



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



Department for Child Protection |
Annual Report | 2010 - 2011



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DIRECTOR GENERAL'S MESSAGE

The Department for Child Protection delivers some of the most critical statutory services for the community in Western Australia. Keeping children safe and looking after those who have been abused and neglected and who cannot remain with their families is, in my broad experience, the most challenging and difficult area of the human services to get right.

Child protection practice occurs in an environment that is highly anxious, always contentious and where uncertainty is always present. It is work that has to resolve the contradiction between taking coercive action against families and establishing the working relationships with them that are essential to redressing safety concerns. It is work that requires a high level of skill, commitment and resilience of staff. Effectiveness in this work has to be grown and this requires an organisation that is strong, has clear policy and practice guidance, good capacity, supports its staff and is committed to learning.

Looking after children who have been abused and neglected requires similar dedication and skill, on the part of both staff and carers for the children. The contribution of foster carers particularly is a priceless gift to the children and community of Western Australia. Supporting carers to make placements a healing experience for children, ensuring that there is contact with family and working to achieve reunification where that is possible, and managing the decision not to do so when that is best for the child, and accessing all the specialist support a child requires when demand can be endless and supply is limited; all this makes large intellectual, organisational and emotional demands on staff.

Of course, the more we can do to prevent family situations becoming unsafe for children, the better for all concerned. A major role of the Department is to provide family support services and this is achieved substantially by facilitating service delivery through community sector organisations. The Department is committed to growing the effectiveness of its partnerships with the sector, recognising that partnership is a sophisticated way of working that demands understanding, respect and teamwork.

The Department is entering the fifth year since its reformation and commencing root and branch reform following the Review of the (former) Department for Community Development (2007). Five years is often cited as the time it takes to achieve real and lasting reform in this complex and demanding work.

Staff of the Department, foster carers and community sector agencies have all contributed to achieving substantial reform, and Western Australia has a child protection system and family support services that have vastly improved in their capacity and performance. There is, however, further to go in building the depth of child protection practice, the capacity and the depth of healing for children in out-of-home care, together with the capacity of family support services and their integration, both between existing services and with child protection, as well as with the other human services such as drug and alcohol, mental health and education.

This report provides a comprehensive picture of the work we have done and supported, through other agencies, in 2010-11. I would also encourage readers to look at our website, www.childprotection.wa.gov.au, to see how we do this work as reflected in our practice and service frameworks and manuals.

Work that by its very nature is characterised by uncertainty can be neither foolproof, nor infallible. However, I am confident in asserting that our work is soundly based, delivered respectfully, strives to be open and responsive, and is committed to teamwork, with the families with whom we work and with our partners. And that is the basis for achieving effective outcomes.



Terry Murphy
Director General

OVERVIEW OF AGENCY

Operational structure

Ministerial responsibilities

At 30 June 2011, the Honourable Robyn McSweeney MLC was the Minister for Child Protection. The following advisory bodies provided independent advice to the Minister during 2010-11:

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

Statutory authority

As at 30 June 2011, 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.*

Performance management framework

Through the administration of the *Children and Community Services Act 2004*, the Department for Child Protection (the Department) supports families and individuals who are at risk or in crisis, and provides for the protection and care of children where their parents have not provided, or are unlikely or unable to provide, that protection and care.

The Department has three outcomes and services. This annual report and key performance indicators are structured around these services.

Government Goal	Outcomes	Services
Greater focus on achieving results in key service delivery areas for the benefit of all Western Australians.	Children and young people in the Chief Executive Officer's (CEO's) care receive a high quality of care and have much improved life chances.	1. Supporting children and young people in the CEO's care.
	Children and young people needing protection are safe from abuse and harm.	2. Protecting children and young people from abuse and harm.
	Families and individuals overcome their risks or crises and keep themselves and family members safe.	3. Supporting individuals/families at risk or in crisis.

Agency priorities

The Department has identified four strategic priorities that will continue to improve our services and outcomes for the period 2010 to 2012.

1. Continue to build the capacity of core service delivery, policy and corporate support

- Increasing the number of Aboriginal staff;
- Increasing the number of placements for children requiring out-of-home care;
- Developing service delivery partnerships with other government agencies, non-government agencies, and communities;
- Expanding responsible parenting services in regional areas; and
- Streamlining practice, policy and administrative requirements including integration of the Department's client information and case management system.

2. Deliver and improve critical child protection and family support performance

- Effective and timely investigation of concerns for children's wellbeing;
- Optimal performance in all stages of case management;
- Foster carer assessments, reviews and partnerships; and
- Therapeutic residential care.

3. Deliver continued and targeted developments to improve performance of service delivery, policy and corporate support

- Family Support Networks in partnership with the community sector;
- Permanency planning and orders;
- Leaving care planning and support;
- Secure care centre; and
- Homelessness services innovation and expansion.

4. Continue to develop the Department as a learning organisation

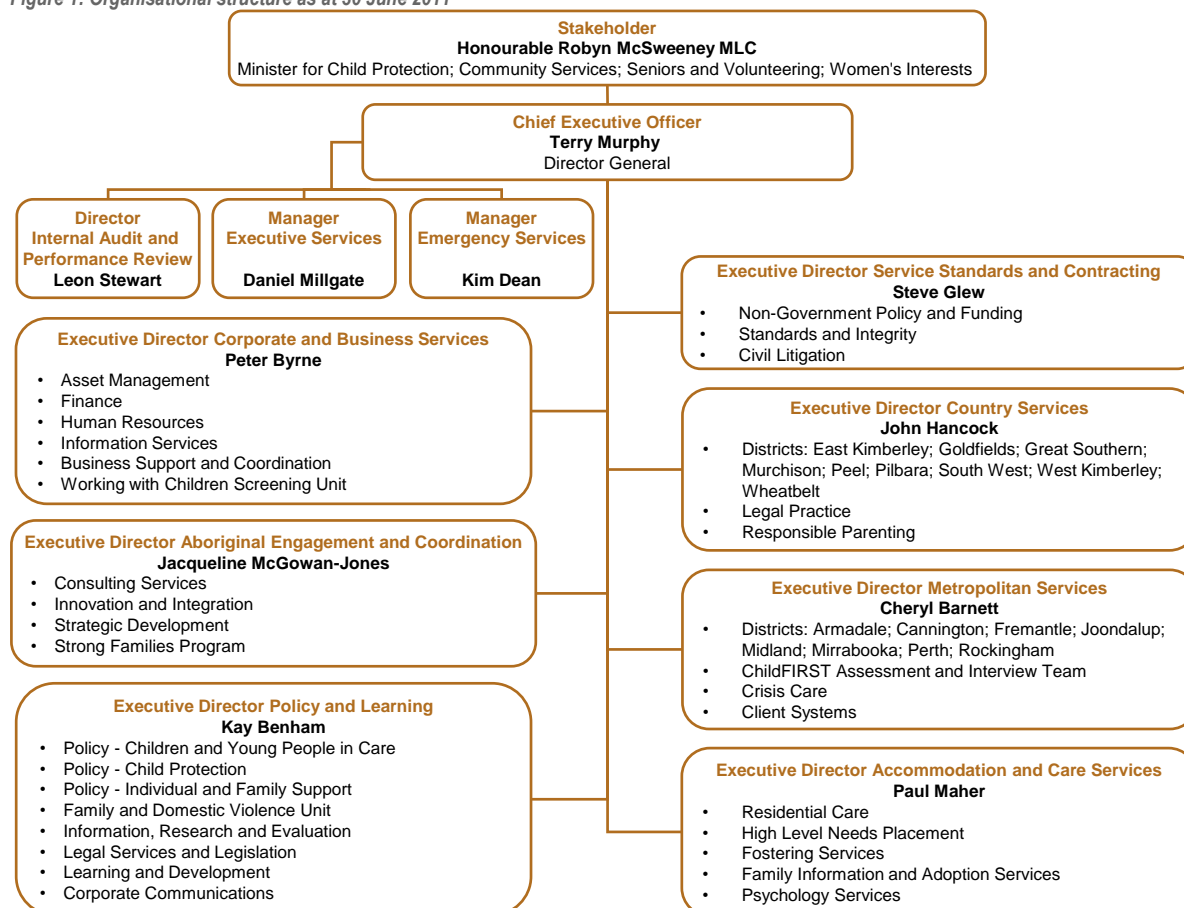
- Individual learning plans;
- Workplace learning;
- Focussed training with qualification pathways;
- Flexible delivery of training options; and
- Targeted and comprehensive leadership development at all levels.

The Department undertakes research and evaluation to monitor the achievement of its strategic priorities. Detailed information about the Department's work in this area can be found in Appendix 1.

Administrative structure

The Department plays an important role in the Western Australian community, with metropolitan and country district offices and satellite offices located across the State, as shown in Appendix 2. Figure 1 outlines the Department's organisational structure at 30 June 2011. A summary of the Department's directorates is provided in Appendix 3.

Figure 1: Organisational structure as at 30 June 2011



The Department's primary focus is to protect children and young people from harm; it provides care for those who are unable to live at home. The Department also provides family and individual support services and assists people who are at risk or in crisis. Other services include administering adoptions and criminal records screening for people who work with children in the broader community.

The Department also funds a range of non-government agencies to provide community services. These agencies are listed in Appendix 4.

Customers

The Department provided services to over 105,000 individuals across the State, with over 78,000 contacts recorded in the Department’s client system in 2010-11. Twenty five per cent of these contacts required further assessment of these families’ and individual’s circumstances.

In addition, the Department delivers a large proportion of its services through its funded partners in the community services sector. A list of the Department’s funded services can be found in Appendix 4.

In 2010-11, of the Department’s overall customer base (customers of both departmental and funded service providers):

- 56 per cent were female, 42 per cent were male and two per cent were of a diverse gender or did not indicate their gender;
- 43 per cent were aged 18 years or less;
- 31 per cent identified as Aboriginal – the Department’s Aboriginal customers continue to be over-represented compared to the overall Western Australian population, of which four per cent is Aboriginal (based on 2006 census data);
- seven per cent identified as being from a culturally and/or linguistically diverse background.

The most common presenting issues were family problems (38 per cent), family violence (34 per cent), concern for child’s safety and wellbeing (25 per cent), parenting issues (25 per cent) and financial problems (21 per cent). These and other presenting issues are identified in Figure 2.

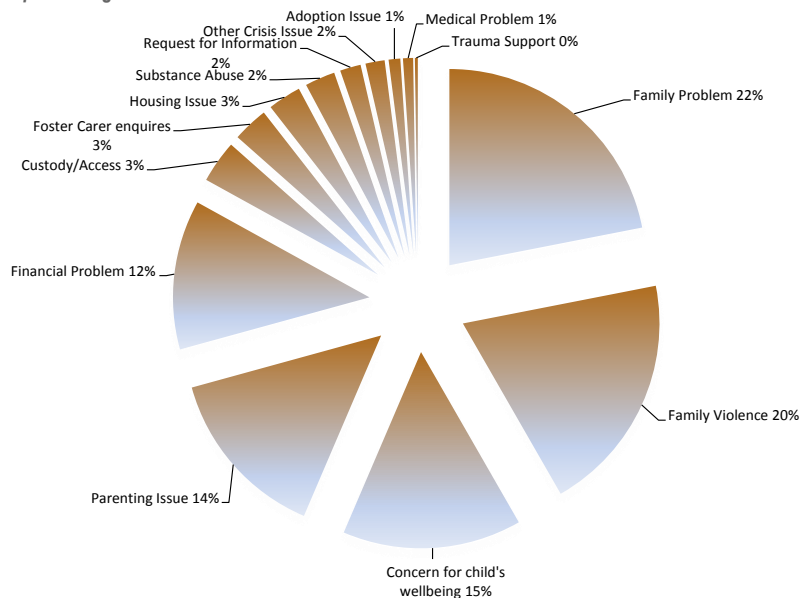
ASSIST – New client system

In March 2010, the Department introduced a new client case management information system – ASSIST. The client system delivers new system functionality, including electronic client files, case and care planning tools.

Assessment and investigation processes have also been enhanced, leading to the adoption of new terminology in this report.

Data in previous annual reports in relation to a “concern for a child’s wellbeing” relate to an “initial inquiry for a child” in this annual report. What was previously referred to as a “child protection investigation” is described as a “safety and wellbeing assessment”.

Figure 2: Breakdown of presenting issues in 2010-11



(a) The diagram excludes 29,738 preliminary contacts which did not have presenting issues recorded.

Working with Aboriginal families

Aboriginal and Torres Strait Islander children and families represent a third of the Department’s clients. Forty-six per cent of children in care are Aboriginal. The rate per 1,000 of Aboriginal children in care is 63. This is 15 times the rate of non-Aboriginal children in the population (based on 2006 census data).

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The Department has an Aboriginal Engagement and Coordination Directorate which provides central leadership, advice and quality assurance on Aboriginal case practice and policy issues. The staff comprises a multi-skilled team of male and female, Aboriginal and non-Aboriginal officers equipped to support front-line services.

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 Aboriginal practice leaders.

A review of the Aboriginal Services Framework commenced in 2010-11, with the aim of improving the delivery of effective and coordinated services for Aboriginal People.

The Department continued to implement its Aboriginal Employment and Learning Strategy to increase the number of Aboriginal staff in its workforce to provide more responsive and appropriate services to Aboriginal clients. A key target is increasing the proportion of Aboriginal staff from nine to 20 per cent by 2014. A review was commenced to identify the ongoing learning and development needs for Aboriginal people, with a focus on improving Aboriginal recruitment and retention.

During the year, Aboriginal Practice Networks were established, in all districts, to deliver results-based processes that create safety for those Aboriginal children and families, who come into contact with the Department.

Aboriginal Practice Leaders are employed in each district to provide guidance, support and advice to departmental staff on matters relating to Aboriginal children in care and their families. They also develop cultural plans to ensure children remain connected to Aboriginal culture. During 2010-11, the Aboriginal Leadership Network held three workshops to discuss contemporary issues affecting child protection practice with Aboriginal children, families and communities. This resulted in discussion papers on key policy areas, such as neglect versus poverty.

An Aboriginal Expert Panel provides advice to the Director General and senior management on the following areas:

- Reform and innovation in child protection and family and domestic violence;
- Healing in relation to sexual abuse;
- Cultural learning; and
- Community partnerships.

The Panel's focus is to ensure ongoing policy and practice development remains culturally appropriate, to enhance outcomes for Aboriginal children, families and communities.

The Department continued its commitment to the Policy Framework for Substantive Equality through the completion of a needs and impact assessment focussing on case practice with Aboriginal service recipients. Recommendations arising from this report were addressed by relevant work units and directorates during the year.

Working with culturally and/or linguistically diverse families

The Department continues to address the growing diversity of Western Australia by delivering services to families, children and young people from diverse cultural, religious and linguistic backgrounds. In 2010-11, the Culturally and Linguistically Diverse Services Framework 2010-2012 was introduced, supported by an implementation plan.

Initiatives in response to the framework included:

- The development of language services guidelines for effective communication with people who are not proficient in the English language;
- The redevelopment of the Culturally and Linguistically Diverse working group with broad representation across directorates; and
- The development of a community education and information package to provide culturally and linguistically diverse communities with information on the Department's child protection services.

Consultation and advice is provided to departmental staff in relation to complex culturally and linguistically diverse child protection issues. The aim is to build increased confidence in working with families from diverse backgrounds. Specialist Community Child Protection Workers, based in Mirrabooka and Joondalup, play a critical role in ensuring support and

OVERVIEW OF AGENCY

services are culturally relevant, through community engagement activities with these communities and community sector agencies.

An African Parenting Working Group was convened as a collaborative activity between the Department, the Office of Multicultural Interests and the Department for Communities to develop strategies for minimising the risk of African children coming into care as a result of child protection concerns.

The Department works with the Department of Immigration and Citizenship to cater for the care and protection of unaccompanied humanitarian minors. At 30 June 2011, the Department held guardianship responsibilities for 20 unaccompanied children from Afghanistan, Burma, Liberia, Sudan, Burundi and Congo.

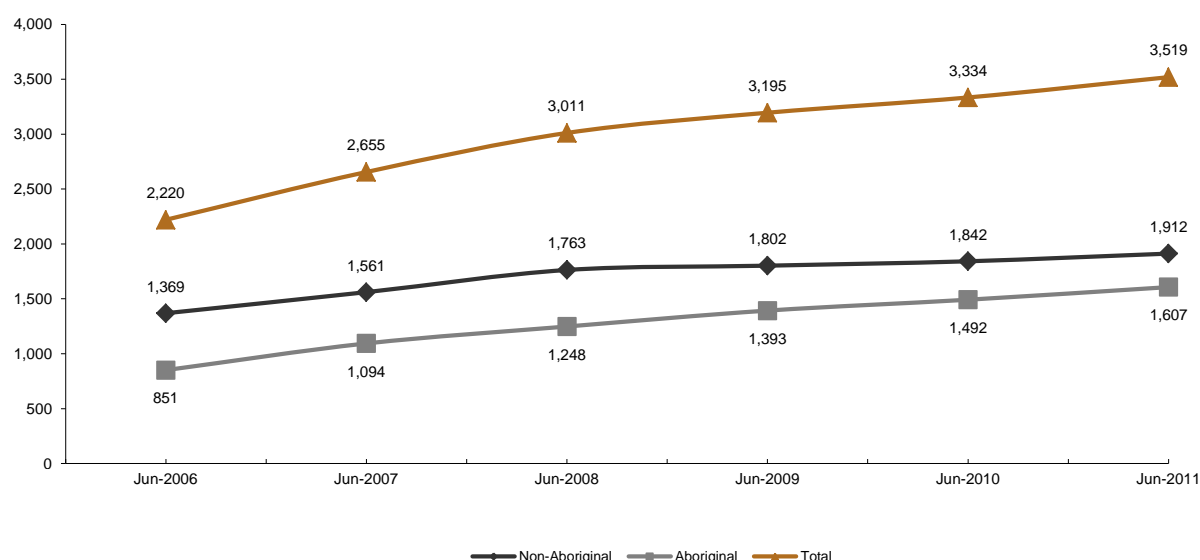
AGENCY PERFORMANCE

Service 1: Supporting children and young people in the Chief Executive Officer's care

Children in the Chief Executive Officer's care

At 30 June 2011, there were 3,519 children in the CEO's care, representing a six per cent increase since 30 June 2010. The number of Aboriginal children in care has increased by eight per cent since 30 June 2010, compared to a four per cent increase in non-Aboriginal children in care.

Figure 3: Number of children and young people in the Chief Executive Officer's care at 30 June 2011



(a) Refer to Table 52 in Appendix 5 for a regional breakdown of these figures.

Table 1 illustrates the living arrangements of children in the CEO's care at 30 June 2011. The majority of children were in foster care arrangements with either general or relative carers (76 per cent). Aboriginal children were more likely to be living with friends or family other than their parents (48 per cent compared to 29 per cent of non-Aboriginal children).

Table 1: Living arrangements of children and young people in the Chief Executive Officer's care at 30 June 2011

Type of living arrangement	Aboriginal		Non-Aboriginal		Total	
	Number	Per cent	Number	Per cent	Number	Per cent ^(a)
Parent/former guardian	105	6.5	193	10.1	298	8.5
Relative foster care	773	48.1	554	29.0	1327	37.7
Departmental general foster care	323	20.1	758	39.6	1081	30.7
Funded service foster care	125	7.8	154	8.1	279	7.9
Departmental residential	92	5.7	49	2.6	141	4.0
Funded service residential	70	4.4	101	5.3	171	4.9
Unendorsed arrangement	79	4.9	52	2.7	131	3.7
Independent living	5	0.3	17	0.9	22	0.6
Prospective adoptive placements	2	0.1	10	0.5	12	0.3
Other	33	2.1	24	1.3	57	1.6
Total	1,607	100.0	1,912	100.0	3,519	100.0

(a) Percentage totals may not equal 100 per cent due to rounding

The ages of children in the CEO's care at 30 June 2011 are shown in Table 2. The majority of children in care were under 10 years of age (53 per cent). Of all children in care, there was a higher proportion of Aboriginal children under 10 years of age (57 per cent), compared to non-Aboriginal children (50 per cent).

Of the 1,653 children in care over 10 years of age, a greater proportion of children were non-Aboriginal (58 per cent), compared to Aboriginal children (42 per cent).

Table 2: Age of children and young people in the Chief Executive Officer's care at 30 June 2011

Age	Aboriginal		Non-Aboriginal		Total ^(a)	
	Number	Per cent	Number	Per cent	Number	Per cent
Less than 1 year	34	2.1	76	4.0	110	3.1
1 to 4 years	305	19.0	283	14.8	588	16.7
5 to 9 years	577	35.9	591	30.9	1,168	33.2
10 to 14 years	470	29.2	536	28.0	1,006	28.6
15 years and older	221	13.8	426	22.3	647	18.4
Total	1,607	100.0	1,912	100.0	3,519	100.0

(a) Refer to Table 53 in Appendix 5 for a regional breakdown of these figures.

Caring for children in the CEO's care

Throughout the year, there were 4,147 children in the CEO's care for any period of time, with 921 children starting a period of care and 692 children ceasing a period of care. Of the children who started a period of care in 2010-11:

- 20 per cent were aged less than one year;
- 30 per cent were aged one to four years;
- 23 per cent were aged five to nine years;
- 22 per cent were aged 10 to 14 years; and
- five per cent were aged 15 or older.

Three quarters of children entered care in 2010-11 as a result of substantiated child protection concerns. Other reasons for entering care included the inability of the child's caregiver to provide adequate care, illness of the child's caregiver, inability to identify a suitable guardian, the child's caregiver being in custody, or due to a significant conflict between the caregiver and child.

Fostering services

The Department continued to actively recruit foster carers to meet the needs of the increasing number of children and young people requiring care. Since March 2009, recruitment strategies have included television advertisements and local recruitment campaigns, which have attracted over 3,400 enquiries. During this period, 438 applications were received and over 190 new carers have been approved.

In June 2010, as part of a joint venture with the Department of Sport and Recreation, a television advertisement was launched to encourage sports-based volunteers to consider fostering. Interest in fostering continued to be generated from local recruitment drives undertaken in the West Kimberley, Esperance, Murchison, Wheatbelt, Perth and Joondalup districts.

The Department continues to implement the Foster Care Partnership, which highlights the critical role of the foster family as part of the child's care team. The Partnership specifies how the Department works with the foster family to ensure safe, stable foster care placements. The Partnership was reviewed during the year, and the Department continues to work with foster carers to build on these achievements.

In recognition of the valuable role that foster carers play in the lives of children and young people in care, the State Government provided a \$20 increase to the fortnightly foster care subsidy. This brings the total fortnightly increase since 2007-08 to \$100 per fortnight.

Work progressed on the Respite Care Program, with 60 approved specialist respite carers now available. In 2010-11, 25 camps were held in metropolitan and regional areas. The camps are a successful innovation and are proving to be a valuable source of respite for many relative carers, particularly grandparents. Day programs were run for special groups,

such as Aboriginal young people, to provide them with culturally appropriate experiences, and for children who are not yet mature enough to take part in holiday camps.

Residential care and support

In 2010-11, the reform and expansion program of the Department's residential care services was substantially completed.

In addition, the implementation of the Department's costing model for out-of-home care placements, developed in collaboration with the community services sector, continued to see out-of-home care sector agencies experience significant gains in funding. Eighty-four family group home places were opened in the metropolitan area during the year, managed and operated by community sector agencies.

In January 2011, the expansion of family group homes in regional areas commenced, with 24 places opened in family group homes in Broome, Albany, Collie, Bunbury and Geraldton. Two sites were rented in Newman and Karratha. The expansion of residential places will continue in 2011-12, and may require the construction of homes in some areas.

At 30 June 2011, there were 56 residential group home intensive therapeutic care places operating in the Perth metropolitan area. This expansion has been completed with the purchase of 14 houses.

A new disability program was introduced, in partnership with community sector agencies, to provide a placement and support service for children with disabilities in the CEO's care. The new program will assist young people with the transition to services provided by the Disability Services Commission as they reach 18 years of age.

Secure care service

The nine bed Kath French Secure Care Centre was opened on 22 May 2011. The Centre provides a planned, short-term (up to 21 days) intensive intervention for young people aged between 12-18 years, who are already in the CEO's care and are at extreme risk to themselves or others.

Secure care staff members are trained in recognised therapeutic models of intervention, which aim to stabilise the young person and keep them safe, while developing a suitable plan to address their needs. The Centre's staff include residential care officers, psychologists, educational officers, nurses and a general practitioner. The Centre works closely with other service providers such as Child and Adolescent Mental Health Services.

This service provides some of Western Australia's most vulnerable young people with their best opportunity to become stable; it offers those young people the support to address the complex problems and behaviours, that prevent them from maintaining long-term care placements.

Other developments during the year included:

- The establishment of a central referral unit, responsible for coordinating referrals from districts (other than general foster care placements and secure care referrals) for the placement of children and young people in the CEO's care. The greater number of placements required, and the increasingly complex nature of cases, has led to the identification and matching of suitable placements becoming more challenging.
- The completion of a review of the Transitional High Needs Program, which will inform the Department of required placement and service initiatives for this high risk group of children.

Supporting children in the CEO's care

Rapid Response whole of government policy framework

In December 2009, Cabinet endorsed *Rapid Response*, an across-government policy focusing on the development of a framework and action plan to ensure that children and young people in care receive priority access to services in relation to health, education, safety and wellbeing and housing.

The state-wide implementation of joint health care planning for all children in care commenced in May 2010.

A Memorandum of Understanding, to support the implementation, was signed by the Department and the Department of Health in July 2010. This approach to joint health care planning has improved information sharing between the departments and has resulted in the early identification and referral to services where health issues are identified.

In July 2009, compulsory education plans were introduced for all school-aged children in care. In 2009-10 work continued with the Department of Education, Department of Education Services, Catholic Education Office of Western Australia and the Association of Independent Schools of Western Australia to improve access, support and educational outcomes for children in care. Memoranda of Understanding were drafted to support the exchange of information and early identification of educational needs, which will be incorporated into a child's care plan and reviewed on an annual basis.

The Department continued to work with the Department of Housing to establish protocols for priority housing for children leaving care. A particular focus is on young people transitioning to independence.

The Disability Services Commission provides priority access to a Local Area Coordinator, to work with the Department, to provide services to disabled children in care, including respite, recreation, community and therapeutic activities.

Departmental officers are accommodated in both the Children's Court and the Family Court, as part of a strategy to support the exchange of information relevant to the safety and wellbeing of children.

Psychology services

Psychology services deliver three services: consultation, assessment and intervention. The service is based on an understanding of the impact of trauma upon child development, and the impact of attachment difficulties on the capacity to build and maintain relationships. The Department's psychologists work with children, families and carers.

As at 30 June 2011, there was an average of 2.5 psychologists in each metropolitan district and at least one psychologist in each country district. There were also psychologists supporting several residential group homes, as well as Fostering Services and the Kath French Secure Care Centre.

Over the past 18 months, the Department introduced health screening and a strengths and difficulties questionnaire for all children entering care, with psychologists being involved in early assessment and planning for children. This screening is crucial to their wellbeing and improving their life outcomes in care.

Advocacy

The Advocate for Children in Care provides advocacy services for children and young people in the CEO's care, including support and assistance to access formal complaints management and appeals processes. The Advocate promotes participation by children in care, identifies and reports on the issues being raised, and oversees the Charter of Rights for Children in Care.

In 2010-11, the Advocate for Children in Care provided services to 324 individuals, including children in care and those concerned about them. The Advocate also introduced *Viewpoint*, a computer assisted, self-interviewing program designed to promote greater participation by children and young people in care in decision-making. This interactive program promotes access to the individual views, wishes and experiences of young people. Their perspectives are explored and built upon, in follow up sessions with case workers, to create a meaningful care plan for the young person's future.

Viewpoint also aggregates data anonymously to provide information to the Department for monitoring, planning and service improvement purposes. It also offers the opportunity to compare departmental data with those from other jurisdictions, both nationally and internationally.

Viewpoint is part of the Department's *Signs of Safety* framework. It assists young people to articulate what is working well for them, what they are worried about, and what needs to change in their lives. *Viewpoint* will be available to all children and young people in care across Western Australia in 2012.

Case Review Panel

The Case Review Panel independently reviews planning decisions for children in care. The Panel received 34 applications in 2010-11. Nine applications were withdrawn and 14 did not meet the criteria to proceed to a hearing. This compares with 29 applications in 2009-10, seven of which were withdrawn.

Of the 34 applications received, 23 were lodged by a biological parent, five by current foster carers, three by maternal grandparents, two by paternal grandparents and one was lodged by a young person of 15 years of age. Reunification, placement concerns and contact were the primary issues listed for review.

Eleven applications proceeded to a hearing. In nine hearings, the care planning decisions were upheld and in two, applications were upheld in favour of the applicant.

Standards Monitoring Unit

The Department's Standards Monitoring Unit enables the Department to effectively monitor the *Better Care, Better Services: Standards for Children and Young People in Protection and Care (2007)*. The Unit monitors performance in the Department's districts, commissioned placement services and funded community sector placement services.

On-site visits to services examine documentation, such as policies, procedures, client files, and organisational records, as well as obtaining direct feedback on services from children, their families, carers and staff. The Standards Monitoring Unit highlights areas where services are doing well and identifies opportunities for continuous improvement.

Nine monitoring visits of departmental district offices were conducted. A second cycle of monitoring was completed, and a third cycle has begun. Self-assessments for placement services were completed in 2010-11 and monitoring visits to seven of the Department's commissioned residential services and four funded community sector placement services commenced.

Duty of Care Unit

During the year, the Duty of Care Unit provided training and support to departmental staff and community sector organisations to assist them to respond to low-level concerns regarding the standard of care provided to children in the CEO's care and the investigation of allegations of harm.

Allegations of harm to children in the CEO's care by approved carers are investigated by the Duty of Care Unit. Investigations are undertaken in partnership with relevant stakeholders including district offices, community sector agencies, childFIRST and the Western Australia Police. The Duty of Care Unit has begun work to assess a small number of referrals from Redress WA¹. Where appropriate, the Unit will also liaise with the Police's Child Abuse Squad.

CREATE Foundation

During 2010-11, the Department continued to fund the CREATE Foundation to represent and support children in care, develop skills to improve their life outcomes, and connect them with their peers so they have a sense of belonging.

One of the priority issues identified by young people transitioning to independent living in the *CREATE Report Card 2009: Transitioning from Care: Tracking Progress* was the need to attain their motor vehicle licence, as a means of improving education, training and employment opportunities.

In response, in November 2010, the Department launched a pilot project in two district offices to support young people to undertake the rigorous motor vehicle licensing process. Resources were developed including:

- A guide for field staff to assist young people in obtaining their licence;
- A service provider resource list; and
- Local service agreements for subsidised support for driving lessons and completion of the 25 hour log-book requirement.

¹ Redress WA was set up by the Western Australian Government in 2008 to acknowledge and apologise to those people who, as children, were abused and/or neglected while they were in the care of the State.

Ida Curtois Achiever Awards

The Ida Curtois Achiever Awards 2011 were held in April. These awards recognise nominated young people aged 15 to 25 years who are, or have been, in the Department's care and are pursuing further education or training. Seventeen young people were nominated across three categories: University; Technical and Further Education and Apprenticeship; or Traineeship Achiever Awards. The Ida Curtois Inspiration Award was presented to four outstanding winners from the Achiever Award categories.

Permanency planning and special guardianship orders

During 2010-11, the Department introduced a permanency planning policy that seeks to prevent children from 'drifting' in care, by ensuring they are provided with safe, continuous and stable care arrangements.

Permanency planning requires that timely consideration be given to whether a child can be reunified with their birth family, or whether long-term out-of-home care options need to be considered.

In January 2011, protection orders (enduring parental responsibility) were replaced with protection orders (special guardianship) via amendments to the *Children and Community Services Act 2004*. The changes allow carers to make direct application to the Children's Court of Western Australia for a special guardianship order, if a child has been in their care and the subject of a protection order (time-limited or until 18) for at least two years before the application is made.

Special guardianship orders aim to provide children in care with stable, long-term placements, whilst ensuring the child is able to maintain important links with their birth family. Special guardianship orders give carer(s) all the duties, powers, responsibilities and authority which, by law, birth parents have in relation to their own children. Importantly, the child is no longer in the care of the CEO, meaning the special guardian will be able to carry out these functions without having to consult the Department.

As at 30 June 2011, 187 children were the subject of a special guardianship order.

The Department established the Home for Life Team to identify and manage a group of permanent carers. Referrals to the Home for Life Team can be made for children who are less than 12 years of age, unable to return to live with their birth families, subject to a protection order (until 18) and where a suitable long-term carer is not available.

Leaving care services

The Department continued to implement initiatives to help young people leaving care in their transition to independence. These included early planning for transition from care and the provision of assistance once they have left care. The Department also funded a number of community sector agencies to provide support for young people leaving care.

As at 30 June 2011, there were 647 young people in care aged between 15 and 18 years. A new policy was introduced to ensure that planning for these young people begins at 15 years of age.

A total of 692 children and young people ceased a period of care in 2010-11. However, 53 subsequently returned to care prior to the end of the year. Table 3 provides a breakdown of the 639 children and young people who left care in the year by age group. The majority of children ceased a period of care by the age of 14 (66 per cent). Of the 692 children and young people who ceased a period of care, 101 aged out of care (reached 18 years of age).

Table 3: Ages of children and young people upon leaving care in 2010-11 ^(a)

Age	Total	Per cent
Less than 1 year	40	6.3
1 to 4 years	139	21.8
5 to 9 years	142	22.2
10 to 14 years	144	22.5
15 to 17 years	73	11.4
18 years or older	101	15.8
Total	639	100.0

(a) Refer to Table 54 in Appendix 5 for a regional breakdown of these figures.

Table 4 shows the length of time these children spent in care. Just over half (51 per cent) were in care for less than two years, and one third (34 per cent) of children spent less than six months in care.

Table 4: Children and young people leaving care in 2010-11 by length of time in care ^(a) ^(b)

Length of time	Total	Per cent ^(c)
Less than 30 days	139	21.8
30 days to less than 6 months	75	11.7
6 months to less than 1 year	56	8.8
1 year to less than 2 years	53	8.3
2 years to less than 5 years	200	31.3
5 or more years	116	18.2
Total	639	100.0

(a) Refer to Table 55 in Appendix 5 for a regional breakdown of these figures.

(b) For those children with more than one period of care during 2010-11, the length of time of the most recent period of care is used.

(c) Percentage total may not equal 100 per cent due to rounding.

Family Information and Adoption Services

The Department coordinates and manages local and inter-country adoptions of children. It also provides post-adoption services and manages the Family Information Records Bureau.

Adoption services

Staff work with birth parents who may be considering relinquishing a child for adoption, and perform State Central Authority functions under the Hague Convention for inter-country adoptions. The Department provides pre-adoptive care for children placed for adoption, assesses prospective adoptive parents, and supports applicants through the adoption process.

There has been a steady decline in the overall number of children needing adoption in recent years, with orders for only 12 unrelated children being granted this year. The decline is due to a number of factors, including increased access to birth control and greater acceptance of - and support for - single mothers. Improved social and economic conditions in many third world countries have also resulted in more children being cared for domestically.

As the worldwide number of prospective adoptive parents continues to grow steadily, applicants far outnumber children needing a family; however, there continues to be a need for adoptive parents, both in relation to local and overseas adoptions, and for children with significant additional needs.

Table 5: Adoption orders granted by the Family Court or country of origin by type of adoption

Type of adoption		2010-11	2009-10	2008-09	2007-08
Known adoptions	Carer	2	1	-	1
	Step-parent	7	11	16	11
	Adult	16	8	6	9
	Total known adoptions	25	20	22	21
Unrelated placement adoptions	Local	4	12	7	3
	Inter-country:				
	<i>Bilateral program</i>	3	11	6	5
	<i>The Hague Convention ^(a)</i>	1	4	5	7
	<i>China ^(b)</i>	4	3	3	5
	Total inter-country	8	18	14	17
Total unrelated placement adoptions	12	30	21	20	
Total adoption orders		37	50	43	41

(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*.

The decline in the number of children adopted from overseas has continued. There is a widespread misconception that all children in overseas orphanages are available for adoption. Some children are placed in an orphanage because their parents are temporarily unable to care for them.

In other cases, the responsible authorities in the child's country of origin may not consider inter-country adoption to be an appropriate alternative. The number of children is further limited because the majority of children in orphanages are older and may have complex medical problems. Often, it is difficult to place these children as there are too few potential adoptive parents suited to care for them. Australia's immigration laws also restrict the adoption of children with certain health conditions².

A number of other factors have influenced the decline in numbers:

- Some countries have limited their intake of new applicants, by means of a quota, to manage the demand for children;
- Adoptions from Ethiopia were suspended while the program underwent a major restructure;
- Children cannot presently be adopted from India, due to concerns about the country's ability to protect children from being trafficked; and
- Thailand and the Philippines have temporarily stopped accepting new applications for younger children.

Table 6: Adoption orders granted by the Family Court and country of origin for overseas-born children

Country of origin	2010-11	2009-10	2008-09	2007-08
China	4	3	3	5
Ethiopia	1	4	1	1
Hong Kong	0	0	0	2
India	1	1	0	1
Korea	1	5	5	3
Peru	0	0	0	1
Philippines	0	0	2	2
Taiwan	1	2	0	0
Thailand	0	3	3	2
Total	8	18	14	17

Post-adoption services

Post-adoption services include: the provision of adoption information, implementation of adoption plans, message box service, outreach, reunions, matching, mediation, counselling and support, discharges of adoption orders, and death notifications.

Registrations for access to adoption information and services, such as the message box service, increased during the year. Research required to compile adoption information for release can be both complex and resource intensive, including matches, mediations and counselling, in preparation for reunion services. In 2010-11 the number of services per client increased, whilst the number of registered clients receiving services remained constant.

The increased demand for services has been in the context of greater community recognition of past adoption practices and interest in family history. It is also reflective of post-adoption support service needs in today's contemporary practice of open adoptions. These services are provided in relation to adoption orders made under both the *Adoption of Children Act 1896* and the *Adoption Act 1994*.

There have been approximately 22,300 adoptions in Western Australia since 1896, involving in excess of 110,000 parties and their relatives. In 2010, the Western Australian Government formally apologised to those affected by past adoption practices. The apology was attended by a large number of birth mothers, many of whom were subjected to the removal of their children during the 1970s and 1980s.

² Immigration assesses the health status of the child to be adopted prior to issuing an entry visa. In the past they have delayed entry for a child who had tuberculosis, overseas countries also are aware that Australia has strict health requirements, mainly around the likely health costs of a child to the Australian society. For that reason, overseas countries are less likely to send children to Australia with significant medical needs.

AGENCY PERFORMANCE: SERVICE 1

Table 7: Past adoption information applications

Access to Information	2010-11	2009-10	2008-09	2007-08
Information application forms received ^(a)	395	330	426	350
Identifying information	292	259	342	299
Non-identifying information	277	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 8: Past adoption information services

Services	2010-11	2009-10	2008-09	2007-08
Registrations where services were provided ^(a)	949	1,133	853	626
Provision of sensitive information by caseworker	180	199	161	29
Duty enquiry by registered client ^(b)	458	437	484	-
Messages	240	200	217	168
Outreaches	163	212	184	110
Death notifications ^(c)	91	76	46	10

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

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

(c) Death notifications are undertaken, where appropriate or practicable by contacting other parties to the adoption, when information is received about the death of another party to the adoption, as legislatively prescribed under section 80 of the Adoption Act 1994.

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 the public awareness of this service, and the establishment of the State Government's Redress WA scheme in 2007, the number of applications for information has increased. The service is staffed by five Aboriginal staff and one non-Aboriginal staff member. The information is delivered personally, wherever possible, due to the highly sensitive nature of this work.

Table 9: Applications for family information (a)

Application type	Completed 2010-11	Pending at 30 June 2011 ^(a)	Completed 2009-10	Pending at 30 June 2010 ^(a)	Completed 2008-09	Pending at 30 June 2009 ^(a)
Child migrant	5	2	8	0	18	0
Personal records (Aboriginal)	9	12	16	9	18	3
Personal records (Non-Aboriginal)	75	39	70	53	69	14
Family history (Aboriginal)	195	386	101	359	105	26
Family history (Non-Aboriginal)	18	3	9	0	10	104
General information (Aboriginal)	46	5	33	3	34	0
General information (Non-Aboriginal)	1	0	1	0	2	0
Proof of Aboriginality	22	7	6	7	3	2
Public Trustee ^(b)	36	0	-	-	-	-
Redress related	-	-	226	412	226	311
Redress/Child migrant ^(c)	20	0	-	-	-	-
Redress/Family history (Aboriginal) ^(c)	23	200	-	-	-	-
Redress/Personal record (Aboriginal) ^(c)	5	186	-	-	-	-
Redress/Personal record (Non-Aboriginal) ^(c)	60	15	-	-	-	-
Tracing (Aboriginal)	7	8	5	10	2	8
Tracing (Non-Aboriginal)	0	0	4	0	1	0
Total	522	863	479	853	488	468

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

(b) Public Trustee is a new category applied from 1/07/2010 and was previously included in "General Information (Aboriginal)".

(c) These are new Redress categories which replaced "Redress related" from 1/07/2010.

Service 2: Protecting children and young people from abuse and harm

The Department has a statutory responsibility to receive and assess concerns for a child's wellbeing³ and allegations of abuse and neglect. Where necessary, the Department is also required to take action to protect children from abuse and neglect.

Assessing child safety and wellbeing

The Department's assessment and investigation processes have been reviewed and revised, allowing for a differentiated response to children who:

- have an increased vulnerability to abuse and neglect;
- have been harmed through abuse or neglect (but parents are protective); and
- are in need of protection and require statutory intervention.

The revised processes continue to:

- enable the assessment and recording of significant harm, or likelihood of significant harm, to children;
- identify, if possible, the person responsible or the person assessed as causing significant harm; and
- ensure the provision of support services.

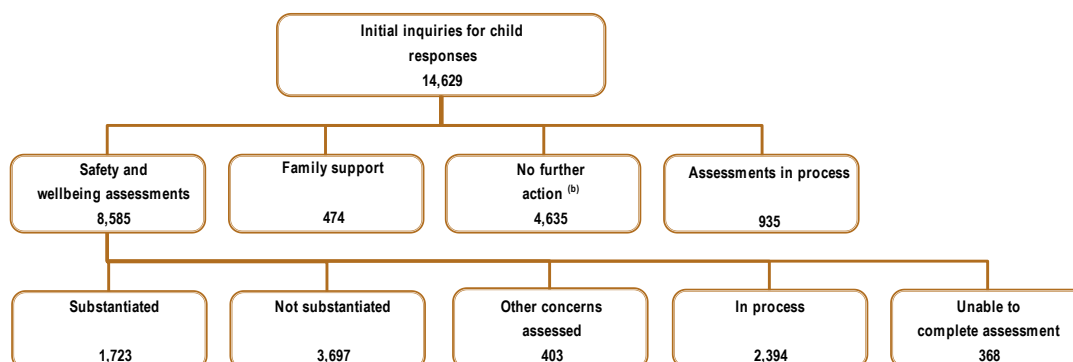
Where the Department has an ongoing role, a child safety and wellbeing assessment is undertaken to clarify if significant harm has occurred or is likely to occur to the child. The Department also assesses whether the parents have the capacity to protect the child or if action is required to protect the child.

The child safety and wellbeing assessment also identifies if children are at risk of abuse and neglect which may result in significant harm if joint work is not undertaken with the family.

One outcome of the assessment process may be the provision by the Department of child centred family support and/or family support to improve the parents' capacity to care for the child.

Figure 4 illustrates the Department's responses to initial inquiries in relation to concerns for a child's wellbeing received during 2010-11 and the outcomes of subsequent safety and wellbeing assessments.

Figure 4: Departmental responses to initial inquiries and outcomes of subsequent safety and wellbeing assessments in 2010-11 ^(a)



(a) Refer to Table 46 in Appendix 5 for a regional breakdown of these figures.

(b) 'No further action' is recorded where, following initial inquiries, there is no ongoing role for the Department. The high proportion of initial inquiries resulting in "no further action" may be attributed to mandatory reports received by the Department where the child's parents are protective. Services such as information, referral and advice may have been provided during the initial inquiry stage.

Of the 1,723 substantiated cases, subsequent action taken by the Department was:

- Initiation of intervention action (588);
- Provision of child centred family support (458);
- Provision of family support (182);

³ Wellbeing of a child includes the care, development, health and safety of the child (section 3 of the *Children and Community Services Act 2004*).

AGENCY PERFORMANCE: SERVICE 2

- No further statutory action was required as the family agreed to work with the Department (481); and
- Further action was not possible (14). This may be due to a young person's refusal to engage with the Department, or involves cases where the family that has relocated during the assessment and their whereabouts were unknown.

Of the 3,697 unsubstantiated cases:

- 473 cases were provided with, or referred to, child centred family support;
- 449 cases were provided with, or referred to, family support services; and
- 2,775 required no further action by the Department.

Table 10 shows the number of concerns raised at the initial inquiry stage by referrer type. Police and education personnel represented the two most significant referral groups about child protection concerns to the Department.

Table 10: Concerns received during 2010-11 by referral type

Referrer type	Number of initial inquiries	Per cent ^(a)
Police personnel	4,213	28.8
Education personnel	1,941	13.3
Social welfare professional (non-departmental)	1,459	10.0
Health professionals	1,312	9.0
Other	1,506	10.3
Departmental officer	943	6.4
Other relative	935	6.4
Parent/guardian	935	6.4
Friend/neighbour	374	2.6
Anonymous	230	1.6
Subject child	130	0.9
Child care personnel	51	0.3
Unknown	600	4.1
Total	14,629	100.0

(a) Percentage total may not equal 100 per cent due to rounding.

In March 2010, the Department's new client system was introduced; which enabled the comprehensive recording of concerns other than the five harm types of neglect, emotional, psychological, physical and sexual abuse.

These are identified as wellbeing concerns, such as family and domestic violence, homelessness, financial problems, parenting problems, parental substance abuse and parent/adolescent conflict. Assessing wellbeing concerns assist the Department in determining children at risk of abuse and neglect, if joint work is not undertaken with the family.

A safety and wellbeing assessment can examine more than one concern; however, one must be nominated as the primary concern.

In Table 11, the outcomes of safety and wellbeing assessments are shown by the primary concern identified in the initial inquiry.

The figures in the table below are classified based on the overall outcome of the assessment. The overall outcome will depend on the combination of harm and wellbeing concerns that were assessed.

Table 11: Outcomes of safety and wellbeing assessments by primary concern ^(a)

Assessment outcome	Primary concern ^(b)					Total assessments
	Neglect	Emotional/ psychological abuse	Physical abuse	Sexual abuse	Wellbeing concern	
Substantiated ^(c)	545	277	329	335	237	1,723
Unsubstantiated ^(d)	842	544	738	945	628	3,697
Other concerns assessed ^(e)	-	-	-	-	403	403
In process	589	439	382	456	528	2,394
Unable to complete ^(f)	57	43	53	113	102	368
Total	2,033	1,303	1,502	1,849	1,898	8,585

- (a) Refer to Table 47 in Appendix 5 for a regional breakdown of these figures.
- (b) The primary concern is recorded at the time of notification. More than one concern can be recorded at this time and additional concerns may be identified during the assessment.
- (c) Relates to where a harm concern in the assessment was substantiated. The figure of 237 relates to cases where the primary wellbeing concern under assessment was not found; however, a harm concern was substantiated. For example, family and domestic violence was selected as the primary concern referred to the Department for assessment. This was not found to be of concern; however, another form of abuse was substantiated, such as physical harm.
- (d) Relates to where a harm concern recorded in the assessment was not substantiated. The figure of 628 relates to cases where the primary wellbeing concern was not found and a harm concern was unsubstantiated.
- (e) Relates to cases where the concern referred to the Department for assessment was identified as a wellbeing concern for the child.
- (f) Refers to circumstances such as a young person's refusal to engage with departmental officers; or when a subject child or family has relocated during an assessment and their whereabouts were unknown.

As in previous years, neglect was the concern most commonly assessed (24 per cent) and substantiated (32 per cent) by the Department. The substantiation rate for completed safety and wellbeing assessments was also 32 per cent. This is slightly lower than under the previous assessment and investigation process, where approximately 40 per cent of completed assessments had a substantiated outcome.

Mandatory reporting of child sexual abuse

The reporting of child sexual abuse is mandatory for teachers, doctors, nurses, midwives and police in Western Australia. A centralised service receives records, assesses and allocates reported cases.

In conjunction with its government partners, the Department continues to conduct interagency training programs. In 2010-11, state-wide information forums were attended by 488 mandated and non-mandated reporters. The Department of Health's State-wide Protection of Children Unit, the Department of Education's Child Protection Coordination Team and the Western Australia Police participated in this multi-disciplinary training.

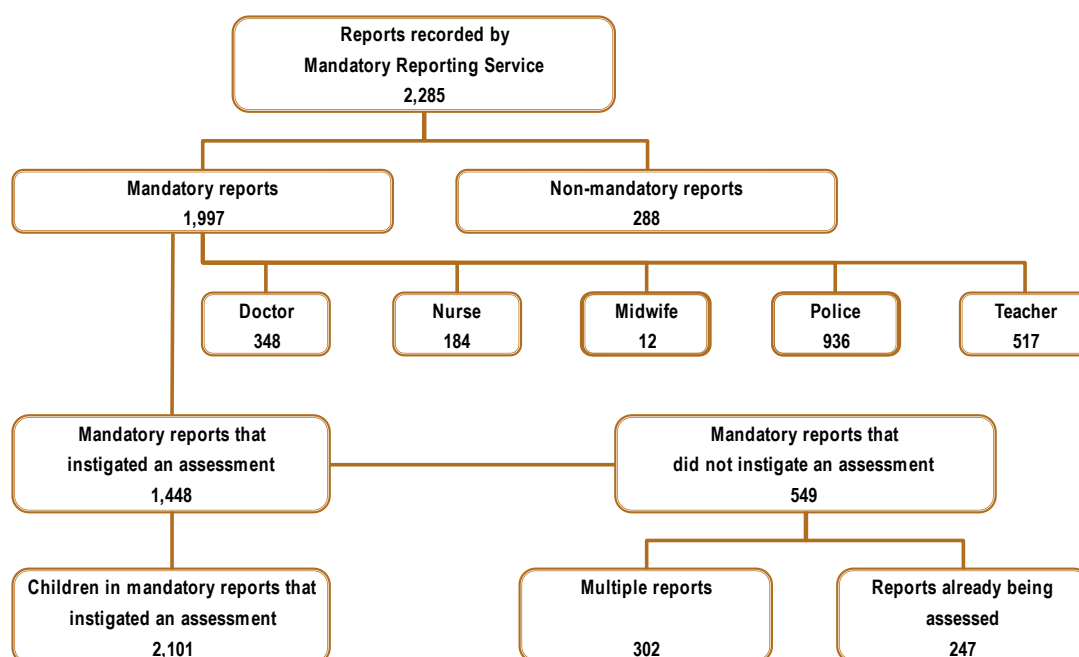
Where child sexual abuse is alleged to have occurred, the Department provides support through its consultation and intervention service for children, or through external specialist practitioners. In addition there are also 15 funded child sexual abuse therapeutic services in the metropolitan and regional areas.

Figure 5 shows a breakdown of reports made to the Mandatory Reporting Service during the year. Reports received by the Mandatory Reporting Service increased by eight per cent compared to 2009-10.

There is a distinction between mandatory and non-mandatory reports: Mandatory reports are those which meet the legislative criteria, that is, a report by a mandated reporter about a child sexual abuse concern. Non-mandatory reports are reports which do not meet the legislative criteria, for example, those that are made by mandated reporters about issues other than sexual abuse, or child protection concerns raised by non-mandated reporters. These reports are dealt with in accordance with the Department's general assessment processes.

There was an 18 per cent increase in the number of mandatory reports that complied with the legislation. This may reflect increased community awareness, the impact of ongoing training and increased knowledge of mandated reporters of their legislative obligations.

Figure 5: Reports recorded by the Mandatory Reporting Service in 2010-11



Of the 1,997 mandatory reports received in the reporting period, 1,448 reports (73 per cent) resulted in further assessment by the Department. Of the 549 reports (27 per cent) that did not instigate further assessment, 247 reports related to matters already under assessment by the Department, and 302 reports related to previously reported children and/or incidents.

Preliminary planning work had commenced with relevant government departments, such as 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 by 2012. However, in late 2010, the State Government deferred the expansion of mandatory reporting.

Signs of Safety framework

The implementation of the *Signs of Safety* Framework across the Department continued during the year. An inaugural *Signs of Safety* Gathering was held in May 2011, which provided the opportunity for staff from across the State to present examples of their work using the Framework and to hear about work being done in Western Australia and internationally.

The gathering showcased the Department's integration of the *Signs of Safety Framework* in its work with children, families and external agencies to assess and investigate child protection concerns; support children and young people in care through care planning and supporting their families to improve family functioning and child safety. The gathering was attended by 512 participants, including 30 international participants.

The *Signs of Safety* pre-hearing conferences pilot project, involving the Perth Children's Court, Legal Aid WA and the Department, is in its final stages. During the pilot period, from December 2009 to December 2010, a total of 123 conferences/meetings were held.

In 2010-11, the pilot was evaluated. The draft evaluation report indicated that families were attending, engaging, and feeling supported in the conferences and meetings; these forums provided clarity about the Department's concerns and those of other agencies. The report further indicates that there was a high level of inter-professional collaboration. In terms of system effectiveness, the conferences have resulted in fewer court hearings and less time spent from the initial application to finalisation. The conferences have also resulted in fewer matters proceeding to trial, fewer court events and more consent orders and negotiated outcomes.

In relation to *Signs of Safety* pre-birth planning meetings, the Department continued to further refine processes for intervention and planning with pregnant mothers whose unborn babies may be at risk. Collaboration continued with King Edward Memorial Hospital, Legal Aid WA and other partner agencies.

Since January 2010, there have been 168 pre-birth planning cases. Each case may involve up to three separate meetings with the family and other agencies. In the last 12 months, this practice was extended to other maternity hospitals in the metropolitan area and meetings took place in a few regional hospitals.

Aboriginal families comprise up to 43 per cent of all pre-birth planning meetings. In comparison, the number of Aboriginal families that participate in *Signs of Safety* pre-hearing conferences is approximately seven per cent. In addition, approximately 10 per cent of all pre-birth planning meetings involve mothers or mothers-to-be who are in the CEO's care.

In early 2011, legislative amendments, especially regarding exchange of information and the Department's capacity to make legal decisions regarding an unborn child, have resulted in changes being made to the Memorandum of Understanding between the Department, King Edward Memorial Hospital, Legal Aid WA and other partner agencies.

The most positive outcomes have been for the babies themselves. Early intervention has resulted in the majority of babies going home to parents with a safety plan and without statutory action being required. Even when statutory action was necessary, babies were usually placed with their mother who is in the care of another relative or the baby has gone to a relative carer, ensuring the child remains within their family system. Only a minority of cases required statutory action with the placement of the child with foster carers.

ChildFIRST

Uncovering child sexual abuse in some regional and remote communities has been the focus of a targeted strategy by ChildFIRST, the joint forensic child interviewing service of the Department and the Western Australia Police. This initiative won the Improving Government category in the 2010 Premier's Award. This framework is currently undergoing evaluation with a view to extending the approach to other identified areas.

The distinctive aspect of this model is its focus on addressing the systemic underlying factors associated with under-reporting.

The model developed in WA evolved from the belief that tackling child sexual abuse requires a *proactive community engagement* approach. Three core principles underpinned the new strategy:

- the responsibility for preventing and responding to child sexual abuse must be a shared responsibility of all government agencies and communities;
- any model for responding to child sexual abuse must address the underlying causes and wider contextual issues; and
- children's overall safety and wellbeing is enhanced through services that strengthen and empower families and communities.

The primary purpose of the model is to improve the ability of communities and supporting agencies to detect, respond to and prevent child sexual abuse; this is achieved through the implementation of community engagement activities (to build community trust and rapport), capacity building and educational/social media strategies, to encourage people to report these crimes in their communities.

Joint departmental and police operations have resulted in 37 arrests involving 158 charges of child sexual abuse.

Outcomes were not limited to measuring apprehension of offenders, or substantiation of offences, or even the reporting of offences. Although these are important indicators of the initiative's success, the outcomes were also measured in terms of:

- improvement in community safety and understanding of the signs and indicators of abuse by professionals and community;
- improvement in general conditions in communities;
- the strengthening of relationships between communities and government agencies; and
- the provision of consistent and timely support for child abuse victims (as reflected in greater community satisfaction and more community trust to approach agencies with concerns).

The Department, Western Australia Police, Department of Health and the Child Witness Service, in partnership with the Parkerville Children and Youth Care Incorporated Child Advocacy Centre in Armadale, are jointly providing services as part of a metropolitan-wide response to child abuse.

Protection applications and orders

The *Children and Community Services Act 2004* enables the Department to provide immediate protection to a child where it is established that a child cannot remain with their family. A child may be taken 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 the transfer of guardianship from the Commonwealth Government (unaccompanied humanitarian minors) or interstate transfer. 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.

Table 12 shows the number of protection applications lodged and granted in 2010-11 and figure 6 shows only those orders granted as a result of applications made in 2010-11.

Table 12: Protection applications lodged and granted in 2010-11

Application type		Number of applications
Applications lodged	New	847 ^(a)
	Extension	205
	Replacement and revocation	169
	Total applications lodged	1,221
Applications granted ^(b) ^(c)	New - Care orders ^(d)	613
	- Non-care orders ^(e)	61
	Total new	674
	Replacement and revocation	87
	Total applications granted	761 ^(f)

(a) Refer to Table 48 in Appendix 5 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 2010-11, one unaccompanied humanitarian minor was given a permanent visa.

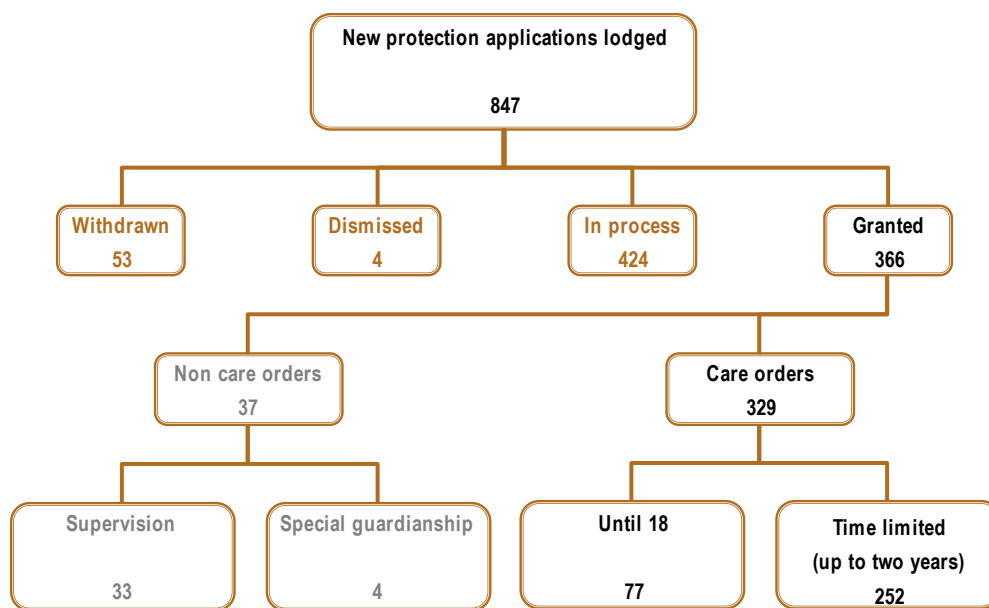
(c) The number of extensions granted each year is not reported, as they do not represent any change to the child's legal status.

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

(e) Non-care orders include supervision and special guardianship orders (which came into operation in January 2011).

(f) Refer to Table 49 in Appendix 5 for a regional breakdown of this figure

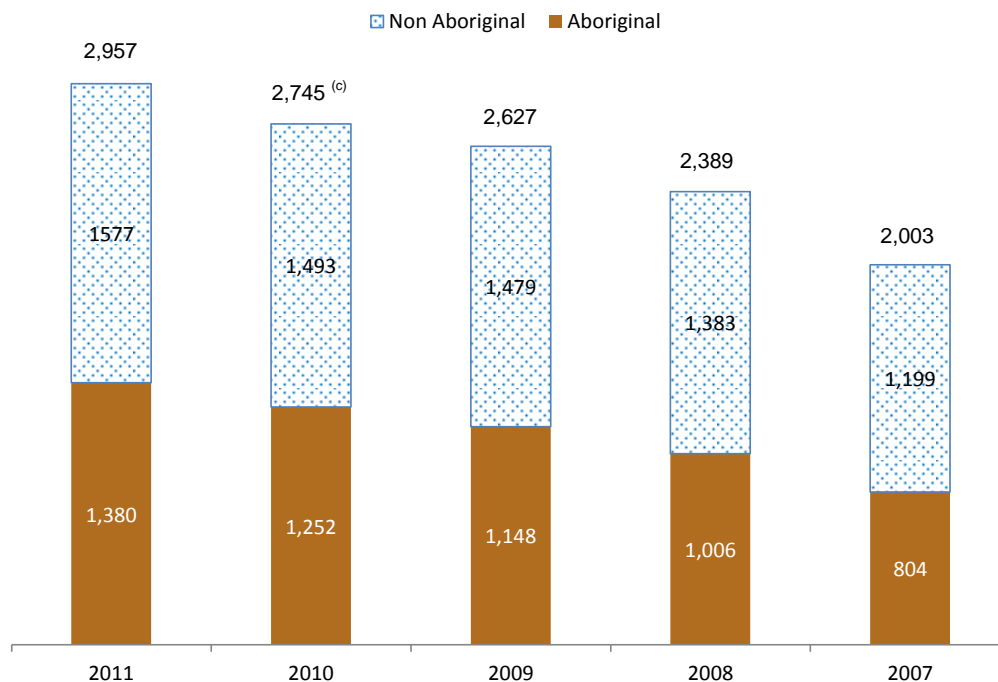
Figure 6: Outcomes of new protection applications lodged in 2010-11 ^(a)



(a) This figure shows new applications lodged during the year and the outcome at year end. Orders granted in 2010-11 which were the result of applications made in prior years, or as a result of extensions or replacement applications are not included in this figure. The total number of orders granted (irrespective of the year or type of application) is shown in Table 12 above.

In 2010-11, 57 special guardianship orders, 50 supervision orders, 1 Australian Government delegation order, 446 time limited and 206 until 18 orders were granted. Four special guardianship, 33 supervision, 77 time limited and 252 until 18 orders were the result of new applications made in 2010-11. The remainder were the result of replacement applications and/or applications made in prior years.

Figure 7: Number of children on care orders at 30 June - 2007 to 2011 ^{(a)(b)}



- (a) Refer to Table 50 in Appendix 5 for a regional breakdown of these figures.
- (b) Does not include children on interim orders whilst the subject of a protection order application, or children on special guardianship or supervision orders as they are not in the CEO's care.
- (c) The 2009-10 data is at 28 February 2010.

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* in 2007, the Group meets regularly to progress whole-of-government initiatives and programs.

In 2010-11, the Group:

- progressed the implementation of the Rapid Response whole-of-government policy framework, that prioritises access to government services by children and young people in care;
- monitored state government agencies' responses to children and young people with foetal alcohol syndrome disorders;
- provided feedback on the design and development stage for the Family Support Networks; and
- improved the functioning of regional interagency coordination forums across the State as set out in two papers on the coordination of human services in Western Australia and, in February 2011, holding a forum for regional chairs.

Formal and robust linkages underpin the work of this Group, evidenced by a Strategic Bilateral Memorandum of Understanding with the Mental Health Commission, which was finalised in the year, together with a review of the Strategic Bilateral Memorandum of Understanding with the Drug and Alcohol Office.

A State-wide Operational Memorandum of Understanding with the Department of Housing was also endorsed which aims to improve the collaboration of both agencies at the local service delivery level. It also clarifies roles, responsibilities and information sharing between the agencies, particularly where vulnerable tenancies may place children at risk.

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. The Council is chaired by the Honourable Peter Foss QC, and includes expert community members, representatives from the Child Safety Directors' Group, the Community Sector Roundtable and the CREATE Foundation youth advisory group.

In 2010-11, the Council explored long-term, prevention-based child protection programs and initiatives to improve social outcomes for at-risk families and individuals, with particular emphasis on children in care.

Service 3: Supporting individuals/families at risk or in crisis

Homelessness - National Affordable Housing Agreement

Homelessness accommodation and support services provide a critical safety net for people who are homeless or at risk of homelessness. Funding of \$42 million per annum is provided for specialist homelessness services through the Commonwealth/State National Affordable Housing Agreement.

Fourteen initiatives began in 2010-11, driven by the National Partnership Agreement on Homelessness. A \$68 million financial commitment over four years by the State Government will assist:

- people who are homeless or at risk of homelessness, including services for rough sleepers;
- people at risk of losing their tenancy in public or private rental;
- women and children experiencing domestic violence;
- people leaving institutional care;
- young people, including those leaving child protection; and
- people requiring crisis accommodation.

Community sector organisations have been funded for an additional 110 full time equivalent workers across the State, to support people to obtain and maintain long-term, stable housing.

Safe at Home and Domestic Violence Outreach Program models commenced in July 2010 to support women and children experiencing domestic violence to remain in their homes, when it is safe to do so. A significant development of the program was a Memorandum of Understanding between the Western Australia Police and the Departments' community sector service providers. This ensures that service providers have the full picture of the incident before they make contact with victims or perpetrators; it embeds the program into Western Australia Police procedures.

Family and domestic violence

The WA Strategic Plan for Family and Domestic Violence 2009-2013 sets out priority actions for agencies to achieve more integrated responses to families affected by family and domestic violence. Funding has been provided for Family and Domestic Violence Case Management and Coordination Services across the State.

Three new services were introduced in 2010-11, resulting in a total of 17 services that facilitate inter-agency case management of high risk family and domestic violence clients, and which undertake regional coordination. These services are run by government and community sector agencies, which share a collective responsibility for delivering services to families affected by violence.

To highlight the substantial progress achieved with the implementation of the WA Strategic Plan for Family and Domestic Violence 2009-2013, a mid-term progress report was developed that included data against the key performance indicators.

The co-occurrence of both family and domestic violence and child abuse is well established in both Australian and international research. The Family and Domestic Violence Co-location Model focuses on the prevention of child abuse, and family and domestic violence through improved information sharing, collaborative case management, coordinated responses, resource sharing and mutual assistance.

The co-location of Senior Child Protection Field Workers in Western Australian police stations continues to deliver an effective partnership. One of the major improvements made were changes to the Domestic Violence Incident Reports that police complete for every domestic violence incident they attend. These have resulted in the provision of more relevant, fact-oriented information about the incident, and any children that may be either present or involved.

Strong Families Program

The Strong Families program continued to operate across the State, providing a multi-agency focus on addressing the barriers to engagement and service provision for families with complex problems.

DISCLOSURES AND LEGAL COMPLIANCE

Currently, there are a total of 16 coordinators across the State, with seven located in the metropolitan area and nine in country regions. The coordinators are integral in facilitating effective treatment and support services for families with complex needs, as well as taking a lead role in strategic coordination of, and capacity building with, partner agencies.

A total of 376 families participated in the program in 2010-11, with 1,174 meetings held across the State. This represents an average of 3.12 meetings per case during the year.

Responsible Parenting Services

Responsible Parenting Services include the Best Beginnings and Parent Support programs. These offer voluntary, earlier intervention support services where there are risks of poor life outcomes for children. Change is achieved through intensive home visiting to those families.

The expansion of Responsible Parenting Services to the Murchison, Great Southern, Pilbara, Goldfields, Wheatbelt and South West districts has begun through funding of \$28 million over four years, provided by Royalties for Regions.

In 2010-11, \$2.7 million was provided to establish responsible parenting services in the Murchison and Great Southern Regions. Fifteen positions were allocated to the Murchison region and eight positions to the Great Southern region. These positions have enabled the establishment of teams in Geraldton and Carnarvon, with recruitment in progress for a team based in Meekatharra. Natural disasters in this region contributed to a significant delay in the development of these programs. Planning is underway to establish teams in Albany, Katanning and Manjimup.

In June 2011, the Department delivered training to responsible parenting teams to enable them to become operational. This training also allowed key partner agencies, such as the Department of Corrective Services and the Department of Education, to address their information requirements, in respect of the *Parental Support and Responsibility Act 2008*.

The Best Beginnings program celebrated 10 years of successful partnership between the Department and the Department of Health. The signing of a formal agreement in July 2010, signalled the ongoing commitment of each agency to the joint management and service delivery of this program. New Best Beginnings service sites were established in the Peel and South West districts.

Emergency services

There was an unprecedented series of emergencies and disasters across the State during the year. In addition to the 26 state emergencies, 12 staff were deployed to assist in the aftermath of the Queensland floods and Cyclone Yasi. Departmental psychologists were also deployed to Christmas Island after the marine refugee disaster, to provide direct support to residents and telephone support through a disaster response hotline.

The Department responded to the following disasters in 2010-11:

Scarborough storms	Lake Clifton fires	Laverton floods
Nannup fire 1	Queensland floods/cyclone	Gascoyne flooding 2
Red Hill fire	Parmelia bushfire	Newman floods
Nannup fire 2	Cyclone Bianca	Cyclone Carlos
Karnup bushfire	Wheatbelt storms	Punmu evacuation
Gooseberry Hill fire	City of Swan fire	Ngallagunda floods
Gascoyne flooding	City of Armadale/Roleystone fire	Warmun flood
Christmas Island marine disaster	Warburton floods	Fitzroy flood
Pilbara cyclone	Nungarin floods	Coolbellup fire

Approximately 2,000 individuals were provided with support services including information, financial support, alternative accommodation, personal support and longer term counselling. In the case of the Kimberley floods, the whole community required evacuation. The recovery period for these residents will be significant and ongoing.

Financial support totalling \$1.9 million was provided under the Department's Personal Hardship and Distress program.

Crisis Care

Crisis Care responded to 35,685 contacts from the public and made 1,426 child protection and family support home visits in 2010-11. The most common reasons for contacting Crisis Care were concerns about a child's safety and wellbeing, family and domestic violence, homelessness, family problems and requests for community resource information. There were 739 contacts in relation to the Northbridge policy, which operates on Thursday, Friday and Saturday nights, to provide assessment, support and assistance to children and young people under the age of 16 years in Northbridge.

Crisis Care staff also played a crucial role in providing support services and counselling for victims of the floods and fires that affected Western Australia during the year.

Financial counselling and assistance

The Department's Family Crisis Program provided 7,754 instances of emergency assistance to 5,244 people experiencing unforeseen crisis in their lives.

Table 13: Family crisis assistance provided to individuals and families by the Department in 2010-11

Outcome	Instances of assistance ^{(a)(b)}	Number of people assisted ^(c)
Accommodation	742	535
Bereavement Assistance	280	259
Clothing	154	144
Food	6,059	4,321
Furniture	188	173
Medical/optical	143	131
Other	486	448
Transport	541	422

- (a) Persons can be assisted more than once during the year, so instances of assistance in each outcome tend to be greater than the number of persons who receive assistance for that outcome.
- (b) Refer to Table 56 in Appendix 5 for a regional breakdown of these figures.
- (c) Persons can receive assistance in more than one outcome category, so the total number of people assisted is significantly less than the total number of instances of assistance.

In the 2010 calendar year, funded financial counselling services assisted 15,568 clients. Assistance included advice on creditor issues, budgeting, negotiation, maintaining essential services, and assisting with housing issues.

The Hardship Utilities Grant Scheme enables people to pay their utility accounts and maintain connection to essential services, including electricity, water, and gas and avoid eviction. Over \$4.6 million was paid in relation to 12,400 grants in 2010-11 to applicants who qualified under the scheme.

Funding was provided for 11 additional non-government financial counsellors in 2010-11. This included funding for the Financial Counsellors Association of Western Australia Hotline to assist with grant applications.

DISCLOSURES AND LEGAL COMPLIANCE

The types of counselling and assistance provided by funded financial counselling services during the calendar year are described in Table 14.

Table 14: Departmentally funded financial counselling by service provision - 2007 to 2010

Services provided	Number of instances			
	2010	2009	2008	2007
Advice concerning gambling issues	84	78	83	93
Referral to legal advice, bill paying and other services	3,160	3,033	3,258	3,076
Application for No Interest Loans Scheme	1,072	1,172	929	716
Assistance to obtain entitlements	3,671	2,945	2,362	2,501
Information and assistance with bankruptcy	1,405	2,680	4,129	7,215
Housing issues	2,427	2,848	2,295	2,324
Legal and other creditor issues	5,894	5,957	5,050	4,779
Negotiation with essential service providers (such as power/water) ^(a)	6,143	4,869	3,930	3,409
Budgeting advice and assistance	7,814	6,594	4,931	4,663
Emergency relief	5,030	7,553	6,563	4,131
Other	3,205	2,120	1,534	1,641
Negotiation ^(b)	3,341	-	-	-
Total	43,246	39,849	35,064	34,548

(a) Does not include Hardship Utilities Grant Scheme (HUGS).

(b) Negotiation is a new category for 2010, and relates to negotiation with service providers other than essential services.

Other initiatives

Secondary Family Support State Plan

The plan for secondary family support networks anticipates a more integrated support system for the development of Hubs. These will bring together non-governmental and departmental services in a formal alliance, establishing a common entry point for families to local support services. An 'Innovations Site' is in the final stages of being established in Armadale district. Key deliverables will include strong and clear linkages with tertiary child protection; simpler and straightforward linkages with other specialist secondary services, for example mental health and drug and alcohol, as well as primary services such as health and education.

In partnership with the Community Sector Roundtable, the steering group and associated working groups have developed:

- service standards;
- operational framework;
- assessment and planning framework;
- information sharing protocol;
- evaluation plan;
- communication strategy;
- capacity building strategy; and
- contextual framework for working with the Department.

An evaluation of the Innovations Site, modelled on action learning, will be completed in late 2012.

At-risk youth services

A three-year strategy for at-risk youth was developed during the year, outlining the Department's approach to support at-risk youth and young people in care. The strategy acknowledges the challenges experienced by at-risk young people and the staff that work with them. It outlines a range of activities to improve safety and improved life outcomes for these young people.

In July 2010, funding was provided to the Shire of Carnarvon for a new youth service to work with at-risk young people up to 18 years of age. Workers engage with these young people in a variety of settings ensuring access to support and assistance.

Responding to drug and alcohol issues

In accordance with the whole of government commitment to the *Drug and Alcohol Interagency Strategic Framework WA 2011-2015*, the Department developed its *Annual Drug and Alcohol Action Plan 2010-2011*. This plan outlines a range of the Department's initiatives aimed at reducing the impact of drug and alcohol use on the safety and wellbeing of children.

Working with children checks

The *Working with Children (Criminal Record Checking) Act 2004* was amended in October 2010. New provisions enabled more timely and effective responses to a wider range of criminal history information. In 2010-11, the Department received 101,755 applications and issued 98,371 cards, including 30,184 renewals. Since the scheme began, 401,755 cards - including renewals - have been issued.

Fifty-six negative notices were issued, resulting in a total of 233 negative notices in place at 30 June 2011, effectively banning these people from child-related work. With 272,919 cards current at 30 June 2011, there has been an increase in compliance and monitoring activities, and it is anticipated that this trend will continue.

Applicants who have been issued with negative notices have the right to apply to the State Administrative Tribunal for an external review of the Department's decision. In 2010-11, four cases, which proceeded to a full hearing, resulted in the negative notices being upheld by the Tribunal. One notice was subsequently set aside by the Supreme Court and was referred back to the Tribunal for further consideration. A further seven applications for review were resolved without a full Tribunal hearing.

In 2010-11, information sessions and meetings with stakeholders took place in the State's South West, East Kimberley and West Kimberley regions. Monthly information sessions in the metropolitan area were also well attended.

A review of the Act's operation is expected to commence towards the end of 2011. A major transformation of the information technology system is planned, which will result in improved service efficiency.

Community sector involvement

The Department participated in the Procurement Partnership and Community Sector Funding Working Groups, and is a member of the Partnership Forum.

Community Sector Roundtable

The Community Sector Roundtable is an advisory body that facilitates a partnership between the community sector and the Department. The Roundtable is committed to achieving the most effective client outcomes for families, through the provision of services by the community sector.

This year, the Roundtable jointly developed the Secondary Family Support state plan and reviewed the funding of programs.

Leadership and Partnership Forum

The Leadership and Partnership Forum is responsible for strengthening the relationship between the Department and community sector, working towards a genuine partnership in the delivery of human services to the Western Australian community. The Forum will continue to address key issues affecting Western Australian communities.

Western Australian Council on Homelessness

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 community services sector and provides advice to the Minister for Child Protection.

During the year, the Council contributed to the development of *Western Australia: State Plan 2010-2013 Opening Doors to Address Homelessness*. The Council contributes to the development and implementation of state and regional homelessness action plans. These ensure integrated responses between specialist homelessness services, government and non-government mainstream services, to deliver a more connected and responsive system.

Future directions

Future directions – Service 1

In 2011-12, the Department will:

- Progress the *Rapid Response* policy framework with other government agencies to prioritise the provision of health, education, wellbeing and housing services to children and young people in care;
- Conduct an evaluation of health care planning for children in care;
- Partner with the CREATE Foundation to implement strategies to support young people transitioning to independence;
- Develop and implement a specialised foster program to provide placements for sibling groups and, children and young people with high and/or complex needs;
- Expand the number of out-of-home care placements provided by the community sector, with an allocation of an additional \$1.61 million to provide 36 places;
- Develop a youth accommodation service, to be operated by the community sector, which will provide safe accommodation for six at-risk young people;
- Trial the delegated case management of children and young people to community sector agencies;
- Continue to develop the “Home for Life” program, to support children who cannot return home and need permanent care during their childhood;
- Publish the Adoptions Practice Manual on the Department’s website to provide information about adoption policies and procedures that apply in Western Australia; and
- Commence a second cycle of self-assessments for departmental residential services and funded community sector placement services.

Future directions – Service 2

In 2011–12, the Department will:

- Expand the *Signs of Safety* Pre-Birth Planning Meetings program across the metropolitan area and country hospitals and research the transition between the pre-birth planning meetings not progressing to *Signs of Safety* pre-hearing conferences;
- Complete the review and evaluation of the Aboriginal Services Framework;
- Complete the review of the Department’s Neglect Practice Guidance and *Signs of Safety* Practice Guidance;
- Undertake district-based training to reinforce streamlined assessment and investigation processes;
- Negotiate a schedule as part of a broader Memorandum of Understanding between the State of Western Australia and the Commonwealth to improve practice regarding child protection notifications of children in immigration and detention on Christmas Island; and
- Provide an additional \$1.4 million for the expansion of intensive family support services in the community sector.

Future directions – Service 3

In 2011–12, the Department will:

- Complete an independent review of the Parent Support program;
- Undertake a review of the individual and family support services provided by district offices and Crisis Care;
- Implement, monitor and report against the WA Implementation Plan for the *National Plan to Reduce Violence Against Women and their Children 2010–2022*;
- Implement a Family and Domestic Violence Common Risk Assessment Risk Management Framework;
- Expand Responsible Parenting Services through Royalties for Regions funding in 2011-12, including the establishment of teams in the Pilbara and Goldfields regions, and address the information requirements of key partner agencies;
- Provide funding of \$5.4 million for capital works and operating costs over three years for a new “Acute Homeless Night Shelter” - the shelter will provide a safe place for homeless people who otherwise would be sleeping rough, and is a partnership between the State Government and St Vincent De Paul Society;
- Enhance at-risk youth services provided by the community sector with additional funding to be provided to flexibly increase service capacity or as brokerage for individuals; and
- Implement and commence evaluation of the first Secondary Family Support Network site at Armadale in partnership with the community services agencies in the Armadale district.

Whole organisation improvement

The Department will:

- Further develop and implement a Workforce Plan (which will incorporate the Equity and Diversity Management Plan) to respond to workforce issues and assist with the attraction and retention of staff, particularly in regional and remote areas;
- Expand the Aboriginal Recruitment Strategy;
- In compliance with the requirements of the *Disability Services Act 1993*, further enhance the Disability and Inclusion Plan;
- Enhance strategies to assist in the retention of staff who might otherwise retire;
- Streamline the end-to-end client payments processes, making it more timely and efficient for payments to families;
- Continue the implementation of a range of procurement reforms recommended in the Economic Audit Committee's Report, *Putting the Public First Partnering with the Community and Business to Deliver Outcomes*, in partnership with the community sector and other government agencies;
- Improve further the Learning Development Network that links and pro-actively supports departmental staff that have a formal role in providing learning and development services in their respective work units; and
- Review the Aboriginal Employment and Learning Strategy.

SIGNIFICANT ISSUES IMPACTING THE AGENCY

The following significant issues impacted the Department in 2010–11:

Service 1: Supporting children and young people in the Chief Executive Officer's care

- Special guardianship orders were introduced in 2011, with the aim of providing children in long-term care with a permanent home. Stability of placement is a key predictor of improved life chances for children and young people in care. The Home for Life program has been established to increase opportunities for children in long-term care to be matched with permanent care givers in circumstances where children cannot return to their birth families.
- The recruitment of foster carers to care for those children and young people who are unable to remain with their families remains a critical priority. In addition to television and print advertising, other strategies being pursued include district based fostering campaigns that target local families and raise awareness of the importance of fostering in the community.
- Following changes in legislation, a secure care centre was established to provide a safe environment for a small number of young people in care who present a severe danger to themselves or others. The service is intended to stabilise their challenging behaviours and commence planning for their transition into an intensive support setting.
- The reform and expansion of residential care services has assisted in meeting the growing demand for care placements, where foster care placements may not be appropriate for a child's complex needs. This has been achieved through the provision of additional family group homes that are operated by community sector agencies.
- The expansion of *Viewpoint*, a computer assisted self-interviewing program designed to promote greater individual and collective participation by children and young people in care, has provided an accessible forum and auditable tool for children and young people to express their views on their individual care experiences, including key decisions that affect their lives.
- The health and education needs for children in care are often complex and require intensive services and specialist support. Education and health planning for all children and young people in care have been implemented across the State, in partnership with the Departments of Health, Education, Education Services and peak bodies in the non-government education sector.
- With more comprehensive planning and review of the needs of children in care, there is an increasing demand for services to this vulnerable group. Through the *Rapid Response* whole of government policy framework, the Department is working with other government agencies to identify, prioritise and address the often complex needs of children and young people in care. There has been a significant improvement in the areas of health and education, with the provision of housing, drug and alcohol, and dental services being priority areas in the future.
- Adoption reform continued in 2010-11 with increasing support to, and feedback from adoption applicants. The "Home for Life" team was established to increase opportunities for approved adoptive applicants to foster children who need permanent care.

Service 2: Protecting children and young people from abuse and harm

- A new client information system was implemented in March 2010. As well as the technical challenges associated with all major information technology system implementations, the introduction of *Assist* has required new processes and recording requirements, which have been challenging for departmental staff. Once the new client system is embedded, *Assist* will provide a comprehensive and enriched data source which will inform policy and program development.
- *Signs of Safety* continues to be integrated in the Department's case practice, enhancing the transparency with which the Department engages at-risk families to protect children and young people from significant harm.
- In partnership with the Australian Government, a new bilateral agreement to continue income management as a child protection measure in the metropolitan area, East Kimberley and West Kimberley has been drafted. Commonwealth funding for these areas has been extended to 30 June 2012.
- The attraction and retention of suitably qualified staff, particularly in regional and remote Western Australia, remains a challenge for the Department. Innovative strategies continue to be developed to attract prospective applicants to positions that are often difficult to fill. Remote community child protection positions in Blackstone, Warakurna, Burringurrah and Looma were filled during the year.

Service 3: Supporting individuals/families at risk or in crisis

- The recommendations of the Economic Audit Committee report *Putting the Public First Partnering with the Community and Business to Deliver Outcomes* has had a significant influence on the Department's funding and contracting arrangements for the delivery of services to the Western Australian community through the non-government sector.
- The planned streamlining of social services provided to vulnerable families and children will be achieved through the development of family support network sites. Armadale has been selected as the project's innovations site.
- The staged expansion of Responsible Parenting Services in the State's regional areas through Royalties for Regions funding continued. This included the recruitment of staff in the Parent Support program, aimed at increasing parenting capacity, improving the socialisation of children, improving school attendance and reducing juvenile crime.
- The *Western Australian Homelessness National Partnership Agreement Implementation Plan* has expanded community sector services to address homelessness by intervening early, breaking the cycle of homelessness and to work towards integrated service provision.

DISCLOSURES AND LEGAL COMPLIANCE

Financial disclosures

Funding and financial information

An increase in service appropriation of \$7.7 million is due primarily to the supplementary funding received of \$4 million for the cost of procuring non-government placements for children and young people in the CEO's care. 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 District Allowance (Government Officers) General Agreement 2010.

The \$1.85 million increase for other revenues is primarily due to an insurance claim for the building and contents of Bedford Hostel, which was destroyed by fire, as well as higher than anticipated revenue in relation to Working with Children Screening Checks.

The total cost of services for 2010-11 was greater than the published budget figure by \$22.5 million. The total cost of services figure was, however, adjusted during 2010-11 to \$447.9 million, as per the 2011-12 budget statements, following the allocation of additional funding since the 2010-11 budget for the District Allowance (Government Officers) General Agreement 2010 and additional indexation for the community services sector.

The net asset position for the Department on 30 June 2011 decreased by \$8.4 million compared with the 2010-11 budget. This decrease is primarily due to a reduction in contributed equity, with \$4.2 million distributed to owners. The decrease is also attributed to the higher than anticipated liabilities (payables and provisions), such as the unanticipated provision for the payment of the back-dated staff salary increase and the accrual of additional expenditure associated with the provision of services to people affected by natural disasters in 2010-11.

Table 15: Funding and other financial information

Funding	Budget 2010-11 \$'000	Actual 2010-11 \$'000
<i>Recurrent funds:</i>		
Service appropriation	394,285	402,012
Royalties for Regions	2,778	2,388
Commonwealth specific purpose grants	35,072	34,920
Other revenues	8,880	10,730
Total recurrent funds	441,015	450,050
<i>Capital funds:</i>		
Capital appropriation	23,623	23,623
Drawdowns from the holding account	0	0
Total capital funds	23,623	23,623
Total funding ^(a)	464,638	473,673
Total cost of services	442,060	464,607
Total net assets	137,277	128,905

(a) Total funding comprises total recurrent and capital funding.

Capital projects

Information, communication and technology projects completed in 2010-11 included:

- installation of information technology infrastructure at new offices and residential care facilities;
- implementation of video conferencing facilities;
- upgrade to Windows 7 and Office 2010;
- replacement of desktop computers;
- upgrade of phone systems in metropolitan offices;
- upgrade of the Assist server infrastructure;
- upgrade of the Objective Electronic Document and Records Management System; and
- redevelopment of the Department's external web site.

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*. The Department made no Act of Grace payments in 2010-11.

Pricing policies of services provided

The Department charges for goods and services rendered on a partial cost recovery basis. These fees and charges were determined in accordance with *Costing and Pricing Government Services: Guidelines for Use by Agencies in the Western Australian Public Sector*, published by the Department of Treasury and Finance.

Human resources

Staff profile

At 30 June 2011, the Department employed 2,616 permanent, fixed term and casual employees, an increase of 192 employees compared to 30 June 2010. The average full-time equivalent (FTE) usage for the financial year was 2,141 FTE. Female employees represent 80 per cent (2,087) of the total workforce, with male employees representing 20 per cent (529). The proportion of full-time employees increased by eight per cent (2,092), representing 80 per cent of the workforce.

Table 16: Departmental FTE levels as at 30 June 2011

Location	Actual average FTE usage 2010-11	Number of staff at 30 June 2011						Total
		Full-time			Part-time			
		Permanent	Fixed term	Casual	Permanent	Fixed term	Casual	
Aboriginal Engagement and Coordination	9.85	8	2	0	1	0	0	11
Accommodation and Care Services	276.60	233	43	52	31	9	4	372
Corporate and Business Services	203.34	167	42	1	15	13	0	238
Country Services	681.46	529	65	83	114	20	0	811
Metropolitan Services	792.57	605	73	22	233	39	2	974
Office of the Director General	25.69	22	3	0	4	1	0	30
Policy and Learning	72.49	60	7	0	15	2	0	84
Service Standards and Contracting	79.19	69	6	0	17	4	0	96
Total	2,141.19	1,693	241	158	430	88	6	2,616

Attraction and retention

In accordance with the Aboriginal Employment and Learning Strategy 2009-2014, the Department continued to work towards increasing employment prospects for Aboriginal people by making employment more accessible and by providing appropriate support mechanisms for Aboriginal staff.

In 2010, the Department piloted an Aboriginal Cadetship Program to support eligible university students progress towards a child protection career. Four Aboriginal Cadetship Officers employed in 2010 continued their cadetship in 2011.

The Department promoted job opportunities at career fairs, employment expos and metropolitan universities. New promotional materials were developed including a *Career in Residential Care* brochure. Attraction strategies were developed to support districts to recruit positions that are difficult to fill, including the recruitment of 30 staff for the Kath French Secure Care Centre.

A number of policies supporting attraction and retention were developed during the year, including:

- Employment Options for Service Delivery Positions (Mobility) policy to assist with regional attraction and retention issues and to encourage metropolitan staff to work in the country; and
- Study Supports Policy to provide financial incentives for the current workforce to undertake child protection qualifications.

During the year, the Department of Commerce approved the renewal of the remote Attraction and Retention Incentive for a two year period. This incentive applies to remote Senior Community Child Protection Worker positions.

Equal opportunity and valuing diversity

Table 17 indicates the total number of employees in each equal employment opportunity (EEO) group at 30 June 2011.

Table 17: Departmental employees by equal employment opportunity groups

Year	Total workforce	Employees by equal opportunity group				
		Women	Culturally diverse people	Aboriginal people	People with disabilities	Young people (<25 years)
30 June 2011	2,616	2,087	256	242	40	206
30 June 2010	2,424	1,924	225	248	42	177
30 June 2009	2,271	1,798	221	219	36	173

Table 18 indicates in percentage terms each equal employment opportunity group in comparison to the total workforce. In line with increases in the 2010-11 budget, the Department's overall workforce increased by 8 per cent to 2,616 employees. The number of Aboriginal employees decreased by 2.5 per cent to 242 employees, representing 9.3 per cent of the workforce. The number of young people employed by the Department increased by 16 per cent to 206 employees, or 7.9 per cent of the workforce.

Table 18: Comparison of equal employment opportunity group trends as a percentage of total employees

Year	Percentage representation				
	Women	Culturally diverse people	Aboriginal people	People with disabilities	Young people (<25 years)
Target plan to 30 June 2011	-	9.9	13.7	2.0	7.9
30 June 2011	79.8	9.8	9.3	1.5	7.9
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

Table 19 indicates the equity index levels for each EEO group. The equity index is a measure of the extent to which an EEO group is distributed across all salary levels, in comparison to the total workforce. If the group has a similar distribution to the general workforce, the Equity Index is 100 (ideal). An index less than 100 indicates compression of the EEO group at the lower level positions, whereas an index above 100 indicates the group is more likely to be at the higher levels.

Culturally diverse employees and people with disabilities are well represented in senior positions, whereas women and Aboriginal employees are more distributed at the lower level positions in comparison to the general workforce.

Table 19: Comparison of diversity groups equity index trends

Year	Equity index			
	Women	Culturally diverse people	Aboriginal people	People with disabilities
Target plan to 30 June 2011	83.5	130	61	130.5
30 June 2011	87	114	49	180
30 June 2010	87	136	48	132
30 June 2009	83	135	53	141

Table 20 indicates the number of women in management tiers two and three.

Table 20: Women in management tiers two and three (staff numbers)

Year	Number of women		
	Tier two ^(a)	Tier three ^(b)	Tiers two and three combined
30 June 2011	3	30	33
30 June 2010	5	28	33
30 June 2009	4	27	31

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

(b) Positions reporting to tier two positions.

DISCLOSURES AND LEGAL COMPLIANCE

Table 21 shows that women occupy 43 per cent of all management tier two positions, 56 per cent of all management tier three positions, and 57 per cent of all management tiers two and three (combined) across the Department. This is four per cent under the target of 62 per cent.

Table 21: Women in management tiers two and three (percentage)

Year	Percentage of women ^(a)		
	Tier two	Tier three	Tiers two and three combined
Target plan to 30 June 2011	-	-	62%
30 June 2011	43%	59%	57%
30 June 2010	63%	58%	59%
30 June 2009	50%	60%	58%

Learning and Development

As a learning organisation, the Department remains committed to providing personal and professional development opportunities to departmental staff and those engaged in the community services sector.

During the year, 147 learning programs were delivered to 5,784 participants, including field staff, residential and secure care staff, team leaders, leaders and aspiring leaders. Almost 1,000 staff from funded community sector agencies attended learning programs delivered by the Centre. Key highlights included:

- The development and delivery of a VET Certificate IV and Diploma in Child, Youth and Family Development. Both facilitate non-qualified staff to gain entry and up to eight units of credit in a relevant university course. The Diploma was delivered to six groups of staff in the metropolitan area, and one group each in the Pilbara and Kimberley regions. A total of 120 staff participated in 2010-11, with four groups completing in this year.
- The induction for field workers Learning Pathways Program 1 and Program 2, attended by 282 staff.
- A two day *Introduction to the Signs of Safety Framework* was delivered in Learning Pathways Program 1 for new field workers and the *Signs of Safety Framework* is integrated in all other learning programs for field staff.
- 91 staff with a learning and development role in their work area completed a Certificate IV in Training and Assessment.
- The Team Leader and Aspiring Team Leaders Learning Pathways was offered in a new format utilising a Team Leader intranet site for on-line pre-course material, resources, references and news.
- A dedicated intranet site has become a key learning resource for both facilitators and participants. A range of other e-learning strategies were promoted.

Other legal requirements

Advertising

As required under the *Electoral Act 1907*, Table 22 shows the Department's total expenditure and names of recipients under the categories of advertising, market research, polling, direct mail and media advertising organisations.

Table 22: Advertising and marketing expenditure 2010-11

Category	Organisation	Total category amount
Advertising agencies	Equilibrium Interactive Pty Ltd; and Seek Limited	\$1,799
Market research organisations	-	-
Polling organisations	-	-
Direct mailing organisations	-	-
Media advertising organisations	AdCorp Australia Ltd; Optimum Media Decisions (WA); Haymarket Pty Ltd; Marsh Agencies Pty Ltd	\$238,699

Disability Access and Inclusion Plan

The Department is committed to ensuring that people with disabilities, their families and their carers have full and equal access to the services and facilities we provide. The Disability Access and Inclusion Plan ensures that:

- people with disabilities have the same opportunities as other people to access the services of, and any events organised;
- people with disabilities have the same opportunities as other people to access the buildings and other facilities;
- people with disabilities receive information from the Department in a format that will enable them to access the information as readily as other people;
- people with disabilities receive the same level and quality of service from staff as other people;
- people with disabilities have the same opportunities as other people to make complaints to the Department; and
- people with disabilities have the same opportunities as other people to participate in any public consultation held by the Department.

Key achievements in 2010-11:

- Worked closely with Disability Services Commission for children leaving care;
- The Learning and Development Centre partnered with ChildFIRST to improve staff skills in interviewing children with disabilities;
- The *Assist* client system now includes a more comprehensive approach to profiling children and clients with disability;
- New guidelines to inform Field Workers of their roles and responsibilities in relation to a child or parent with disability;
- Identified access and barriers issues are addressed in maintenance plans. At this stage, 12 buildings have been rectified and disability requirements upgraded, with a further 8 buildings in progress or in the planning stage;
- There is a central switchboard with TTP facilities and switchboard operators are aware of, and utilise the services of, mediators for persons with hearing and speech impediments;
- New corporate website has been developed and implemented in accordance with Public Sector Commission Guidelines for State Government Websites v2.3, as well as W3C Web Content Accessibility guidelines; and
- The Department promotes the use of accessible language as per the State Government Access Guidelines for Information, Services and Facilities, in all written material.

Compliance with public sector standards and ethical codes

In accordance with section 31(1) of the *Public Sector Management Act 1994*, the Department is required to comment on the extent to which it has complied with public sector standards, codes of ethics and any relevant code of conduct. These policies and procedures are contained in the Department's administration manual, accessible to all employees on the Department's intranet.

Complaints management

The Complaints Management Unit maintains protocols with the Integrity Services Unit, Duty of Care Unit and Ministerial Liaison Unit. During the year, protocols with the Commissioner for Children and Young People and the Director General were developed for the effective exchange of information.

The Unit is in the third 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. The Unit consults directly with the Department's Advocate for Children in Care to assist children to improve complaint resolution.

It liaises with external stakeholders including the State Ombudsman, the Foster Care Association of Western Australia, the Family Inclusion Network of Western Australia and the Commissioner for Children and Young People.

During the year, cultural change initiatives continued to be implemented, with presentations to general staff in relation to the Department's complaints handling policy. Relevant management staff received training in complaint handling and resolution. Work began to improve the engagement of the Aboriginal community in effective complaint resolution. Starting next year, complaint forums will be held annually to provide a shared space for learning and specialist training in mediation and complaint resolution.

During 2010-11, the Complaints Management Unit received 409 pre-complaint enquiries, sent out 149 complaints kits, commenced 308 tier one complaint investigations and 87 tier two investigations. One complaint progressed to a tier three State Ombudsman investigation. There was one formal and 65 general State Ombudsman enquiries.

Table 23: Complaints statistics in 2010-11

Complaint recipient	Action initiated			Total
	Tier one response	Tier two response	Tier three ^(a)	
Minister	51	11	0	62
Director General	8	1	1	10
Complaints Management Unit	173	75	0	248
District office/work unit	76	0	0	76
Total	308	87	1	396

(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.

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. Details on how these matters were managed in 2010-11 are provided in Tables 24 and 25.

Table 24: Local management resolution ^(a) completed in 2010-11

Type of misconduct	Number of allegations	Local management resolution
Personal behaviour ^(b)	10	10
Use of public resources	1	1
Conflict of interest	1	1
Total	12	12

(a) Local management resolution is a managerial approach taken to resolve low level or minor allegations of misconduct.

(b) Personal behaviour includes inappropriate physical contact, threatening behaviour and unprofessional communication.

DISCLOSURES AND LEGAL COMPLIANCE

Table 25: Discipline investigations completed in 2010-11

Type of misconduct	Number of allegations	Completed in 2010-11		
		Substantiated	Unsubstantiated/No further action	Resigned/Contract ended ^(a)
Personal behaviour ^(b)	42	5	36	1
Communication and disclosure of information	5	0	5	0
Fraud and corrupt behaviour	1	0	1	0
Use of public resources	12	0	11	1
Record keeping and use of information	0	0	0	0
Conflict of interest	1	0	1	0
Total	61	5	54	2

(a) In most cases a discipline process is suspended upon the employee's resignation or contract completion.

(b) Personal behaviour includes inappropriate physical contact, threatening behaviour and unprofessional communication.

Integrity Services Unit

The Integrity Services Unit investigates suspected breaches of discipline, or inquiries into matters involving suspected misconduct, 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 of matters that may involve criminality.

A Local Management Resolution (LMR) process was implemented in 2010-11 to address minor breaches of standards at the managerial level on a case by case basis. This is synonymous with "Improvement Action" as defined by the amendments to the *Public Sector Management Act 1994*, effective as of 28 March 2011. The process is useful as a cautionary approach for the staff involved and as an early warning indicator potential of misconduct trends. The LMR process complements the Unit's delivery of the sector wide 'Accountable and Ethical Decision Making' training, which is compulsory for all state government departments.

Record keeping plans

In the first half of 2011, testing and planning was conducted for an upgrade of the Department's Objective Electronic Document and Records Management System (EDRMS). The upgrade provided enhanced document management features to improve the ability of field workers to capture and manage client records through the Objective EDRMS. Information about the Objective upgrade was disseminated to field workers from March to May 2011 at information sessions at all offices. The upgrade was implemented in April 2011.

The Objective Quality Improvement Program continued during the year. As part of the EDRMS upgrade sessions, information was provided about the quality assurance program and in particular, the need for field workers to ensure the quality of client information available on Objective.

Information sessions were provided to staff on the Department's upgrade to a new Standard Operating System, Windows 7, and the new Microsoft Office 2010 suite of programs. The Office 2010 upgrade was implemented in April and May 2011.

Information management staff continued to work directly with field workers to set and ensure appropriate standards for record-keeping within electronic client files are maintained. Ongoing audits are conducted to ensure appropriate record keeping practices are followed, in particular with respect to the correct and timely filing of scanned documents into electronic case files.

On 3 March 2011 the Department secured an agreement with the Family Court to share its client information electronically. Negotiations with other court jurisdictions to share information electronically will occur in the future.

Training was provided online record keeping awareness, Objective records management and document management training. Table 26 shows the number of sessions held during the year.

DISCLOSURES AND LEGAL COMPLIANCE

Table 26: Staff records management training 2010-11

Objective records and electronic document management	2010-11
Staff trained in records management	117
Staff trained in electronic document management	263
Record-keeping awareness training	174
Staff attending Objective upgrade/MS Office 2010 information sessions	2,200
Total staff trained (a)	2,754

(a) Total number of staff trained included administrative and field staff.

Public interest disclosures

The *Public Interest Disclosures Act 2003* facilitates the disclosure of public interest information about corrupt or other inappropriate conduct within public authorities. In 2010-11, 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.

In 2010-11, the Department accepted 115 new applications for access to information. Applications took an average of 28.63 days to process, which is within the government requirement of no more than 45 days. Table 26 shows the number of applications received and withdrawn over the last three years. The Redress WA Scheme continues to create additional demand for the Department's freedom of information services due to increased public awareness.

Table 27: Freedom of information applications

Applications	2010-11	2009-10	2008-09
Applications received	115	97	167
Applications withdrawn (a)	5	7	32

(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

There were no Ministerial directives issued in 2010-11.

Government policy requirements

Substantive equality

The Department continued to implement the Policy Framework for Substantive Equality by undertaking a Needs and Impact Assessment on case practice at Fremantle and Murchison district offices. The assessment related to investigations and children in care with Aboriginal service recipients. The nine recommendations arising from the assessment were addressed. Work on substantive equality will continue in 2011-12 with the focus on case practice with culturally and linguistically diverse service recipients.

Occupational safety and health and workers' compensation

At 30 June 2011 there were 90 elected occupational safety and health representatives in the Department. In 2010-11, an audit of representatives in all workplaces and an election campaign of representatives at all work-sites was undertaken. Mandatory five day training and refresher courses for representatives were also provided.

Occupational safety and health issues are discussed at all staff meetings. Monthly workplace inspections are undertaken at sites across the State, with sign-off as to action taken and feedback given on all Hazard/Incident Report Forms.

DISCLOSURES AND LEGAL COMPLIANCE

Staff members were encouraged to participate in the annual flu vaccination program, and they were also encouraged to use the Department's Employee Assistance Program.

The Employee Assistance Program is a confidential counselling service available to all staff. The referral rate for 2010-11 was 10.74 per cent, which exceeds industry standards (four to eight per cent). It should be noted that an increasing referral rate can 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.

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

In 2010-11, the Department received 79 workers' compensation claims, of which 78 per cent claimed for physical injury and 22 per cent were in relation to psychological injury. The majority of claims were lodged by staff in residential care services (46 per cent), metropolitan offices (32 per cent) and country offices (21 per cent).

Table 28 below shows occupational health and safety, and workers' compensation statistics in 2010-11.

Table 28: Occupational health and safety, and workers' compensation statistics in 2010-11

	2010-11	Target	2009-10	Target achieved
Number of fatalities	0	0	0	✓
Lost time injury/disease (LTI/D) incidence rate	2.29	1.638	1.82	✗
Lost time injury severity rate	42.86	24.75	27.5	✗
Percentage of injured workers returned to work within 28 weeks	93.33%	100%	93.18%	✗
Percentage of managers trained in OSH and injury management responsibilities	25%	50%	12.45%	✗
Workers compensation premium total estimate	\$4,890,054	\$5,101,778	\$5,668,642	✓



Auditor General

INDEPENDENT AUDITOR'S REPORT

To the Parliament of Western Australia

DEPARTMENT FOR CHILD PROTECTION

Report on the Financial Statements

I have audited the accounts and financial statements of the Department for Child Protection.

The financial statements comprise the Statement of Financial Position as at 30 June 2011, 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, and Notes comprising a summary of significant accounting policies and other explanatory information.

Director General's Responsibility for the Financial Statements

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 for such internal control as the Director General determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the financial statements based on my audit. The audit was conducted in accordance with Australian Auditing Standards. Those Standards require compliance with relevant ethical requirements relating to audit engagements and that the audit be planned and performed to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Department's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by the Director General, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence obtained is sufficient and appropriate to provide a basis for my audit opinion.

Opinion

In my opinion, the financial statements are based on proper accounts and present fairly, in all material respects, the financial position of the Department for Child Protection at 30 June 2011 and its financial performance and cash flows for the year then ended. They are in accordance with Australian Accounting Standards and the Treasurer's Instructions.

Department for Child Protection

Report on Controls

I have audited the controls exercised by the Department for Child Protection. The Director General is responsible for ensuring that adequate control is maintained over the receipt, expenditure and investment of money, the acquisition and disposal of public and other property, and the incurring of liabilities in accordance with the Financial Management Act 2006 and the Treasurer's Instructions, and other relevant written law.

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the controls exercised by the Director General based on my audit conducted in accordance with Australian Auditing Standards.

Opinion

In my opinion, the controls exercised by the Department for Child Protection are sufficiently adequate to 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.

Report on the Key Performance Indicators

I have audited the key performance indicators of the Department for Child Protection. The Director General is responsible for the preparation and fair presentation of the key performance indicators in accordance with the Financial Management Act 2006 and the Treasurer's Instructions.

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the key performance indicators based on my audit conducted in accordance with Australian Auditing Standards.

Opinion

In my opinion, the key performance indicators of the Department for Child Protection are relevant and appropriate to assist users to assess the Department's performance and fairly represent indicated performance for the year ended 30 June 2011.

Emphasis of Matter

In consequence 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 certain key performance indicators of effectiveness (1.1, 1.2, 1.3, 2.1, and 2.2) and efficiency (1.1, 1.2, 2.1, and 2.2). Accordingly, my audit opinion for the year ended 30 June 2010 was qualified. Although the 2010-11 data is reliable and auditable, the corresponding figures for these key performance indicators for the year ended 30 June 2010 do not report performance for the full year as disclosed in footnote 1 to the Department's performance indicators.

Independence

In conducting this audit, I have complied with the independence requirements of the Auditor General Act 2006 and the Australian Auditing Standards, and other relevant ethical requirements.



COLIN MURPHY
AUDITOR GENERAL
16 September 2011

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 2011.



Terry Murphy
Accountable Authority
12 September 2011

Outcomes, Services and Performance Information

Broad, high-level government strategic goals are supported at departmental level by more specific desired outcomes. Agencies deliver services to achieve these desired outcomes, which ultimately contribute to meeting 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
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 a high quality of care and have much improved life chances.	1. Supporting children and young people in the CEO's care.
	Children and young people needing protection are safe from abuse and harm.	2. Protecting children and young people from abuse and harm.
	Families and individuals overcome their risks or crises and keep themselves and family members safe.	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.

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 a high quality of care and have much improved life chances

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

2010-11		2009-10	2008-09	2007-08	2006-07	2005-06
Target	Result					
0.00%	0.048%	0.11% ⁴	0.08%	0.08%	0.31%	0.25%

Note:

- The 2010-11 figure represents two children.
- Up to and including 2009-10, previous results for this indicator were updated annually to include cases where the outcome of previously reported harm were finalised during this reporting period. With the implementation of its new client system, the Department is unable to update previous annual results for this indicator.

⁴ The Assist client information system was introduced on 8 March 2010 to replace the Department's previous Client and Community Services System. As a result, the 2009-10 results presented for outcome 1 and 2 effectiveness indicators, and service 1 and 2 efficiency indicators, were proxy indicators as they related to data for the eight month period from 1 July 2009 to 28 February 2010, or reported results as at 28 February 2010. Accordingly, 2009-10 results are not comparable to 2010-11 results for these indicators.

PERFORMANCE INDICATORS

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

For children placed away from their family for protective reasons, stability of placement is an important indicator of quality care and contributes to improved life chances. This indicator reports the average number of distinct placements experienced by children who have been in care throughout the reporting period.

Table 30: Average number of placements per child in the CEO's care per year

2010-11		2009-10	2008-09	2007-08
Target	Result			
1.4	1.5	1.5 ⁴	1.6	1.7

Note:

- Each different living arrangement is counted once. A child who has lived in the same placement throughout the reporting period is reported as having one placement. A child who has moved between the same two living arrangements several times during the reporting period is counted as having two placements.
- The 2010-11 figure is higher than the target as a result of increases in the number of children in care over the last 12 months.

1.3 Proportion of Aboriginal children in the CEO's care placed in accordance with the Aboriginal and Torres Strait Islander Child Placement Principle

The Department is committed to protecting the safety and wellbeing of Aboriginal children, whilst maintaining the cultural ties and identity of those children when in out-of-home care. This indicator reports the proportion of Aboriginal children placed with the child's extended family, Aboriginal community or other Aboriginal people, as a proportion of all Aboriginal children in out-of-home care.

Table 31: Proportion of Aboriginal children in the CEO's care placed in accordance with the Aboriginal and Torres Strait Islander Child Placement Principle

2010-11		2009-10	2008-09	2007-08	2006-07
Target	Result				
85%	73%	75% ⁴	78%	80%	79%

Note:

- The data provided prior to 2010-11 is the proportion of Aboriginal children placed with Aboriginal caregivers or relatives as at 30 June for each reporting period.
- The 2010-11 result is lower than the target and previous year result. This is partly due to the higher number of Aboriginal children in care and the challenges of placing Aboriginal children with their relatives or Aboriginal carers.

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

2.1 Improved safety – Proportion of children not subject to a subsequent substantiation of harm within 12 months of a previous substantiation of harm

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 substantiation of harm in the previous reporting period and were not subject to a subsequent substantiated of harm within 12 months.

Table 32: Proportion of children not subject to a subsequent substantiation of harm within 12 months of a previous substantiation of harm

2010-11		2009-10	2008-09	2007-08	2006-07	2005-06
Target	Result					
95%	92.7%	96.8% ⁴	91.6%	92.3%	93.8%	91.6%

2.2 Improved safety – Proportion of children not subject to a substantiation of harm 12 months after an assessment of harm that was unsubstantiated

This indicator measures the appropriateness of child safety and wellbeing assessment outcomes in identifying risks to children. This indicator is the proportion of children who were the subject of an assessment of harm that was unsubstantiated in the previous reporting period and who were also not the subject of a substantiation of harm within the next 12 months.

Table 33: Proportion of children not subject to a substantiation of harm 12 months after an assessment of harm that was unsubstantiated

2010-11		2009-10	2008-09	2007-08
Target	Result			
95%	93.5%	93.4% ⁴	93%	93.9%

Outcome 3: Families and individuals overcome their risks or crises and keep themselves and family members safe

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 community sector organisations funded by the Department. The indicator results were obtained via a customer perception survey, which was conducted between November and December 2010, with customers invited to complete a confidential survey form.

Survey statistics were:

- Estimated population size: 69,513
- Customers invited to take part: 6,948
- Number of respondents: 2,115
- Response rate: 30 per cent
- Survey results have a confidence interval of ± 2.10 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 34: Percentage of customers who report that they were supported to provide care and safety to their family members

2010-11		2009-10	2008-09	2007-08
Target	Result			
95%	92%	93%	94%	94%

Note:

- The survey question had a six point response scale with two positive, two negative, one neutral and one not applicable. The indicator is expressed as the percentage of positive responses.

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

This is an indicator of how effectively the Department assisted customers to achieve self-reliance as reflected in customers' level of confidence in their ability to manage well in the future.

Table 35: Percentage of customers who report confidence to manage as a result of receiving services

2010-11		2009-10	2008-09	2007-08
Target	Result			
95%	88%	90%	90%	90%

Note:

- The survey question had a five point response scale with two positive and two negative ratings around a neutral midpoint. The indicator is expressed as 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 accessing a service.

Table 36: Percentage of customers who report that their needs were met as a result of using services

2010-11		2009-10	2008-09	2007-08
Target	Result			
97%	96%	97%	97%	97%

Note:

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

Indicators of Efficiency

The Department's efficiency indicators mainly relate to unit costs of the key activities of its three services.

Service 1: Supporting children and young people in the CEO's care

1.1 Proportion of children in the CEO's care with care planning activity completed within set time frames

The Department's capacity to meet the timeliness of care planning activities is an indicator of its efficiency in responding to legislative requirements. This indicator represents the proportion of children who have been in the CEO's care for at least 12 months as at 30 June 2011, who have a current care plan or have had their care plan reviewed within the reporting period. Children in provisional protection and care are excluded in this indicator.

Table 37: Proportion of children in the CEO's care with care planning activity completed within set time frames

2010-11		2009-10	2008-09	2007-08	2006-07
Target	Result				
85%	75%	53% ⁴	79%	68%	53%

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

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

Table 38: Average cost per child per day in the CEO's care

	2010-11		2009-10	2008-09	2007-08
	Target	Result			
Total cost	\$212,490,638	\$220,320,954	\$119,489,668	\$171,548,421	\$134,424,280
Number of placement days provided	1,244,833	1,243,623	777,581 ⁴	1,123,915	1,039,108
Average cost per child per day in the CEO's care	\$171	\$177	\$154 ⁴	\$153	\$129

Note:

- The increase in total cost in 2010-11 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. Additional funding was also received for the continued reform and expansion of the Department's residential care facilities.
- The increase in total cost is due to additional funding provided since the 2010-11 budget for the costs associated with providing placements for high-needs children and young people.

Service 2: Protecting children and young people from abuse and harm

2.1 Proportion of child safety and wellbeing assessments and an outcome recorded within 30 days

This indicator reports the proportion of child safety and wellbeing assessments completed within 30 days. This indicator reflects the Department's objective to minimise harm or the likelihood of further harm to a child by responding to notifications of possible child incidents and completing assessments in a timely manner.

Table 39: Proportion of child safety and wellbeing assessments and an outcome recorded within 30 days

2010-11		2009-10	2008-09	2007-08
Target	Result			
40%	47%	41% ⁴	38%	36%

Note:

- The improved performance in 2010-11 can be attributed to increased knowledge of safety and wellbeing assessment processes and improved recording practices across the Department's district offices.

PERFORMANCE INDICATORS

2.2 Average cost per child involved in child protection cases

This indicator reports the average cost per child involved in a child protection initial inquiry, safety and wellbeing assessment and/or protection application that commenced during the reporting period or was involved in these activities that commenced in a prior reporting period that was ongoing during the reporting period.

Table 40: Average cost per child involved in child protection cases

	2010-11		2009-10	2008-09	2007-08
	Target	Result			
Total cost	\$90,700,874	\$98,236,159	\$55,344,293	\$76,622,815	\$52,725,613
Number of children involved in child protection cases	12,409	14,172	8,432 ⁴	9,975	9,151
Average cost per case	\$7,309	\$6,932	\$6,564 ⁴	\$7,681	\$5,762

Note:

- The increase in total cost in 2010-11 is a result of the expenditure of additional funding provided to address increases in demand for child protection services. In addition, the increase is also due to a shift in district staff time away from service three towards more intensive family support and child protection services provided in service two.

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 non-government organisation funded by the Department to provide services for at risk individuals and families.

Table 41: Average cost per client

	2010-11		2009-10	2008-09	2007-08
	Target	Result			
Total cost	\$115,789,871	\$126,213,79	\$97,612,082	\$87,648,309	\$89,788,103
Number of clients	69,337	69,513	71,837	66,022	104,876
Average cost per client	\$1,670	\$1,816	\$1,359	\$1,328	\$856

Note:

- The higher total cost and unit cost is a result of the increased Commonwealth funding 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 and additional funding provided to address the increase in demand for departmental services. There was also increased expenditure associated with the provision of services to people affected by natural disasters.
- 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 2009-10 total cost and the average cost per client figures have been restated and therefore differ from the previously published figures.

3.2 Average cost per Responsible Parenting Service (RPS) - Parent Support case

Parent Support is a home visiting service providing intensive casework support for "hard to reach" families with children up to 15 years who are at risk of, or are engaging in, anti-social behaviour, criminal activity or persistent school non-attendance. The service objectives are to increase the capacity to parent, improve the socialisation of children, improve school attendance and reduce juvenile crime.

Table 42: Average cost per Responsible Parenting Service - Parent Support case

	2010-11		2009-10	2008-09	2007-08	2006-07
	Target	Result				
Total cost	\$11,505,661	\$8,215,010	\$6,698,932	\$5,689,935	\$3,444,264	\$2,165,427
Number of cases	1,351	835	980	788	643	287
Average cost per case	\$8,516	\$9,838	\$6,836	\$7,221	\$5,357	\$7,545

Note:

- A case is equivalent to a family in this measure.
- The lower total cost in 2010-11 compared to the 2010-11 target is primarily due to delays caused by difficulties in attracting qualified staff for the development and expansion of the program in regional areas. The increase in total cost in 2010-11 compared to 2009-10 is a result of the expenditure of additional funding provided to expand the RPS to regional locations - Murchison and Great Southern.
- The higher average cost in 2010-11 is primarily due to the additional funding provided to expand the RPS to regional locations (Murchison and Great Southern) and to lower than anticipated parent support cases being achieved. In addition, existing program staff were diverted to respond to the natural disasters which occurred in the Murchison and Kimberley regions.
- The 2009-10 total cost and the average cost per case figures have been restated and therefore differ from the previously published figures.

3.3 Average cost per Working with Children application

The *Working with Children (Criminal Record Checking) Act 2004* came into effect on 1 January 2006. The Act aims to improve the safety of children in the community. It contributes to ensuring that people who have criminal records that indicate they may harm a child do not gain positions of trust with children in certain paid and unpaid employment and volunteer work.

Table 43: Average cost per Working with Children application

	2010-11		2009-10	2008-09	2007-08	2006-07	2005-06
	Target	Result					
Total cost	\$9,022,518	\$9,684,408	\$8,971,433	\$8,336,352	\$7,604,732	\$4,371,666	\$3,590,385
Number of applications	95,000	101,755	95,260	83,862	74,985	49,802	9,141
Average cost per application	\$95	\$95	\$94	\$99	\$101	\$88	\$393

Note:

- Data on the number of applications is drawn from the Central Screening Unit Management System.
- The 2009-10 total cost and the average cost per application figures have been restated and therefore differ from the previously published figures.

FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011

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 2011 and the financial position as at 30 June 2011.

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
12 September 2011



Peter Byrne
Chief Finance Officer
12 September 2011

Department for Child Protection

Statement of Comprehensive Income for the year ended 30 June 2011

	Note	2011 (\$'000)	2010 (\$'000)
COST OF SERVICES			
Expenses			
Employee benefits expense	6	191,870	166,690
Supplies and services	7	57,095	50,099
Depreciation and amortisation expense	8	5,899	3,647
Accommodation expenses	9	22,799	20,703
Grants and subsidies	10	76,297	60,779
Funding for services	11	107,805	88,601
Loss on disposal of non-current assets	16	87	9
Other expenses	12	2,755	2,200
Total cost of services		464,607	392,728
Income			
Revenue			
User charges and fees	13	3,754	3,516
Commonwealth grants and contributions	14	34,920	30,674
Other revenue	15	5,277	2,769
Total revenue		43,951	36,959
Total income other than income from State Government		43,951	36,959
NET COST OF SERVICES		420,656	355,769
INCOME FROM STATE GOVERNMENT			
Service appropriation	17	402,012	345,119
Administered appropriation		0	14,200
Resources received free of charge		1,699	1,042
Royalties for Regions		2,388	0
Total income from State Government		406,099	360,361
SURPLUS/(DEFICIT) FOR THE PERIOD		(14,557)	4,592
OTHER COMPREHENSIVE INCOME			
Changes in asset revaluation surplus	30	6,738	(1,072)
Total other comprehensive income		6,738	(1,072)
TOTAL COMPREHENSIVE INCOME FOR THE PERIOD		(7,819)	3,520

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

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

The comparatives for employee benefits expense have been restated for comparability purposes, due to an immaterial adjustment to leave provision.

Department for Child Protection
Statement of Financial Position as at 30 June 2011

	Note	2011 (\$'000)	2010 (\$'000)
ASSETS			
Current Assets			
Cash and cash equivalents	31	20,069	21,180
Restricted cash and cash equivalents	18,31	7,131	7,664
Receivables	19	2,593	2,242
Other current assets	21	1,987	2,369
Total Current Assets		31,780	33,455
Non-Current Assets			
Restricted cash and cash equivalents	18,31	3,503	2,718
Amounts receivable for services	20	21,276	13,277
Property, plant and equipment	22,26	92,353	74,805
Leasehold improvements	23,26	9,116	7,953
Work in progress	24,26	8,624	7,318
Intangible assets	25,26	21,489	23,059
Total Non-Current Assets		156,361	129,130
TOTAL ASSETS		188,141	162,585
LIABILITIES			
Current Liabilities			
Payables	28	16,018	8,496
Provisions	29	29,785	28,122
Total Current Liabilities		45,803	36,618
Non-Current Liabilities			
Provisions	29	13,433	8,149
Total Non-Current Liabilities		13,433	8,149
Total Liabilities		59,236	44,767
NET ASSETS		128,905	117,818
EQUITY			
Contributed equity	30	81,153	62,247
Reserves		71,927	65,189
Accumulated surplus/(deficiency)		(24,175)	(9,618)
Total Equity		128,905	117,818

Refer to 'Schedule of Assets and Liabilities by Service'

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

The comparatives for current provisions have been restated for comparability purposes, due to an immaterial adjustment to leave provision.

Department for Child Protection
Statement of Changes in Equity for the year ended 30 June 2011

	Note	Contributed Equity (\$'000)	Reserves (\$'000)	Accumulated Surplus (deficit) (\$'000)	Total Equity (\$'000)
Balance at 30 June 2009	30	35,877	66,261	(14,210)	87,928
Changes in accounting policy or correction of prior period errors		0	0	(1,553)	(1,553)
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 to owners		(2,644)	0	0	(2,644)
Total transactions with owners in their capacity as owners		26,370	0	0	26,370
Balance at 30 June 2010		62,247	65,189	(9,618)	117,818
Balance at 1 July 2010		62,247	65,189	(9,618)	117,818
Total comprehensive income for the year		0	6,738	(14,557)	(7,819)
Transactions with owners in their capacity as owners:					
Capital contribution		23,623	0	0	23,623
Other contributions by owners		0	0	0	0
Distributions to owners		(4,717)	0	0	(4,717)
Total transactions with owners in their capacity as owners		18,906	0	0	18,906
Balance at 30 June 2011		81,153	71,927	(24,175)	128,905

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 2011

	Note	2011 (\$'000)	2010 (\$'000)
CASH FLOWS FROM STATE GOVERNMENT			
Service appropriation	17	394,013	340,897
Administered appropriation	17	0	14,200
Capital contributions	30	23,623	29,014
Holding account drawdowns		0	4,032
Royalties for regions Fund		2,388	0
Net cash provided by State Government		420,024	388,143
Utilised as follows:			
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee benefits		(181,587)	(161,144)
Supplies and services		(55,864)	(50,047)
Accommodation		(22,634)	(20,699)
Grants and subsidies		(71,103)	(60,867)
Funding for services		(107,598)	(88,300)
GST payments on purchases		(23,768)	(19,124)
Other payments		(2,582)	(2,142)
Receipts			
User charges and fees		3,754	3,516
Commonwealth grants and contributions		34,931	30,662
GST receipts on sales		2,993	467
GST receipts from taxation authority		20,790	18,319
Other receipts		5,017	3,490
Net cash provided by/(used in) operating activities	31	(397,651)	(345,869)
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of non-current physical assets		(23,232)	(27,403)
Net cash provided by/(used in) investing activities		(23,232)	(27,403)
Net increase/(decrease) in cash and cash equivalents		(859)	14,871
Cash and cash equivalents at the beginning of period		31,562	16,691
CASH AND CASH EQUIVALENTS AT THE END OF PERIOD	31	30,703	31,562

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 2011

	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	
	2011	2010	2011	2010	2011	2010	2011	2010
	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
COSTS OF SERVICES								
Expenses								
Employee benefits expense	95,290	82,390	61,549	54,793	35,031	29,507	191,870	166,690
Supplies and services	24,518	22,288	16,457	14,304	16,120	13,507	57,095	50,099
Depreciation and amortisation expense	3,231	1,957	1,917	1,138	751	552	5,899	3,647
Accommodation expenses	11,855	10,135	8,068	7,762	2,876	2,806	22,799	20,703
Grants and subsidies	60,551	54,771	414	407	15,332	5,601	76,297	60,779
Funding for services	23,342	16,944	8,970	8,234	75,493	63,423	107,805	88,601
Loss on disposal of non-current assets	46	5	30	3	11	1	87	9
Other expenses	1,488	1,285	831	622	436	293	2,755	2,200
Total cost of services	220,321	189,775	98,236	87,263	146,050	115,690	464,607	392,728
Income								
User charges and fees	58	91	6	3	3,690	3,422	3,754	3,516
Commonwealth grants and contributions	-	-	-	-	34,920	30,674	34,920	30,674
Other revenue	1,270	577	410	383	3,597	1,809	5,277	2,769
Total income other than income from State Government	1,328	668	416	386	42,207	35,905	43,951	36,959
NET COST OF SERVICES	218,993	189,107	97,820	86,877	103,843	79,785	420,656	355,769
INCOME FROM STATE GOVERNMENT								
Service appropriation	213,645	184,138	95,438	84,219	92,929	76,762	402,012	345,119
Administered appropriation	-	6,859	-	3,141	-	4,200	-	14,200
Royalties for regions	465	-	470	-	1,453	-	2,388	-
Resources received free of charge	903	300	403	669	393	73	1,699	1,042
Total income from State Government	215,013	191,297	96,311	88,029	94,775	81,035	406,099	360,361
Surplus/deficit for the period	(3,980)	2,190	(1,509)	1,152	(9,068)	1,250	(14,557)	4,592

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

The comparatives for employee benefits expense have been restated for comparability purposes, due to an immaterial adjustment to leave provision.

FINANCIAL STATEMENTS

Department for Child Protection

Schedule of Assets and Liabilities by Service as at 30 June 2011

	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	
	2011 (\$'000)	2010 (\$'000)	2011 (\$'000)	2010 (\$'000)	2011 (\$'000)	2010 (\$'000)	2011 (\$'000)	2010 (\$'000)	2011 (\$'000)	2010 (\$'000)
ASSETS										
Current Assets	417	270	3	3	7,166	7,697	24,194	25,485	31,780	33,455
Non-Current Assets	55,525	29,828	583	736	3,385	3,639	96,868	94,927	156,361	129,130
Total Assets	55,942	30,098	586	739	10,551	11,336	121,062	120,412	188,141	162,585
LIABILITIES										
Current Liabilities	5,614	4,473	2,010	1,400	8,320	5,477	29,859	25,268	45,803	36,618
Non-Current Liabilities	1,728	654	830	445	1,496	1,120	9,379	5,930	13,433	8,149
Total Liabilities	7,342	5,127	2,840	1,845	9,816	6,597	39,237	31,198	59,236	44,767
NET ASSETS	48,600	24,971	(2,254)	(1,106)	735	4,739	81,825	89,214	128,905	117,818

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

The comparatives for current provisions have been restated for comparability purposes, due to an immaterial adjustment to leave provision.

FINANCIAL STATEMENTS

Department for Child Protection

Summary of Consolidated Account Appropriations and Income Estimates for the year ended 30 June 2011

	2011 Estimate (\$'000)	2011 Actual (\$'000)	Variance (\$'000)	2011 Actual (\$'000)	2010 Actual (\$'000)	Variance (\$'000)
DELIVERY OF SERVICES						
Item 93 Net amount appropriated to deliver services	393,901	401,209	7,308	401,209	343,022	58,187
Section 25 transfer of Service Appropriation to Department for Communities	-	414	414	414	1,771	(1,357)
Amount authorised by other statutes - <i>Salaries and Allowances Act 1975</i>	384	389	5	389	326	63
Royalties for regions	2,778	2,388	(390)	2,388	-	2,388
Total appropriations provided to deliver services	397,063	404,400	7,337	404,400	345,119	59,281
CAPITAL						
Item 168 Capital Contribution	23,623	23,623	-	23,623	29,014	(5,391)
Grand Total	420,686	428,023	7,337	428,023	374,133	53,890
Details Of Expenses by Service						
Supporting children and young people in the CEO's care	212,491	220,321	7,830	220,321	189,774	30,547
Protecting children and young people from abuse	90,701	98,236	7,535	98,236	87,263	10,973
Supporting individuals/families at-risk or in crisis	138,868	146,050	7,182	146,050	115,690	30,360
Total cost of services	442,060	464,607	22,547	464,607	392,727	71,880
Less total income	(43,062)	(43,951)	889	(43,951)	(36,958)	(6,993)
Net cost of services	398,998	420,656	21,658	420,656	355,769	64,887
Adjustments	(1,935)	(16,256)	(14,321)	(16,256)	(10,650)	(5,606)
Total appropriations provided to deliver services	397,063	404,400	7,337	404,400	345,119	59,281
Capital expenditure						
Purchase of non-current physical assets	23,623	23,232	(391)	23,232	27,403	(4,171)
Adjustments for other funding sources	-	391	391	391	1,611	(1,220)
Capital Contribution (appropriation)	23,623	23,623	-	23,623	29,014	(5,391)

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.

Note 36 'Explanatory statement' provides details of any significant variations between estimates and actual results for 2011 and between the actual results for 2010 and 2011.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2011

1 Australian equivalents to International Financial Reporting Standards

General

The Department's financial statements for the year ended 30 June 2011 have been prepared in accordance with Australian Accounting Standards. The term 'Australian Accounting Standards' includes Standards and Interpretations issued by the Australian Accounting Standards (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 2011.

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, except for 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).

Note 3 'Judgements made by management in applying accounting policies' discloses judgements that have been made in the process of applying the Department's accounting policies resulting in the most significant effect on amounts recognised in the financial statements.

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

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.

Department for Child Protection Notes to the Financial Statements for the year ended 30 June 2011

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

d Contributed Equity

AASB Interpretation 1038 Contributions by Owners Made to Wholly-Owned Public Sector Entities requires transfers in nature of equity contributions, other than as a result of a restructure of administrative arrangements, to be designated by the Government (the owner) 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. as contributions by owners (at the time of, or prior to transfer) before such transfers can be recognised as equity contributions. Capital appropriations have been designated as contributions by owners by TI 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 recognised and 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 fair 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 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 2010-2011 Budget Statements, the Department retained \$43.951 million in 2011 (\$36.958 million in 2010) 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.

Royalties for Regions funds are recognised as revenue at fair value in the period in which the Department obtains control over the funds. The Department obtains control of the funds at the time the funds are deposited into the Department's bank account.

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.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2011

Subsequent measurement

Subsequent to initial recognition as an asset, the revaluation model is used 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 (buildings and leasehold improvements only) and accumulated impairment losses. All other items of property, plant and equipment are stated 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.

In the absence of market-based evidence, fair value of land and buildings is determined on the basis of existing use. This normally applies where buildings 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 is determined on the depreciated replacement cost basis, the gross carrying amount and the accumulated depreciation are restated proportionately.

Land and buildings are independently valued annually by the Western Australian Land Information Authority (Valuation Services) and recognised annually to ensure that 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 infrastructure, 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 is 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 and internally generated intangible assets costing \$50,000 or more are capitalised. The cost of utilising the assets is expensed (amortised) over their useful life. Costs incurred below these thresholds 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.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2011

h Impairment of Assets

Property, plant and equipment, leasehold improvement 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 considered impaired and 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 has been 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 Non-current assets (or disposal groups) classified as held for sale

Non-current assets (or disposal groups) held for sale are recognised at the lower of carrying amount or fair value less costs to sell, and are disclosed separately from other assets in the Statement of Financial Position. Assets classified as held for sale are not depreciated or amortised.

All Crown land holdings are vested in the Department by the Government. The Department of Regional Development and Lands (DRDL) is the only agency with the power to sell Crown land. The Department transfers the Crown land and any attached buildings to DRDL when the land becomes available for sale.

j 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.

k 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.

The fair value of short-term receivables and payables is the transaction cost or the face value because there is no interest rate applicable and subsequent measurement is not required as the effect of discounting is not material.

l Cash and Cash Equivalents

For the purpose of the Statement of Cash Flows, cash and cash equivalent (and restricted cash and cash equivalent) assets comprise cash on hand and short-term deposits with original maturities of three months or less that are readily convertible to a known amount of cash and which are subject to insignificant risk of changes in value, and bank overdrafts.

m 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.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2011

n 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.

o 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 against the allowance account. 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.

p 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.

q 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

The liability for annual 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 liability is settled.

Annual leave not expected to be settled within 12 months after the reporting period is recognised and measured at the present value of amounts expected to be paid when the liabilities are settled using the remuneration rate expected to apply at the time of settlement.

When assessing expected future payments consideration is given to expected future wage and salary levels including non-salary components such as employer superannuation contributions, as well as 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.

The provision for annual leave is classified as a current liability as the Department does not have an unconditional right to defer settlement of the liability for at least 12 months after the reporting period.

Long Service Leave

The liability for 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 liability is settled.

Long service leave not expected to be settled within 12 months after the reporting period is recognised and measured at the present value of amounts expected to be paid when the liabilities are settled using the remuneration rate expected to apply at the time of settlement.

When assessing expected future payments consideration is given to expected future wage and salary levels including non-salary components such as employer superannuation contributions, as well as 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.

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. Conditional long service leave provisions are classified as non-current liabilities because the Department has an unconditional right to defer the settlement of the liability until the employee has completed the requisite years of service.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2011

Sick Leave

Liabilities for sick leave are recognised when it is probable that sick leave paid in the future will be greater than the entitlement that will accrue in the future.

Past history indicates that on average, sick leave taken each reporting period is less than the entitlement accrued. This is expected to continue in future periods. Accordingly, it is unlikely that existing accumulated entitlements will be used by employees and no liability for unused sick leave entitlements is recognised. As sick leave is non-vesting, an expense is recognised in the Statement of Comprehensive Income for this leave as it is taken.

Deferred Leave

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

Purchased Leave

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

Superannuation

The Government Employees Superannuation Board (GESB) administers public sector superannuation arrangements in Western Australia in accordance with legislative requirements.

Eligible employees contribute to the Pension Scheme, a defined benefit pension scheme closed to new members since 1987, or the Gold State Superannuation Scheme (GSS), a defined benefit lump sum scheme closed to new members since 1995.

The GSS 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 Department to GESB extinguishes the agency's obligations to the related superannuation liability.

The Department has no liabilities under the Pension Scheme or the GSS. The liabilities for the unfunded Pension Scheme and the unfunded GSS transfer benefits attributable to members who transferred from the Pension Scheme, are assumed by the Treasurer. All other GSS obligations are funded by concurrent contributions made by the Department to the GESB.

Employees commencing employment prior to 16 April 2007 who were not members of either the Pension Scheme or the GSS became non-contributory members of the West State Superannuation Scheme (WSS). Employees commencing employment 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.

The GESB makes all benefit payments in respect of the Pension Scheme and GSS, and is recouped from 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'.

r 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 employer contribution paid to the GESB in respect of the GSS is paid back into the Consolidated Account by the GESB.

s 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 at fair value. Where the resource received represents a service that the Department would otherwise pay for, a corresponding expense is recognised. Receipts of assets are recognised in the Statement of Financial Position.

Assets or services received from other State Government agencies are separately disclosed under Income from State Government in the Statement of Comprehensive Income.

t Comparative Figures

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

**Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2011**

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.

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 effective for annual reporting periods beginning on or after 1 July 2010 that impacted on the Department.

2009-5 Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 5, 8, 101, 107, 117, 118, 136 & 139]

Under amendments to AASB 117, the classification of land elements of all existing leases has been reassessed to determine whether they are in the nature of operating or finance leases. As leases of land & buildings recognised in the financial statements have not been found to significantly expose the Department to the risks/rewards attributable to control of land, no changes to accounting estimates have been included in the Financial Statements and Notes to the Financial Statements.

Under amendments to AASB 107, only expenditures that result in a recognised asset are eligible for classification as investing activities in the Statement of Cash Flows. All investing cashflows reported in the Department's Statement of Cash Flows relate to increases in recognised assets.

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].	1 January 2013
	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.	
AASB 2009-12	Amendments to Australian Accounting Standards [AASBs 5, 8, 108, 110, 112, 119, 133, 137, 139, 1023 & 1031 and Interpretations 2, 4, 16, 1039 & 1052]	1 January 2011
	This Standard introduces a number of terminology changes. There is no financial impact resulting from the application of this revised Standard.	

Department for Child Protection

Notes to the Financial Statements for the year ended 30 June 2011

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

		Operative for reporting periods beginning on/after
AASB 1053	<p><i>Application of Tiers of Australian Accounting Standards</i></p> <p>This Standard establishes a differential financial reporting framework consisting of two tiers of reporting requirements for preparing general purpose financial statements.</p> <p>The Standard does not have any financial impact on the Department. However it may affect disclosures in the financial statements of the Department if the reduced disclosure requirements apply. DTF has not yet determined the application or the potential impact of the new Standard for agencies.</p>	1 July 2013
AASB 2010-2	<p>Amendment to Australian Accounting Standards arising from Reduced Disclosure Requirements</p> <p>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.</p> <p>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.</p>	1 July 2013
AASB 2011-2	<p>Amendments to Australian Accounting Standards [AASB 1, 3, 4, 5, 101, 107, 112, 118, 119, 121, 132, 133, 134, 137, 139, 140, 1023 & 1038 and Interpretations 112, 115, 127, 132 & 1042] (October 2010)</p> <p>This Amending Standard removes disclosure requirements from other Standards and incorporates them in a single Standard to achieve convergence between Australian and New Zealand Accounting Standards for reduced disclosure reporting. DTF has not yet determined the application or the potential impact of the amendments to these Standards for agencies.</p>	1 July 2011
AASB 2010-5	<p>Amendments to Australian Accounting Standards [AASB 1, 3, 4, 5, 101, 107, 112, 118, 119, 121, 132, 133, 134, 137, 139, 140, 1023 & 1038 and Interpretations 112, 115, 127, 132 & 1042] (October 2010)</p> <p>This Standard introduces a number of terminology changes as well as minor presentation changes to the Notes to the Financial Statements. There is no financial impact resulting from the application of this revised Standard.</p>	1 January 2011
AASB 2010-6	<p>Amendments to Australian Accounting Standards – Disclosures on Transfers of Financial Assets [AASB 1 & AASB 7]</p> <p>This Standard makes amendments to Australian Accounting Standards, introducing additional presentation and disclosure requirements for Financial Assets.</p> <p>The Standard is not expected to have any financial impact on the Department. DTF has not yet determined the application or the potential impact of the amendments to these Standards for agencies.</p>	1 July 2011
AASB 9	<p><i>Financial Instruments</i></p> <p>This Standard supersedes AASB 139 <i>Financial Instruments: Recognition and Measurement</i>, introducing a number of changes to accounting treatments.</p> <p>The Standard was reissued on 6 Dec 2010 and the Department is currently determining the impact of the Standard. DTF has not yet determined the application or the potential impact of the Standard for agencies.</p>	1 January 2013
AASB 2010-7	<p>Amendments to Australian Accounting Standards arising from AASB 9 (December 2010) [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 120, 121, 127, 128, 131, 132, 136, 137, 139, 1023 & 1038 and Interpretations 2, 5, 10, 12, 19 & 127]</p> <p>This Amending Standard makes consequential adjustments to other Standards as a result of issuing AASB 9 <i>Financial Instruments</i> in December 2010. DTF has not yet determined the application or the potential impact of the Standard for agencies.</p>	1 January 2013

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2011

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

		Operative for reporting periods beginning on/after		
AASB 1054	<i>Australian Additional Disclosures</i> This Standard, in conjunction with AASB 2011-1 Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project, removes disclosure requirements from other Standards and incorporates them in a single Standard to achieve convergence between Australian and New Zealand Accounting Standards.	1 July 2011		
AASB 2011-1	<i>Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project [AASB 1, 5, 101, 107, 108, 121, 128, 132 & 134 and Interpretations 2, 112 & 113]</i> This Amending Standard, in conjunction with AASB 1054 Australian Additional Disclosures, removes disclosure requirements from other Standards and incorporates them in a single Standard to achieve convergence between Australian and New Zealand Accounting Standards.	1 July 2011		
		<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">2011 (\$'000)</th> <th style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">2010 (\$'000)</th> </tr> </thead> </table>	2011 (\$'000)	2010 (\$'000)
2011 (\$'000)	2010 (\$'000)			

6 Employee benefits expense

Wages and salaries ^{(a)(c)}	176,331	153,117
Superannuation – defined contribution plans ^(b)	15,539	13,573
	191,870	166,690

(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) The 2010 figure for wages and salaries (\$153,177m) has been restated by an increase of \$1.55m due to correction of an accounting error in relation to calculation of annual leave.

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	3,979	4,354
Consultants and contractors	23,251	19,831
Consumables	5,750	5,175
Facilities	307	298
Leased equipment	545	715
Motor vehicle costs	7,068	7,102
Staffing Costs	9,032	7,310
Training	2,101	1,494
Travel	3,292	2,730
Other	1,770	1,090
	57,095	50,099

FINANCIAL STATEMENTS

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2011

	2011 (\$'000)	2010 (\$'000)
8 Depreciation and amortisation expense		
Depreciation		
Buildings	1,470	1,107
Office machines, furniture and equipment	429	351
Computer equipment	708	427
Leasehold improvements	1,722	1,268
Total depreciation	4,329	3,153
Amortisation		
Intangible assets	1,570	494
Total amortisation	1,570	494
Total depreciation and amortisation	5,899	3,647
9 Accommodation expenses		
Lease rentals	13,015	12,836
Repairs and maintenance – buildings	2,301	1,881
Insurance – general	2,124	1,738
Minor works	1,669	1,177
Cleaning, gardening, security, rates and taxes	2,083	1,794
Power, water and gas	1,607	1,277
	22,799	20,703
10 Grants and subsidies		
Financial assistance	8,445	1,553
Case support costs	15,720	13,057
Children's and leaving care subsidies	47,249	43,721
Granted capital	275	0
Hardship utilities grant scheme	4,217	2,062
Other	391	386
	76,297	60,779
11 Funding for services		
Services for the safety, support and wellbeing of children and young people in care of the CEO	23,452	16,944
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	8,994	8,234
Services to support at-risk individuals and families to overcome crisis and to reduce risk	75,359	63,423
	107,805	88,601

FINANCIAL STATEMENTS

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2011

	2011 (\$'000)	2010 (\$'000)
12 Other expenses		
Repairs and maintenance – equipment	159	182
Doubtful debts expense	241	209
Employment on-costs ^(a) (see note 6 'Employee benefits expense')	2,213	1,671
Audit fees ^(b)	142	138
	2,755	2,200
<p>(a) Includes workers' compensation insurance and other employment on-costs. The on-costs liability associated with the recognition of annual and long service leave liability is included at note 29 'Provisions'. Superannuation contributions accrued as part of the provision for leave are employee benefits and are not included in employment on-costs.</p> <p>(b) Audit fee, see also note 39 'Remuneration of auditor'.</p>		
13 User charges and fees		
Adoption fees	49	86
Criminals records screening	16	9
Working with children screening fees	3,668	3,405
Other	21	16
	3,754	3,516
14 Commonwealth grants and contributions		
Recurrent		
National Affordable Housing Agreement	19,466	9,169
National Partnership Agreement – Homelessness	13,113	19,245
Unattached Refugee Children	35	42
Indian Ocean Territories Service Delivery Program	306	218
East Kimberley Family and Domestic Violence Hub	2,000	2,000
	34,920	30,674
15 Other revenue		
Contributions by officers to the Executive Motor Vehicle Scheme	116	118
Rebates and reimbursements	289	77
Office of Energy's Contribution to Hardship Utilities Grant Scheme	2,412	200
Miscellaneous	2,460	2,374
	5,277	2,769

Miscellaneous revenue (\$2.460m) includes funds from Working With Children Checks, Financial Counselling Services, recoups and Riskcover Refund.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2011

16 Net gain/(loss) on disposal of non-current assets

	Proceeds from disposal		Carrying cost of assets		Net gain/(loss) on disposal	
	2011 (\$'000)	2010 (\$'000)	2011 (\$'000)	2010 (\$'000)	2011 (\$'000)	2010 (\$'000)
Office machines, furniture and equipment	0	0	87	9	(87)	(9)
	0	0	87	9	(87)	(9)
					2011 (\$'000)	2010 (\$'000)

17 Income from State Government

Appropriations received during the year:

Cash received from government ^(a)	394,013	340,897
Amount receivable for services ^(a)	7,999	4,222
	402,012	345,119
Administered appropriations	0	14,200
	402,012	359,319

Resources received free of charge ^(b)

Determined on the basis of the following estimates provided by agencies:

State Solicitor's Office – legal services	417	470
Landgate – land information and valuation services	21	51
Building Management and Works – leasing services	277	244
Building Management and Works – maintenance services	685	0
Department of Treasury and Finance – integrated procurement services	287	276
Department of Education	12	1
	1,699	1,042
	406,099	360,361
Royalties for Region Fund	2,388	0
	2,388	0
	406,099	360,361

(a) Service appropriations fund the net cost of services delivered. 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.

FINANCIAL STATEMENTS

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2011

	2011 (\$'000)	2010 (\$'000)
18 Restricted cash and cash equivalents		
Current		
Royalties for regions ^(a)	687	0
National Affordable Housing Agreement ^(b)	3,576	4,317
Indian Ocean Territories Service Delivery Program ^(c)	63	81
Kimberley Family Domestic Violence Hub ^(d)	2,805	3,266
	7,131	7,664
Non-Current		
Accrued salaries suspense account ^(e)	3,503	2,718

- (a) These unspent funds are committed to projects and programs in WA regional areas.
(b) Unspent funds committed to providing affordable accommodation.
(c) Funds held for the provision for Child Protection Programs for the Indian Ocean Territories.
(d) Funds held for the provision of services in reducing family and domestic violence in and around the East Kimberley.
(e) Amount held in the suspense account is only to be used for the purpose of meeting the 27th pay in the financial year that occurs every 11 years.

19 Receivables
Current

	Gross		Provision for Doubtful Debts		Net	
	2011 (\$'000)	2010 (\$'000)	2011 (\$'000)	2010 (\$'000)	2011 (\$'000)	2010 (\$'000)
<u>Receivables</u>						
Foster Subsidy	412	373	164	143	248	230
Salary Overpayments	108	57	14	0	94	57
Workers compensation	201	73	0	0	201	73
Other	1,217	1,036	27	29	1,190	1,007
GST Recoverable	860	875	0	0	860	875
Total Current	2,798	2,414	205	172	2,593	2,242

2011 (\$'000)	2010 (\$'000)
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Reconciliation of changes in the allowance for impairment of receivables:

Balance at start of year	172	112
Doubtful debts expense recognised in the Statement of Comprehensive Income	241	209
Amounts written off during the year	(207)	(149)
Balance at end of year	205	172

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2011

		2011 (\$'000)	2010 (\$'000)
20	Amounts receivable for services		
	Non-current	21,276	13,277
		21,276	13,277

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		
	<u>Current</u>		
	Prepayments	1,975	2,360
	Other ^(a)	12	9
		1,987	2,369

(a) Prepaid grocery cards

	Cost or Valuation		Accumulated Depreciation		Written Down Value	
	2011 (\$'000)	2010 (\$'000)	2011 (\$'000)	2010 (\$'000)	2011 (\$'000)	2010 (\$'000)
At cost:						
Office machines, furniture and equipment	3,676	3,045	2,123	1,786	1,553	1,259
Computer equipment	4,114	3,121	2,041	1,388	2,073	1,733
	7,790	6,166	4,164	3,174	3,626	2,992
At fair value:						
Land ^(a)	50,332	38,105	0	0	50,332	38,105
Buildings ^(a)	39,520	34,183	1,125	475	38,395	33,708
	89,852	72,288	1,125	475	88,727	71,813
	97,642	78,454	5,289	3,649	92,353	74,805

(a) Land and buildings were revalued as at 1 July 2010 by the Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2011 and recognised at 30 June 2011. In undertaking the revaluation, fair value was determined by reference to market values for land: \$16,722,200; current use for land: \$15,846,500 market values for buildings: \$6,886,500 and current use for buildings: \$6,243,500. For the remaining balance, fair value of land and buildings was determined by reference to depreciated replacement cost.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2011

		2011		2010			
		(\$'000)		(\$'000)			
23	Leasehold improvements						
		Cost or Valuation		Accumulated Depreciation		Written Down Value	
		2011	2010	2011	2010	2011	2010
		(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
	At fair value:						
	Leasehold improvements ^(a)	16,014	13,129	6,898	5,176	9,116	7,953

(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.

		2011		2010	
		(\$'000)		(\$'000)	
24	Work in progress				
	Work in progress has been included at cost:				
	Community facilities	355	29		
	Office accommodation and upgrades	2,065	4,790		
	Hostels and group homes	4,435	1,468		
	Assist client system development	1,769	1,031		
		8,624	7,318		

		Cost		Accumulated Amortisation		Written Down Value	
		2011	2010	2011	2010	2011	2010
		(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
25	Intangible assets						
	At cost:						
	Computer software ^(a)	24,992	24,992	3,503	1,933	21,489	23,059

Department for Child Protection

Notes to the Financial Statements for the year ended 30 June 2011

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
	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
2011								
Carrying amount at start of year	38,105	33,708	1,259	1,733	7,953	23,059	7,318	113,135
Additions	9,178	7,259	736	1,048	2,885	0	23,577	44,683
Transfers in	0	0	0	0	0	0	0	0
Transfers Out ^(a)	(2,893)	(1,824)	0	0	0	0	0	(4,717)
Disposals	0	(74)	(13)	0	0	0	(22,271)	(22,358)
Revaluation increments	5,942	796	0	0	0	0	0	6,738
Depreciation and amortisation	0	(1,470)	(429)	(708)	(1,722)	(1,570)	0	(5,899)
Carrying amount at end of year	50,332	38,395	1,553	2,073	9,116	21,489	8,624	131,582
2010								
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

(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) Recognised in the Statement of Comprehensive Income. Where an asset measured at cost is written down to recoverable amount, the loss is recognised as a revaluation decrement in the Statement of Changes to Equity

2011	2010
(\$'000)	(\$'000)

27 Impairment of assets

There were no indications of impairment of property, plant and equipment, leasehold improvements and intangible assets at 30 June 2011.

The Department held no goodwill or intangible assets with an indefinite useful life during the reporting period. At the end of the reporting period there were no intangible assets not yet available for use.

All surplus assets at 30 June 2011 have either been classified as assets held for sale or written-off.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2011

		2011	2010
		(\$'000)	(\$'000)
28	Payables		
	Current		
	Accounts Payable	2,586	4,447
	Accrued Expenses	8,863	1,644
	Accrued Salaries ^{(a) (b)}	4,569	2,405
		<u>16,018</u>	<u>8,496</u>
	(a) Amounts owing for five working days from 23 June to 30 June (2010: four working Days)		
	(b) Accrued salaries including back pay dated from 15 April 2011		
29	Provisions		
	Current		
	Employee benefits provision		
	Annual leave ^{(a) (e)}	11,900	10,267
	Leave loading	1,812	1,603
	Deferred leave	62	0
	Long service leave ^(b)	14,799	15,071
	Free passes to the coast and travel days	182	151
	Time off in lieu	160	136
	Public holidays	430	384
	Purchased leave	149	247
		<u>29,494</u>	<u>27,859</u>
	Other provisions		
	Employment on-costs ^{(b)(d)}	291	263
		<u>291</u>	<u>263</u>
		<u>29,785</u>	<u>28,122</u>
	Non-current		
	Employee benefits provision		
	Long service leave ^(b)	13,233	7,924
	Deferred leave ^(c)	58	102
		<u>13,291</u>	<u>8,026</u>
	Other provisions		
	Employment on-costs ^{(c) (d) (e)}	142	123
		<u>142</u>	<u>123</u>
		<u>13,433</u>	<u>8,149</u>

Department for Child Protection

Notes to the Financial Statements for the year ended 30 June 2011

	2011 (\$'000)	2010 (\$'000)
29 Provisions (continued)		
(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. Assessments indicate that actual settlement of the liabilities will occur as follows:		
Within 12 months of the end of reporting period	10,075	8,692
More than 12 months after the end of the reporting period	1,825	1,575
	11,900	10,267
(b) Long service 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. Assessments indicate that actual settlement of the liabilities will occur as follows:		
Within 12 months of the end of reporting period	1,526	1,990
More than 12 months after the end of the reporting period	26,506	21,004
	28,032	22,994
(c) Deferred salary scheme liabilities have been classified as current where there is no unconditional right to defer settlement for at least 12 months after the reporting period:		
Within 12 months of the end of reporting period	62	0
More than 12 months after the end of the reporting period	58	102
	120	102
(d) 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'.		
(e) The 2010 figure for annual leave (\$10,267m) has been restated by an increase of \$1.55m due to an immaterial adjustment to leave provision.		
<u>Movements in Other Provisions</u>		
Movements in each class of provisions during the financial year, other than employee benefits, are set out below.		
<u>Employee on-cost provision</u>		
Carrying amount at start of year	386	343
Additional provisions recognised	433	386
Payments/other sacrifices of economic benefits	(386)	(343)
Carrying amount at end of year	433	386
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	62,247	35,877
Contributions by owners		
Capital contribution	23,623	29,014
Total contributions by owners	23,623	29,014

FINANCIAL STATEMENTS

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2011

	2011 (\$'000)	2010 (\$'000)
30 Equity (continued)		
Distributions to owners		
Net assets transferred to Government		
Proceeds for disposal of assets paid to Consolidated Account	(4,717)	(2,644)
Total distributions to owners	(4,717)	(2,645)
Balance at the end of the period	81,153	62,247
Reserves		
Asset revaluation reserve		
Balance at the start of the year	65,189	66,261
Net revaluation increments / (decrements)		
Land	796	(586)
Buildings	5,942	(486)
Balance at the end of the year	71,927	65,189
Accumulated surplus / (deficit)		
Balance at the start of the year	(9,618)	(14,210)
Result for the period	(14,557)	4,592
Balance at the end of the year	(24,175)	(9,618)
Total equity	128,905	117,818

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 2I)	20,069	21,180
Restricted cash and cash equivalents (see note 2I and note 18)	10,634	10,382
	30,703	31,562

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

Net cost of services	(420,656)	(355,770)
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Non-cash items

Depreciation and amortisation expense (note 8)	5,899	3,647
Doubtful debts expense (note 12)	241	209
Resources received free of charge (note 17)	1,699	1,042
Net (gain)/loss on sale of property, plant and equipment (note 16)	87	9
Adjustment for other Non Cash Items	822	28

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2011

	2011 (\$'000)	2010 (\$'000)
31 Notes to the Statement of Cash Flows (continued)		
(Increase)/decrease in assets		
Current receivables	(607)	655
Current prepayments	382	(1,120)
Increase/(decrease) in liabilities		
Current payables	7,521	1,189
Current provisions	1,662	3,654
Non-current provisions	5,284	927
Change in GST in receivables/payables	15	(339)
Net cash provided by/(used in) operating activities	(397,651)	(345,869)
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:		
Department for Communities – corporate support	2,200	2,247
	2,200	2,247
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	1,580	900
- Later than 1 year and not later than 5 years	0	900
- Later than 5 years	0	0
	1,580	1,800
The capital commitments include amounts for:		
Office accommodation and relocation	1,580	1,800
	1,580	1,800
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	12,963	13,876
- Later than 1 year and not later than 5 years	21,236	27,290
- Later than 5 years	3,783	5,736
	37,982	46,902
Representing:		
Cancellable operating leases	24,769	19,357
Non-cancellable operating leases	13,213	27,545
	37,982	46,902

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2011

	2011 (\$'000)	2010 (\$'000)
33 Commitments (continued)		
Non-cancellable operating lease commitments		
Commitments for minimum lease payments are payable as follows:		
- Within 1 year	6,513	7,732
- Later than 1 year but not later than 5 years	14,473	14,077
- Later than 5 years	3,783	5,736
	24,769	27,545
<p>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.</p>		
Other Expenditure Commitments - consumables		
- Within 1 year	2,112	50
- Later than 1 year but not later than 5 years	0	0
- Later than 5 years	0	0
	2,112	50
Total Commitments	41,674	48,752
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 and the Department's Civil Litigation Unit has estimated that a total amount of \$7,414,244 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.	7,414	5,899
Liability for payments to Riskcover for Adjustments in insurance cover in relation to worker's compensation and motor vehicle performance adjustment	3,365	252
	10,779	6,151
35 Events occurring after the end of the reporting period		
There were no events occurring after the end of the reporting period.		

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2011

36 Explanatory statement

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

Significant variances between estimate and actual for 2011 –

Total appropriation to deliver services:

An increase in total appropriation of \$7.34 million is predominately due to supplementary funding received since the 2010-11 budget for the cost of procuring fee-for-service placements for children and young people in the care of the CEO as well as the continuation of the Department's Emergency Management Services. The increase also includes the additional funding for the District Allowance (Government Officers) General Agreement 2010.

Service Expenditure:

No Significant variances in service expenditures.

Capital Contribution

No significant variances in Capital contributions.

Significant variances between actuals for 2010 and 2011 -

Total appropriation to deliver services:

An increase in total appropriation of \$59.28 million is due to additional funding provided to address growth in demand for the Department's services, as well as increased funding for the reform and expansion of Residential Care Services, Responsible Parenting Services and the Hardship Utilities Grant Scheme.

Service Expenditure:

Significant variance in service expenditures is as follows:

	2011 Actual (\$'000)	2010 Actual (\$'000)	Variance (\$'000)
Supporting Children and Young People in the CEO's care	220,321	189,774	30,547

The increase in 2011 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 services and the cost of procuring fee-for-service placements for children and young people in the care of the CEO contributed to the variance.

	2011 Actual (\$'000)	2010 Actual (\$'000)	Variance (\$'000)
Protecting children and young people from abuse and harm	98,236	87,263	10,973

The increase in 2011 is primarily 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. In addition, the increase is also due to a shift in district staff time 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 2011

36 Explanatory statement (continued)

	2011 Actual (\$'000)	2011 Estimate (\$'000)	Variance (\$'000)
Supporting Individuals/families at-risk or in Crisis:	146,050	115,690	30,360

The increase in 2011 is a result of the expenditure of increased Commonwealth funding for homelessness services as part of the National Partnership Agreement on Homelessness, as well as the expenditure of increased funding for the Responsible Parenting Service, the Hardship Utilities Grant Scheme and additional funding provided to address the increase in demand for Departmental Services. In addition, there was also increased expenditure associated with the provision of services to people effected by natural disasters.

Capital Contribution:

	2011 Actual (\$'000)	2010 Actual (\$'000)	Variance (\$'000)
Capital contribution (appropriation)	23,623	29,014	(5,391)

The decrease in capital appropriation is due to the provision of fixed-term funding in 2010 for the reform and expansion of the Department's residential care facilities.

2011 (\$'000)	2010 (\$'000)
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37 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 37(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).

Department for Child Protection

Notes to the Financial Statements for the year ended 30 June 2011

37 Financial instruments (continued)

(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	20,069	21,180
Restricted cash and cash equivalents	10,634	10,382
Receivables ^(a)	23,009	14,644

Financial Liabilities

Financial liabilities measured at amortised cost	16,018	8,496
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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.

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

	Carrying Amount	Variable		Past due but not impaired							Impaired Financial Assets
		Interest Rate	Non-Interest Bearing	Up to 3 months	3-12 months	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											
2011											
Cash and cash equivalents	20,069		20,069								
Restricted cash and cash equivalents	10,634		10,634								
Receivables ^(a)	1,733		1,733	337	372	503					207
Amounts receivable for services	21,276		21,276								
	53,712		53,712	337	372	503	0	0	0	0	207
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

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

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2011

37 Financial instruments (continued)

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	Past due but not impaired						
				Up to 3 months	3-12 months	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										
2011										
Payables	16,018		16,018							
	16,018	0	16,018	0	0	0	0	0	0	0
2010										
Payables	8,496		8,496							
	8,496	0	8,496	0	0	0	0	0	0	0

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

38 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:

\$	2011	2010
40,001 – 50,000	2	0
110,001 – 120,000	1	0
120,001 – 130,000	1	0
130,001 – 140,000	0	1
140,001 – 150,000	0	1
150,001 – 160,000	1	2
160,001 – 170,000	0	3
170,001 – 180,000	1	0
190,001 – 200,000	1	0
200,001 – 210,000	1	0
240,001 – 250,000	1	0
330,001 – 340,000	0	1
390,001 – 400,000	1	0

The total remuneration of senior officers is:

1,690	1,409
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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.

39 Remuneration of auditor

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

Auditing the financial statements, controls and performance indicators.

144	142
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Department for Child Protection

Notes to the Financial Statements for the year ended 30 June 2011

	2011 (\$'000)	2010 (\$'000)
40 Special Purpose Accounts		
<u>Special Purpose Accounts section 16(1)(c) of FMA</u>		
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	162	165
Receipts	431	442
Payments	(413)	(445)
Balance at the end of the year	180	162
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	21	10
Receipts	72	25
Payments	0	(14)
Balance at the end of the year	93	21
<u>Special Purpose Accounts section 16(1)(d) of FMA</u>		
Special Purpose Account No 28		
Indian Ocean Territories Service Delivery Program ^(a)		
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	81	96
Receipts	231	218
Payments	(249)	(233)
Balance at the end of the year	63	81

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

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2011

	2011	2010
	(\$'000)	(\$'000)
41 Related Bodies		
The Department did not have any related bodies during the financial year.		
42 Affiliated Bodies		
The Department did not have any affiliated bodies during the financial year.		
43 Supplementary financial information		
(a) Write offs		
During the financial year \$239,000 (2010: \$152,000) was written off under the authority of:		
The Accountable Authority:		
Salary overpayments	8	10
Subsidy overpayments (foster carers)	227	139
Equipment	1	2
Other	3	1
Total	239	152

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

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

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

Trust Statement 19

National Affordable Housing and National Partnership Agreement - Homelessness

Trust 19 - National Affordable Housing Agreement previously recognised as a special purpose account under section 16(1)(d) of FMA has been closed under section 21 of FMA as it forms part of the agency's operating account.

**Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2011**

44 Special Purpose Accounts created, amended or closed during the year (continued)

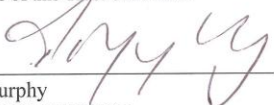
Trust Statement No. 3 has been amended during the financial year. Following is the amended trust statement:

DEPARTMENT FOR CHILD PROTECTION

TRUST STATEMENT NO. 3

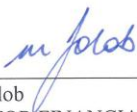
NAME	An Account titled the Community Services Trust (the Account) shall be established and maintained as an agency special purpose account under section 16(1)(c) of the <i>Financial Management Act 2006</i> by the Department for Child Protection.
PURPOSE	To hold moneys in trust for children under the care of the Department for Child Protection and for such other specific purposes as directed by the donors.
RECEIPTS	Such moneys as are received by the Department for Child Protection being: <ul style="list-style-type: none"> (i) moneys received from or on behalf of children under the care of the Department; and (ii) moneys received for specific purposes, as directed by the donors.
PAYMENTS	The funds in the Account shall be applied for: <ul style="list-style-type: none"> (i) the welfare of the children and refunding moneys to children when they cease to be in the care of the Department; and (ii) payments for specific purposes in accordance with the donors' directions.
ADMINISTRATION OF ACCOUNT	The Account shall be administered by the Director General, Department for Child Protection in accordance with the donors' directions, <i>Financial Management Act 2006</i> , <i>Financial Management Regulations 2007</i> and Treasurer's instructions.
ACCOUNTING RECORDS	There shall be maintained by the Director General a detailed record of transactions processed through the Account, together with such other accounting records and procedures as prescribed in the Department for Child Protection's financial management manual.
FINANCIAL STATEMENTS	There shall be prepared financial statements, together with supplementary information in accordance with the provisions of the <i>Financial Management Act 2006</i> , <i>Financial Management Regulations 2007</i> and Treasurer's instructions.
DISPOSAL OF FUNDS ON CESSATION	Any balance standing to the credit of the Account upon cessation of the operations for which the Account was created shall be refunded to respective contributors.

I have examined and agree to the provisions of this Trust Statement.


 Terry Murphy
 DIRECTOR GENERAL
 DEPARTMENT FOR CHILD PROTECTION

DATE: 15/4/11

Approved


 Mick Jolob
 DIRECTOR FINANCIAL POLICY
 DEPARTMENT OF TREASURY AND FINANCE

DATE: 9.5.2011

**Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2011**

44 Special Purpose Accounts created, amended or closed during the year (continued)

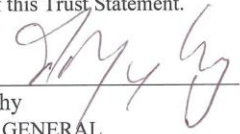
Trust Statement No. 27 has been amended during the financial year. Following is the amended trust statement:

DEPARTMENT FOR CHILD PROTECTION

TRUST STATEMENT NO. 27

NAME	An account titled the Children and Young People in CEO's care Private Cash Account (the Account) shall be maintained as an agency special purpose account under section 16(1)(c) of the <i>Financial Management Act 2006</i> by the Department for Child Protection.
PURPOSE	To hold private moneys for and on behalf of individual children under the guardianship of the Director General, Department for Child Protection.
RECEIPTS	Such moneys as are received by the child or by the Director General on behalf of the child and interest accruing on funds held, shall be paid into and placed to the credit of the Account.
PAYMENTS	The funds of an individual child in the Account shall be applied by the Director General, where appropriate, for the welfare of the child, and upon a child ceasing to be under the CEO's care, shall be paid to the child, or in the case of a child who has not attained the age of 18, to the child's guardian.
ADMINISTRATION OF ACCOUNT	The Account shall be administered by the Director General, Department for Child Protection in accordance with the <i>Children and Community Services Act 2004</i> , <i>Trustee's Act 1962</i> , <i>Financial Management Act 2006</i> , <i>Financial Management Regulations 2007</i> and the Treasurer's instructions.
ACCOUNTING RECORDS	There shall be maintained by the Director General a detailed record of transactions processed through the Account, together with such other accounting records and procedures as prescribed in the Department for Child Protection's financial management manual.
FINANCIAL STATEMENTS	There shall be prepared financial statements, together with supplementary information in accordance with the provisions of the <i>Financial Management Act 2006</i> , <i>Financial Management Regulations 2007</i> and Treasurer's instructions.
DISPOSAL OF FUNDS ON CESSATION	Any balance standing to the credit of the Account upon cessation of the operations for which the Account was created shall be paid to each child in care or in any case of a child who has not attained the age of 18 years, to the child's guardian.

I have examined and agree to the provisions of this Trust Statement.



 Terry Murphy
 DIRECTOR GENERAL
 DEPARTMENT FOR CHILD PROTECTION

DATE: 15/4/11

Approved



 Mick Jolob
 Director Financial Policy
 DEPARTMENT OF TREASURY AND FINANCE

DATE 9.5.2011

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2011

44 Special Purpose Accounts created, amended or closed during the year (continued)

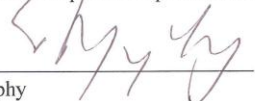
A Special Purpose Account had been created for Indian Ocean Territories Service Delivery Program. Following is the new statement:

DEPARTMENT FOR CHILD PROTECTION

SPECIAL PURPOSE STATEMENT NO 28

NAME	An Account called the Indian Ocean Territories Service Delivery Program (the Account), shall be maintained as an agency special purpose account under section 16(1)(d) of the <i>Financial Management Act 2006</i> by the Department for Child Protection.
PURPOSE	To hold funds received from the Commonwealth for funding the provision of social worker supervision, management of not-for-profit services and related support activities as per Service Delivery Arrangement with the <i>Commonwealth</i> Department of Transport and Regional Services in accordance with the <i>Christmas Island Act 1958 and Cocos (Keeling) Islands Act 1955</i> .
RECEIPTS	Such moneys as are received by the Department for Child Protection on behalf of the State of Western Australia, for the purpose of the Account shall be credited to the Account.
PAYMENTS	The funds in the Account shall be applied to support the function and services for remote communities in the Indian Ocean Territories.
ADMINISTRATION OF ACCOUNT	The Account shall be administered by the Director General, Department for Child Protection in accordance with the <i>Christmas Island Act 1958, Cocos (Keeling) Islands Act 1955, Financial Management Act 2006, Financial Management Regulations 2007</i> , and the Treasurer's instructions.
ACCOUNTING RECORDS	There shall be maintained by the Director General a detailed record of transactions processed through the Account, together with such other accounting records and procedures as are prescribed in the Department for Child Protection's financial management manual and in accordance with the terms of the Service Delivery Agreement with the <i>Commonwealth</i> Department of Transport and Regional Services.
FINANCIAL STATEMENTS	There shall be prepared financial statements, together with supplementary information in accordance with the provisions of the <i>Christmas Island Act 1958, Cocos (Keeling) Islands Act 1955, Financial Management Act 2006, Financial Management Regulations 2007</i> and the Treasurer's instructions.
DISPOSAL OF FUNDS ON CESSATION	Any balance standing to the credit of the Account upon cessation of the operations shall be dealt with in such a manner as is prescribed by the Commonwealth.

I have examined and agree to the provisions of this Special Purpose Statement.


 Terry Murphy
 DIRECTOR GENERAL
 DEPARTMENT FOR CHILD PROTECTION

DATE: 15/4/11

Approved


 Mick Jolob
 Director Financial Policy
 DEPARTMENT OF TREASURY AND FINANCE

DATE: 9.5.2011

Appendices

Appendix 1: Research and evaluation

Research partnerships

The Department is an industry partner in the Telethon Institute for Child Health Research Developmental Pathways Project. The project began in 2005 funded by a five year Australian Research Council Linkage Grant.

The initial project involved the linking of individuals' data from the Departments of Health, Child Protection, Education, Justice and the Disability Services Commission. Six PhD students undertook a range of research projects under the themes of education, child protection, social determinants, Aboriginality and juvenile delinquency.

In 2010, the Telethon Institute won a new grant to continue the project for a further five years with additional government departments joining as partner organisations, as part of the data linkage project. The following 12 agencies are participating in the project:

- Department of the Attorney General
- Department for Child Protection
- Department for Communities
- Department of Corrective Services
- Department of Education
- Department of Health
- Department of Housing
- Department of Indigenous Affairs
- Department of Treasury and Finance
- Disability Services Commission
- Western Australia Police
- Mental Health Commission

Participating organisations identified a range of projects to be conducted over the next five years under six research themes; disability, child abuse and neglect, education, juvenile delinquency, housing, and mental and physical health. The project will inform cross-government joint intervention and prevention strategies to influence policy frameworks and improve outcomes, as well as, evaluate and monitor existing initiatives and policies.

The WA Data Linkage System, managed by the Western Australian Data Linkage Branch of the Department of Health, creates, stores and updates links between the Department of Health data collections and other government agency datasets for individuals. Following best practice protocols, under Memoranda of Understanding, data custodians from within each agency retain control of their data. Researchers conducting approved research receive clinical or service data from each of the agencies, which has no identifying information.

Research and evaluation projects

In 2010–11, the Department approved external researchers to conduct a range of studies, as outlined in Table 44.

Table 44: External research projects in progress as at 30 June 2011

Project Title	Project Description	Organisation
Foster Carers' Perceptions of the Challenges Associated with Reunification	A qualitative study, which aims to explore departmental foster carers' perceptions of the challenges associated with reunification, in the Joondalup, Midland, Mirrabooka and Perth districts.	Edith Cowan University

APPENDICES

Challenges, Possibilities and Future Directions: A National Assessment of Australia's Children's Courts	A national assessment of the institution of the Children's Court with the delivery of Australian State and Territory comparative data and information. The Western Australian component of the study is one of nine parallel studies occurring in each Australian State and Territory, involving child protection employees participating in focus group discussions.	University of Western Australia
A Study of Pre-Birth Decision Making, Planning and Intervention Made by the Department for Child Protection in Western Australia for Young Pregnant Women	A qualitative ethnographic study, which aims to explore: understandings that statutory practitioners bring to their work with pregnant young women who are in, or on the fringes of, the statutory care and protection system; what informs the statutory practitioners' relationships with the young women; and what statutory practitioners perceive to be the contextual facilitators or impediments to working with the young women.	University of Western Australia
An Exploratory Study of the Knowledge, Beliefs and Experiences about Speech and Language Development of Parents who Adopt Children from International Institutions	To provide insight into inter-country adoptive parents' knowledge, beliefs and experiences of speech and language development, how these influence their interactions with their adopted child and correlate with the child's speech and language development.	Curtin University
Establishing and Maintaining the Yurang-Man-Gu Taam Purra Residential Care Facility: A Case Study of the Halls Creek Community Partnering with the Department for Child Protection	A qualitative and interpretive case study, obtaining narratives, journeys, knowledge and experience on how the Halls Creek community partnered with the Department to develop and maintain a residential care facility. The project aims to identify how the community's voice and needs developed and maintained the residential care facility's operations and principles.	Curtin University
Understanding the Relationship between Child Maltreatment and Language Competence: An Evidential Interviewing Perspective	To examine the association between child maltreatment and children's linguistic ability and how this impacts children's reporting of their abuse experience, as required for successful prosecution. The assessment of language competence is undertaken by a qualified speech pathologist through the administration of a series of standardised tests.	Deakin University

Research and evaluation projects completed during the year included:

Customer Perception Survey

The Department's annual customer survey provides information on customer satisfaction and changes in their knowledge and confidence as a result of services provided directly by the Department or departmentally funded community sector organisations.

Key Findings:

It was found that 92 per cent of customers reported that they were supported in providing care and safety to their family members; 88 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 96 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.

Signs of Safety survey

The survey was conducted with the aim of determining the views of service delivery staff on the implementation of the *Signs of Safety* Child Protection Practice Framework.

Key Findings:

The survey was completed by 251 service delivery staff. Overall, results indicated widespread support for the application of the *Signs of Safety* framework in case practice. The majority of staff (88 per cent) found the framework to be useful in their decision-making and a similar proportion (80 per cent) stated that *Signs of Safety* had made a positive difference to their practice.

Almost two thirds (64 per cent) believed that using *Signs of Safety* had increased their job satisfaction. Only a small number of staff had not attended training (12 per cent) or used *Signs of Safety* in their role in the last three months (9 per cent).

Action:

Results will inform continued work in line with the *Signs of Safety* Child Protection Practice Framework Review and Implementation Plan 2010-11, including ongoing professional development and training.

Evaluation of Signs of Safety Pre-hearing Conferences and Lawyer-assisted Meetings Pilot

The pilot project involving the Perth Children's Court, Legal Aid and the Department is in its final stages. A total of 123 conferences/meetings were held during the pilot period from 1 January 2009 to 31 December 2010.

Key Findings:

The draft final evaluation report indicates that families are attending, engaging, and feeling supported in the conferences and meetings and that these forums are providing them with clarity about their own situation and the concerns of the decision-makers. The report further indicates that there is a high level of inter-professional collaboration. In terms of system effectiveness the conferences have resulted in fewer court hearings and less time spent from the initial application to finalisation. The conferences also resulted in fewer matters proceeding to trial, fewer court events and more consent orders and negotiated outcomes.

Action:

The Department will consider the recommendations of the final evaluation report with a view to the practice continuing and being expanded to country districts.

Review of Secondary Family Support Funding Programs

The review was conducted with a view to develop, consistent with Government procurement reform, an integrated family support funding program, provide increased flexibility to respond to changing needs, and to implement improved planning and information sharing processes for clearer identification of the needs for secondary family support services.

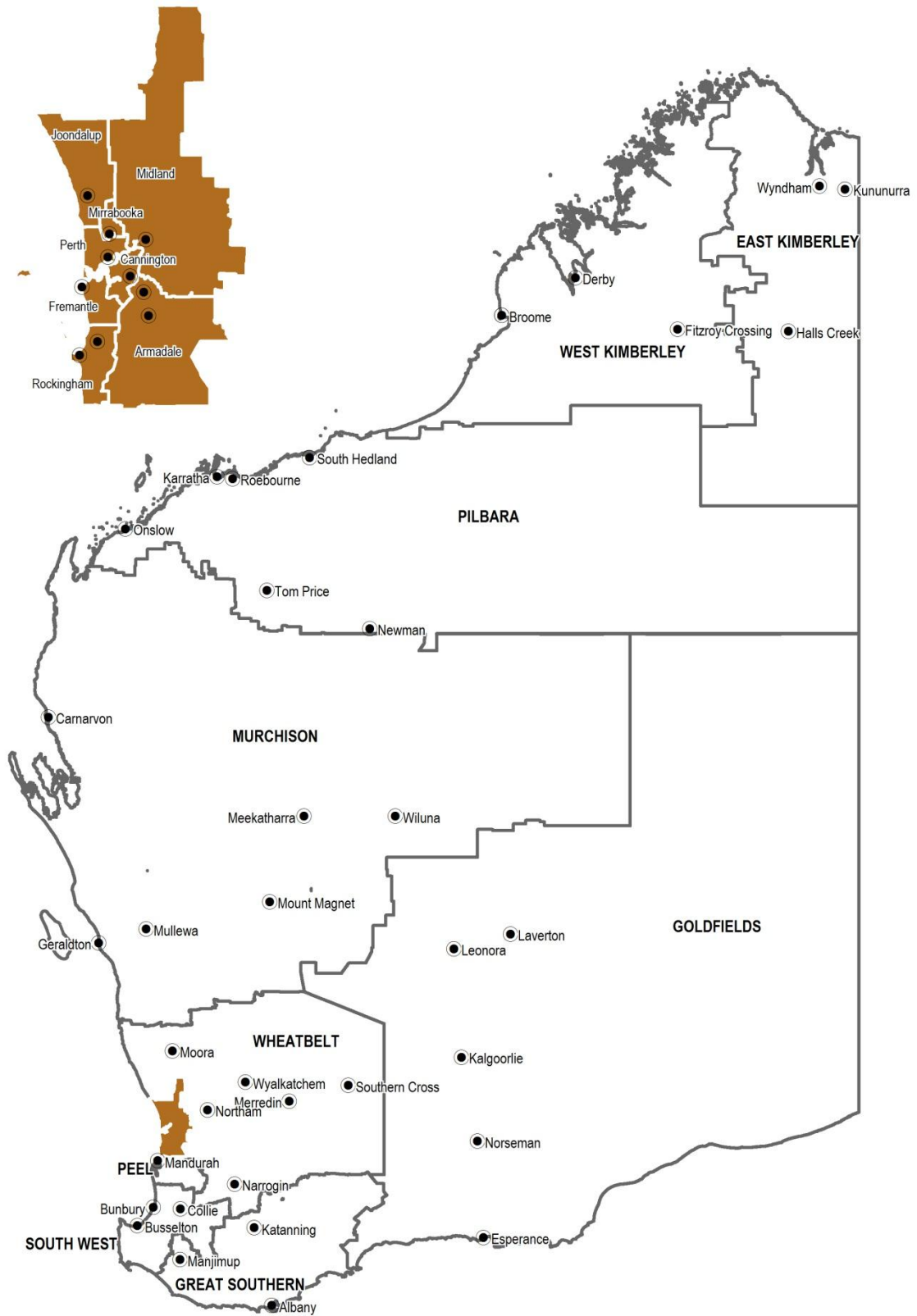
Key Findings:

The review proposed a policy and strategic framework for secondary family support services as well as a proposed restructuring of the current funding programs. This restructure will allow for a more flexible funding arrangement to achieve outcomes which will empower communities to identify appropriate local service responses.

Action:

Funding requirements for the secondary family support services will be restructured into four funding streams established. Collaboration at a local level will occur during the renegotiation of current service agreements.

Appendix 2: Map of metropolitan and country districts (and office locations)



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.checkwwwc.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

Kununurra Office (Parenting Services)
8 Banksia Avenue
Kununurra WA 6743
Tel (08) 9168 1023

Halls Creek Office

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

Wyndham Office

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

Goldfields district

Goldfields District Office (Kalgoorlie)

Cnr Boulder Road and Cheetham Street
Kalgoorlie WA 6430
Tel (08) 9022 0700

Esperance Office

92 Dempster Street
Esperance WA 6450
Tel (08) 9083 2566

Laverton Office

Laver Place
Laverton WA 6440
Tel (08) 9031 1104

Leonora Office

Lot 40, Cnr Tower and Rajah Streets
Leonora WA 6438
Tel (08) 9037 6132

Norseman Office

80 Prinsep Street
Norseman WA 6443
Tel (08) 9039 1129

Great Southern district

Great Southern District Office (Albany)

25 Duke Street
Albany WA 6330
Tel (08) 9841 0777

Katanning Office

Reidy House
25 Amherst Street
Katanning WA 6317
Tel (08) 9821 9000

Manjimup Office

Lot 432 South West Highway
Manjimup WA 6258
Tel (08) 9771 1711

Murchison district

Murchison District Office (Geraldton)

45 Cathedral Avenue
Geraldton WA 6530
Tel (08) 9965 9500

Carnarvon Office

Shop 6, Robinson Street
Carnarvon WA 6701
Tel (08) 9941 1244

Meekatharra Office

Lot 83 Main Street
Meekatharra WA 6642
Tel (08) 9981 1104

Mount Magnet Office

Lot 124 Laurie Street
Mt Magnet WA 6638
Tel (08) 9981 1104 (Meekatharra Office)

Mullewa Office

12 Main Road
Mullewa WA 6630
Tel (08) 9961 1004

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

West Kimberley district

West Kimberley District Office (Broome)

19 Coghlan Street
Broome WA 6725
Tel (08) 9192 1317

Broome Office (Parenting Services)

23 Coghlan Street
Broome WA 6725
Tel (08) 9191 3500

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 3: Directorate overview

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. The following functions form part of the directorate:

- Internal Audit and Performance Review – Is an important management tool in examining departmental operations. 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

The Corporate and Business Services directorate 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

The Policy and Learning directorate develops strategic and operational policy, frameworks, legislation and key performance indicators for the protection and care of vulnerable children and young people, and individuals and families at risk or in crisis. The directorate provides other services including corporate communications, learning and development, and research and evaluation.

Service Standards and Contracting

Service Standards and Contracting is responsible for contracting community sector services and monitoring service quality both within the Department and across the community services 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 and Responsible Parenting Case Practice Support.

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 Chief Executive Officer's (CEO's) care by providing quality support, placement and therapeutic services. This is achieved through departmental and community sector service providers.

Appendix 4: Funded services – Service agreements

- 55 Central Inc
 - 55 Central
 - Street To Home; Supportive Housing Services
- Aboriginal Alcohol & Drug Service (A.A.D.S) (Inc)
 - Wooree Miya Refuge
- Aboriginal Evangelical Fellowship Family and Youth Services Inc
 - Ebenezer Home
- Adoption Jigsaw WA (Inc)
 - Adoption Jigsaw
- Adoption Research & Counselling Service Inc
 - Adoption Research and Counselling Service
- Agencies for South West Accommodation Inc trading as Accordwest
 - ASWA Youth Accommodation Support Service
 - Bunbury Accommodation Service - BAS
 - Capes Accommodation Support and Advocacy Service - CASA
 - Homelessness Accommodation Support Worker - South West Region
 - Housing Support Worker; Corrective Services Adult Initiative - South West Region
 - Private Rental Tenancy Support Service Initiative - South West Region
 - Tier One Family Group Home Services Country Areas
 - Tier One Family Group Home Services Metropolitan Areas And Short Stay Family Group Homes
- Albany Halfway House Association Inc
 - Housing Support Worker; Mental Health Initiative - Great Southern Region
- Albany Youth Support Association Inc
 - Albany Youth Outreach
 - Young House
- 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
 - Child Sexual Abuse Therapy Service - Perth
 - Child Support Worker; Domestic Violence - Great Southern Region
 - Children's Domestic Violence Counselling Service - Albany
 - Domestic Violence Advocacy Support Service - Katanning
 - Domestic Violence Outreach Initiative - Great Southern Region
 - Fremantle Anglicare Stabilising Tenancies (FAST)
 - Great Southern District Financial Counselling Services
 - 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 Worker; Drug and Alcohol Initiative - South West Metropolitan Area
 - Indigenous Child Sexual Abuse Response Service - Marooloo
 - Kalgoorlie Accommodation Support Service - KASS
 - Kinway Family Counselling Service - Wyndham/Kununurra
 - Metropolitan/Peel Financial Counselling Services
 - Parent Adolescent Counselling Service - PACS
 - Private Rental Tenancy Support Services Initiative - Great Southern Region

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- Public Tenancy Support Service - South West
 - Public Tenancy Support Service - South West Metropolitan
 - South West District Financial Counselling Services
 - Step 1 Streetwork Program
 - Supported Tenancy Anglicare Rockingham - STAR
 - Teenshare
 - Yes! Housing and Yes! Housing Young Parents
 - Y-SHAC Youth Supported Housing and Crisis Accommodation
- Armadale Domestic Violence Intervention Project (ADVIP) 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 Incorporated
- Public Tenancy Support Services - Wheatbelt
 - Wheatbelt Accommodation and Support Services for Young People
- Balga Detached Youth Work Project Inc
- Mobile Youth and Family Education Support Service
- Bega Gambirringu Health Services Incorporated
- Aboriginal Homeless and Fringe Dweller Support Service
 - Rough Sleeper; Assertive Outreach - Remote Initiative - Kalgoorlie
- 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
- 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 Financial Counselling Service
 - Carnarvon Sexual Assault Response Service
 - Gascoyne Women's Refuge
 - Public Tenancy Support Service Murchison - Carnarvon
- Centacare Kimberley Association Inc
- Broome Homeless Drop-In Centre
 - Housing Support Worker; Mental Health - Kimberley
- Central Agcare Inc
- Central Agcare Family Counselling Service
- Centrecare Inc
- Centrecare Bunbury Counselling Service
 - Centrecare Family Accommodation Service - CFAS

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- Centrecare Youth Support Service
- Djooraminda
- Djooraminda Intensive Family Support Services
- Family and Domestic Violence Counselling & Education Program
- Goldfields Child Sexual Abuse Therapeutic Service
- Goldfields Family Domestic Violence Counselling & Support Service
- Goldfields Financial Counselling Service
- Homelessness Accommodation Support Worker - North West Metropolitan Area
- Homelessness Accommodation Support Worker - South East Metropolitan Area
- Housing Support Worker; Corrective Services - Men
- Housing Support Worker; Drug and Alcohol Initiative - South West Region
- Indigenous Family Program
- Kalgoorlie-Boulder Financial Counselling Service
- Parent Adolescent Conflict Counselling Service
- Parent Teen Link Counselling Service
- Private Rental Advocacy and Support Service (PRASS)
- Public Tenancy Support Service - South East Metropolitan
- SKY
- South Kalgoorlie Youth Service
- 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
- Domestic Violence Outreach Initiative - Murchison Region
- Relationships & Family Violence Counselling & Advocacy Service

City of Belmont

- City of Belmont Youth and Family Service

City of Canning W.A.

- 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 Family and Domestic Violence Case Management and Co-ordination Services
- Warrabee Women's Refuge

City of Joondalup

- Joondalup Financial Counselling Service

City of Rockingham

- Rockingham Outreach Youth Service

City of Stirling

- City of Stirling Financial Counselling Service
- Safe At Home Initiative - North East Metropolitan
- Stirling Women's Refuge
- West Stirling Financial Counselling Service

City of Wanneroo

- City of Wanneroo Community Programs and Services North Zone Youth Service
- Wanneroo Financial Counselling Service

Communicare Inc

- Building a Balance

APPENDICES

- Communicare Armadale Information and Referral Service (CAIRS)
- Communicare Breathing Space
- Communicare Financial Counselling Service
- Safe At Home Perpetrator Response
- CREATE Foundation Limited
 - Create Foundation Western Australian Service
- Dungeon Youth Centre Inc
 - Dungeon Youth Centre
- Eastern Region Domestic Violence Services Network Inc
 - Koolkuna Domestic Violence Advocacy Service
 - Koolkuna Women's Refuge
 - Midland Family and Domestic Violence Case Management and Co-ordination Services
- Escare Inc
 - Esperance Financial Counselling Service
 - Esperance Youth Service
- Esperance Crisis Accommodation Service Inc
 - Esperance Crisis Accommodation Service
 - Homelessness Accommodation Support Worker - Esperance
- Family Inclusion Network of Western Australia Inc
 - Family Inclusion Network of Western Australia
- Federation of Western Australian Police and Community Youth Centres (Inc)
 - Collie Youth Program
- 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 & Referral Service Inc
 - Financial Counselling Service
- Foster Care Association Of WA Inc
 - Information, Advice and Support Service
- Foundation Housing Limited
 - 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
 - Homelessness Accommodation Support Worker - South West Metropolitan Area
- 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 (GFYSS)
 - Geraldton Family Counselling Service
- Geraldton Resource Centre Inc
 - Geraldton Financial Counselling Service
 - Homeless Accommodation Support Worker Murchison - Geraldton
 - Housing Support Worker; Corrective Services Initiative Murchison - Geraldton
 - Private Rental Accommodation Casework - PRAC
- Golden Mile Community House Inc
 - Goldfields Family Counselling Service

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Goldfields Women's Refuge Association Inc

- Domestic Violence Outreach Initiative - Goldfields Region
- Goldfield's Womens Refuge "Finlayson House"

Gosnells Community Legal Centre (Inc)

- Gosnells Financial Counselling Service
- Maddington Financial Counselling Service

Gowrie Community Services (WA) Incorporated

- Gowrie Financial Counselling Service

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 Worker; 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

Jewish Care WA (Inc)

- Rae Lenny Shalom House

Jobs South West Inc

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

Jungarni-Jutiya Alcohol Action Council Aboriginal Corporation

- Ngarrkalem Baarmard Financial Counselling Service -Halls Creek

Kalumburu Aboriginal Corporation

- Kalumburu Family Safety Project
- Kalumburu Youth Service

Katanning Regional Emergency Accommodation Centre

- Katanning Regional Emergency Accommodation Service

Kimberley Aboriginal Law and Culture Centre (Aboriginal Corporation)

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

Kimberley Community Legal Services Inc

- Financial Counselling Services - Kununurra
- Public Tenancy Support Services - Kununurra

Kwinana Early Years Services Incorporated

- Kwinana Early Years Services Inc

Lamp Inc

- Housing Support Worker; Mental Health Initiative - South West Region

Life Without Barriers

- General Foster Care
- Tier One Family Group Home Services Country Areas

Lifestyle Solutions (Aust) Ltd

- Interim Provision of Tier One Family Group Home Services: Newman and Karratha Areas
- Tier One Family Group Home Services Country Areas

Looma Community Inc

- Looma Family Safety Project

APPENDICES

Marnin Bowa Dumbara Aboriginal Corporation

- Derby Family Healing Centre
- Family & Domestic Violence Support & Outreach Service
- Homeless Accommodation Support Worker (Kimberley - Derby)

Marninwarntikura 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 & Domestic Violence Service Inc

- Meekatharra Family & Domestic Violence Service

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 & Legal Advocacy Service Inc

- Financial Counselling Service

Mission Australia ACN 000 002 522

- Financial Counselling Service for Young People
- Homelessness Accommodation Support Worker - South East Metropolitan Area
- Housing Support Worker; 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
- Public Tenancy Support Services Murchison - Meekatharra
- Youth Accommodation and Support Service & Support Service for Young Parents in Specialist Homelessness Services for Young People

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 (NPY) Women's Council Aboriginal Corporation

- Ngaanyatjarra Pitjantjatjara Yankunytjatjara (NPY) Women's Council Domestic Violence Service

Ngala Family Services

- Overnight Stay Service

Ngaringga Ngurra Aboriginal Corporation

- Ngaringga Ngurra Safe House

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Ngnowar Aerwah Aboriginal Corporation

- Jardamu Safe House

Ngunga Group Women's Aboriginal Corporation

- Derby Financial Counselling Information and Support Service

Nindilingarri Cultural Health Services (NCHS) Inc

- Housing Support Worker; 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 & Warmun

Parkerville Children and Youth Care Incorporated

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

Pat Thomas Memorial Community House Inc

- Domestic Violence Outreach Initiative - Peel Region
- 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
- Mirrabooka Family and Domestic Violence Case Management and Co-ordination Services
- Patricia Giles Centre - incorp Damara House
- Patricia Giles Counselling Centre - incorp Services for Women and Children
- Safe At Home Initiative - North West Metropolitan

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
- Domestic Violence Outreach Initiative - Pilbara Region
- Hedland Financial Counselling Service

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- Homeless Accommodation Support Worker - Pilbara
- Housing Support Worker: Drug and Alcohol Initiative - Pilbara
- Karratha Financial Counselling Service
- Newman Financial Counselling Service
- Pilbara Family and Domestic Violence Case Management and Co-ordination Services
- Public Tenancy Support Service - Newman
- Public Tenancy Support Service - Roebourne
- Roebourne Financial Counselling Service

Relationships Australia (Western Australia) Inc

- Cannington Family and Domestic Violence Case Management and Co-ordination Services
- Family Abuse Integrated Response - FAIR

Roberta Jull Community Care Association Inc

- Roberta Jull Youth and Family Counselling Service

Ruah Community Services

- Anawim Women's Refuge
- Housing Support Worker; Corrective Services - Women
- Housing Support Worker; Mental Health Initiative - Royal Perth, Graylands, Sir Charles Gardiner & Armadale/Bentley
- Ruah Centre
- Ruah Refuge
- Ruah Tenancy Support
- Safe At Home Initiative - South East Metropolitan
- Street to Home; Assertive Outreach Services

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 Peel, South West, South Rockingham, Great Southern
- Salvation Army Graceville Centre
- Salvation Army Karratha Women's Refuge
- Salvation Army Morley Community Youth Service
- Salvation Army Morley Financial Counselling Service
- Street To Home Supportive Housing Services
- Tanderra Men's Hostel

Share & Care Community Services Group Inc

- Child Support Worker; Domestic Violence - Wheatbelt Region
- Djookanka House
- Homelessness Accommodation Support Worker - Wheatbelt
- Merredin/Moora Financial Counselling Service
- Northam Financial Counselling Service
- Safe At Home Initiative - Wheatbelt
- Share and Care Emergency Accommodation Service

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- 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 Co-ordination 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 Youth Service
- Shire of Katanning
 - Katanning Youth Support Service
- Shire of Laverton
 - Laverton Crisis Intervention Service
 - Laverton Youth 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 - FAAST
- 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
 - Safe At Home Initiative - South West Region
 - South West Refuge
- Southcare Inc
 - Southcare Financial Counselling Service
- Southern Agcare Inc
 - Mobile Family Counselling Service
- St Bartholomew's House Inc
 - Bart's On Beaufort
 - Homeless and Transitional Support Services
 - Street To Home; Supportive Housing Services
- St Patrick's Community Support Centre Ltd
 - Housing Support Worker; Mental Health Initiative - Fremantle/Rockingham
 - St Patricks Accommodation and Support Services
 - St Patrick's Meals and Day Centre

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- Street To Home; Assertive Outreach Services
- Street To Home; Supportive Housing Services (The Sister's Place)
- Youth Place

Stand By Me Youth Service (WA) Inc

- Stand By Me Youth Service

Starick Services Inc

- East Kimberley Family and Domestic Violence Case Management and Coordination Services
- Goldfields Family and Domestic Violence Case Management and Coordination Services
- Murchison Family and Domestic Violence Case Management and Coordination Services
- The Centre for Community
- The Centre for Safety and Wellbeing
- West Kimberley Family and Domestic Violence Case Management and Coordination Services

Sussex Street Community Law Service Inc

- Sussex Street Financial Counselling Service

Swan City Youth Service Incorporated

- Swan City Youth Service

Swan Emergency Accommodation Inc

- Homeless Accommodation Support Worker - North East Metropolitan Area
- Housing Support Worker; Drug and Alcohol Initiative - North East Metropolitan Area
- Swan Emergency Accommodation - Youth
- Swan Emergency Accommodation and Support Services

The Lucy Saw Centre Association Inc

- Rockingham Family and Domestic Violence Case Management and Co-ordination Services
- Safe At Home Initiative - South West Metropolitan
- The Centre for the Prevention & Intervention of Domestic & Family Violence

The Roman Catholic Bishop of Geraldton Centacare Family Services

- Exmouth Family Counselling Service
- Exmouth Financial Counselling Service

The Samaritans Incorporated

- 24 Hour Telephone Crisis Support Service

The Spiers Centre Inc

- Granny Spiers Financial Counselling Service

Tom Price Youth Support Association Inc

- Paraburdoo Youth Centre
- Tom Price Youth Centre

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
- 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 Treatment Service
- UnitingCare West Tranby Day Centre
- Wyn Carr House - incorp Fremantle Regional Indigenous Family Violence Service

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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 & Teens Waratah Children's Domestic Violence Counselling Service
- Kids and Teens Waratah Child Sexual Abuse Therapeutic Service
- South West Family and Domestic Violence Case Management and Co-ordination Services
- Waratah Family Abuse Intervention Service

Westaus Crisis and Welfare Service Inc

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

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

- 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 [DVAS] Central
- Multicultural Kids In Focus
- Multicultural Women's Advocacy Service

Wyndham Family Support Inc

- Financial Counselling - Wyndham

Yaandina Family Centre Inc

- Karratha Youth Service
- Roebourne Youth Service
- Yaandina Child and Family Counselling Service

YMCA of Perth Youth and Community Services Inc

- LYNKS Counselling/Streetsyde Service
- YMCA Mobile Youth Service

Yorganop Association Incorporated

- Yorganop Placement Service

Yorgum Aboriginal Corporation

- Child Sexual Abuse Therapeutic Service for Aboriginal People
- Counselling Service for Aboriginal Children Experiencing Family Violence

Youth Futures WA (Inc)

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

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 5: District data

Contacts

Table 45: Contacts by district 2010-11

District	Total
Armadale	3,824
Cannington	2,395
Crisis Care	35,691
East Kimberley	1,249
Fremantle	2,765
Goldfields	1,979
Great Southern	1,694
Joondalup	2,959
Midland	2,392
Mirrabooka	2,745
Murchison	2,435
Peel	2,077
Perth	2,313
Pilbara	1,495
Rockingham	3,897
South West	2,908
West Kimberley	1,850
Wheatbelt	1,490
Other work units	2,622
Total	78,780

Note:

- This is a count of all interactions recorded by the Department during the financial year. An interaction may be about many persons.

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Departmental responses to initial inquiries for child

Table 46: Departmental responses to initial inquiries for child by district in 2010-11

District	Safety and wellbeing assessment	Family support	No further action	In process	Total
Armadale	769	8	222	22	1,021
Cannington	747	56	207	8	1,018
Crisis Care	612	21	756	36	1,425
East Kimberley	264	55	193	13	525
Fremantle	412	6	182	79	679
Goldfields	387	67	268	129	851
Great Southern	262	29	194	28	513
Joondalup	656	19	305	14	994
Midland	478	23	281	103	885
Mirrabooka	806	2	251	26	1,085
Murchison	439	73	201	126	839
Peel	554	3	156	64	777
Perth	345	15	215	15	590
Pilbara	681	49	262	39	1,031
Rockingham	288	5	290	4	587
South West	486	10	346	70	912
West Kimberley	144	9	145	113	411
Wheatbelt	253	24	157	46	480
Other work units	2	0	4	0	6
Total	8,585	474	4,635	935	14,629

Child safety and wellbeing outcomes

Table 47: Outcomes of safety and wellbeing assessments by primary concern by district in 2010-11

District	Neglect	Emotional/psychological harm	Physical harm	Sexual harm	Other wellbeing concern	Total
Armadale						
Substantiated	24	5	18	19	3	69
Unsubstantiated	94	49	90	73	86	392
Other concerns assessed	-	-	-	-	32	32
Unable to complete	12	3	5	6	6	32
In process	47	28	40	39	90	244
Total	177	85	153	137	217	769
Cannington						
Substantiated	26	26	20	7	18	97
Unsubstantiated	65	40	87	85	107	384
Other concerns assessed	-	-	-	-	56	56
Unable to complete	2	1	1	9	8	21
In process	46	28	29	28	58	189
Total	139	95	137	129	247	747
Crisis Care						
Substantiated	40	24	33	49	20	166
Unsubstantiated	61	22	58	95	25	261
Other concerns assessed	-	-	-	-	16	16
Unable to complete	6	2	4	11	3	26
In process	29	38	31	42	3	143
Total	136	86	126	197	67	612

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East Kimberley						
Substantiated	35	6	14	13	13	81
Unsubstantiated	31	1	11	19	19	81
Other concerns assessed	-	-	-	-	22	22
Unable to complete	3	0	1	5	6	15
In process	14	4	10	13	24	65
Total	83	11	36	50	84	264
Fremantle						
Substantiated	27	5	8	8	7	55
Unsubstantiated	15	17	30	33	19	114
Other concerns assessed	-	-	-	-	13	13
Unable to complete	0	4	3	10	3	20
In process	50	57	49	26	28	210
Total	92	83	90	77	70	412
Goldfields						
Substantiated	42	15	15	30	21	123
Unsubstantiated	18	10	18	30	16	92
Other concerns assessed	-	-	-	-	28	28
Unable to complete	1	2	1	0	1	5
In process	41	23	20	18	37	139
Total	102	50	54	78	103	387
Great Southern						
Substantiated	22	22	9	13	8	74
Unsubstantiated	33	21	17	33	8	112
Other concerns assessed	-	-	-	-	13	13
Unable to complete	2	0	1	0	1	4
In process	16	22	5	7	9	59
Total	73	65	32	53	39	262
Joondalup						
Substantiated	59	41	21	31	27	179
Unsubstantiated	63	29	49	90	44	275
Other concerns assessed	-	-	-	-	18	18
Unable to complete	5	2	5	23	4	39
In process	43	15	17	31	39	145
Total	170	87	92	175	132	656
Midland						
Substantiated	28	2	27	18	3	78
Unsubstantiated	41	49	33	45	29	197
Other concerns assessed	-	-	-	-	8	8
Unable to complete	4	5	2	10	3	24
In process	49	43	34	26	19	171
Total	122	99	96	99	62	478
Mirrabooka						
Substantiated	58	51	31	23	8	171
Unsubstantiated	125	93	83	123	21	445
Other concerns assessed	-	-	-	-	3	3
Unable to complete	4	1	1	9	0	15
In process	45	64	24	37	2	172
Total	232	209	139	192	34	806

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Murchison						
Substantiated	18	21	17	18	10	84
Unsubstantiated	49	18	57	50	29	203
Other concerns assessed	-	-	-	-	27	27
Unable to complete	4	1	5	3	5	18
In process	40	14	13	22	18	107
Total	111	54	92	93	89	439
Peel						
Substantiated	23	8	20	8	26	85
Unsubstantiated	28	14	22	42	38	144
Other concerns assessed	-	-	-	-	14	14
Unable to complete	7	8	14	11	26	66
In process	41	38	41	48	77	245
Total	99	68	97	109	181	554
Perth						
Substantiated	58	24	12	15	12	121
Unsubstantiated	39	20	27	35	17	138
Other concerns assessed	-	-	-	-	9	9
Unable to complete	4	4	2	1	3	14
In process	21	6	15	13	8	63
Total	122	54	56	64	49	345
Pilbara						
Substantiated	10	7	12	17	8	54
Unsubstantiated	60	119	48	59	100	386
Other concerns assessed	-	-	-	-	55	55
Unable to complete	2	10	3	1	9	25
In process	35	39	24	15	48	161
Total	107	175	87	92	220	681
Rockingham						
Substantiated	24	5	22	14	6	71
Unsubstantiated	32	8	9	21	10	80
Other concerns assessed	-	-	-	-	16	16
Unable to complete	1	0	1	5	6	13
In process	26	11	6	55	10	108
Total	83	24	38	95	48	288
South West						
Substantiated	29	12	29	21	27	118
Unsubstantiated	54	22	65	51	42	234
Other concerns assessed	-	-	-	-	26	26
Unable to complete	0	0	3	5	14	22
In process	16	5	17	18	30	86
Total	99	39	114	95	139	486
West Kimberley						
Substantiated	5	1	3	13	8	30
Unsubstantiated	7	3	13	27	11	61
Other concerns assessed	-	-	-	-	13	13
Unable to complete	0	0	1	2	0	3
In process	9	0	5	9	14	37
Total	21	4	22	51	46	144

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Wheatbelt						
Substantiated	17	2	18	18	12	67
Unsubstantiated	27	7	21	34	7	96
Other concerns assessed	-	-	-	-	34	34
Unable to complete	0	0	0	2	4	6
In process	21	4	2	9	14	50
Total	65	13	41	63	71	253
Other work units						
Substantiated	0	0	0	0	0	0
Unsubstantiated	-	2	-	-	0	2
Other concerns assessed	0	0	0	0	0	0
Unable to complete	0	0	0	0	0	0
In process	0	0	0	0	0	0
Total	0	2	0	0	0	2
Grand Total	2,033	1,303	1,502	1,849	1,898	8,585

Protection applications and orders

Table 48: New protection applications made by district in 2010-11

District	Applications
Armadale	63
Cannington	91
East Kimberley	53
Fremantle	81
Goldfields	68
Great Southern	30
Joondalup	54
Midland	23
Mirrabooka	48
Murchison	43
Peel	58
Perth	49
Pilbara	25
Rockingham	41
South West	52
West Kimberley	24
Wheatbelt	44
Total	847

Note:

- Includes applications for new orders only.

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Table 49: Protection orders issued by district as at 30 June 2011

District	Time limited	Until 18	Special guardianship	Supervision	Other	Total
Armadale	53	15	2	4	0	74
Cannington	31	14	7	13	0	65
Crisis Care	6	5	0	0	0	11
East Kimberley	18	7	12	3	1	41
Fremantle	36	17	3	9	0	65
Goldfields	18	11	2	6	0	37
Great Southern	32	9	2	0	0	43
Joondalup	30	15	5	0	0	50
Midland	24	15	2	1	0	42
Mirrabooka	27	7	4	2	0	40
Murchison	14	14	3	4	0	35
Peel	37	14	2	0	0	53
Perth	22	20	3	0	1	46
Pilbara	18	6	1	0	0	25
Rockingham	30	7	5	0	0	42
South West	20	12	3	0	0	35
West Kimberley	13	9	0	0	0	22
Wheatbelt	17	9	1	4	0	31
Other work units	0	1	0	3	0	4
Total	446	207	57	49	2	761

Note:

- Includes both new and revocation/replacement orders. Extensions are excluded as they do not represent a change to a child's status.
- Orders granted in the financial year may relate to applications made in previous years.
- 'Other' includes one Australian Government Delegation order granted during the year and one revocation of a time-limited order.

Table 50: Children on care orders by district as at 30 June 2011

District	Aboriginal	Non-Aboriginal	Total
Armadale	136	198	334
Cannington	127	115	242
East Kimberley	90	4	94
Fremantle	90	127	217
Goldfields	72	30	102
Great Southern	60	62	122
Joondalup	83	132	215
Midland	87	117	204
Mirrabooka	99	160	259
Murchison	91	32	123
Peel	26	123	149
Perth	58	134	192
Pilbara	92	12	104
Rockingham	36	112	148
South West	44	115	159
West Kimberley	131	10	141
Wheatbelt	58	94	152
Total	1,380	1,577	2,957

Note:

- Care orders are time-limited, until 18, and children on temporary protection visas transferred from the Australian Government.

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Children entering care

Table 51: Age of children upon entering the CEO's care 1 July 2010 to 30 June 2011 by district

District	Less than 1 year	1 to 4 years	5 to 9 years	10 to 14 years	15 to 17 years	Total
Armadale	14	14	18	14	1	61
Cannington	26	32	20	15	3	96
Crisis Care	5	7	4	9	4	29
East Kimberley	9	20	13	4	1	47
Fremantle	13	25	18	14	1	71
Goldfields	7	19	24	28	7	85
Great Southern	7	6	7	9	3	32
Joondalup	11	23	18	19	8	79
Midland	12	13	8	5	4	42
Mirrabooka	11	25	8	12	2	58
Murchison	6	17	13	10	2	48
Peel	8	19	15	15	4	61
Perth	9	18	13	8	1	49
Pilbara	6	6	5	3	2	22
Rockingham	14	6	9	15	2	46
South West	5	8	9	12	1	35
West Kimberley	8	2	5	2	0	17
Wheatbelt	10	11	6	12	1	40
Fostering and Adoption Services	3	0	0	0	0	3
Other work units	0	0	0	0	0	0
Total	184	271	213	206	46	921

Children in care

Table 52: Children in the CEO's care by district as at 30 June 2011

District	Aboriginal	Non-Aboriginal	Total
Armadale	145	220	365
Cannington	134	165	299
East Kimberley	122	3	125
Fremantle	117	141	258
Goldfields	108	49	157
Great Southern	66	84	150
Joondalup	92	160	252
Midland	91	136	227
Mirrabooka	110	185	295
Murchison	110	36	146
Peel	28	167	195
Perth	70	161	231
Pilbara	103	12	115
Rockingham	42	132	174
South West	49	140	189
West Kimberley	143	9	152
Wheatbelt	76	105	181
Fostering and Adoption Services	1	7	8
Total	1,607	1,912	3,519

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Table 53: Age of children in the CEO's care by district as at 30 June 2011

District	Less than 1 year	1 to 4 years	5 to 9 years	10 to 14 years	15 to 18 years	Total
Armadale	10	48	131	103	73	365
Cannington	19	61	106	61	52	299
East Kimberley	3	43	44	27	8	125
Fremantle	10	39	97	70	42	258
Goldfields	4	24	50	45	34	157
Great Southern	4	20	51	55	20	150
Joondalup	6	43	87	65	51	252
Midland	5	34	78	64	46	227
Mirrabooka	2	47	80	102	64	295
Murchison	4	25	56	42	19	146
Peel	3	34	62	61	35	195
Perth	7	38	66	72	48	231
Pilbara	5	18	44	29	19	115
Rockingham	11	20	46	54	43	174
South West	3	29	58	58	41	189
West Kimberley	4	36	56	42	14	152
Wheatbelt	8	23	56	56	38	181
Fostering and Adoption Services	2	6	0	0	0	8
Total	110	588	1,168	1,006	647	3,519

Children leaving care

Table 54: Age of children upon leaving the CEO's care by district in 2010-11

District	Less than 1 year	1 to 4 years	5 to 9 years	10 to 14 years	15 to 18 years	Total
Armadale	4	9	18	10	15	56
Cannington	7	7	14	11	17	56
Crisis Care	0	2	0	1	1	4
East Kimberley	3	15	11	2	2	33
Fremantle	1	13	8	4	12	38
Goldfields	4	10	13	18	6	51
Great Southern	3	4	8	9	6	30
Joondalup	2	11	12	13	18	56
Midland	5	9	5	14	18	51
Mirrabooka	3	7	6	15	16	47
Murchison	1	9	2	9	4	25
Peel	0	6	8	6	9	29
Perth	2	8	9	3	8	30
Pilbara	0	4	4	4	1	13
Rockingham	2	8	8	7	11	36
South West	1	7	10	4	9	31
West Kimberley	0	1	1	1	1	4
Wheatbelt	1	7	5	13	20	46
Fostering and Adoption Services	1	2	0	0	0	3
Total	40	139	142	144	174	639

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Table 55: Length of time in care for children who left the CEO's care by district in 2010-11

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	Total
Armadale	6	10	7	2	19	12	56
Cannington	14	7	8	6	11	10	56
Crisis Care	4	0	0	0	0	0	4
East Kimberley	7	1	6	3	12	4	33
Fremantle	5	1	3	4	17	8	38
Goldfields	22	5	5	3	13	3	51
Great Southern	8	0	2	7	6	7	30
Joondalup	11	7	2	4	26	6	56
Midland	11	10	1	5	5	19	51
Mirrabooka	14	2	5	4	17	5	47
Murchison	12	6	1	3	1	2	25
Peel	7	1	2	1	10	8	29
Perth	3	8	3	6	6	4	30
Pilbara	4	0	0	0	8	1	13
Rockingham	5	6	7	3	8	7	36
South West	0	6	1	1	15	8	31
West Kimberley	2	0	0	0	1	1	4
Wheatbelt	4	4	1	1	25	11	46
Fostering and Adoption Services	0	1	2	0	0	0	3
Total	139	75	56	53	200	116	639

Note:

- A total of 692 children left care during 2010-11, however 53 returned to care in the same financial year. For those children with more than one period of care during the year, length of time is for the most recent period of 2010-11.

Financial assistance

Table 56: Instances of financial assistance by district 2010-11

District	Total
Armadale	578
Cannington	202
Crisis Care	737
East Kimberley	320
Fremantle	670
Goldfields	326
Great Southern	516
Joondalup	200
Midland	422
Mirrabooka	421
Murchison	377
Peel	425
Perth	318
Pilbara	166
Rockingham	627
South West	672
West Kimberley	586
Wheatbelt	442
Other work units	29
Total	8,034

Appendix 6: Publications

A Career in Residential Care – brochure
 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
 Amendments to the Children and Community Services Act 2004 – key features
 An Employee Guide to the Department's Discipline Process
 Approved to adopt – flyer
 Best Beginnings for You and Your Baby brochure, postcard and poster
 Best Beginnings Knowing and Loving Your Baby – booklet
 Better Care, Better Services: Standards for Children and Young People in Protection and Care – booklet and poster
 Body Piercing of Young People – Information Sheet on Section 104A of the Children and Community Services Act 2004
 Body Piercing of Young People – Frequently Asked Questions for Businesses
 Body Piercing of Young People – Frequently Asked Questions for Parents
 Body Piercing of Young People – Consent form
 Body Piercing of Young People – Poster
 CaLD Services Framework
 Career and Education Pathways
 Case Review Panel: Requesting a Review – brochure
 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 – zip card for 13 to 18 year-olds
 Charter of Rights for Staff
 Child Health Passport – folder
 Child Matrix – Responsible Parenting Tool – Aboriginal and Noongar versions
 Child Protection – How Do I Recognise When a Child is at Risk of Abuse and Neglect?
 Child Protection – Identifying and Responding to Child Abuse and Neglect
 Child Protection – Keeping Our Kids Safe
 Child Protection – Protecting Children – Information for Parents, Families and Friends
 Child Protection – What does it mean? A Guide for Families and Carers
 Child Protection – What to do when you are concerned that a child is being abused or neglected
 Common Risk Assessment Risk Management Framework
 Community Child Protection Workers – brochure
 Complaints, Appeals and Review Process for Adoption Services – brochure
 Crisis Care – flyer and poster
 Department for Child Protection Strategic Plan 2010–2012 – poster
 Department for Child Protection – brochure
 Directory of Accommodation and Homelessness Services
 Disaster and Emergency Support Services – Dealing with the Effects of a Traumatic Event – brochure
 Documented Education Plans – fact sheet
 Domestic Violence and the Workplace training manual
 Family Helpline – flyer and poster
 Field Worker Recruitment Process
 Finding Out About Your Aboriginal Family History – brochure and application form
 Finding Out About Your Past – brochure and application form
 Foster Care Partnership
 Foster Carer Agreement
 Fostering Services – Campaign Information Booklet
 Fostering Services – Expression of Interest Form
 Fostering Services – Facts About Fostering – brochure
 Fostering Services – Financial Support Information

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Fostering Services – Home for Life – Fact sheet for Case Managers

Fostering Services – Home for Life – Information for Carers

Fostering Services – Home for Life – Steps to Becoming a Carer

Fostering Services – Thank You for Your Enquiry

Fostering Services – The Respite Program – brochure

Fostering Services – poster, postcard and bookmark

Fostering Services fact sheets

- Allegations of Abuse
- Attachment
- Advice for Foster Care Buddies
- Centrelink Benefits for Foster Carers
- Childhood Trauma
- Facts about Fostering
- Family Contact – Information for Relative Carers
- Guidelines on Smoking
- Information Sheet for the Support Person
- Mandatory Reporting
- Permanency Planning
- Policy on Water Safety
- Preparing Your Child for Respite
- Protecting Confidentiality
- Recovery of Subsidy Overpayment
- Respite Foster Care for Adoption Applicants
- Respite and Emergency Care
- Sudden Infant Death Syndrome
- Special Guardianship Orders
- Specialised Fostering
- Taking Care of Yourself
- Volunteering and mentoring

Fostering Services fact sheets Aboriginal series

- Growing up kids – Kids and school
- Growing up kids – All the family
- Growing up kids – Growing up teenagers
- Growing up kids – What to consider when caring for Aboriginal children
- Growing up kids – Catch your kids being good
- Growing up kids – Helping kids deal with trauma or bad events
- Growing up kids – Money matters
- Growing up kids – Protecting our kids

Freedom From Fear: Has Your Partner Hurt You? – fact sheet

Freedom From Fear: How do I Know if I'm Abusive? – fact sheet

Freedom From Fear: How to Deal with Domestic Violence – fact sheet

Freedom From Fear: When You Hurt Your Partner You Hurt Your Children

Freedom From Fear: How to Deal with Domestic Violence: A Self-Help Book for Men Who Want to Change – booklet

Hardship Utility Grant Scheme (HUGS) flyer and poster

Indigenous Family Violence: It's Not Our Way – brochure/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

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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
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.
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 – folder
Our Children, Your Future – Career Opportunities with the Department for Child Protection
Parent Support – Information for Parents – brochure
Parental Support and Responsibility Act 2008
Past Adoption Services – booklet
People Development Framework 2010–2012
Pregnant and Thinking About Adoption – booklet
Promoting Fostering in CaLD Communities poster
Rapid Response – brochure
Residential Care Officer Recruitment Process
Residential Care Welcome Booklet for Children
Residential Care Welcome Booklet for Young People
Resolving Your Complaints – kit and poster
Resources for Foster Carers – folder/kit
Secondary Family Support State Plan 2010–2013
Secure Care Information Brochure
Signs of Safety Disciplines – poster
Signs of Safety Meetings – brochure
Signs of Safety Pre-hearing Conferences – brochure
Signs of Safety Three Core Principles – poster
Strong Families – brochure and poster
Telephone Services cards – wallet card
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 Homelessness State Plan 2010–2013: Opening Doors to address homelessness
Western Australian Safety and Accountability Audit of the Armadale Domestic Violence Intervention Project

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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 – booklet

Youth and Family Support Workers – brochure

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 13: Information for Self Employed People

Factsheet 16: The Parent Volunteer Exemption

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

Appendix 7: Annual Report 2010-11 *Parental Support and Responsibility Act 2008*

BACKGROUND

This report is provided as required by section 40 of the *Parental Support and Responsibility Act 2008* (the Act). The Act came into effect in March 2009. The objects of the Act are:

- a) to acknowledge and support the primary role of parents in safeguarding and promoting the wellbeing of children; and
- b) to support and reinforce the role and responsibility of parents to exercise appropriate control over the behaviour of their children.

The Act contains principles:

- that the best interests of the child are paramount;
- of cooperation between government agencies;
- of cultural and religious sensitivity; and
- of shared responsibility between parents, family and community for the wellbeing of children.

To achieve these objects and principles, implementation of the Act aims to:

- increase parents' capacity to parent and establish parental authority;
- improve socialisation of children;
- improve school attendance of children; and
- reduce anti-social behaviour and juvenile crime.

The Act provides for the making of Parental Responsibility Agreements (RPA), which are formal but voluntary agreements between authorised government officers and parents, to undertake a range of activities aimed at reducing the criminal or anti-social behaviour of their children. The Act also provides for Parental Responsibility Orders (RPO). These are orders made by the Children's Court which require the parent to undertake certain activities to address the behaviour of a child 15 years of age or younger. In addition to the Department for Child Protection (the Department), the Department of Education and the Department of Corrective Services are empowered to make RPAs or Court applications for RPOs.

The Act outlines the role and obligations of government agencies to work in a collaborative way including to share relevant information.

The Act promotes three levels of activity:

- interagency coordination at a state policy and local service delivery level;
- the provision of a targeted parenting service – Parent Support; and
- interagency information sharing in relation to RPAs and RPOs.

This annual report provides details of these activities undertaken to promote the aims of the Act for the period 2010–11.

PARENT SUPPORT SERVICE

Implementation of the Act is undertaken by the Department's specialist Parent Support service. Parent Support specifically targets at risk families. Parent Support empowers parents to establish effective positive parenting practices. It is an evidenced-based service which has developed an intervention model to meet the needs of parents who are struggling with the poor behaviour of children up to 15 years of age.

The service is designed to engage "hard to reach" parents such as those who are isolated, have physical or mental health issues, or are reluctant or unlikely to engage with other support services. In line with the intent of the Act, Parent Support engages with families on a voluntary basis to promote the commitment to change.

Location of service

As at 30 June 2011, services were available in the following locations: Armadale; Broome; Cannington; Derby; Fitzroy Crossing; Fremantle; Halls Creek; Joondalup; Kununurra; Mandurah; Midland; Mirrabooka; Perth; and Rockingham.

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Referrals

There were 661 new referrals to Parent Support in 2010-11. In addition, 174 cases continued to be worked on from the previous period. In total 835 families received a service during 2010-11.

Parent Support is accessed by referral from government and some non-government services. The sources of referral to the program are identified in table 1.

Table 1: Source of Referral 2010-11

Source of Referral	Number	Per cent
Department for Child Protection	310	46.9
Department for Communities	13	1.97
Department of Corrective Services	16	2.42
Department of Education	34	5.14
Department of Health	79	11.95
Disability Services Commission	2	0.3
General practitioner	2	0.3
Non-government organisations	15	2.27
Other	11	1.66
Private sector	1	0.15
Schools	156	23.6
Self-referred	16	2.42
Western Australia Police	6	0.91
Total	661	100

The Department for Child Protection was the source of the majority of referrals to the service. This indicates that the families have experienced a level of risk to the extent that they have come to the attention of the Department. It also indicates the capacity of the Parent Support service to engage with these families and prevent children being taken into care. More of the work of Parent Support is on diverting families from the child protection system.

The Department of Education and schools were the next most common source, with more than 23.6 per cent of referrals. This is in line with the intent of the Act to assist families reduce school non-attendance and anti-social behaviour.

Children

Children referred to Parent Support exhibit a range of difficult behaviours as set out in Table 2 below.

Table 2: Presenting behaviour at referral 2010-11

Presenting behaviour	Reason alone	Per cent	Amongst other reasons	Per cent
Anti-social (home)	76	11.5	275	41.6
Anti-social (school)	19	2.87	277	41.91
Anti-social (community)	0	0	117	17.7
Non-attendance at school	29	4.39	157	23.75
Criminal behaviour	0	0	41	6.2

Although primarily focused on children in the middle years, Parent Support works with children from 0 to 15 years.

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Table 3: Age of children referred 2010-11

Age of child	Number	Per cent
0 - 5	204	30.86
6 - 10	233	35.10
10 - 15	224	33.89

Almost 70 per cent of the children referred are in the six to 15 year age group. This reflects the intent of Parent Support to intervene to assist parents in terms of their children's acting out behaviours in the 'middle years'. The numbers of families with very young children referred indicates the service being utilised to minimise the risk of children developing these behaviours, through support to their parents to develop sound and consistent parenting skills.

A significant number of the children referred were noted to experience disability or chronic illness. The main issues include: attention deficit disorders (34); anxiety disorders (11); developmental delay, intellectual impairment or learning problems (30); and foetal alcohol spectrum disorder (9). These disabilities are likely to contribute to children's problem behaviours and add complexity to family issues. Of the children referred, 31 or 4.7 per cent consumed alcohol, drugs or tobacco.

Family

Where a disability or chronic illness of an adult was recorded, the main reason was depression.

Cultural Diversity

Of the 661 families referred to the service, Parent Support engaged with 139 (21 per cent) Aboriginal and Torres Strait Islander parents/carers, and 45 (6.8 per cent) from Culturally and Linguistically Diverse (CaLD) backgrounds. A language other than English is spoken in the home of 43 of the families referred, including some Aboriginal languages.

In 2010-11, an Aboriginal matrix was developed which assists Aboriginal families to identify issues and goals in an understandable and culturally appropriate manner. A CaLD matrix is also being developed to assist families from diverse backgrounds engage fully in the service.

Type of work undertaken

Parent Support builds the capacity of parents to re-establish and maintain authority to control their children's behaviour through strong and loving relationships. A number of tools are used by the program to this end. These include engaging the parents in an initial contract or agreement to work with the service on parenting and child behaviour goals.

Where the Department for Child Protection has made a referral, these agreements are a 'three way' arrangement between parents, the caseworker and the child protection worker. These agreements are known as Restorative Parenting Contracts.

In 2010-11, 85 Restorative Parenting Contracts were undertaken with families.

The Restorative Parenting Contracts are under review, and in future will be integrated with, and reported as, Responsible Parenting Agreements.

Outcomes of Parent Support

Data indicates that for those parents who completed the Parent Support program in 2010-11:

- 32 per cent of parents made significant changes reflected in positive outcomes for the child;
- 55 per cent of parents made some changes reflected in some positive outcomes for the child; and
- 14 per cent of parents made no gains.

Expansion of the Service

Royalties for Regions funding of \$28 million over four years from 2010 has allowed for the expansion of Parent Support services across the State. The expansion commenced in 2010 with funding of \$2.8 million. Difficulties have been experienced in recruiting qualified staff in regional areas. A number of natural disasters, including the Carnarvon floods

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have also contributed some delay in the establishment of the service. Fifteen positions were allocated to the Murchison region and eight to the Great Southern region. Recruitment has commenced, with most positions filled as at 30 June 2011.

Teams are established in Geraldton, Meekatharra and Carnarvon in the Murchison; and in Albany, Katanning and Manjimup in the Great Southern. An interim allocation of FTE has been provided, and the rollout of Parent Support services began in the four remaining districts of Pilbara, Goldfields, Wheatbelt and the Southwest. It is anticipated these teams will be operational in 2011-12.

RESPONSIBLE PARENTING AGREEMENTS

Department for Child Protection

A total of 19 Responsible Parenting Agreements were entered into by the Department during the 2010-11 financial year. These agreements related to 39 children:

- All 19 Agreements were in the Perth metropolitan area;
- Ten Agreements related to school attendance issues;
- Seven Agreements related to reducing or preventing anti-social behaviour;
- Two Agreements related to reducing criminal behaviour;
- Four Agreements were fully or partially successful;
- Five were unsuccessful and is to be reviewed for consideration of further action;
- Ten Agreements are still underway; and
- Five of the Agreements related to Aboriginal children.

Department of Education

A total of five Responsible Parenting Agreements were entered into by the Department of Education during the 2010-11 financial year:

- Three Agreements were in the Perth metropolitan area and two in regional areas;
- All Agreements related to persistent non-attendance at school;
- Four were fully or partially successful;
- One was unsuccessful and are to be reviewed for consideration of further action; and
- Three of the Agreements related to Aboriginal students.

Department of Corrective Services

The Department of Corrective Services made no Responsible Parenting Agreements during 2010-11.

RESPONSIBLE PARENTING ORDERS

No applications for a Responsible Parenting Order were made during 2010-11 by the three Departments with authority to make applications under the Act.

The initiation of Court proceedings for a Responsible Parenting Order is complex with a variety of conditions to be met and considerations addressed. Departments report that in most cases where these conditions are met, it would be likely that application to court would be made under other legislation, relevant to that Department.

REVIEW

Section 40(3) of the Act requires a person or body appointed by the Minister (being a person who or body which is not connected with the administration of the Act) to review this Annual Report on the operations of the Act, and for the person or body's findings and recommendations (if any) to be included in the annual report.

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Comments of Reviewer

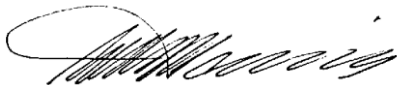
The Parental Support and Responsibility Act 2008 was developed following escalating community and political concern about the number of children and young people in Western Australia not attending school and involved in anti-social or criminal behaviour leading to very poor life outcomes. The aim of the Act was to establish programmes to work with what are called 'hard to reach' parents and children/young people enabling them to establish effective parenting practices. The two 'end point' mechanisms in the event of a failure of the early engagement process with parents appear to be Responsible Parenting Agreements, and, as a last resort, Responsible Parenting Orders.

There have been a large number of referrals, the majority of these coming from within the Department for Child Protection. Diversion from care is not an explicit objective of the PSR, but the report appears to imply that this is an objective. The link between the objectives of the Act and the relationship with tertiary child protection interventions should be made clearer in the report.

In aggregating the 661 new referrals in 2010-11 with the continuing work with 174 ongoing referrals, a total of 835 families received a service of some sort. The level of engagement appears positive, with a combined total of 109 Responsible Parenting Agreements and/or Restorative Parenting Contracts used to engage families; while no Responsible Parenting Orders were made. The report could more clearly explain why there have been no orders made. The report indicates that, of the 811 families worked with, which includes parents engaged through Responsible Parenting Agreements, only 14 per cent of parents are reported to have made no gains.

The report suggests that families appear to have had problems with only one child as there are 661 families as well as 661 children who received services. Again, the report could be improved by explaining that, whilst there might be a lead child presenting behavioural problems, the intervention is designed to assist parents to improve their parenting skills; which provides benefits for all of their children. It is interesting that the spread of age groups is relatively equal between three cohorts – one of which is below school age.

The report could be improved in the ways suggested in terms of outcomes achieved in respect of the Act. Much of the report refers to aggregated figures related to various demographics. There is no evidence provided in this report that there has been a full or part evaluation of the programmes involved, which would be helpful. However there are some un-evidenced statements suggesting that the activities and outputs do address the objects and principles of the Act. My recommendation would be that, if it has not been undertaken, a comprehensive evaluation be completed before the next Annual Report.



Dr Maria Harries AM PhD



Department for Child Protection
Telephone: (08) 9222 2555
Country free call: 1800 622 258
Web: www.childprotection.wa.gov.au