



Government of Western Australia
Department for Child Protection

Department for Child Protection
annual report 2011-2012



HON ROBYN McSWEENEY MLC
Minister for Child Protection

In accordance with section 61 of the *Financial Management Act 2006*, I hereby submit for your information and presentation to Parliament, the Annual Report of the Department for Child Protection for the financial year ended 30 June 2012.

The report has been prepared in accordance with the provisions of the *Financial Management Act 2006*.



Terry Murphy
DIRECTOR GENERAL
Accountable Authority

In this report, the term 'Aboriginal' refers to both Aboriginal and Torres Strait Islander people.

Client names have been changed in this report, except for those shown on page 9 and 15, where consent has been obtained to publish clients' images and names.

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Cover page: Artwork by a ten year old Aboriginal child in care, submitted in an art competition as part of the celebration of National Aboriginal and Islander Children's Day.

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DIRECTOR GENERAL'S REPORT

Child protection work involves families with often deeply entrenched and chronic problems who can be reluctant to engage, and is characterised by uncertainty in available information, and anxiety on the part of workers, families and community members. Yet it depends on effective working relationships with families, critical assessment and sound decision making in the face of life and death situations.

Since the Review of the (former) Department for Community Development in 2007, the Department has undergone fundamental reform encompassing its organisation, its resources, its procedures and its support for its people, all underpinned by the ethos of working in partnership.

At this time, the focus of the Department is on consolidating these reforms, building on partnerships to further integrate its work with community sector and other government agencies, while streamlining its business and administrative systems, wherever practicable.

Consolidation focuses on the Department continuing to develop and build its capacity in line with the service frameworks that guide how we work. In child protection, this is the *Signs of Safety*, an approach to child protection work developed in Western Australia, and now in use in the United Kingdom, Europe, the United States of America, Canada, Japan and New Zealand. It is an holistic theoretical and practical framework, encompassing principles, disciplines, processes and tools, based on what child protection workers do that is effective in the most challenging cases.

The Department's Foster Care Partnership and Residential Care (Sanctuary) Framework also provide sound theoretical and practical bases to guide work with abused children whose trauma severely impacts their behaviour and development.

In the broad area of family support, undertaken most substantially by contracted community sector organisations, the Department's own services target the most 'hard to reach' families, whose older children are committing crimes or are engaged in serious anti-social behaviour. This work is carried out in partnership with youth justice services, and is guided by the Family Support (Responsible Parenting) Framework.

The great difficulty in working to change entrenched and dangerous human behaviour is that, in the words of Eileen Munro, who recently reviewed child protection in England for the national government "...good practice does not always result in good outcomes". Unless this is understood, the effect of this reality on staff and the community can be very destructive and impact negatively on the good work and sound development that is occurring. This risk is that this then results in an endless, reactive cycle of despair, review and reform in place of continuous learning and development.

In the face of this challenge, the Department is committed to being open and responsive, and most importantly, to being a learning organisation, one that continually examines and improves how it works. This occurs through supporting our people to learn, grow and develop, and supporting them to manage the emotional and psychological stressors that are inherent in their daily work.

The Department cannot invariably guarantee the remedial impact of its intervention in all cases, or the positive impact of the community sector services that it contracts and with which it works in partnership. It can promise that it is pursuing the most effective child protection interventions, to the best of its capacity, and it is growing that effectiveness and capacity every day.

It can promise that it is relentlessly pursuing effective working partnerships with the community sector and fostering the sector's capacity for innovation and community engagement, and that it is working strongly with other key government agencies, such as police, health and education. And it can promise that it is committed to doing so in a respectful, open and responsive way.



Terry Murphy
Director General

AGENCY OVERVIEW

Ministerial responsibilities

As at 30 June 2012, the Honourable Robyn McSweeney MLC was the Minister for Child Protection. The following advisory bodies provided independent advice to the Minister during 2011-12:

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

Statutory authority

As at 30 June 2012, 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.*

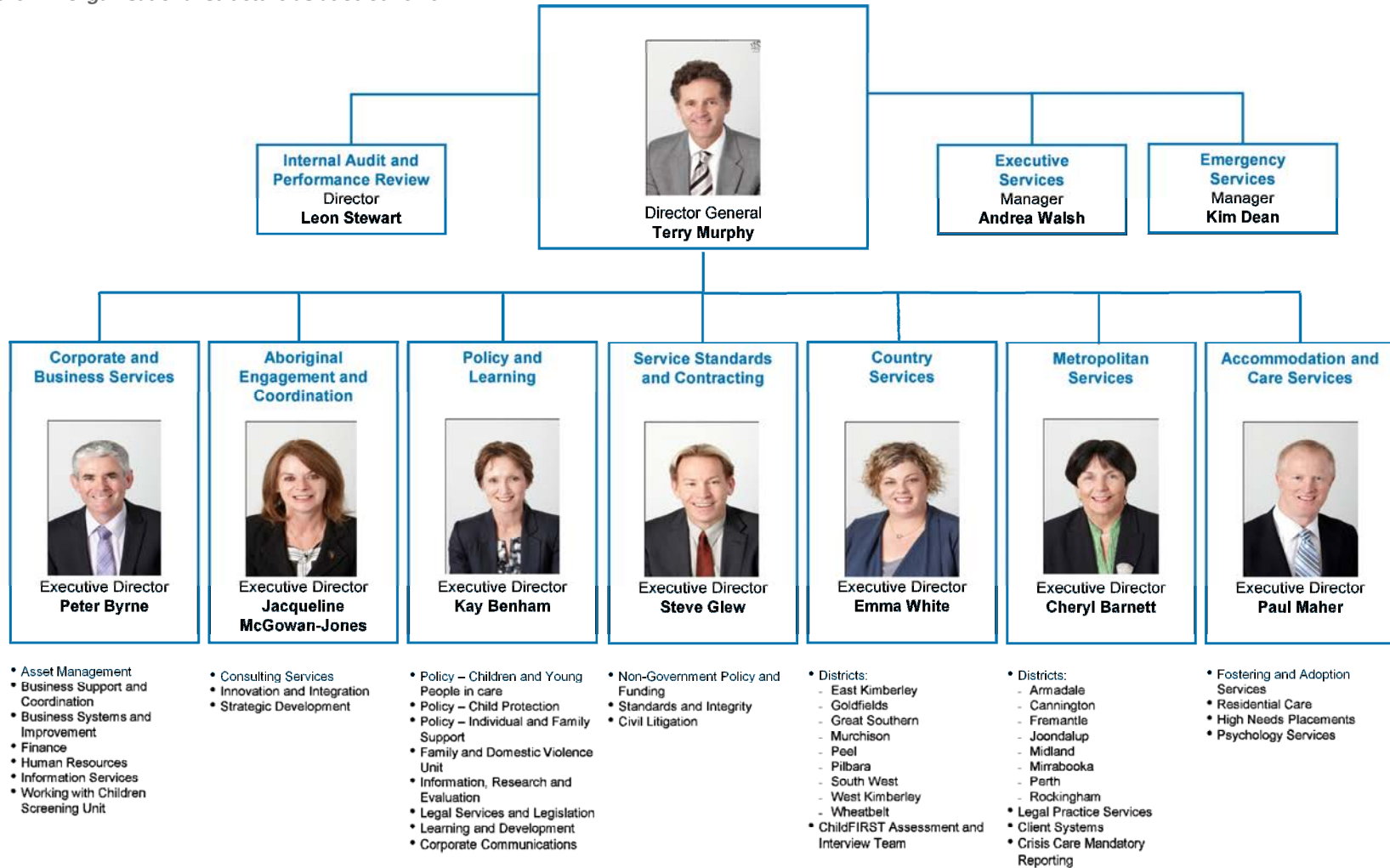
Operational structure

The Department for Child Protection (the Department) comprises the following directorates:

- The Office of the Director General is responsible for the management and performance of the Department and the overall achievement of approved strategies and outcomes. It includes Internal Audit and Performance Review and the Emergency Services Unit.
- Aboriginal Engagement and Coordination provides strategic leadership and consultancy advice on issues affecting services for Aboriginal people. Staff work with Aboriginal stakeholders, other agencies and the community to ensure services are responsive to Aboriginal peoples' needs.
- Corporate and Business Services provides services in the areas of finance, purchasing, asset management, human resources, information technology, business support and 'Working with Children' criminal records screening.
- Policy and Learning develops strategic and operational policy frameworks, legislation and key performance indicators for the protection and care of vulnerable children and young people, as well as individuals and families at risk or in crisis. Other services include reporting, research and evaluation, corporate communications, learning and development, and legal services.
- 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 manages complaints, integrity, duty of care and civil litigation matters.
- Country Services delivers child protection and family support services by providing case support, advice and best practice in nine country districts. Country Services also has responsibility for the childFIRST Assessment and Interview Team.
- Metropolitan Services delivers child protection and family support by providing case support, advice and best practice in eight metropolitan districts. Metropolitan Services has responsibility for Crisis Care Mandatory Reporting, Legal Practice Services and Client Systems.
- Accommodation and Care Services supports children and young people in care by providing quality support, placement and therapeutic services. The directorate is also responsible for the Department's Fostering and Adoption Services.

Organisational structure

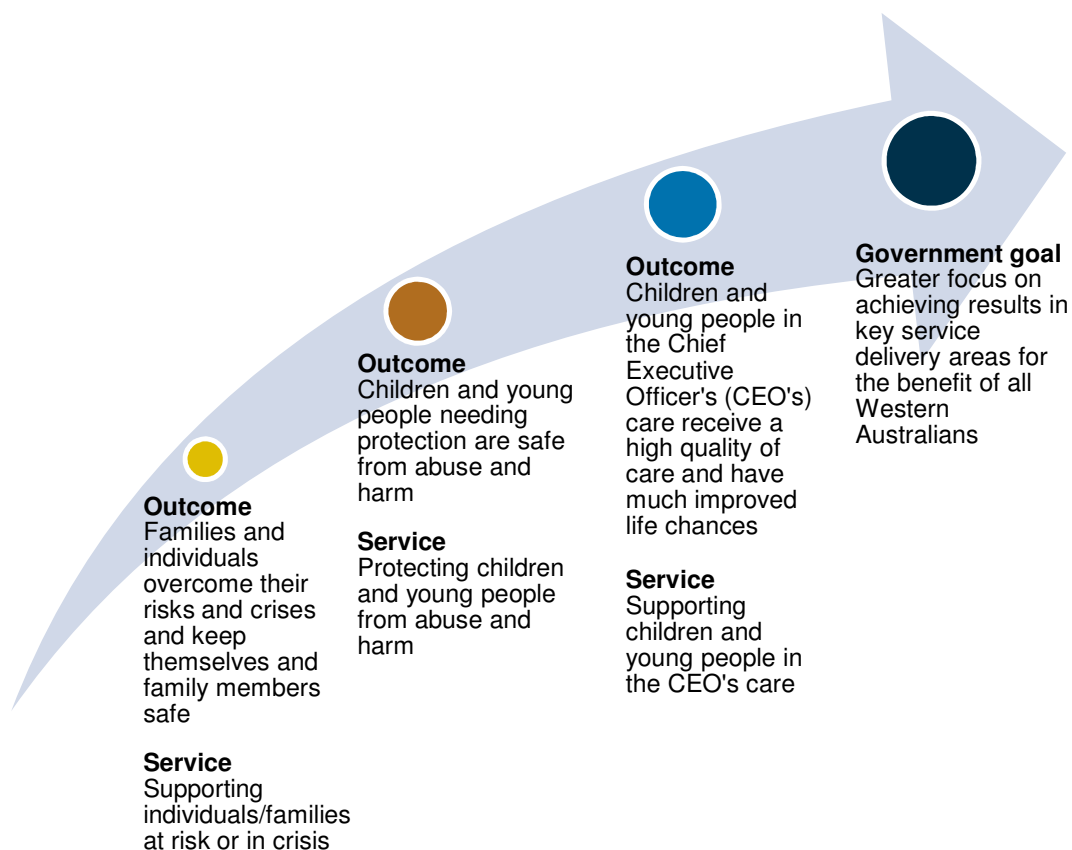
Figure 1: Organisational structure as at 30 June 2012



AGENCY PERFORMANCE

Performance management framework

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



The Department's outcomes are achieved by an extensive range of services involving staff located in 17 district offices and other offices throughout Western Australia (refer Appendix 1).

The Department also works in close partnership with the community services sector to deliver services to vulnerable children, individuals and families across the State.

Appendix 2 outlines the funded community sector organisations and their respective service agreements with the Department in 2011-12.

Key performance indicator results

Table 1 outlines the Department's 2011-12 key performance indicator results. More detailed information comparing these results to target and prior years' results, is explained in the Key Performance Indicators section (pages 43 to 52).

Table 1: Summary of key performance indicator results

Key performance indicator	2011-12 Target ^(a)	2011-12 Actual	Variation
Children and young people in the CEO's care receive a high quality of care and have much improved life chances			
<i>Key effectiveness indicators:</i>			
• Proportion of children known to have been abused by caregivers while in the CEO's care	0.00%	0.348%	(0.348%)
• Average number of placements per child in the CEO's care per year	1.4	1.5	(0.10)
• Proportion of Aboriginal children in the CEO's care placed in accordance with the Aboriginal and Torres Strait Islander Child Placement Principle	85%	71%	(14%)
Supporting children and young people in the CEO's care			
<i>Key efficiency indicators:</i>			
• Proportion of children in the CEO's care with care planning activity completed within set time frames	85%	85%	0%
• Average cost per child per day in the CEO's care	\$183	\$188	(\$5)
Children and young people needing protection are safe from abuse and harm			
<i>Key effectiveness indicators:</i>			
• Improved safety - Proportion of children not subject to a subsequent substantiation of harm within 12 months of a previous substantiation of harm	95%	93.0%	(2%)
• Improved safety - Proportion of children not subject to a substantiation of harm 12 months after an assessment of harm that was unsubstantiated	95%	96.1%	1.1%
Protecting children and young people from abuse and harm			
<i>Key efficiency indicators:</i>			
• Proportion of child safety and wellbeing assessments with an outcome recorded within 30 days	40%	45%	5%
• Average cost per child involved in child protection cases	\$7,505	\$6,458	\$1,047
Families and individuals overcome their risks or crises and keep themselves and family members safe			
<i>Key effectiveness indicators:</i>			
• Percentage of customers who report that they were supported to provide care and safety to their family members	95%	94%	(1%)
• Percentage of customers who report confidence to manage well in the future as a result of receiving services	95%	91%	(4%)
• Percentage of customers who report that their needs were met as a result of using services	97%	97%	0%
<i>Key efficiency indicators:</i>			
• Average cost per client	\$1,664	\$1,983	(\$319)
• Average cost per Responsible Parenting Service - Parent Support case	\$11,569	\$13,295	(\$1,726)
• Average cost per 'Working with Children' application	\$103	\$101	\$2

(a) As specified in the 2011-12 Budget Statements.

(b) Negative variances are shown in brackets.

Financial results

In 2011-12, the Department's total cost of service exceeded the target by \$39.3 million, as shown in Table 2. This was predominately due to a \$31.3 million increase to the Department's approved total cost of services during 2012. The approved increases included:

- \$12.7 million for the Sustainable Funding and Contracting with the Not-for-Profit Sector Initiative;
- \$6.5 million for the provision of welfare services to communities affected by natural disasters;
- \$3.8 million carryover of 2011 funding to meet the Department's information technology shortfall in 2012;
- \$3.4 million increase for the Regional Incentive Allowance (District Allowance); and
- \$2.5 million for the continuation of the Department's Emergency Management Services.

A significant increase in the number of children needing to enter care, as well as a substantial increase in child protection activities, has also contributed to the variance in the total cost of services in 2012.

The \$36 million variance in the net cost of services was also a result of the previously stated approved increase, as well as a \$3.3 million increase in income, due primarily to higher than anticipated receipt of other revenue.

Table 2: Summary of financial results

	2011-12 Target ^(a)	2011-12 Actual	Variation ^(b)
Financial target	\$'000	\$'000	\$'000
Total cost of services (expense limit) (sourced from Statement of Comprehensive Income)	487,077	526,378	(39,301)
Net cost of services (sourced from Statement of Comprehensive Income)	446,824	482,794	(35,970)
Total equity (sourced from Statement of Financial Position)	151,734	143,497	8,237
Net increase / decrease in cash held (sourced from Statement of Cash Flows)	1,867	2,116	(249)
Approved full time equivalent (FTE) staff level	2,216	2,216	0

(a) As specified in the 2011-12 Budget Statements.

(b) Further explanations are contained in Note 37 'Explanatory Statement' of the financial statements on page 85.

The \$8.2 million variance in total equity was primarily due to the larger than anticipated increase in liabilities, which resulted from an unforeseen increase in provisions for employee entitlements.

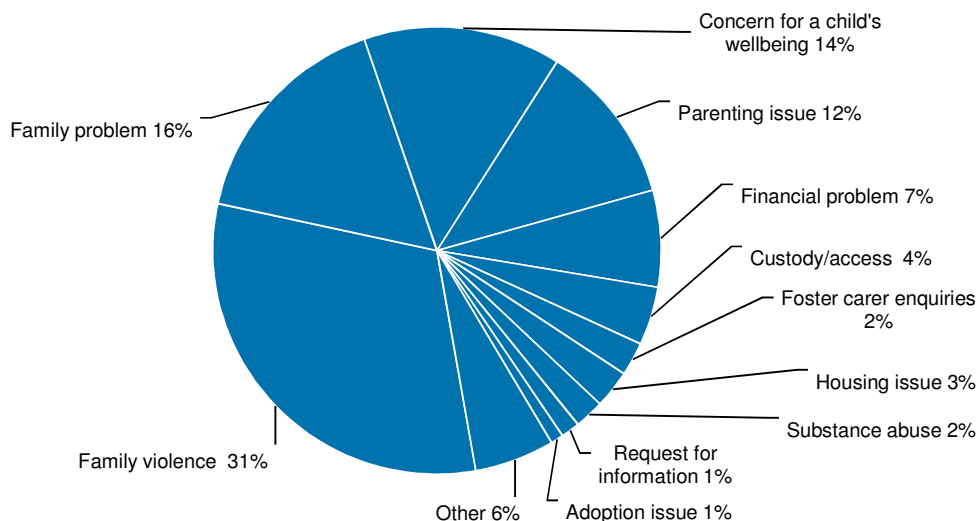
The variance in the net movement in cash held was a result of the Treasury approved increase to the Department's total cost of services and total income, as well as the lower than anticipated expenditure on non-current assets. The variance in the purchase of non-current assets was due to a \$2.6 million reduction in the Department's capital contribution in 2012, as well as delays in capital projects relating to office accommodation and the reform and expansion of residential care services.

There was no variance in the Department's approved full time equivalent staff level.

Clients

Members of the Western Australian community made over 86,000 short contacts with the Department, involving more than 97,000 individuals during the year. The main presenting issues in these contacts involved reporting concerns for a child's wellbeing, family and parenting problems, and, family and domestic violence incidents (Figure 2).

Figure 2: Breakdown of presenting issues during contacts with the Department ^(a)



(a) Refer to Table 46 in Appendix 3 for a regional breakdown.

Over 20,000 of these contacts (or 23 per cent) resulted in further assessment of an individual's or family's circumstances to identify their specific needs and provide the required support services. Following contact with the Department, services provided to clients included:

- child safety and wellbeing assessment (48 per cent);
- financial assistance (33 per cent);
- carer management services (7 per cent);
- family support services (6 per cent);
- specialised Department programs (5 per cent); and
- adoption services (1 per cent).

In addition to services provided directly by the Department, the Department funded community sector organisations to deliver services to more than 80,000 individuals in the Western Australian community.

The overall client population, including both Department and funded community sector organisations, had the following characteristics:

- 57 per cent were female and 40 per cent were male, with a further three per cent of diverse or unknown gender;
- 40 per cent were aged 18 years or younger;
- 29 per cent identified themselves as Aboriginal; and
- six per cent identified themselves as being from a culturally and linguistically diverse background.

Aboriginal clients are significantly over-represented as service users. Just three per cent of the Western Australian population is Aboriginal, however they comprised nearly one-third of contacts to the Department and its funded services in 2011-12.

Additionally, while only five per cent of Western Australia's children (17 years and under) are Aboriginal, 47 per cent of children in care at 30 June 2012 were Aboriginal.

The Department is committed to addressing this high proportion of Aboriginal children and families who need to access services or who are subject to child protection concerns each year. The Department's *Aboriginal Services Framework* promotes the approach to practice that 'Aboriginal business is everyone's business'.

The Framework contains a range of initiatives to improve outcomes for Aboriginal clients and particularly children in care. Eighteen Aboriginal Practice Leaders provide guidance, support and advice to staff to assist them in working with Aboriginal families.

Similarly, the Department has a framework for working with clients from culturally and linguistically diverse backgrounds. While these people form only a small proportion of clients, their diversity present particular challenges for the Department to tailor services to meet their needs.

New initiatives in 2011-12, as part of the Department's *Culturally and Linguistically Diverse Services Framework 2010-12*, included:

- Targeted foster carer recruitment activities, in partnership with community sector organisations;
- The development of practice guidance tools for staff;
- The establishment of Culturally and Linguistically Diverse Practice Networks for learning and sharing resources for working with ethnically diverse families; and
- The development of a community education and information resource for refugee communities, with information on child protection laws and services.

As at 30 June 2012, the Department was the guardian for 20 unaccompanied humanitarian minors from Afghanistan, Burma, Liberia, Congo and Burundi. The Department worked with the Department of Immigration and Citizenship to meet the needs of these young people.

One of the Department's community child protection workers in the Mirrabooka district was presented with an Individual Excellence Award at the 2012 Western Australian Multicultural Community Service Awards. This was in recognition of the worker's collaborative approach with community members to address their diverse and complex needs.

OUTCOME

Children and young people in the CEO's care receive a high quality of care and have much improved life chances

SERVICE 1

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



achiever awards

Triplets Natasha, Rhys and Troy Lewis, pictured here with their foster parents Edie and Graeme, were all winners of Achiever Awards in 2012.

Service 1 overview

The Department provides for the protection and care of a child where the child's parents have not given, or are unlikely or unable to give, that protection and care¹.

Children enter care for many reasons. They may be in care once, or may have periods of care that are short, medium or long-term. Some children are in care while their families work to overcome issues which affect their safety and wellbeing. However, an increasing proportion of children cannot return to their families and remain in care until they are 18 years.

Protection applications

When it is not safe for a child to remain at home, a protection application is made in the Children's Court. A time-limited protection order may be made for up to two years while the Department continues to work with the family, or an order may be sought until the child reaches 18 years of age, if reunification is not in their best interest. Other protection orders include supervision and special guardianship orders.

Children in the CEO's care

When a time limited or until 18 protection order is granted, the Department assumes parental responsibility, and becomes legally responsible for the child.

Children who have been removed from their family will have experienced some level of trauma and disrupted attachment. As a result, children and young people in care are at risk of having a myriad of complex medical, psychological, educational, behavioural and developmental problems.

The Department strives to improve outcomes for these children by providing them with stable, secure living arrangements and quality care that meets their complex needs through the provision of health, education and other support services.

Key 2011-12 statistics

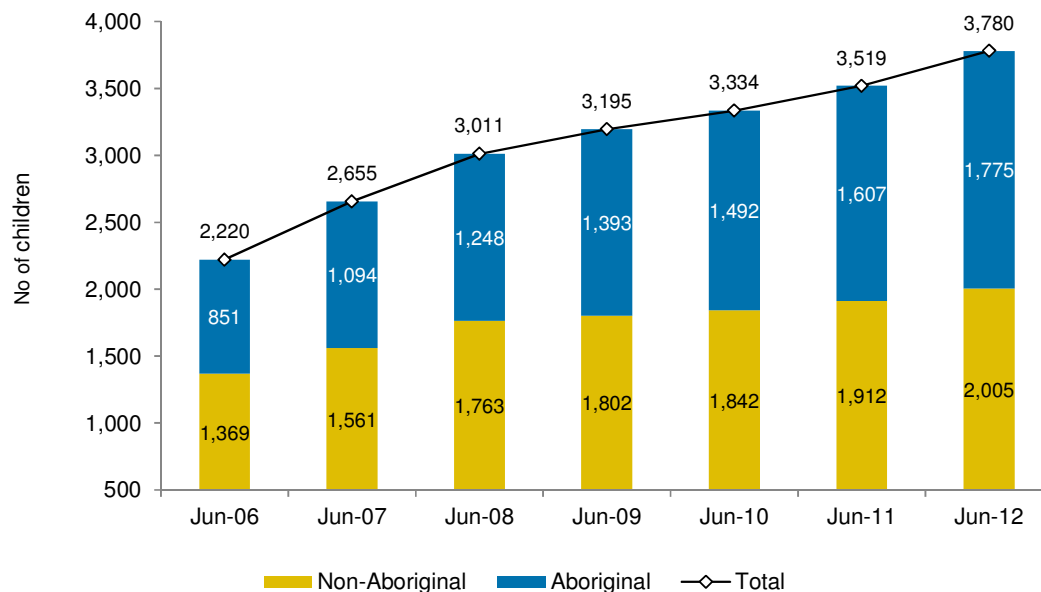
- 3,780 children and young people were in care as at 30 June 2012.
- 33 per cent of children left care within six months of entering care, as a result of the Department working with their families to address child safety and wellbeing concerns.
- 64 per cent of children who left care in the year returned to live with their families.
- 147 new general carers and 452 new relative carers were approved by the Department.
- 290 children were benefitting from more permanent living arrangements under special guardianship orders, and were no longer in the CEO's care.

¹ Section 6 of the *Children and Community Services Act 2004*.

Children in the CEO's care

As at 30 June 2012, there were 3,780 children in the CEO's care. This represented a seven per cent increase from last year (Figure 3). Nearly 47 per cent of children in care were Aboriginal.

Figure 3: Children in care at 30 June 2012



(a) Refer to Table 47 in Appendix 3 for a regional breakdown of these figures.

Table 3 shows the ages of children in care at 30 June 2012. Sixty per cent of children were under 10 years of age, and young people aged 15 years and older comprised 13 per cent.

Table 3: Age of children in care at 30 June 2012

Age group	Aboriginal		Non-Aboriginal		Total ^(a)	
	Children	Per cent	Children	Per cent	Children	Per cent
Less than 1 year	75	4.2	84	4.2	159	4.2
1 to 4 years	451	25.4	445	22.2	896	23.7
5 to 9 years	615	34.6	601	30.0	1,216	32.2
10 to 14 years	470	26.5	558	27.8	1,028	27.2
15 years and older	164	9.2	317	15.8	481	12.7
Total	1,775	100.0	2,005	100.0	3,780	100.0

(a) Refer to Table 48 in Appendix 3 for a regional breakdown of these figures.

Table 4 shows the length of time children have been in care. Over 77 per cent of children have been in care for more than a year, compared to 80 per cent of children in care last year.

Table 4: Children in care by length of time in care ^(a)

Length of time in care	Children	Per cent
Less than 30 days	79	2.1
30 days to less than 6 months	379	10.0
6 months to less than 1 year	386	10.2
1 year to less than 2 years	616	16.3
2 years to less than 5 years	1,066	28.2
5 or more years	1,254	33.2
Total	3,780	100.0

(a) Where children have experienced more than one period of care during 2011-12, the length of time of the most recent period of care is used.

Living arrangements for children in care

Table 5 illustrates the living arrangements for children in care. Almost 75 per cent of children were in foster care placements, either with relative or general carers. Aboriginal children were more likely to be living with extended family or kinship carers.

Table 5: Living arrangements for children in care at 30 June 2012

Living arrangement	Aboriginal		Non-Aboriginal		Total	
	Children	Per cent ^(a)	Children	Per cent	Children	Per cent ^(a)
Parent/former guardian	139	7.8	196	9.8	335	8.9
Relative foster care	823	46.4	645	32.2	1,468	38.8
Departmental general foster care	347	19.5	708	35.3	1,055	27.9
Funded service foster care	145	8.2	177	8.8	322	8.5
Departmental residential	72	4.1	54	2.7	126	3.3
Funded service residential	120	6.8	118	5.9	238	6.3
Unendorsed arrangement	98	5.5	76	3.8	174	4.6
Independent living	2	0.1	3	0.1	5	0.1
Prospective adoptive placements	1	0.1	14	0.7	15	0.4
Other	28	1.6	14	0.7	42	1.1
Total	1,775	100.0	2,005	100.0	3,780	100.0

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

Foster care services

The Department merged its Fostering Services and Adoption Services in recognition of the need to:

- better recruit and match carers to the individual needs of children;
- further strengthen the skills of carers who are supporting children that are being reunified with their families; and
- establish a broader range of long-term placements for those children who cannot return home.

The service is responsible for the recruitment, assessment, training and support of foster carers and the management of prospective adoptive applicants. This includes respite care, permanent care, and pre and post adoption services.

A primary focus in the year was increasing the number of foster care placements. In 2011-12, there were 147 new departmental general carers, 99 community sector carers and 452 relative carers approved. A further \$1.61 million was provided in the 2011-12 State Budget for an additional 36 foster care placements to be established in the community service sector.

A year after coming into operation, the Department reviewed its permanency planning policy, which is aimed at providing long-term care for children, either through reunification or with an alternative family.

The Home for Life team was established in 2011-12 to support foster carers interested in providing permanent care to children. The team encourages adults wanting to adopt children to also consider long-term fostering of children in care as an alternative.

During the year, 50 children were referred for permanent placement, including seven sibling groups. A high proportion of referrals were for Aboriginal children and/or children who have special needs. Six children were in established permanent placements, including two sibling groups.

As at 30 June 2012, 290 children were the subject of a special guardianship order. Special guardianship orders are proving to be successful in delivering long-term and stable placements for children previously in the formal care system.

Respite team

The Department provides respite opportunities for both children and their carers, including regular events and camps. Nineteen camps and five cultural day-programs were held during the year. These were attended by 313 children, including 261 children in care, their siblings and foster carers' own children.

The five cultural day-programs, which were attended by 87 children, focussed on keeping Aboriginal children connected to their culture. Two camps were also held, attended by 33 children, with priority given to Aboriginal children who were placed with non-Aboriginal carers.

Two family camps, including all members of the foster family, were attended by 138 adults and children from across the State.

Residential care and support services

As a consequence of their trauma, some children who are in care struggle to live in a family setting. To cater for their needs, the Department and community sector organisations provide specialised residential services.

- **Family group homes** are operated by both the Department and community sector organisations. Services are located in four to five bedroom homes across metropolitan and regional locations. Homes are staffed by live-in carers assisted by a range of support staff.

In 2011-12, the Department's family group homes provided up to 84 metropolitan placements and 42 regional placements at any one time. New family group homes opened in Kalgoorlie, Meekatharra and Wyndham. These placement options are essential in regional areas to accommodate children at short notice, and offer a supportive home environment where there are insufficient foster carers.

A further 13 family group homes were operated by community sector organisations in regional areas, providing up to 52 places for children in care.

- **Residential group homes** provide therapeutic care to children and young people aged 8 to 17 years, with complex behavioural and emotional needs. All services are located in suburban houses, and provide a high level of supervision and care. Homes are staffed by residential care workers, with support from psychologists and other key professionals. There were placements for 56 children across 14 homes in the metropolitan area, with three of these homes also accepting emergency placements.

The Department operated a further seven regional homes, offering up to 54 places. A particular challenge for regional homes is the need to provide placements to cater for a broad range of situations, such as large sibling groups, young people with complex behaviour and emotional needs or small children who have no locally-based family or other carers.

- The **At Risk Youth Accommodation Service** is operated by Life Without Barriers, and caters for young people in care who are refusing to engage with the Department and are living beyond the reach of mainstream services. It offers them a safe place to stay and other support, with the aim of re-engaging them with services that can meet their needs. Fifty young people used the At Risk Youth Accommodation Service during 2011-12.

Individualised high needs placement options

- The **Transitional High Needs Program** caters for extremely complex and challenging children and young people who often pose a high risk to themselves and the broader community. Four funded community sector organisations provided services to 50 young people in 2011-12.
- The **Specialised Fostering Program** is for children and sibling groups displaying high to complex needs that cannot be met in foster care arrangements but can live in a family setting. Eighty-two children and young people were being supported by the program, operated by eight community sector organisations.
- The **Disability Placement Program** is tailored to the needs of disabled children who are in care, registered with the Disability Services Commission and who cannot live in a foster family. When young people turn 18 years, this program transitions them to adult services operated by

the Disability Services Commission. There were 50 children and young people supported by the program during the year, operated by eight community sector organisations.

Kath French Secure Care Centre

The Kath French Secure Care Centre is an eight-bed facility staffed by a multi-disciplinary team, providing up to 21 days of intensive support for young people aged 12-18 years who present an extreme risk to themselves or others. Many have a history of multiple placements with foster carers, in residential care or with family and friends.

The Secure Care Centre provides the most vulnerable young people with the opportunity to stabilise their behaviour. Involving the young person and their family in the placement and care planning process is critical to the young person achieving a successful transition into a suitable, community-based placement.

Forty-five young people were admitted to the Secure Care Centre during the year. Sixty-four per cent were male and 36 per cent were female. Forty-four per cent of young people were Aboriginal.

In its first full year of operation, the Secure Care Centre has built strong working relationships with the Child and Adolescent Mental Health Services (Department of Health) and the Hospital School Services (Department of Education), which also provided services to these young people.

Supporting children in care

Children entering care

Table 6 shows the ages of the 1,109 children and young people who entered care during the year.

Table 6: Age of children entering care at 30 June 2012

Age group	Children	Per cent
Less than 1 year	248	22.4
1 to 4 years	346	31.2
5 to 9 years	257	23.2
10 to 14 years	211	19.0
15 years and older	47	4.2
Total	1,109	100.0

Care planning

When children enter the CEO's care, the Department begins the care planning process by identifying their needs. The Department has improved planning for children in care, including:

- health and education care planning;
- culture and identity planning for Aboriginal and culturally and linguistically diverse children;
- permanency planning to promote a child's stability and security; and
- leaving care planning for young people who are transitioning to independence.

The state-wide implementation of joint health care planning for children in care commenced in May 2010, and comprehensive health assessments of children entering care continued to be implemented in the year.

The Departments of Health and Child Protection are committed to embedding health care planning within each agency. All districts have established the pathway for children in care to have a health check and a health care plan completed with a commitment to improved quality.

To improve educational outcomes for children in care, the Department employs education officers, who are qualified teachers with at least three years' teaching experience. These specialist staff support children who are preparing to start school for the first time, those re-entering education and those who are changing schools, as well as helping children who are experiencing problems at their current school.

Case study: Education planning for children in care

Seventeen year old Stephanie, both an Achiever Award and Inspiration Award winner, is the first person in her family to graduate from high school. It has been a long and challenging journey for Stephanie.

She was referred to the Department's Education Services in 2007 as she had stopped attending high school. The aim was to re-engage her with education, as there were some obstacles that had prevented her from attending school.

The Department's specialist Education Officer arranged for Stephanie to participate in a life skills program. While this provided her with increased confidence and she re-engaged with school for a brief period, her attendance failed again due to her family situation and the expectation that she provide care for her younger sisters.

In 2011, Stephanie was placed in foster care and, at age 16, was able to focus on herself for the first time. With the support of the Department's Education Services, she graduated with a Western Australian Certificate of Education.

Stephanie is now preparing to leave care for independent living. Again, her Education Officer has played an active part in this process by providing input into leaving care planning and advocating for support services that will allow her to stay engaged in long-term education.

Support has also been provided to assist her to enrol in her chosen course at the Central Institute of Technology to enable her to achieve her goal of becoming a nurse.



Hon Robyn McSweeney MLC, Minister for Child Protection, presenting Stephanie with her Inspiration Award in April 2012.

Children leaving care

A total of 879 children left care in 2011-12, with 120 young people ageing out of care. Sixty-four per cent of children who left care in the year returned to live with their families, compared to 70 per cent in 2010-11. Of the 879 children, 62 children subsequently returned to care prior to the end of the year. The ages of the 817 children leaving care who did not return in the year are shown in Table 7.

Table 7: Age of children upon leaving care^(a)

Age group	Children	Per cent
Less than 1 year	43	5.3
1 to 4 years	191	23.4
5 to 9 years	194	23.7
10 to 14 years	182	22.3
15 to 17 years	87	10.6
18 years old	120	14.7
Total	817	100.0

(a) Refer to Table 49 in Appendix 3 for a regional breakdown of these figures.

Table 8 shows the length of time these children spent in care. Fifty per cent were in care for less than two years. Thirty-three per cent of children left care within six months of entering care, as a result of the Department working with families to address safety and wellbeing concerns.

Table 8: Children who left care by length of time in care^{(a) (b)}

Age group	Children	Per cent
Less than 30 days	201	24.6
30 days to less than 6 months	71	8.7
6 months to less than 1 year	64	7.8
1 year to less than 2 years	69	8.5
2 years to less than 5 years	223	27.3
5 or more years	189	23.1
Total	817	100.0

(a) Refer to Table 50 in Appendix 3 for a regional breakdown of these figures.

(b) Where children have experienced more than one period of care in 2011-12, the length of time of the most recent period of care is used.

Leaving care planning

As at 30 June 2012, there were 481 young people in care aged between 15 and 18 years. The Department's *Leaving Care and Transitioning to Independent Living Policy* supports the delivery of a range of initiatives to help young people transitioning to independence, such as increasing financial and other assistance given to young adults up to the age of 25.

The Department funds four community sector organisations to provide leaving care and after-care support to young people across the State. The Department has further developed a range of supports for care leavers in partnership with State training providers, the Department of Housing, and the Disability Services Commission.

Psychology Services

The Department's psychologists provide consultation, assessment and intervention services to children in care, their families, carers and staff. There was increased provision of psychological services, with 15 per cent of children in care receiving services, compared to 10 per cent last year.

This year saw an increased focus on the provision of psychological services in the Department's family and residential group homes. Seven psychologists worked with two group homes in the metropolitan area, enhancing the capacity of carers to provide therapeutic care for each child.

Advocacy

The Advocate for Children in Care provides advocacy services for children and young people in care, and assists them to access formal complaints and appeals processes. The Advocate promotes participation by children in care, identifies and reports on the issues they are concerned about, and oversees the *Charter of Rights for Children in Care*.

In 2011-12, the Advocate for Children in Care responded to 251 contacts from children and young people in care or from people who were concerned about them. The Advocate also implemented the state-wide rollout of *Viewpoint*. This is an interactive, online program for children and young people in care from four to 17 years old to express their views, wishes and experiences to contribute to developing meaningful care plans.

To date, 530 children and young people have used *Viewpoint* to have a say about their care plans.

Perth Airport Achiever Awards 2012

The Perth Airport Achiever Awards were introduced this year, incorporating the Ida Curtois Inspiration Awards. These awards recognise young people aged 15 to 25 years who are, or have been, in the Department's care and are pursuing further education or training.

In 2011-12, 27 young people received awards in three categories: University; Technical and Further Education; and Apprenticeship or Traineeship.

Monitoring standards of care and care planning decisions

The Department monitors the quality of services provided to children in care. Children in care, their families and their carers can also seek advice and information about a child's care, including independent scrutiny of care planning decisions.

Standards Monitoring Unit

The Standards Monitoring Unit assesses the provision of quality care by the Department and funded community sector organisations, as defined in *Better Care, Better Services: Standards for Children and Young People in Protection and Care (2007)*.

The Standards Monitoring Unit highlights areas where services are doing well and identifies opportunities for continuous improvement. Nine district offices were subject to monitoring reviews. Two half yearly reviews and two investigations were also completed.

Self-assessments for placement services were completed in 2011-12 and 18 monitoring reviews were conducted for residential care services and five community sector placement services. Monitoring teams included representatives from community sector organisations, as a way of sharing best practice examples and strengthening the partnership between the two sectors.

Duty of Care Unit

When a serious allegation of harm to a child by an approved carer is made, the Duty of Care Unit assesses the carer across five competencies outlined in the *Children and Community Services Act 2004*. Investigations are undertaken in conjunction with relevant stakeholders, including district offices, community sector organisations, childFIRST and the Western Australia Police.

Case Review Panel

The Case Review Panel independently reviews planning decisions for children in care. Areas subject to review are the child's placement; contact arrangements with family or people who are significant to the child and services for the child.

There were 28 applications for a review of a decision in 2011-12. Fifteen applications were lodged by a biological parent, four by a foster carer, four by maternal grandparents and five by paternal grandparents. Sixteen applications were withdrawn or did not meet the criteria for a hearing.

Twelve applications proceeded to a hearing, seven of which are still being finalised. In three hearings, the care planning decisions were upheld and in two, decisions were upheld in favour of the applicant, resulting in modifications to the care plan.

Adoption services

Adoption services

The Department coordinates and manages local and inter-country adoptions, and provides post adoption services for people who have been adopted. Tables 9 and 10 shows the adoption orders granted during the year.

Adoptions have been steadily declining, which may be attributed to:

- overseas countries amending their adoption practices;
- the suspension of the adoptions program between Australia and Ethiopia; and
- changes to other countries' economic conditions, enabling children in these countries to remain with their birth family or be adopted within their own country.

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

Type of adoption		2011-12	2010-11	2009-10	2008-09
Known adoptions	Carer	2	2	1	-
	Step-parent	10	7	11	16
	Adult	6	16	8	6
	<i>Total known adoptions</i>	<i>18</i>	<i>25</i>	<i>20</i>	<i>22</i>
Unrelated placement adoptions	Local	3	4	12	7
	Inter-country	5	8	18	14
	<i>Total unrelated placement adoptions</i>	<i>8</i>	<i>12</i>	<i>30</i>	<i>21</i>
Total adoption orders		26	37	50	43

Table 10: Adoption orders granted by the Family Court and country of origin for overseas-born children

Country of origin	2011-12	2010-11	2009-10	2008-09
China	0	4	3	3
Ethiopia	0	1	4	1
Hong Kong	0	0	0	0
India	0	1	1	0
Korea	2	1	5	5
Peru	0	0	0	0
Philippines	2	0	0	2
Taiwan	1	1	2	0
Thailand	0	0	3	3
Total	5	8	18	14

Post adoption services

There have been approximately 22,300 adoptions in Western Australia since 1896, involving in excess of 110,000 parties and their relatives.

Table 11 shows the number of registrations and the post adoption services provided in the year. These services relate to adoption orders made under the *Adoption of Children Act 1896* and the *Adoption Act 1994*. The constant demand for services is a consequence of community recognition of post adoption practices, greater individual interest in family history and more information available to all those involved in adoption due to open adoption practices.

Table 11: Post adoption information services

Services	2011-12	2010-11	2009-10	2008-09
Registrations where services were provided ^(a)	876	949	1,133	853
Provision of sensitive information	155	180	199	161
Duty enquiry by registered client	405	458	437	484
Messages	190	240	200	217
Outreaches	156	163	212	184
Death notifications	106	91	76	46

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

Family information records

The Department provides historical family and personal information to Aboriginal people, former state wards, and British and Maltese child migrants. Applications received as a direct consequence of the Redress Scheme have been, or are being progressively withdrawn, following closure of the Scheme.

Table 12 shows details about the types of family information applications made.

Table 12: Applications for family information ^(a)

Application type	Completed 2011-12 ^(b)	Pending at 30 June 2012 ^(a)	Completed 2010-11	Pending at 30 June 2011 ^(a)
Child migrant	13	1	5	2
Personal records	89	18	84	51
Family history	311	120	213	389
General information	120	3	47	5
Proof of Aboriginality	20	1	22	7
Public Trustee	36	3	36	0
Redress/Child migrant	6	0	20	0
Redress/Family history	201	0	23	200
Redress/Personal records)	227	4	65	201
Tracing (Aboriginal)	10	0	7	8
Total	1,033	150	522	863

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

(b) Includes applications which have been withdrawn.

Working with sector partners

Rapid Response

Rapid Response is an across-government initiative to prioritise access to government services by children and young people in care. All children and young people who are, or have been in care, aged up to 25 years of age are eligible to receive:

- An individualised, documented education plan for those enrolled in school, including strategies to improve their educational outcomes.
- Comprehensive health care planning, including an assessment of their physical and mental health, child development and dental care, in conjunction with the Department of Health.
- A fee waiver for courses provided by the State Training Providers (formerly known as TAFE).
- Priority inclusion on the Department of Housing's waitlist from 15 years of age to secure housing options when they turn 18 years of age.
- Priority access to a Disability Services Commission Local Area Co-ordinator, to assist with the provision of services such as respite, recreation, community and therapeutic activities.

Foster Care Association of Western Australia

The Department continues to build a strong working relationship with the Foster Care Association of Western Australia. Association members are consulted and actively involved in the development of policies, procedures, practice guidelines and training for staff, as part of the Foster Care Partnership.

CREATE Foundation

The Department provides funding to the CREATE Foundation to advocate for and support children and young people in care. In 2011-12, CREATE Foundation introduced the 'CREATE Your Future' program in Western Australia. This aims to assist young people to develop life skills to prepare them for independent living.

The Department and the CREATE Foundation continue to work in partnership to promote CREATE's state-based initiatives, particularly those which focus on engaging and connecting young people in care with their peers and community.

OUTCOME

Children and young people needing protection are safe from abuse and harm

SERVICE 2

Protecting children and young people from abuse and harm



operation deagon

Chris Bagshaw, childFIRST Senior Field Officer, enjoying a game of soccer with children in the Eastern Goldfields.

Service 2 overview

The majority of children living in Western Australia are protected and cared for by their families. Where members of the community report concerns about a child's safety or wellbeing to the Department, it has a statutory role to assess these concerns².

During the year, the Department received over 17,000 child protection notifications of suspected child abuse, neglect or other concerns about children. Over 16,000 Western Australian children, or three per cent of the State's population of children and young people³, were the subject of notifications, assessments, investigations or court applications.

When undertaking its child protection work, the Department, wherever possible and safe to do so, seeks to keep children in their families and communities.

Where concerns are substantiated, the Department works in partnership with the family to plan the action needed to safeguard the child. Where abuse is not substantiated, the Department frequently works with the family and its network to address risk factors that might lead to future harm. This may include addressing issues such as family and domestic violence, parental substance misuse, as well as poor parenting and supervision.

Culturally sensitive provision of child protection services is complex, given Western Australia's increasingly diverse population. The Department engages with members of the community, including Aboriginal people and people from culturally and linguistically diverse backgrounds, to support families, and enable children to be cared for in ways that respect their culture, religion and community, while maintaining a focus on the child's safety.

As well as consulting the child's family members, the Department strives to involve children and young people in an age-appropriate way in the important decisions that affect them.

Key 2011-12 statistics

- 16,368 children and young people were involved in child protection notifications, assessments, investigations or court applications. This represented three per cent of the 529,484 children and young people in Western Australia aged 0 to 17 years⁴.
- 17,148 child protection notifications were made to the Department, including over 2,000 reports of suspected child sexual abuse to the Mandatory Reporting Service.
- 11,744 child safety and wellbeing assessments were commenced, with 8,397 assessments completed during the year.
- Child abuse and harm was substantiated in 2,636 assessments, representing a 31 per cent substantiation rate.
- 1,457 protection applications were made and 1,061 protection applications were granted for children who were unable to remain safely with their parents.

² Section 31 of the *Children and Community Services Act 2004*.

³ Source: *Australian Bureau of Statistics 2011 Census of Population and Housing*.

⁴ Source: *Australian Bureau of Statistics 2011 Census of Population and Housing*.

Protecting children and young people from abuse and harm

Child protection notifications

In recent years, there has been a significant increase in child protection notifications made to the Department, as highlighted in Table 13.

Table 13: Child protection notifications and children involved in child protection cases

	2011-12 (% change)	2010-11 (% change)	2009-10 (% change)	2008-09
Child protection notifications	17,148 (+17%)	14,629 (+15%)	12,759 (+27%)	10,067
Children in child protection cases	16,368 (+16%)	14,172 (+21%)	11,757 (+18%)	9,975

The 17 per cent increase in notifications reflects a greater level of public awareness about child safety and wellbeing issues in the Western Australian community. It also shows the heightened community expectation that the Department will take action to protect children and young people from harm. Other factors attributed to the increase in notifications are:

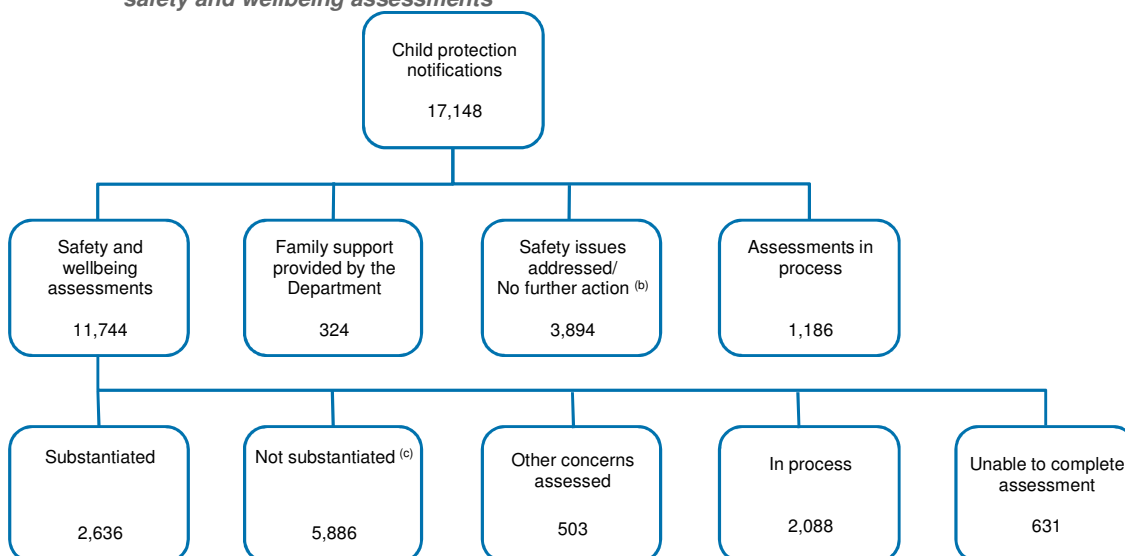
- mandatory reporting of suspected child sexual abuse legislation since 2009;
- joint operational child protection initiatives with other government agencies; and
- greater inter-agency collaboration and information-sharing protocols to support child protection.

Examples of the Department’s inter-agency collaboration and joint agency initiatives included:

- working with police in rural and remote communities to identify undisclosed child abuse and reduce the prevalence of child abuse in these communities;
- conducting pre-birth meetings with King Edward Memorial Hospital staff to support high risk pregnant women; and
- holding joint training sessions in conjunction with education and health agencies on the mandatory reporting obligations of health and school-based staff.

Figure 4 illustrates the Department’s responses to these notifications, including the outcomes of subsequent child safety and wellbeing assessments.

Figure 4: Departmental responses to child protection notifications and outcomes of subsequent child safety and wellbeing assessments ^(a)



(a) Refer to Table 51 in Appendix 3 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. Services such as information, referral and advice may be provided during the initial inquiry stage.

(c) In many cases where there are concerns present but they do not meet the Department’s criteria for substantiation, the Department may work with the family to address the identified issues to prevent the likelihood of further harm to these children and young people.

Child protection assessments and investigations

Table 14 shows the outcomes of these assessments by the primary concern. In 2011-12, the Department carried out 11,744 child safety and wellbeing assessments, with an overall substantiation rate of 31 per cent for completed assessments.

Table 14: Outcomes of safety and wellbeing assessments by primary concern ^(a)

Assessment outcome	Primary concern ^(b)					Total
	Neglect	Emotional abuse ^(c)	Physical abuse	Sexual abuse	Wellbeing concerns ^(d)	
Substantiated ^(e)	711	699	437	531	258	2,636
Unsubstantiated ^(f)	1,365	1,202	923	1,674	722	5,886
Other concerns assessed	-	-	-	-	503	503
In process	508	553	327	393	307	2,088
Unable to complete ^(g)	111	119	67	193	141	631
Total	2,695	2,573	1,754	2,791	1,931	11,744

(a) Refer to Table 52 in Appendix 3 for a regional breakdown of these figures.

(b) The primary concern is recorded at the time of notification, and other concerns may also be recorded.

(c) Emotional abuse includes psychological abuse.

(d) Wellbeing concerns may include homelessness, family and domestic violence, financial problems, parenting problems, parental substance abuse or parent/adolescent conflict.

(e) Relates to where a harm concern in the assessment was substantiated. The figure of 258 relates to cases where the primary wellbeing concern under assessment was not found; however, a harm concern was substantiated.

(f) Relates to where a harm concern recorded in the assessment was not substantiated. The figure of 722 relates to cases where the primary wellbeing concern was not found and a harm concern was unsubstantiated.

(g) Refers to circumstances such as a young person's refusal to engage with the Department's workers; or when a subject child or family has relocated during an assessment and their whereabouts were unknown.

The Department uses the *Signs of Safety* Child Protection Framework to determine what supports are needed by families to care for their children, whether there is sufficient safety for a child to stay with their family or, if the child's living arrangement is so dangerous, that a child must be removed.

Signs of Safety brings together the child, their family, professionals and significant others to respond to identified concerns. This may include before a child's birth where the Department is worried about the child's future safety; working with a family to develop a safety plan to prevent a child entering care or, at pre-hearing conferences where the Department has applied for a protection order.

Protection applications and orders

Where abuse and harm has been substantiated, the Department may take action where it has been determined that the child's parents do not have the capacity to protect the child and the child may be in need of protection. The Department may:

- apply to the Children's Court for a warrant to take a child into provisional protection and care;
- take a child into provisional protection and care without a warrant, if the child is at immediate and substantial risk of harm; and
- make an application for a protection order for a child in the Children's Court.

The Children's Court determines whether a child is in need of protection in accordance with section 28 of the Act. Protection orders include time-limited orders, until 18 orders, supervision orders and special guardianship orders (after the child has been in care for more than two years). Table 15 shows the protection applications lodged and the orders granted in the year.

Table 15: Protection applications lodged and granted

Application type	Applications ^(c)
Applications lodged ^(a)	1,457
Applications granted ^{(a) (b)}	1,061

(a) Refer to Table 53 and 54 in Appendix 3 for a regional breakdown of these figures.

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

(c) Protection applications and orders in the year may relate to child safety and wellbeing assessments made in previous years.

Case study: Safety planning and child-centred family support

A high school principal contacted the Department to report suspected neglect of five children, up to 14 years of age. His concerns included poor school attendance, poor hygiene, insufficient food in the home, behaviour issues and lack of medical attention, including untreated infections.

He was also concerned about the older children, as they were often out late at night without parental supervision. One of the children had a disability. The Department had been working with the family for a number of years.

The family was referred to the Department's child-centred family support team. The team undertook a *Signs of Safety* child protection meeting with the family and professionals to develop a safety plan to address the factors contributing to the neglect of the children.

The Department engaged a community sector organisation to help the family develop household and family routines, model good parenting techniques and assist the parents to maintain regular contact with the children's teachers. Child protection workers identified that one of the boys required psychological counselling to overcome the impact of his neglect.

A key benefit of developing an effective safety plan with the parents and related professionals was that it gave the family ownership of the solutions. The family remained motivated to change their parenting and were able to track their progress in implementing the safety plan.

The community sector organisation, which worked intensively with the family (several home visits each week for 13 weeks), reported positive gains in the parents' ability to care for their children.

The children were able to remain at home with their family. Other outcomes for the children included better standards of personal hygiene, school attendance improving to 90 per cent, as well as better communication between the parents and the school about their children's education. Prior to closing the case, the father said:

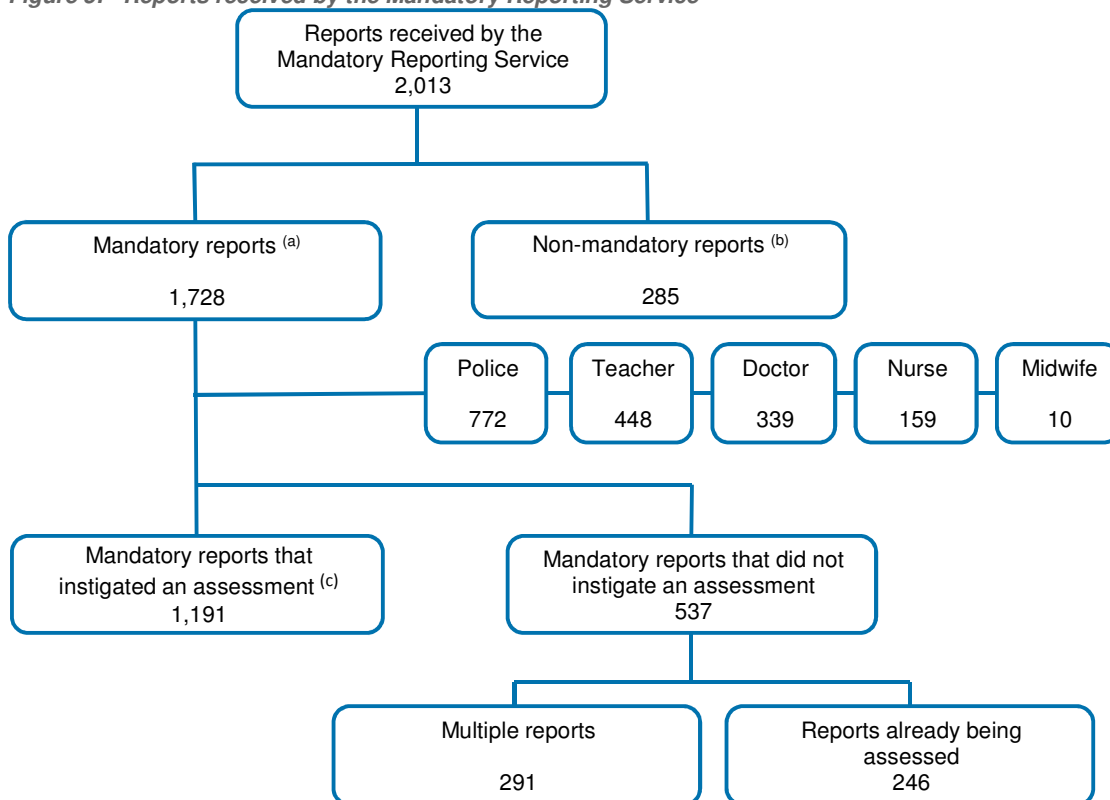
'We are not perfect, we make mistakes. I feel there have definitely been lots of improvements and a big jump from where we were at the start of our involvement with child protection to now.'

Working with sector partners

Mandatory reporting of suspected child sexual abuse

Legislation was introduced in 2009 requiring teachers, doctors, nurses, midwives and police in Western Australia to report suspected child sexual abuse if they formed a belief on reasonable grounds that child sexual abuse had occurred. The Department’s Mandatory Reporting Service receives, assesses and allocates reported cases to the relevant district offices. Figure 5 shows a breakdown of reports made to the Mandatory Reporting Service during the year.

Figure 5: Reports received by the Mandatory Reporting Service



- (a) Mandatory reports are those which meet the legislative criteria, that is, by a mandated reporter about child sexual abuse concern.
- (b) Non-mandatory reports are those which do not meet the legislative criteria, for example, reports made by mandated reporters about concerns other than sexual abuse, or child protection concerns raised by non-mandated reporters. These reports are dealt with in accordance with the Department’s assessment and investigation processes.
- (c) The 1,191 mandatory reports that instigated an assessment related to 1,898 children.

ChildFIRST

The childFIRST Child Assessment and Interview Team, comprising officers from the Department and the Western Australia Police, assess allegations of child sexual abuse. There has been a steady increase in referrals to childFIRST, with an eight per cent increase in allocated cases, and a 34 per cent increase in forensic interviews, compared to last year.

The Department’s childFIRST staff worked with regional and remote communities to uncover child sexual abuse and strengthen effective community responses. With Police, the Department developed the RESET model, which was first trialled in the Mid-West Gascoyne region in 2009. This was designed to tackle suspected under-reporting of child sexual abuse.

The model was recognised as innovative practice that delivered improved outcomes for victims. Operation RESET received a Meritorious Police Certificate as the State winner of the 2011 Australian Crime and Violence Prevention Awards.

Operation DEAGON commenced in 2011 in the Eastern Goldfields, another area identified as potentially under-reporting child abuse. Targeted communities included Leonora, Laverton, Cosmo Newbury, Mount Margaret and Mulga Queen.

Department staff, together with police officers, visited the Eastern Goldfields for one week a month and worked with government and community sector organisations to strengthen the communities' approach to reporting and reducing child abuse. The outcomes of Operation DEAGON included:

- the establishment of strong women's groups in Leonora and Laverton;
- provision of protective behaviours training within local schools;
- the establishment of inter-agency children-at-risk committees;
- multi-agency training for government agency staff; and
- the development of a health and wellbeing strategy between Kalgoorlie-Boulder Population Health Unit and the inter-agency children-at-risk committee, to detect sexually transmitted infections amongst young people.

During the course of the operation, 14 people were charged with 34 child abuse-related matters and 68 children were referred to other agencies for support.

Pre-birth planning meetings

In cases where an unborn baby is at risk of being harmed after its birth, the Department works in collaboration with the relevant hospital, Legal Aid Western Australia and other partner agencies, to plan for the child's future safety.

Each case involves meetings with the family and key agencies to develop a safety plan. In 2011-12, 179 families were involved in pre-birth meetings, with 133 babies able to return home with their mothers and 46 babies subsequently needing to enter care.

Child Safety Directors' Group

The Child Safety Directors' Group comprises senior officers from key human service government agencies. The Group met regularly to progress a range of whole-of-government child protection and family support initiatives and programs. In 2011-12, the Group:

- maintained a focus on child safety, Strong Families, family and domestic violence, and linkages to juvenile justice groups;
- supported and monitored the progress of the *Rapid Response* whole-of-government policy framework; and
- improved the functioning of regional inter-agency coordination forums in the State by clarifying roles, responsibilities and information-sharing arrangements between government agencies.

Ministerial Advisory Council on Child Protection

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

In 2011-12, the Council continued to explore long-term, prevention-based child protection programs to improve social outcomes for at-risk families and individuals, with particular emphasis on children in care. The Council also reviewed the Department's *Leaving Care and Transitioning to Independent Living Policy*.

OUTCOME

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

SERVICE 3

Supporting families and individuals at risk or in crisis



individual and family support services

The Department, in conjunction with the community services sector, provides vulnerable and at risk members of the Western Australian community with a range of support services for individuals and families.

Service 3 overview

The Department provides a safety net for vulnerable and at risk children, individuals and families by offering an extensive range of child and family support services. People requiring these services are often in or at risk of crisis, facing such issues as homelessness, family and domestic violence, financial hardship, mental health issues, or are affected by drug and alcohol misuse.

Providing appropriate support for these individuals or families is a key preventative strategy for child protection. Without early intervention, these problems can escalate, placing individuals and families at greater risk of more serious consequences.

In 2011-12, over 92,000 Western Australians were assisted by family support services, delivered largely by community sector organisations. The Department provided over \$87.3 million to 345 community sector organisations to offer:

- Homeless accommodation and support services for women and children experiencing domestic violence or other family crisis, and services to meet the needs of other vulnerable clients who may be homeless.
- Family and domestic violence counselling, advocacy and support services to people where family and domestic violence had occurred or was likely to occur.
- Crisis accommodation to young people aged 15 and 25 years, who were homeless or at risk of being homelessness.
- Youth counselling and mediation services to vulnerable young people between the ages of 12 to 18 years and their families.
- Services for disadvantaged young people at risk, up to 18 years of age who may be at risk of harm, enabling them to connect with support services, peers and family members.
- Counselling and support services to people experiencing personal problems.
- Home visiting services to families, by offering emotional support and help with self-esteem, together with practical assistance.
- Private and public tenancy support services to enable people to maintain their tenancies.
- Financial counselling services to assist people experiencing financial difficulties.

The Department also directly delivered the following individual and family support services:

- The Best Beginnings Program, in partnership with the Department of Health.
- The Parent Support Service, with the Departments of Education and Corrective Services.
- The Strong Families Program, a whole of government program led by the Department, that provided coordinated case management of government services to vulnerable families.
- The Hardship Utilities Grant Scheme, which helped people struggling to pay their utility bills.

Key 2011-12 statistics

- In total, over 92,000 vulnerable individuals and families were supported to overcome a crisis in their lives.
- In excess of 22,000 clients who were homelessness, or at risk of becoming homeless, were assisted with accommodation and other support services.
- 18,379 hardship utilities grants, totalling \$6.5 million, were provided to Western Australian families who were struggling to pay their electricity and gas bills.
- Over 6,500 instances of emergency assistance were directly provided to over 4,600 people, to help meet the costs of food, accommodation, transport and other critical requirements.
- 1,379 families used the Department's Parent Support and the Best Beginnings programs to improve parenting capacity and family functioning.
- 342 families benefited from multi-agency services through the Strong Families program.
- 22 emergencies and natural disasters were managed across the State, with the Department assisting over 2,500 members of the Western Australian community during these events.
- Over 284,000 people held 'Working with Children' cards in the State, equating to one in six adults. More than 300 unsuitable people have been prevented from working with children.

Services provided to individuals and families at risk or in crisis

Homelessness - National Affordable Housing Agreement and National Partnership Agreement on Homelessness

Homelessness accommodation and support services provided a safety net for people who were homeless, or at risk of homelessness. In excess of 22,000 clients were provided with these services in the year.

Annual funding of \$45.8 million was provided for specialist homelessness services through the Commonwealth/State National Affordable Housing Agreement (NAHA), which included additional Component I funding provided by the State Government.

The State Government made a financial commitment of \$68 million over four years through the National Partnership Agreement on Homelessness (NPAH). In 2011-12, NPAH services also received additional Component I funding. Services funded through the NPAH are fully operational and achieving excellent results.

Through the NPAH, additional specialist services are operating across the State and providing support to assist people who are homeless or at risk of homelessness to:

- Obtain accommodation and sustain their tenancy in the long term;
- Stabilise 'at risk' tenancies and address the issues impacting on the tenancy;
- Remain in their own home following domestic violence when it is safe to do so; and/ or
- Minimise the impact of homelessness on children in order to break the cycle of inter-generational homelessness.

Through the 2011-12 State Budget, a new Acute Homeless Night Shelter has been funded and will provide an additional component to the homelessness service system. The facility will provide a 10 room overnight shelter primarily for homeless men, with capacity for homeless women as appropriate, who are sleeping rough in the inner Perth area.

Financial counselling and assistance

The Department provided 6,573 instances of emergency assistance to 4,607 people in 2011-12. Table 16 shows the breakdown of the type of assistance that people received.

Table 16: Instances of financial assistance provided to individuals and families^(a)

Assistance type	Instances of assistance ^(b)	People assisted
Food	4,870	3,547
Accommodation	710	502
Transport	472	376
Bereavement Assistance	258	242
Furniture	186	170
Medical/optical	129	126
Clothing	119	105
Other	490	441

(a) Refer to Table 55 in Appendix 3 for a regional breakdown of these figures.

(b) Persons can be assisted more than once during the year, so the instances of assistance can be greater than the number of persons who receive assistance for that assistance type. Persons can also receive assistance in more than one category, so the total number of people assisted is significantly less than the total number of instances of assistance.

Table 17 outlines the support provided in over 60,000 instances by funded financial counselling services during the 2011 calendar year⁵. Assistance included advice on creditor issues, budgeting, negotiation, maintaining essential services, and assisting with housing problems.

⁵ Service data from funded services in the not-for-profit community sector is provided to the Department on a six-monthly basis. Data for the first half of 2012 was not available at the time of publication.

Table 17: Funded financial counselling by service provision – 2008 to 2011^(a)

Services provided	Instances			
	2011	2010	2009	2008
Budgeting advice and assistance	11,578	7,814	6,594	4,931
Negotiation with essential service providers(b)	11,249	6,143	4,869	3,930
Legal and other creditor issues	7,573	5,894	5,957	5,050
Emergency relief	5,921	5,030	7,553	6,563
Assistance to obtain entitlements	4,888	3,671	2,945	2,362
Negotiation (c)	4,654	3,341	-	-
Referral to legal advice and other services	4,556	3,160	3,033	3,258
Housing issues	3,528	2,427	2,848	2,295
Information and assistance with bankruptcy	1,392	1,405	2,680	4,129
Application for No Interest Loans Scheme	862	1,072	1,172	929
Other	3,839	3,289	2,198	1,617
Total	60,040	43,246	39,849	35,064

(a) Service data from funded services in the not-for-profit community sector is provided to the Department on a six-monthly basis. Data for January to June 2012 was not available at the time of publication

(b) Does not include the Hardship Utilities Grant Scheme.

(c) Negotiation was a new category from 2010.

The Hardship Utilities Grant Scheme (HUGS) enables people to pay their utility accounts and maintain connection to essential services, including electricity, water, and gas, and to avoid eviction. Over \$6.5 million was paid through 18,379 grants to eligible applicants. Due to increasing demand, four additional financial counsellor positions were provided for 12 months to areas of high financial counselling and HUGS demand.

A helpline, operated by the Financial Counsellors Association of Western Australia, was established to provide financial counselling services to people who cannot physically access one. The helpline alleviated waiting times for these services, and provided a service to people who may be unable or reluctant to attend in person.

Parental Support and Responsibility Act 2008

The Department is required under section 40 (1) of the *Parental Support and Responsibility Act 2008* to report on the operation of this Act. To meet the objectives of the Act, the Department delivers the Parent Support service to:

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

The service provides up to six months home-visiting casework support to parents who would not typically access services and whose children are involved in one or more of the following:

- antisocial behaviour;
- criminal activity;
- truancy, only where this exists in addition to either of the above behaviours.

Table 18 shows the locations of Parent Support services across the State.

Table 18: Parent Support service locations

Metropolitan locations			
Armadale	Fremantle	Midland	Perth
Cannington	Joondalup	Mirrabooka	Rockingham
Country locations			
Albany ^(a)	Esperance/Norseman ^(a)	Kununurra	Narrogin ^(a)
Broome	Fitzroy Crossing	Laverton/Leonora ^(a)	Newman ^(a)
Bunbury ^(a)	Geraldton ^(a)	Mandurah	Northam ^(a)
Busselton ^(a)	Halls Creek	Manjimup ^(a)	Onslow ^(a)
Carnarvon ^(a)	Kalgoorlie ^(a)	Meekatharra ^(b)	Roebourne ^(a)
Collie ^(a)	Karratha ^(a)	Merredin ^(a)	South Hedland ^(a)
Derby	Katanning ^(a)	Moora ^(a)	Tom Price ^(a)

(a) Denotes services created through Royalties for Regions funding.

(b) In development.

In 2011-12, there were 711 new referrals to this service. Together with the 194 cases that were carried forward from the previous period, a total of 905 cases received a service.

Of the parents who completed the program during the year:

- 40 per cent made significant changes reflected in positive outcomes for the child;
- 54 per cent made some changes reflected in some positive outcomes for the child; and
- six per cent of parents made no gains.

The Act enables an authorised officer of the Department, the Department of Education or the Department of Corrective Services, to enter into a responsible parenting agreement with a parent to assist them with managing their child's behaviour.

If a parent does not comply with or refuses to enter into an agreement with one of these government agencies, an authorised officer may apply to the Children's Court for a responsible parenting order. The order may require the parent to attend counselling sessions and/or take certain other steps in relation to their child.

During the year:

- The Department entered into 128 responsible parenting agreements.
- The Department of Education reported that seven agreements were negotiated in metropolitan and county public schools, which aimed to improve attendance rates and address persistent non-attendance issues. Metropolitan schools suggested agreements had helped to improve student attendance rates and parent involvement, however not all issues had been resolved in this way. Country schools maintained agreements were a useful tool for managing student attendance but success has varied.
- No agreements were entered into by the Department of Corrective Services.
- To date, no responsible parenting orders have been applied for by the designated agencies under the Act. This has been attributed to the:
 - onerous eligibility criteria and range of factors which must be taken into consideration by authorised officers before applications can be made;
 - consequences for non-compliance are minimal;
 - overly prescriptive information-sharing provisions; and
 - reluctance by some parents and workers to enter into these agreements, which are seen as a pathway to other orders.

A review of the Act is underway with the aim of delivering a more effective response to parents who do not exercise appropriate controls over their children.

As a result of four years' Royalties for Regions funding, which began in 2010, Responsible Parenting Services are currently available in the Murchison, Great Southern, Pilbara, Wheatbelt, Goldfields and South West regional districts. A service in the Goldfields will begin operating during 2012-13.

An independent review of the Parent Support service was undertaken in 2011. This review informed a refocus of the service, including clarifying the referral criteria and target group, as well as lifting the age of children accepted. The service is now clearly targeted to 'hard to reach' families who have difficulty accessing services. The age range of children demonstrating problem behaviours has been raised to 18 years of age, to align with community need.

Section 40 (3) of the Act requires a person or body appointed by the Minister to review the operations of the Act. The independent reviewer made the following observations:

These reviewer comments are provided in accordance with Section 40(3) of the Parental Support and Responsibility Act 2008. 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 report of the operations of the Act prepared by the Department in accordance with section 40 of the Act provides an informative view of services provided under the Act in 2011-12 and the impact of these services.

The report describes good state-wide coverage of parent support services with services being available in eight metropolitan and 28 regional locations and being expanded to a further six regional locations. Usage of services by families is high, reaching a total of 905 families. Of those who completed the program (number not specified) it was reported that 94 per cent made some positive changes as a result of the service. Assuming a reasonably high rate of completion, this indicates that the program is achieving success in achieving its objectives. The reported refocussing of the Parent Support service to more clearly target 'hard to reach' families appears consistent with the intentions of the Act.

High usage is reported of the provisions for responsible parenting agreements under Part 4 of the Act, with 135 agreements entered into, the majority (128) by the Department for Child Protection.

No responsible parenting orders were made or applied for under Part 5 of the Act. The report cites several reasons for this and calls into question the effectiveness of these provisions.

In summary, the report demonstrates good uptake and promising results of parent support services provided under the Act, including those in association with responsible parenting agreements. However, it calls into question the value of the provisions for responsible parenting orders, and the retention of these provisions should be seriously considered as part of the review of the Act that is currently underway.

Given the limited uptake of responsible parenting agreements by the Departments of Education and Corrective Services, the review could also consider whether further mechanisms are warranted to facilitate the use of agreements by these agencies where appropriate.



Mr Terry Simpson BSW

Case study: Parent Support service

The Arnott family was referred to Parent Support by their children's school, due to their son Jason truanting and stealing from a local caravan park. Police had also been in contact with the family.

Jason lived with his mother, Justine, his sister Julia and their older brother Martin and his two children. The Department of Housing had registered two strikes against the family, with the prospect of future eviction. The family were highly suspicious of child protection workers and had been referred to the Strong Families program, but had not attended these meetings.

A Parent Support Officer provided a six-month home visiting service to Justine, with the first few weeks focused on building trust and rapport. A Responsible Parenting Agreement was developed, outlining the areas that Justine wanted to focus on to improve Jason's behaviour. The Parent Support Officer discussed the family's living arrangements with the Department of Housing, and arranged for garden maintenance and rubbish removal at the premises. The officer also arranged for the enrolment of Jason and Julia in a local football team.

Part of the Parent Support service involved providing Justine with support from the Youth and Family Engagement Worker and Education Officer to arrange mentoring for Jason and Julia. The case worker and a Parent Visitor are now working with Justine on parenting skills, household routines and budgets. Jason is attending school regularly and has not been in recent contact with police. The family has been able to remain in their family home.

Best Beginnings

The Best Beginnings program is a two-year early intervention service to support parents with babies aged up to 24 months. The program operates in partnership with the Department of Health and is delivered at three sites by other partner agencies⁶. The program strives to improve:

- child health and well-being;
- parent's wellbeing and family functioning; and
- social connectedness.

There were 516 new referrals to the program, with 474 families with young babies receiving a service during the year. The program is designed to help some of the most vulnerable and 'hard to reach' families in Western Australia. They may be families who are reluctant to seek assistance, or who may have had difficulties in working with other services. The Best Beginnings program supports the Department's child protection function by increasing parents' capacity to care safely for their children, without statutory involvement.

Best Beginnings operated in the metropolitan districts of Armadale, Cannington, Fremantle, Joondalup, Midland, Mirrabooka, Perth and Rockingham. The program was also available in the following regional locations: Albany, Broome, Bunbury, Busselton, Carnarvon, Collie, Geraldton, Kalgoorlie, Karratha, Kununurra, Laverton/Leonora, Mandurah, Moora, Northam, Roebourne and Wickham. The majority of these regional sites have been established through Royalties for Regions funding.

Program expansion in the Murchison, Great Southern, Goldfields, Pilbara, Wheatbelt and South West regional districts continued in 2012, supported through Royalties for Regions funding.

⁶ Other partner agencies are City of Cockburn, Kwinana Early Years Service and Teen Family Centre.

Strong Families Program

The Strong Families program works with families who need help to address multiple issues affecting their family. This may include parenting issues, housing, domestic violence, children not attending school, health issues, budgeting, and alcohol or substance abuse.

A referral to the Strong Families program is made when those involved with the family consider that a formalised inter-agency approach will best meet the family's needs. In 2011-12, 342 families participated in the program.

Responses to family and domestic violence

The Department worked with the Western Australia Police to co-locate child protection workers with police across the State, to better identify and respond to children at risk of harm as a result of family and domestic violence. Police attended approximately 44,000 incidents of family and domestic violence, of which up to 80 per cent were estimated to involve children.

Family and Domestic Violence Case Management and Coordination Services were funded to operate in 17 regions across the State, and provided multi-agency case management responses to cases assessed as high risk.

Coordination mechanisms were streamlined to triage domestic violence incident reports more effectively, resulting in timely, targeted and coordinated service responses to families.

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. The Department is the State's lead agency for the development and implementation of the *National Plan to Reduce Violence Against Women and their Children 2010-2022*.

Youth services

The Department's *At Risk Youth Strategy 2011-2014* identified 16 actions to support young people in contact with the Department, including those in care. Funding was provided for a remodelled at risk youth service targeting the inner city/Northbridge area. Mission Australia's Youth Beat offered a range of recreational activities, onward referral and case management to young people with complex needs.

In collaboration with the local Aboriginal community and key agencies, the Kununurra Youth Night Patrol and the Miriuwung Gajerrong Youth Worker Project were established. The Department provided funding to Save the Children Australia for this work, following concerns from the East Kimberley district about the late night street presence of youth and children in Kununurra.

This service assisted children and young people to engage in positive activities, and if necessary, to find somewhere safe to stay. Children and young people were taken back to their family home and strategies agreed to support parents with the supervision of their children.

Weekly case management meetings were subsequently held with the Department's staff, police and officers from the Departments of Corrective Services, Education and Save the Children Australia to respond to underlying family and community issues for these young people.

Annual Drug and Alcohol Action Plan 2011-2012

Following amendments to the *Liquor Control Act 1988* in October 2011, the Department's Director General, as well as property owners and tenants, can apply to the Director of Liquor Licensing to have premises declared liquor restricted. The declarations limit the effects on children of excessive alcohol use in the home.

Staff supported many families across the State to make applications to have their homes declared alcohol-free, with the Department making one application in its own name in relation to a Wyndham property to protect children living at that premises.

A Foetal Alcohol Spectrum Disorders fact sheet was developed and a workshop held for carers to provide information on managing the behaviour of children affected by these disorders.

The Department partnered with the Drug and Alcohol Office to deliver the 'Assessing Alcohol and Other Drug Problems' and 'Motivational Interviewing' training to improve practice knowledge in working with families with significant alcohol and other drug misuse problems.

Crisis Care Mandatory Reporting

Crisis Care Mandatory Reporting received almost 37,000 contacts from individuals and families in 2011-12 seeking assistance from the Department. It operated 24 hours a day and comprised:

- Crisis Care - a telephone information and counselling service for people across the State who were in crisis and needed practical assistance, such as crisis accommodation. Where concerns were raised about a child's safety or well-being after hours, Crisis Care staff took appropriate action to protect the child from harm. Crisis care also supported children in care and their carers when they needed help outside of business hours.
- Child Sexual Abuse Mandatory Reporting Service - a 24 hour response to all mandatory reports of suspected child sexual abuse.
- Family Helpline - confidential counselling on issues affecting families and individuals.
- Men's and Women's Domestic violence helplines - professional counselling, support and referral services to both perpetrators and victims of family violence.

Crisis Care also worked with Mission Australia, police officers and the Nyoongar Patrol, as part of the Northbridge Initiative, and provided a co-ordinated child protection response when unaccompanied children were found on the streets late at night.

Table 19 shows the number of contacts received in 2011-12, which included 422 home visits.

Table 19: Contacts with the Crisis Care Mandatory Reporting

	Crisis care	Family/ Parenting helplines	Domestic violence help lines	Northbridge initiative	Total
Contacts	26,352	5,697	4,253	478	36,780

Emergency services

During the year, there were 22 state and other local emergencies requiring the Department to initiate a rapid response. Over \$9 million was provided through the Department's Personal Hardship and Distress program, which included support for the Warmun Inter-agency Rebuilding Taskforce, and the Armadale and Augusta-Margaret River communities.

The Department responded to the following disasters in 2011-12:

- Storms and floods in Burringurah, Collie, Kalumburu, Maddington, Perth/South West, Southern Wheatbelt, Waroona and a tornado in the Wheatbelt region.
- Cyclones Iggy, Heidi and Lua.
- Fires in Augusta/Margaret River and in other South West locations, in addition to Bindoon, Carnarvon, Cloverdale, Milyeannup, Nannup and Northcliffe.
- A toxic fire in Malaga and a unit fire in Mosman Park.
- A dangerous gas leak in Gosnells.

Over 2,500 individuals were provided with immediate support including financial assistance, information and personal support, alternative accommodation, and counselling.

'Working with Children' checks

In 2011-12, 101,619 applications were received and 95,147 cards were issued. Over 284,000 people currently hold cards in Western Australia, equating to one in six adults.

Sixty-one negative notices were issued in the financial year, effectively banning these people from child-related work. To date, 304 people have been prohibited from engaging in child-related work.

There are over 20,000 employers of people in child-related work in Western Australia. The Department worked closely with other government agencies, peak bodies and various community groups to promote the check as part of a broader range of child safety strategies. Highlights during the year included working in the Goldfields as part of Operation DEAGON, and conducting workshops across the metropolitan area and in the West Kimberley region.

A statutory review of the *Working with Children (Criminal Record Checking) Act 2004* was undertaken in 2011-12. The Minister is currently considering the recommendations of the review.

Working with sector partners

Armadale Family Support Network

The State's first Family Support Network was launched by the Minister for Child Protection in May 2012. As the lead agency, Parkerville Children and Youth Care works with ten community sector alliance partners and the Department to deliver family support services to vulnerable children, young people and families in the Armadale district.

Since it was established, the Network has received 145 referrals and provided services to 107 families. Families can access the service directly, or by referral from a partner agency. The network assists local families to address serious problems and reduce the need for child protection interventions, wherever possible. A child protection worker is part of the team that allows child protection concerns to be identified and addressed.

KPMG commenced an evaluation of the Network, with a six month report scheduled for September 2012 and the final evaluation report to be completed in March 2013.

Operation SHARP

Operation SHARP commenced in June 2012, in response to community concerns about children and young people being on the streets late at night in the East Kimberley region. The goal was to return children home and work with their families to address the underlying reasons that led to unsupervised children being on the streets.

Operation SHARP is an inter-agency collaboration involving the local Aboriginal community, the Department, Western Australia Police, Department of Education, Catholic Education, Youth Justice, Department of Indigenous Affairs, Save the Children Australia and the Shire of Wyndham East Kimberley. The initiative seeks to address the needs of children and young people who are on the streets at night, at risk and are disengaged from school.

An Aboriginal Reference Group has been formed to address underlying local issues, with:

- members of a men's program were linked with families to discuss issues leading to neglect;
- applications made for alcohol restricted premises at certain community locations and homes;
- families referred to Centrelink's Child Protection Income Management; and
- children and young people who were not attending school supported to overcome the barriers to their attendance and re-enrol in school.

Community sector involvement

- The **Community Sector Roundtable** is an advisory body that facilitates the partnership between the community sector and the Department. It is committed to achieving effective client outcomes for families, through strengthening the delivery of services by the community sector.

This year, the Roundtable worked on issues such as community sector funding; development and implementation of family support networks; the *National Collaboration Framework for Family Support Services*; the development of the *At Risk Youth Strategy 2011-2014* and the development of the Industry Plan regarding Component II funding and sustainability for the not-for-profit sector.

- The **Western Australian Council on Homelessness** drives strategies and initiatives to reduce homelessness. It has representatives from the community services sector and provides advice to the Minister for Child Protection.

The Council hosted a two day Specialist Homelessness Services Conference, 'Leading the road home!'. The Council provided advice on a range of initiatives, including the Inner City Homeless Review, the National Quality Framework, the evaluation of the National Partnership Agreement on Homelessness and coordinated the development of Regional Homelessness Action Plans.

These plans helped deliver integrated responses between specialist homelessness services, and government and community sector services, to provide a connected and responsive system.

- The **Leadership and Partnership Forum** strengthens the relationship between the Department and community sector, to provide a genuine partnership in the delivery of human services to the community. The Forum focussed on sustainable funding and contracting with the not-for-profit sector; delivering an outcomes-based⁷ approach and the benefits of social enterprises⁸.

⁷ *Trying Hard is Not Good Enough*, M. Friedman: Results-Based Accountability (RBA) is a framework that provides step-by-step methods that turn data into action.

⁸ Social enterprises are organisations that trade in order to fulfil their social mission. Social enterprises come in a variety of legal forms and operate across a range of industries, often providing training and employment opportunities for job-seekers in addition to creating other forms of social or environmental benefit. www.deewr.gov.au/pages/sedif.aspx

SIGNIFICANT ISSUES AND TRENDS

Increasing volume of child protection notifications

The increasing number of child protection notifications made to the Department in recent years is expected to continue. In addition to family and community issues among Aboriginal families, major influences driving child protection concerns in the community are family and domestic violence, drug and alcohol abuse, and parental mental health issues.

There is a greater expectation for the Department to take action to safeguard children when child protection concerns have been identified. Mandatory reporting of child sexual abuse, joint initiatives with the Western Australia Police and an increased level of community awareness of child abuse and neglect have contributed to this demand.

Recruiting foster carers

Recruiting general foster carers continues to be a challenge and a priority for the Department. A mass media campaign will be launched in October 2012 to encourage people to consider fostering children on a short-term or long-term basis, or providing respite care to support other carers.

Providing stable living arrangements for children in long-term care

The Department is working towards providing children and young people in long-term care with more permanent, stable living arrangements. Strategies to achieve this include the introduction of special guardianship orders, the ongoing development of the Department's permanency planning policy and the recent amalgamation of the Department's Fostering and Adoption Services.

Enhancing residential care options for children and young people

An increasing proportion of children and young people entering care have multiple needs, with a minority at considerable risk of harm to themselves or others. The Department needs to maintain a range of placement options, including foster care, family group homes, residential group homes, individualised high needs placements and secure care. Many of these placements are costly but necessary to provide quality care to meet the needs of this highly vulnerable group of children.

Providing integrated services that meet the needs of Aboriginal families

The *Aboriginal Services Framework* works with key stakeholders and local communities across the State to guide the Department's services in meeting the needs of Aboriginal children and their families. To help enhance service delivery to Aboriginal families, the Department aims to employ more Aboriginal staff to work in case management, program and support service roles.

Developing Family Support Networks

The establishment of the Armadale Family Support Network, and the subsequent evaluation of the effectiveness of this model, may lead to more networks being created in the future. In partnership with the community services sector, these networks will provide a central referral point for families seeking access to an local network of agencies offering earlier help to disadvantaged families.

Partnering with the not-for-profit community services sector

The *Delivering Community Services in Partnership Policy* with the community services sector will be an increasingly major factor in the Department's future policy development, resourcing and service delivery. A quarter of the Department's budget is dedicated to funding services provided by community sector organisations, and this proportion is likely to increase over the coming years.

Meeting demand for homelessness services

Limited options for low cost and rental accommodation throughout Western Australia have placed significant pressure on the Department's frontline and contracted homelessness services. Regional plans which identify local barriers and key priorities are aimed at reducing the impact of homelessness for Western Australian families.

DISCLOSURES AND LEGAL COMPLIANCE

Independent audit opinion



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 2012, 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 2012 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.

Report on Controls

I have audited the controls exercised by the Department for Child Protection during the year ended 30 June 2012.

Controls exercised by the Department for Child Protection are those policies and procedures established by the Director General to ensure 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.

Director General's Responsibility for Controls

The Director General is responsible for maintaining an adequate system of internal control to ensure that the receipt, expenditure and investment of money, the acquisition and disposal of public and other property, and the incurring of liabilities are in accordance with the *Financial Management Act 2006* and the Treasurer's Instructions, and other relevant written law.

Auditor's Responsibility

As required by the *Auditor General Act 2006*, my responsibility is to express an opinion on the controls exercised by the Department for Child Protection based on my audit conducted in accordance with Australian Auditing and Assurance Standards.

An audit involves performing procedures to obtain audit evidence about the adequacy of controls to ensure that the Department complies with the legislative provisions. The procedures selected depend on the auditor's judgement and include an evaluation of the design and implementation of relevant controls.

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

Basis for Qualified Opinion

The Department did not have adequate controls in place between July and December 2011 to be reasonably assured that the identity of clients receiving financial hardship assistance was established and recorded. Therefore, I was unable to obtain sufficient audit evidence about the validity of financial assistance payments.

Qualified Opinion

In my opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion paragraph, 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 during the year ended 30 June 2012.

Report on the Key Performance Indicators

I have audited the key performance indicators of the Department for Child Protection for the year ended 30 June 2012.

The key performance indicators are the key effectiveness indicators and the key efficiency indicators that provide information on outcome achievement and service provision.

Director General's Responsibility for the Key Performance Indicators

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 and for such controls as the Director General determines necessary to ensure that the key performance indicators fairly represent indicated performance.

Auditor's Responsibility

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 and Assurance Standards.

An audit involves performing procedures to obtain audit evidence about the key performance indicators. The procedures selected depend on the auditor's judgement, including the assessment of

the risks of material misstatement of the key performance indicators. In making these risk assessments the auditor considers internal control relevant to the Director General's preparation and fair presentation of the key performance indicators in order to design audit procedures that are appropriate in the circumstances. An audit also includes evaluating the relevance and appropriateness of the key performance indicators for measuring the extent of outcome achievement and service provision.

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

Opinion

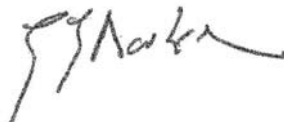
In my opinion, the key performance indicators of the Department for Child Protection are relevant and appropriate to assist users to assess the Department's performance and fairly represent indicated performance for the year ended 30 June 2012.

Independence

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

Matters Relating to the Electronic Publication of the Audited Financial Statements and Key Performance Indicators

This auditor's report relates to the financial statements and key performance indicators of the Department for Child Protection for the year ended 30 June 2012 included on the Department's website. The Department's directors are responsible for the integrity of the Department's website. I have not been engaged to report on the integrity of the Department's website. The auditor's report refers only to the financial statements and key performance indicators described above. It does not provide an opinion on any other information which may have been hyperlinked to/from these financial statements or key performance indicators. If users of the financial statements and key performance indicators are concerned with the inherent risks arising from publication on a website, they are advised to refer to the hard copy of the audited financial statements and key performance indicators to confirm the information contained in this website version of the financial statements and key performance indicators.



GLEN CLARKE
DEPUTY AUDITOR GENERAL
Delegate of the Auditor General for Western Australia
Perth, Western Australia
24 August 2012

Key performance indicators

Certification of key performance indicators

I hereby certify that the key 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 2012.



Terry Murphy
Accountable Authority
21 August 2012

Outcomes, services and performance information

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

Figure 6: The Department's outcomes and 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 CEO's care receive a high quality of care and have much improved life chances.	Supporting children and young people in the CEO's care.
	Children and young people needing protection are safe from abuse and harm.	Protecting children and young people from abuse and harm.
	Families and individuals overcome their risks or crises and keep themselves and family members safe.	Supporting individuals/ families at risk or in crisis.

The 15 key performance indicators that follow measure how effective the Department is at achieving the desired outcomes and how efficiently it delivers its services.

Key effectiveness indicators

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

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 indicator includes cases where the person believed responsible was a worker at the placement service where a child was placed.

The target reflects the Department's commitment that no child should be the subject of substantiated harm while in the CEO's care. This target is unchanged from 2010-11.

Table 20: Proportion of children known to have been abused by caregivers while in the CEO's care

2011-12		2010-11
Target	Result	
0.00%	0.348%	0.048%

The 2011-12 result is mainly due to four groups of siblings.

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. National and international research shows that stable placements are critical in achieving secure attachments, improved health and educational outcomes, minimising a child's sense of loss of identity and the development of life skills.

The Department endeavours to achieve stable placements for children in the CEO's care through its care planning processes, including permanency planning.

This indicator reports the average number of distinct placements experienced by children who have been in care throughout the year, and is based on the nationally reported indicator 'Stability of placement'⁹.

The target recognises that, when making placement decisions, the child's best interests are the paramount consideration and several placements may occur in the process of finding a suitable longer-term placement for the child, if this is required. Other factors outside the Department's control may also impact on the ability of the child to remain in a placement. The target remains unchanged from 2010-11.

Table 21: Average number of placements per child in the CEO's care per year

2011-12		2010-11
Target	Result	
1.4	1.5	1.5

Note: Each different living arrangement is counted once. For example, a child who has lived in the same placement throughout the year is reported as having one placement. A child who has moved between the same two living arrangements several times during the year is counted as having two placements.

The 2011-12 result is consistent with the previous year and slightly higher than the target.

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 Principle)

This indicator shows the proportion of Aboriginal children in placements that met the first three of the four placement options under the Principle, which is outlined in section 12 of the *Children and Community Services Act 2004*. These include placements with the child's extended family, members of their community or other Aboriginal people or services, as a proportion of all Aboriginal children in the CEO's care.

The indicator is based on the nationally reported 'Placement in accordance with the Aboriginal Child Placement Principle'¹⁰.

The target takes into account that the child's best interests are the paramount consideration when applying the Principle in placement decisions. This indicator is also informed by relevant national and international research on the importance of maintaining a sense of identity for the child's psychological and emotional wellbeing in later life. The target remains unchanged from 2010-11.

Table 22: Proportion of Aboriginal children in the CEO's care placed in accordance with the Aboriginal and Torres Strait Islander Child Placement Principle

2011-12		2010-11
Target	Result	
85%	71%	73%

The 2011-12 result reflects the ongoing challenges the Department experiences in identifying relatives or other Aboriginal carers who can meet the needs of these children, partly due to the higher number and proportion of Aboriginal children in care.

⁹ Report on Government Services 2012 Volume 2, Productivity Commission (page 15.29).

¹⁰ Report on Government Services 2012 Volume 2, Productivity Commission (page 15.36).

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

The Department's improved safety indicators are based on nationally reported indicators which measure the extent to which the Department meets the objective of reducing the risk of harm to children by appropriately assessing notifications of possible child protection incidents¹¹.

Targets for these indicators reflect that results can be affected by factors beyond the control of the Department when working with these families. The targets remain unchanged from 2010-11.

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 reflects the effectiveness of the Department's actions in preventing further harm as a result of child abuse and neglect by providing appropriate responses in cases where harm has been substantiated.

It reports the proportion of children who were the subject of a substantiation of harm in the previous year and were not subject to a subsequent substantiation of harm within the following 12 months.

Table 23: Proportion of children not subject to a subsequent substantiation of harm within 12 months of a previous substantiation of harm

2011-12		2010-11
Target	Result	
95%	93.0%	92.7%

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, and the adequacy of the intervention undertaken to protect the children from harm in the future.

This indicator reports the proportion of children who were the subject of an assessment of harm that was unsubstantiated in the previous year and who were also not the subject of a substantiation of harm within the subsequent 12 months.

Table 24: Proportion of children not subject to a substantiation of harm 12 months after an assessment of harm that was unsubstantiated

2011-12		2010-11
Target	Result	
95%	96.1%	93.5%

This improved result reflects the effectiveness of the Department's assessment and investigation thresholds in cases where the initial allegation of harm was not substantiated.

¹¹ Report on Government Services 2012 Volume 2, Productivity Commission (page 15.50).

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 accessing departmental and not-for-profit community sector services for this outcome. The indicator results were obtained using a customer perception survey, which is conducted each year between November and December¹². The majority of surveys are distributed to clients by community sector organisations.

Clients who received a service, either directly from the department or from not-for-profit community sector services funded by the Department, are provided with the opportunity to participate in the survey. Clients return the survey independently to the Department using reply paid envelopes. Data analysis of survey responses shows that survey results fairly represent the client population across these services.

The majority of these clients are disadvantaged and/or vulnerable members of the community. The survey is an important mechanism to obtain direct client feedback on the effectiveness of the support they have received to overcome the crisis in their lives. Agency reports are provided to each service to facilitate the improvement of service delivery.

Targets for the survey based indicators have remained constant since 2008-09.

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 clients' perceptions of the Department's effectiveness in assisting clients to provide care and safety directly to their family members.

Table 25: Percentage of customers who report that they were supported to provide care and safety to their family members

2011-12		2010-11	2009-10	2008-09
Target	Result			
95%	94%	92%	93%	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 26: Percentage of customers who report confidence to manage as a result of receiving services

2011-12		2010-11	2009-10	2008-09
Target	Result			
95%	91%	88%	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.

¹² The 2011-12 survey results have a confidence interval of ± 2.03 per cent at the 95 per cent confidence level. Other survey statistics include:

- Estimated population size: 73,819
- Number of respondents: 2,261
- Customers invited to take part: 6,478
- Response rate: 35 per cent

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. Customers were surveyed and reported if their needs were met as a result of accessing a service.

Table 27: Percentage of customers who report that their needs were met as a result of using services

2011-12		2010-11	2009-10	2008-09
Target	Result			
97%	97%	96%	97%	97%

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.

Key efficiency indicators

The Department's efficiency indicators focus on the unit costs of key activities within 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

This indicator is based on the nationally reported indicator 'Children with documented case plan', which is an indicator that reflects governments' objective to provide services that meet the needs of the recipients¹³.

When children enter care, the Department seeks to ameliorate the impact of abuse and neglect and the resulting effects of trauma on child development. Children often come into care already significantly disadvantaged in the areas of education and health, resulting from poor parenting and supervision, lack of school attendance and transient lifestyles.

The care plan identifies the child's needs, including health, education and cultural needs, and outlines the steps or measures to be taken to address those needs.

This indicator represents the proportion of children who have been in the CEO's care for at least 12 months as at 30 June 2012 and who have a current care plan or have had their care plan reviewed within the year. Children in provisional protection and care are excluded from this indicator.

The target for this indicator, which is the same as the previous year, reflects the Department's commitment to care planning. It is set taking into consideration factors which may impact on target attainment, such as the time needed to gather information from children and their family members, as well as other critical case practice priorities.

¹³ Report on Government Services 2012 Volume 2, Productivity Commission (page 15.39).

Table 28: Proportion of children in the CEO's care with care planning activity completed within set time frames

2011-12		2010-11
Target	Result	
85%	85%	75%

The achievement of the target in 2011-12 reflects the priority placed by the Department on undertaking comprehensive care planning for children in care.

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

Children and young people aged 0–17 years are placed away from their parents or family home for reasons of safety when this is in their best interests. The need to place a child or young person in care may be the result of abuse and/or neglect causing harm, severe and chronic mental illness of a parent and/or the inability of parents to provide adequate care and supervision.

The vast majority of placements are made as a result of legal proceedings. A small number of placements are made in agreement with the parents, and are generally for a short period of time.

This indicator reports the average cost per child per day in the CEO's care. The target is revised annually during the Budget process.

Table 29: Average cost per child per day in the CEO's care

	2011-12		2010-11
	Target	Result	
Total cost	\$233,450,679	\$250,187,117	\$218,908,402
Number of placement days provided	1,278,769	1,333,642	1,243,623
Average cost per child per day in the CEO's care	\$183	\$188	\$176

Note: The total cost figure for 2010-11 varies from the figure previously published due to an adjustment in the Department's leave provision.

The increase in total cost in 2011-12 and the seven per cent increase in the number of placement days is due to the growth in the number of children and young people in the CEO's care. Funding was received for additional case workers and for the continued reform and expansion of the Department's residential care services.

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

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

This indicator is based on the nationally reported child protection indicator 'Response time to complete investigation'¹⁴.

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

¹⁴ Report on Government Services 2012 Volume 2, Productivity Commission (page 15.24).

Timely completion of assessments is influenced by a number of factors. This includes the time required to engage with at risk families, gather information and assess the often complex and multiple needs of these families, and undertake coordinated responses with other agencies.

While a short or decreasing length of time between recording a notification and completing an investigation is desirable, it is important that expediency does not undermine a thorough and accurate assessment. Performance may also be impacted by the challenges of undertaking child protection work across vast geographical areas, particularly in regional and remote areas.

These considerations have been factored into the target, which is revised annually during the Budget process.

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

2011-12		2010-11
Target	Result	
40%	45%	47%

The 2011-12 result is mainly due to the increased volume of child protection notifications (17 per cent) and the consequent increase in child safety and wellbeing assessments (37 per cent) during the year.

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 year or that commenced in a prior year and was ongoing during 2011-12. The target is revised annually during the Budget process.

Table 31: Average cost per child involved in child protection cases

	2011-12		2010-11
	Target	Result	
Total cost	\$103,768,292	\$105,707,208	\$97,325,383
Number of children involved in child protection cases	13,826	16,368	14,172
Average cost per case	\$7,505	\$6,458	\$6,867

Note: The total cost figure for 2010-11 varies from the figure previously published due to an adjustment in the Department's leave provision.

The lower average cost is substantially due to the higher number of children involved in child protection cases.

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

3.1 Average cost per client

Australian and international research indicates the individual and community-wide benefits of supporting families early when they seek help to overcome a significant issue or crisis in their lives.

This indicator reports the average cost per client, who was either supported by the Department or a not-for-profit community sector service funded by the Department, to provide services for at risk individuals and families. Not-for-profit community services provide these services to 87 per cent of clients compared to services provided by the Department (13 per cent).

The number of clients provided services directly by the Department is based on the 2011-12 financial year. The number of clients provided services by not-for-profit community sector services is based on the 2011 calendar year, due to contractual reporting timeframes for these organisations. The target is revised annually during the Budget process.

Table 32: Average cost per client

	2011-12		2010-11	2009-10	2008-09
	Target	Result			
Total cost	\$123,215,244	\$146,383,348	\$125,901,013	\$97,612,082	\$87,648,309
Number of clients	74,066	73,819	69,513	71,837	66,022
Average cost per client	\$1,664	\$1,983	\$1,811	\$1,359	\$1,328

Note: The total cost figure for 2010-11 varies from the figure previously published due to an adjustment in the Department's leave provision.

The higher total cost is due to the increased funding for the Sustainable Funding and Contracting with the Not-for-Profit Sector Initiative, which provided a 15 per cent increase to eligible not-for-profit services, as well as higher than anticipated expenditure associated with the provision of welfare services to communities affected by natural disasters. This was partly offset by increased numbers of clients supported across most services in 2011-12.

3.2 Average cost per Responsible Parenting Service - Parent Support case

The Parent Support Service works with 'hard to reach' parents of school-aged children up to 18 years who are involved in anti-social behaviour, criminal activity and truancy.

The target is revised annually during the Budget process.

Table 33: Average cost per Responsible Parenting Service - Parent Support case

	2011-12		2010-11	2009-10	2008-09
	Target	Result			
Total cost	\$15,236,000	\$12,032,282	\$8,215,010	\$6,698,932	\$5,689,935
Number of cases	1,317	905	835	980	788
Average cost per case	\$11,569	\$13,295	\$9,838	\$6,836	\$7,221

Note: A case is equivalent to a family in this indicator.

The lower total cost in 2011-12 compared to the target is primarily due to the delays in the expansion of the Responsible Parenting Service to regional areas. This has been predominately caused by difficulties in attracting qualified staff for the expansion of the program. This has contributed to a lower than anticipated number of cases, resulting in a higher than anticipated average cost.

The increase in the total and average cost in 2011-12 compared to 2010-11 is due to the additional funding provided to expand the Responsible Parenting Service to regional locations (Pilbara and Goldfields).

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 by screening people who work with children and young people. 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.

The target is revised annually during the Budget process, and is dependent on the funding and the anticipated number of applications.

Table 34: Average cost per 'Working with Children' application

	2011-12		2010-11	2009-10	2008-09
	Target	Result			
Total cost	\$9,483,081	\$10,225,476	\$9,684,408	\$8,971,433	\$8,336,352
Number of applications	92,000	101,619	101,755	95,260	83,862
Average cost per application	\$103	\$101	\$95	\$94	\$99

Note: Data on the number of applications is drawn from the Central Screening Unit Management System.

The total cost in 2011-12 has increased due to funding provided to meet increased salary and external costs. This has resulted in a higher average cost per application, compared to 2010-11.

Financial statements

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 2012 and the financial position as at 30 June 2012.

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



Terry Murphy
Accountable Authority
21 August 2012



Peter Byrne
Chief Finance Officer
21 August 2012

Department for Child Protection
Statement of Comprehensive Income for the year ended 30 June 2012

	Note	2012 (\$'000)	Restated 2011 (\$'000)
COST OF SERVICES			
Expenses			
Employee benefits expense	6	212,501	189,219
Supplies and services	7	57,162	57,093
Depreciation and amortisation expense	8	6,682	5,899
Accommodation expenses	9	27,611	22,799
Grants and subsidies	10	85,188	76,297
Funding for services	11	132,691	107,805
Loss on disposal of non-current assets	17	99	87
Other expenses	12	4,444	2,757
Total cost of services		526,378	461,956
Income			
Revenue			
User charges and fees	13	3,870	3,754
Commonwealth grants and contributions	14	35,484	34,920
State Government grants and contributions	15	0	2,412
Other revenue	16	4,230	2,865
Total revenue		43,584	43,951
Total income other than income from State Government		43,584	43,951
NET COST OF SERVICES		482,794	418,005
INCOME FROM STATE GOVERNMENT			
	18		
Service appropriation		460,776	402,012
Resources received free of charge		2,035	1,699
Royalties for Regions Fund		9,715	2,388
Natural disaster relief		13,080	0
Total income from State Government		485,606	406,099
SURPLUS/(DEFICIT) FOR THE PERIOD		2,812	(11,906)
OTHER COMPREHENSIVE INCOME			
Changes in asset revaluation surplus	31	1,233	6,738
Total other comprehensive income		1,233	6,738
TOTAL COMPREHENSIVE INCOME FOR THE PERIOD		4,045	(5,168)

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 2010-11 balance for employee benefits expense has been restated due to a material adjustment to leave provision.

Department for Child Protection
Statement of Financial Position as at 30 June 2012

	Note	2012 (\$'000)	Restated 2011 (\$'000)
ASSETS			
Current Assets			
Cash and cash equivalents	32	20,140	20,069
Restricted cash and cash equivalents	19,32	8,159	7,131
Receivables	20	3,275	2,593
Amounts receivable for services	21	3,000	0
Other current assets	22	1,556	1,987
Total Current Assets		36,130	31,780
Non-Current Assets			
Restricted cash and cash equivalents	19,32	4,520	3,503
Amounts receivable for services	21	27,241	21,276
Property, plant and equipment	23,27	98,276	92,353
Leasehold improvements	24,27	7,872	9,116
Work in progress	25,27	3,842	8,624
Intangible assets	26,27	22,772	21,489
Total Non-Current Assets		164,523	156,361
TOTAL ASSETS		200,653	188,141
LIABILITIES			
Current Liabilities			
Payables	29	8,766	16,018
Provisions	30	36,175	30,728
Total Current Liabilities		44,941	46,746
Non-Current Liabilities			
Provisions	30	12,215	9,839
Total Non-Current Liabilities		12,215	9,839
TOTAL LIABILITIES		57,156	56,585
NET ASSETS		143,497	131,556
EQUITY			
Contributed equity	31	89,049	81,153
Reserves		73,160	71,927
Accumulated surplus/(deficit)		(18,712)	(21,524)
TOTAL EQUITY		143,497	131,556

See also the 'Schedule of Assets and Liabilities by Service'.

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

The 2010-11 balances for provisions have been restated due to a material adjustment to leave provision.

Department for Child Protection
Statement of Changes in Equity for the year ended 30 June 2012

	Note	Contributed equity (\$'000)	Reserves (\$'000)	Accumulated surplus / (deficit) (\$'000)	Total equity (\$'000)
Balance at 1 July 2010	31	62,247	65,189	(9,618)	117,818
Restated balance at 1 July 2010		62,247	65,189	(9,618)	117,818
Surplus/(deficit)		0	0	(14,558)	(14,558)
Changes in accounting policy or correction of prior period errors		0	0	2,652	2,652
Other comprehensive income		0	6,738	0	6,738
Total comprehensive income for the period		0	6,738	(11,906)	(5,168)
Transactions with owners in their capacity as owners:					
Capital appropriations		23,623	0	0	23,623
Other contributions by owners		0	0	0	0
Distribution to owners		(4,717)	0	0	(4,717)
Total		18,906	0	0	18,906
Balance at 30 June 2011		81,153	71,927	(21,524)	131,556
Balance at 1 July 2011		81,153	71,927	(21,524)	131,556
Surplus/(deficit)		0	0	2,812	2,812
Other comprehensive income		0	1,233	0	1,233
Total comprehensive income for the period		0	1,233	2,812	4,045
Transactions with owners in their capacity as owners:					
Capital appropriations		9,243	0	0	9,243
Other contributions by owners		0	0	0	0
Distributions to owners		(1,347)	0	0	(1,347)
Total		7,896	0	0	7,896
Balance at 30 June 2012		89,049	73,160	(18,712)	143,497

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

The 2010-11 balance for accumulated deficit has been restated due to a material adjustment to leave provision.

Department for Child Protection
Statement of Cash Flows for the year ended 30 June 2012

	Note	2012 (\$'000)	Restated 2011 (\$'000)
CASH FLOWS FROM STATE GOVERNMENT			
Payments			
Payment to Consolidated Fund		(1,347)	0
Receipts			
Service appropriation	18	451,811	394,013
Capital appropriations	31	9,243	23,623
Royalties for Regions Fund		9,715	2,388
Natural disaster relief		13,080	0
Net cash provided by State Government		482,502	420,024
Utilised as follows:			
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee benefits		(207,139)	(181,587)
Supplies and services		(55,599)	(55,864)
Accommodation		(27,743)	(22,634)
Grants and subsidies		(90,031)	(71,103)
Funding for services		(132,857)	(107,598)
GST payments on purchases		(27,165)	(23,768)
Other payments		(4,317)	(2,582)
Receipts			
User charges and fees		3,876	3,754
Commonwealth grants and contributions		35,484	34,931
State Government grants and contributions		0	2,412
GST receipts on sales		3,264	2,993
GST receipts from taxation authority		23,389	20,790
Other receipts		5,179	2,605
Net cash provided by/(used in) operating activities	32	(473,659)	(397,651)
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of non-current physical assets		(6,727)	(23,232)
Net cash provided by/(used in) investing activities		(6,727)	(23,232)
Net increase/(decrease) in cash and cash equivalents		2,116	(859)
Cash and cash equivalents at the beginning of period		30,703	31,562
CASH AND CASH EQUIVALENTS AT THE END OF PERIOD	32	32,819	30,703

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

Department for Child Protection
Schedule of Income and Expenses by Service for the year ended 30 June 2012

	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	
	2012 (\$'000)	Restated 2011 (\$'000)	2012 (\$'000)	Restated 2011 (\$'000)	2012 (\$'000)	Restated 2011 (\$'000)	2012 (\$'000)	Restated 2011 (\$'000)
COST OF SERVICES								
Expenses								
Employee benefits expense	103,326	93,878	66,312	60,639	42,863	34,702	212,501	189,219
Supplies and services	23,498	24,517	15,877	16,457	17,787	16,119	57,162	57,093
Depreciation and amortisation expense	3,493	3,231	2,141	1,917	1,048	751	6,682	5,899
Accommodation expenses	13,499	11,855	8,684	8,068	5,428	2,876	27,611	22,799
Grants and subsidies	69,383	60,551	720	414	15,085	15,332	85,188	76,297
Funding for services	34,633	23,342	10,680	8,970	87,378	75,493	132,691	107,805
Loss on disposal of non-current assets	48	46	31	30	20	11	99	87
Other expenses	2,308	1,489	1,261	831	875	437	4,444	2,757
Total cost of services	250,188	218,909	105,706	97,326	170,484	145,721	526,378	461,956
Income								
User charges and fees	43	58	2	6	3,825	3,690	3,870	3,754
Commonwealth grants and contributions	0	0	0	0	35,484	34,920	35,484	34,920
State Government grants and contributions	0	0	0	0	0	2,412	0	2,412
Other revenue	1,778	1,288	1,151	421	1,301	1,156	4,230	2,865
Total income other than income from State Government	1,821	1,346	1,153	427	40,610	42,178	43,584	43,951
NET COST OF SERVICES	248,367	217,563	104,553	96,899	129,874	103,543	482,794	418,005
INCOME FROM STATE GOVERNMENT								
Service appropriation	237,039	213,645	99,785	95,438	123,952	92,929	460,776	402,012
Resources received free of charge	1,047	903	441	403	547	393	2,035	1,699
Royalties for Regions Fund	1,238	465	1,309	470	7,168	1,453	9,715	2,388
Natural disaster relief	0	0	0	0	13,080	0	13,080	0
Total income from State Government	239,324	215,013	101,535	96,311	144,747	94,775	485,606	406,099
Surplus/(deficit) for the period	(9,043)	(2,550)	(3,018)	(588)	14,873	(8,768)	2,812	(11,906)

The Schedule for Income and Expenses by Service should be read in conjunction with the accompanying notes.
The 2010-11 balance for employee benefits expense has been restated due to a material adjustment to leave provision.

Department for Child Protection
Schedule of Assets and Liabilities by Service as at 30 June 2012

	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	
	2012	Restated 2011	2012	Restated 2011	2012	Restated 2011	2012	Restated 2011	2012	Restated 2011
	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
ASSETS										
Current Assets	128	418	1	3	4,881	7,166	31,120	24,193	36,130	31,780
Non-Current Assets	32,721	55,525	12	583	14	3,385	131,776	96,868	164,523	156,361
Total Assets	32,849	55,943	13	586	4,895	10,551	162,896	121,061	200,653	188,141
LIABILITIES										
Current Liabilities	6,741	6,119	1,901	2,011	7,045	8,507	29,254	30,109	44,941	46,746
Non-Current Liabilities	1,533	1,186	674	510	1,574	1,270	8,434	6,873	12,215	9,839
Total Liabilities	8,274	7,305	2,575	2,521	8,619	9,777	37,688	36,982	57,156	56,585
NET ASSETS	24,575	48,638	(2,562)	(1,935)	(3,724)	774	125,208	84,079	143,497	131,556

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

The 2010-11 balance for current and non-current liabilities have been restated due to a material adjustment to leave provision.

Department for Child Protection
Summary of Consolidated Account Appropriations and Income Estimates for the year ended
30 June 2012

	2012 Estimate (\$'000)	2012 Actual (\$'000)	Variance (\$'000)	2012 Actual (\$'000)	Restated 2011 Actual (\$'000)	Variance (\$'000)
DELIVERY OF SERVICES						
Item 89 Net amount appropriated to deliver services	439,983	460,354	20,371	460,354	401,209	59,145
Section 25 transfer of Service Appropriation from the Department for Communities	0	0	0	0	414	(414)
Amount authorised by other statutes - <i>Salaries and Allowances Act 1975</i>	422	422	0	422	389	33
Royalties for Regions	6,461	9,715	3,254	9,715	2,388	7,327
Total appropriations provided to deliver services	446,866	470,491	23,625	470,491	404,400	66,091
CAPITAL						
Item 156 Capital appropriation	11,810	9,243	(2,567)	9,243	23,623	(14,380)
Grand Total	458,676	479,734	21,058	479,734	428,023	51,711
Details of expenses by service						
Supporting children and young people in the CEO's care	233,451	250,188	16,737	250,188	218,909	31,279
Protecting children and young people from abuse	103,768	105,706	1,938	105,706	97,326	8,380
Supporting individuals/families at-risk or in crisis	149,858	170,484	20,626	170,484	145,721	24,763
Total cost of services	487,077	526,378	39,301	526,378	461,956	64,422
Less total income	(40,253)	(43,584)	(3,331)	(43,584)	(43,951)	367
Net cost of services	446,824	482,794	35,970	482,794	418,005	64,789
Adjustments	42	(12,303)	(12,345)	(12,303)	(13,605)	1,302
Total appropriations provided to deliver services	446,866	470,491	23,625	470,491	404,400	66,091
Capital expenditure						
Purchase of non-current physical assets	11,810	6,727	(5,083)	6,727	23,232	(16,505)
Adjustments for other funding sources	0	2,516	2,516	2,516	391	2,125
Capital appropriations	11,810	9,243	(2,567)	9,243	23,623	(14,380)

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

Note 37 'Explanatory statement' provides details of any significant variations between estimates and actual results for 2012 and between the actual results for 2012 and 2011.

The 2011 actual results have been restated due to a material adjustment to leave expense.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

1 Australian Accounting Standards

General

The Department's financial statements for the year ended 30 June 2012 have been prepared in accordance with Australian Accounting Standards. The term 'Australian Accounting Standards' includes Standards and Interpretations issued by the Australian Accounting Standards Board (AASB).

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

Early adoption of standards

The Department cannot early adopt an Australian Accounting Standard unless specifically permitted by TI 1101 *Application of Australian Accounting Standards and Other Pronouncements*. There has been no early adoption of Australian Accounting Standards that have been issued or amended (but not operative) by the Department for the annual reporting period ended 30 June 2012.

2 Summary of significant accounting policies

(a) General statement

The Department is a not-for-profit reporting entity that prepares general purpose financial statements in accordance with Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the AASB as applied by the Treasurer's instructions. Several of these are modified by the Treasurer's instructions to vary application, disclosure, format and wording.

The *Financial Management Act 2006* and the Treasurer's instructions impose legislative provisions that govern the preparation of financial statements and take precedence over Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the AASB.

Where modification is required and has had 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 a 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.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

Services

The Department provides the following services:

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

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

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

Ensures that children and young people needing protection are safe from abuse and harm.

Service 3: Supporting 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 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 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.

The transfers 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 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 receivable 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 2011-2012 Budget Statements, the Department retained \$43.584 million in 2012 (\$43.951 million in 2011) from the following:

- proceeds from fees and charges;
- Commonwealth specific purpose grants and contributions;
- State Government grants and contributions
- 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, 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

Realised or unrealised gains are usually recognised on a net basis. These include gains arising on the disposal of non-current assets and some revaluations of non-current assets.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

(f) Property, plant and equipment and leasehold improvements

Capitalisation/Expensing of assets

Items of property, plant and equipment and leasehold improvement 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 improvement costing less than \$5,000 are immediately expensed direct to the Statement of Comprehensive Income.

Initial recognition and measurement

Property, plant and equipment and leasehold improvement are initially recognised at cost.

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

Subsequent measurement

Subsequent to initial recognition as an asset, the revaluation model is used for the measurement of land, buildings and leasehold improvement and historical cost for all other property, plant and equipment. Land, buildings and leasehold improvement are carried at fair value less accumulated depreciation (buildings and leasehold improvement 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-based evidence is available, the fair value of land and buildings is determined on the basis of current market buying values determined by reference to recent market transactions. When buildings 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, i.e. 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 improvement 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. Land under leasehold improvement is included in land reported under note 23 'Property, plant and equipment'. Independent valuations are obtained every 3 to 5 years.

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

Derecognition

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

Asset Revaluation Reserve

The asset revaluation surplus is used to record increments and decrements on the revaluation of non-current assets as described in note 23 'Property, plant and equipment'.

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.

Depreciation is calculated using the straight line method, using rates which are reviewed annually. Estimated useful lives for each class of depreciable asset are:

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

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

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

Land is not depreciated.

(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 lives. Costs incurred below these thresholds are immediately expensed directly to the Statement of Comprehensive Income.

Intangible assets are initially recognised at cost. For assets acquired at no cost or for nominal cost, 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 which is reviewed annually) on the straight line basis. All intangible assets controlled by the Department have a 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 recognised as property, plant and equipment. Software that is not an integral part of the related hardware is recognised as an intangible asset. Software costing less than \$5,000 is expensed in the year of acquisition.

(h) Impairment of assets

Property, plant and equipment, leasehold 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 a 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 the 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.

The recoverable amount of assets identified as surplus assets is the higher of fair value less costs to sell and the present value of future cash flows expected to be derived from the asset. Surplus assets carried at fair value have no risk of material impairment where fair value is determined by reference to market-based evidence. Where fair value is determined by reference to depreciated replacement cost, surplus assets are at risk of impairment and the recoverable amount is measured. Surplus assets at cost are tested for indications of impairment at the end of each reporting period.

(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 and 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.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

(j) Leases

The Department holds operating leases for motor vehicles, residential care facilities, head office and a number of branch office buildings. Operating leases 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.

Financial instruments 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 which are subject to insignificant risk of changes in value.

(m) Accrued salaries

Accrued salaries (see note 29 'Payables') represent the amount due to staff but unpaid at 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 19 '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.

(n) Amounts receivable for services (holding account)

The Department receives funding on an accrual basis. The appropriations are paid partly in cash and partly as an asset (holding account receivable). The accrued amount receivable is accessible on the emergence of the cash funding requirement to cover leave entitlements and asset replacement.

(o) Receivables

Receivables are recognised at original invoice amount less an allowance for any 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 at the amounts payable 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 settlement is generally within 30 days.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

(q) Provisions

Provisions are liabilities of uncertain timing or amount and are recognised where there is a present legal 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.

Provisions - employee benefits

All annual leave and long service leave provisions are in respect of employees' services up to the end of the reporting period.

Annual leave

The liability for annual leave that is expected to be settled within 12 months after the end of the reporting period is recognised and measured at the undiscounted amounts expected to be paid when the liability is settled.

Annual leave that is not expected to be settled within 12 months after the end of 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 end of the reporting period.

Long service leave

The liability for long service leave that is expected to be settled within 12 months after the end of the reporting period is recognised and measured at the undiscounted amounts expected to be paid when the liability is settled.

Long service leave that is not expected to be settled within 12 months after the end of 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 end of the reporting period. Pre-conditional and 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.

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 12 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 current provision as employees can leave the scheme at their discretion at any time.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

Purchased leave

The provision for purchased leave relates to Public Service employees who have entered into an agreement to self-fund up to an additional 10 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) and other funds administer public sector superannuation arrangements in Western Australia in accordance with legislative requirements. Eligibility criteria for membership in particular schemes for public sector employees varies according to commencement and implementation dates.

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). From 30 March 2012, existing members of the WSS or GESBS and new employees became able to choose their preferred superannuation fund. The Department makes concurrent contributions to GESB or other funds on behalf of employees in compliance with the Commonwealth Government's *Superannuation Guarantee (Administration) Act 1992*. Contributions to these accumulation schemes extinguish the Department's liability for superannuation charges in respect of employees who are not members of the Pension Scheme or GSS.

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. See also note 2(r) 'Superannuation expense'.

Provisions - other

Employment on-costs

Employment on-costs, including workers' compensation insurance, are not employee benefits and are recognised separately as liabilities and expenses when the employment to which they relate has occurred. Employment on-costs are included as part of 'Other expenses' and are not included as part of the Department's 'Employee benefits expense'. The related liability is included in 'Employment on-costs provision'. See also note 12 'Other expenses' and note 30 'Provisions'.

(r) Superannuation expense

The superannuation expense in the Statement of Comprehensive Income comprises of employer contributions paid to the GSS (concurrent contributions), the WSS, the GESBS, or other superannuation fund. 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 2012

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 useful 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

Key estimates and assumptions concerning the future are based on historical experience 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

Several estimations and assumptions used in calculating the Department's long service leave provision include expected future salary rates, discount rates, employee retention rates and expected future payments. 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 2011 that impacted on the Department.

AASB 1054	<i>Australian Additional Disclosures</i> This Standard, in conjunction with <i>AASB 2011-1 Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project</i> , removes disclosure requirements from other Standards and incorporates them in a single Standard to achieve convergence between Australian and New Zealand Accounting Standards. There is no financial impact.
AASB 2009-12	<i>Amendments to Australian Accounting Standards [AASB 5, 8, 108, 110, 112, 119, 133, 137, 139, 1023 & 1031 and Int 2, 4, 16, 1039 & 1052]</i> This Standard makes editorial amendments to a range of Australian Accounting Standards and Interpretations. There is no financial impact.
AASB 2010-4	<i>Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 1, 7, 101 & 134 and Int 13]</i> The amendments to <i>AASB 7</i> clarify financial instrument disclosures in relation to credit risk. The carrying amount of financial assets that would otherwise be past due or impaired whose terms have been renegotiated is no longer required to be disclosed. There is no financial impact. The amendments to <i>AASB 101</i> clarify the presentation of the Statement of Changes in Equity. The disaggregation of other comprehensive income reconciling the carrying amount at the beginning and the end of the period for each component of equity can be presented in either the Statement of Changes in Equity or the Notes. There is no financial impact.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

AASB 2010-5	<i>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 Int 112, 115, 127, 132 & 1042]</i>
	This Standard makes editorial amendments to a range of Australian Accounting Standards and Interpretations. There is no financial impact.
AASB 2010-6	<i>Amendments to Australian Accounting Standards – Disclosures on Transfers of Financial Assets [AASB 1 & 7]</i>
	This Standard introduces additional disclosures relating to transfers of financial assets in AASB 7. An entity shall disclose all transferred financial assets that are not derecognised and any continuing involvement in a transferred asset, existing at the reporting date, irrespective of when the related transfer transaction occurred. There is no financial impact.
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 Int 2, 112 & 113]</i>
	This Standard, in conjunction with AASB 1054, removes disclosure requirements from other Standards and incorporates them in a single Standard to achieve convergence between Australian and New Zealand Accounting Standards. There is no financial impact.
AASB 2011-5	<i>Amendments to Australian Accounting Standards – Extending Relief from Consolidation, the Equity Method and Proportionate Consolidation [AASB 127, 128 & 131]</i>
	This Standard extends the relief from consolidation, the equity method and proportionate consolidation by removing the requirement for the consolidated financial statements prepared by the ultimate or any intermediate parent entity to be IFRS compliant, provided that the parent entity, investor or venturer and the ultimate or intermediate parent entity are not-for-profit non-reporting entities that comply with Australian Accounting Standards. There is no financial impact.

Future impact of Australian Accounting Standards not yet operative

The Department cannot early adopt an Australian Accounting Standard unless specifically permitted by TI 1101 *Application of Australian Accounting Standards and Other Pronouncements*. Consequently, the Department has not applied early any of the following Australian Accounting Standards that have been issued 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 9	<i>Financial Instruments</i>	1 Jan 2013
	This Standard supersedes AASB 139 <i>Financial Instruments: Recognition and Measurement</i> , introducing a number of changes to accounting treatments.	
	The Standard was reissued in December 2010. The Department has not yet determined the application or the potential impact of the Standard.	
AASB 10	<i>Consolidated Financial Statements</i>	1 Jan 2013
	This Standard supersedes requirements under AASB 127 <i>Consolidated and Separate Financial Statements</i> and Int 112 <i>Consolidation – Special Purpose Entities</i> , introducing a number of changes to accounting treatments.	
	The Standard was issued in August 2011. The Department has not yet determined the application or the potential impact of the Standard.	

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

AASB 11	<p><i>Joint Arrangements</i></p> <p>This Standard supersedes AASB 131 <i>Interests in Joint Ventures</i>, introducing a number of changes to accounting treatments.</p> <p>The Standard was issued in August 2011. The Department has not yet determined the application or the potential impact of the Standard.</p>	1 Jan 2013
AASB 12	<p><i>Disclosure of Interests in Other Entities</i></p> <p>This Standard supersedes disclosure requirements under AASB 127 <i>Consolidated and Separate Financial Statements</i>, AASB 128 <i>Investments in Associates</i> and AASB 131 <i>Interests in Joint Ventures</i>.</p> <p>The Standard was issued in August 2011. The Department has not yet determined the application or the potential impact of the Standard.</p>	1 Jan 2013
AASB 13	<p><i>Fair Value Measurement</i></p> <p>This Standard defines fair value, sets out a framework for measuring fair value and requires disclosures about fair value measurements. There is no financial impact.</p>	1 Jan 2013
AASB 119	<p><i>Employee Benefits</i></p> <p>This Standard supersedes AASB 119 <i>Employee Benefits</i> (October 2010). As the Department does not operate a defined benefit plan, the impact of the change is limited to measuring annual leave as a long-term employee benefit. The resultant discounting of the annual leave benefit has an immaterial impact.</p>	1 Jan 2013
AASB 127	<p><i>Separate Financial Statements</i></p> <p>This Standard supersedes requirements under AASB 127 <i>Consolidated and Separate Financial Statements</i>, introducing a number of changes to accounting treatments.</p> <p>The Standard was issued in August 2011. The Department has not yet determined the application or the potential impact of the Standard.</p>	1 Jan 2013
AASB 128	<p><i>Investments in Associates and Joint Ventures</i></p> <p>This Standard supersedes AASB 128 <i>Investments in Associates</i>, introducing a number of changes to accounting treatments.</p> <p>The Standard was issued in August 2011. The Department has not yet determined the application or the potential impact of the Standard.</p>	1 Jan 2013
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. There is no financial impact.</p>	1 Jul 2013
AASB 2009-11	<p><i>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 & 1038 and Int 10 & 12]</i></p> <p>[Modified by AASB 2010-7]</p>	1 Jul 2013

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AASB 2010-2	<p><i>Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements [AASB 1, 2, 3, 5, 7, 8, 101, 102, 107, 108, 110, 111, 112, 116, 117, 119, 121, 123, 124, 127, 128, 131, 133, 134, 136, 137, 138, 140, 141, 1050 & 1052 and Int 2, 4, 5, 15, 17, 127, 129 & 1052]</i></p> <p>This Standard makes amendments to Australian Accounting Standards and Interpretations to introduce reduced disclosure requirements for certain types of entities. There is no financial impact.</p>	1 Jul 2013
AASB 2010-7	<p><i>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 Int 2, 5, 10, 12, 19 & 127]</i></p> <p>This Standard makes consequential adjustments to other Australian Accounting Standards and Interpretations as a result of issuing AASB 9 in December 2010. The Department has not yet determined the application or the potential impact of the Standard.</p>	1 Jan 2013
AASB 2011-2	<p><i>Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project – Reduced Disclosure Requirements [AASB 101 & 1054]</i></p> <p>This 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. There is no financial impact.</p>	1 Jul 2013
AASB 2011-6	<p><i>Amendments to Australian Accounting Standards – Extending Relief from Consolidation, the Equity Method and Proportionate Consolidation – Reduced Disclosure Requirements [AASB 127, 128 & 131]</i></p> <p>This Standard extends the relief from consolidation, the equity method and proportionate consolidation by removing the requirement for the consolidated financial statements prepared by the ultimate or any intermediate parent entity to be IFRS compliant, provided that the parent entity, investor or venturer and the ultimate or intermediate parent entity comply with Australian Accounting Standards or Australian Accounting Standards – Reduced Disclosure Requirements. There is no financial impact.</p>	1 Jul 2013
AASB 2011-7	<p><i>Amendments to Australian Accounting Standards arising from the Consolidation and Joint Arrangements Standards [AASB 1, 2, 3, 5, 7, 9, 2009-11, 101, 107, 112, 118, 121, 124, 132, 133, 136, 138, 139, 1023 & 1038 and Int 5, 9, 16 & 17]</i></p> <p>This Standard gives effect to consequential changes arising from the issuance of AASB 10, AASB 11, AASB 127 <i>Separate Financial Statements</i> and AASB 128 <i>Investments in Associates and Joint Ventures</i>. The Department has not yet determined the application or the potential impact of the Standard.</p>	1 Jan 2013

Department for Child Protection
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AASB 2011-8	<p><i>Amendments to Australian Accounting Standards arising from AASB 13 [AASB 1, 2, 3, 4, 5, 7, 9, 2009-11, 2010-7, 101, 102, 108, 110, 116, 117, 118, 119, 120, 121, 128, 131, 132, 133, 134, 136, 138, 139, 140, 141, 1004, 1023 & 1038 and Int 2, 4, 12, 13, 14, 17, 19, 131 & 132]</i></p> <p>This Standard replaces the existing definition and fair value guidance in other Australian Accounting Standards and Interpretations as the result of issuing AASB 13 in September 2011. There is no financial impact.</p>	1 Jan 2013
AASB 2011-9	<p><i>Amendments to Australian Accounting Standards – Presentation of Items of Other Comprehensive Income [AASB 1, 5, 7, 101, 112, 120, 121, 132, 133, 134, 1039 & 1049]</i></p> <p>This Standard requires to group items presented in other comprehensive income on the basis of whether they are potentially reclassifiable to profit or loss subsequently (reclassification adjustments). The Department has not yet determined the application or the potential impact of the Standard.</p>	1 Jul 2012
AASB 2011-10	<p><i>Amendments to Australian Accounting Standards arising from AASB 119 (September 2011) [AASB 1, 8, 101, 124, 134, 1049 & 2011-8 and Int 14]</i></p> <p>This Standard makes amendments to other Australian Accounting Standards and Interpretations as a result of issuing AASB 119 in September 2011. There is limited financial impact.</p>	1 Jan 2013
AASB 2011-11	<p><i>Amendments to AASB 119 (September 2011) arising from Reduced Disclosure Requirements</i></p> <p>This Standard gives effect to Australian Accounting Standards – Reduced Disclosure Requirements for AASB 119 (September 2011). There is no financial impact.</p>	1 Jul 2013
AASB 2012-1	<p><i>Amendments to Australian Accounting Standards - Fair Value Measurement - Reduced Disclosure Requirements [AASB 3, 7, 13, 140 & 141]</i></p> <p>This Standard establishes and amends reduced disclosure requirements for additional and amended disclosures arising from AASB 13 and the consequential amendments implemented through AASB 2011-8. There is no financial impact.</p>	1 Jul 2013

	2012	Restated
	(\$'000)	2011
		(\$'000)
6 Employee benefits expense		
Wages and salaries ^{(a) (b)}	195,114	173,680
Superannuation – defined contribution plans ^(c)	17,387	15,539
	212,501	189,219

- (a) Includes the value of the fringe benefit to the employee plus the fringe benefits tax component, leave entitlements including superannuation contribution component.
- (b) The 2010-11 balance for wages and salaries has been restated due to a material adjustment to leave provision.
- (c) Defined contribution plans include West State, Gold State, GESB Super Scheme (contributions paid) or other superannuation funds.

Employment on-costs expenses, such as workers' compensation insurance, are included at note 12 'Other expenses'. Employment on-costs liability is included at note 30 'Provisions'.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

	2012	Restated
	(\$'000)	2011
		(\$'000)
7		
Supplies and services		
Communications	4,111	3,979
Consultants and contractors	22,896	23,249
Consumables	4,867	5,750
Facilities	164	307
Leased equipment	344	545
Motor vehicle costs	7,181	7,068
Staffing costs	10,418	9,032
Training	1,759	2,101
Travel	3,356	3,292
Other	2,066	1,770
	57,162	57,093
8		
Depreciation and amortisation expense		
<u>Depreciation</u>		
Buildings	1,613	1,470
Office machines, furniture and equipment	569	429
Computer equipment	911	708
Leasehold improvements	2,016	1,722
Total depreciation	5,109	4,329
<u>Amortisation</u>		
Intangible assets	1,573	1,570
Total amortisation	1,573	1,570
Total depreciation and amortisation	6,682	5,899
9		
Accommodation expenses		
Lease rentals	14,099	13,015
Repairs and maintenance – buildings	3,418	2,301
Insurance – general	2,406	2,124
Minor works	2,586	1,669
Cleaning, gardening, security, rates and taxes	3,404	2,083
Power, water and gas	1,698	1,607
	27,611	22,799
10		
Grants and subsidies		
Financial assistance	1,625	1,526
Natural disaster relief	7,239	6,919
Case support costs	17,766	15,720
Children's and leaving care subsidies	52,372	47,249
Granted capital	83	275
Hardship Utilities Grant Scheme	5,875	4,217
Other	228	391
	85,188	76,297

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

	2012 (\$'000)	Restated 2011 (\$'000)
11 Funding for services		
Services for the safety, support and wellbeing of children and young people in the CEO's care	33,712	23,452
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	10,703	8,994
Services to support at-risk individuals and families to overcome crisis and to reduce risk	88,276	75,359
	<u>132,691</u>	<u>107,805</u>
12 Other expenses		
Repairs and maintenance – equipment	198	159
Doubtful debts expense	484	241
Employment on-costs ^(a) (see note 6 'Employee benefits expense')	3,597	2,213
Audit fees ^(b)	165	144
	<u>4,444</u>	<u>2,757</u>
(a) Includes workers' compensation insurance and other employment on-costs. The on-costs liability associated with the recognition of annual and long service leave liability is included at note 30 'Provisions'. Superannuation contributions accrued as part of the provision for leave are employee benefits and are not included in employment on-costs.		
(b) Include audit fees which generally would be the final audit fee for the previous year's audit plus the interim audit fee (if any) for the current year's audit. See also note 40 'Remuneration of auditor'.		
13 User charges and fees		
Adoption fees	39	49
Criminal records screening	6	16
Working with children screening fees	3,803	3,668
Other	22	21
	<u>3,870</u>	<u>3,754</u>
14 Commonwealth grants and contributions		
<u>Recurrent</u>		
National Affordable Housing Agreement	20,280	19,466
National Partnership Agreement – Homelessness	13,752	13,113
Unattached Refugee Children	36	35
Indian Ocean Territories Service Delivery Program	266	306
East Kimberley Family & Domestic Violence Hub	1,150	2,000
	<u>35,484</u>	<u>34,920</u>
15 State Government grants and contributions		
<u>Non-Recurrent</u>		
Office of Energy's Contribution to Hardship Utility Grant Scheme	0	2,412
	<u>0</u>	<u>2,412</u>

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

	2012	Restated
	(\$'000)	2011
		(\$'000)
16 Other revenue		
Contributions by officers to the Executive Motor Vehicle Scheme	120	116
Rebates and reimbursements	408	289
Miscellaneous ^(a)	3,702	2,460
	4,230	2,865

(a) Miscellaneous (\$3.702m) includes recoups from other agencies and Financial Counselling Services.

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

	Proceeds from disposal		Carrying cost of assets		Net gain/(loss) on disposal	
	2012	2011	2012	2011	2012	2011
	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
Land	0	0	0	0	0	0
Buildings	0	0	97	0	(97)	0
Office machines, furniture and equipment	0	0	2	87	(2)	(87)
	0	0	99	87	(99)	(87)

18 Income from State Government

Appropriation received during the period ^(a):

Service appropriation	451,811	394,013
Amount receivable for services	8,965	7,999
	460,776	402,012

Resources received free of charge ^(b)

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

Building Management and Works – leasing services	228	277
Building Management and Works – maintenance services	717	685
Government Accommodation – Fit-out Depreciation	334	0
Department of Education	13	12
Department of Finance – integrated procurement services	203	287
Landgate – land information and valuation services	13	21
State Solicitor's Office – legal services	527	417
	2,035	1,699
Royalties for Region Fund	9,715	2,388
Natural disaster relief	13,080	0
	22,795	2,388
	485,606	406,099

(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) Assets or services received free of charge or for nominal cost are recognised as revenue at fair value of the assets and/or services that can be reliably measured and which would have been purchased if they were not donated. Contributions of assets or services in the nature of contributions by owners are recognised direct to equity.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

	2012	Restated
	(\$'000)	2011
		(\$'000)
19 Restricted cash and cash equivalents		
<u>Current</u>		
Royalties for Regions Fund ^(a)	3,335	687
National Affordable Housing Agreement ^(b)	2,835	3,576
Indian Ocean Territories Service Delivery Program ^(c)	84	63
East Kimberley Family & Domestic Violence Hub ^(d)	1,905	2,805
	<u>8,159</u>	<u>7,131</u>
<u>Non-Current</u>		
Accrued salaries suspense account ^(e)	4,520	3,503

- (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 of 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 a financial year that occurs every 11 years.

20 Receivables

Current

	Gross		Provision for doubtful debts		Net	
	2012	2011	2012	2011	2012	2011
	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
<u>Receivables</u>						
Foster subsidy	212	412	109	164	103	248
Salary overpayments	175	108	6	14	169	94
Workers compensation	557	201	0	0	557	201
Other	1,126	1,217	52	27	1,074	1,190
GST recoverable	1,372	860	0	0	1,372	860
Total Current	<u>3,442</u>	<u>2,798</u>	<u>167</u>	<u>205</u>	<u>3,275</u>	<u>2,593</u>

	2012	Restated
	(\$'000)	2011
		(\$'000)
Reconciliation of changes in the allowance for impairment of receivables ^(a) :		
Balance at start of period	206	172
Doubtful debts expense recognised in the income statement	484	241
Amounts written off during the period	(523)	(207)
Amounts recovered during the period	0	0
Balance at end of period	<u>167</u>	<u>206</u>

- (a) The Department does not hold any collateral or other credit enhancements as security for receivables.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

	2012	Restated
	(\$'000)	2011
		(\$'000)
21 Amounts receivable for services ^(a)		
Current	3,000	0
Non-current	27,241	21,276
	<u>30,241</u>	<u>21,276</u>

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

22 Other current assets

Prepayments	1,341	1,975
Other ^(a)	215	12
	<u>1,556</u>	<u>1,987</u>

(a) Prepaid cards.

23 Property, plant and equipment

	Cost or valuation		Accumulated depreciation		Written down value	
	2012	2011	2012	2011	2012	2011
	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
At cost:						
Office machines, furniture and equipment	4,276	3,676	2,582	2,123	1,694	1,553
Computer equipment	4,627	4,114	2,899	2,041	1,728	2,073
	<u>8,903</u>	<u>7,790</u>	<u>5,481</u>	<u>4,164</u>	<u>3,422</u>	<u>3,626</u>
At fair value ^(a):						
Land	51,882	50,332	0	0	51,882	50,332
Buildings	45,322	39,520	2,350	1,125	42,972	38,395
	<u>97,204</u>	<u>89,852</u>	<u>2,350</u>	<u>1,125</u>	<u>94,854</u>	<u>88,727</u>
	<u>106,107</u>	<u>97,642</u>	<u>7,831</u>	<u>5,289</u>	<u>98,276</u>	<u>92,353</u>

(a) Land and buildings were revalued as at 1 July 2011 by the Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2012 and recognised at 30 June 2012. In undertaking the revaluation, fair value was determined by reference to market values for land: \$7,510,000; current use for land: \$6,225,500; market values for buildings: \$5,612,000 and current use for buildings: \$1,614,250. For the remaining balance, fair value of land and buildings was determined by reference to depreciated replacement cost.

24 Leasehold improvements

	Cost or valuation		Accumulated depreciation		Written down value	
	2012	2011	2012	2011	2012	2011
	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
At fair value:						
Leasehold improvements	16,669	16,014	8,797	6,898	7,872	9,116

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

		2012	Restated
		(\$'000)	2011
			(\$'000)
25	Work in progress		
	Work in progress has been included at cost:		
	Community facilities	0	355
	Heritage building maintenance	15	0
	Office accommodation and upgrades	2,878	2,065
	Hostels and group homes	949	4,435
	Assist system development	0	1,769
		3,842	8,624

26 Intangible assets

	Cost or valuation		Accumulated amortisation		Written down value	
	2012	2011	2012	2011	2012	2011
	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
At cost:						
Computer software	27,848	24,992	5,076	3,503	22,772	21,489

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

27 Reconciliation schedule of non-current assets

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

	Land (\$'000)	Buildings (\$'000)	Office machines, furniture and equipment (\$'000)	Computer equipment (\$'000)	Leasehold improvements (\$'000)	Intangible assets (\$'000)	Work in progress ^(a) (\$'000)	Total (\$'000)
2012								
Carrying amount at start of period	50,332	38,395	1,553	2,073	9,116	21,489	8,624	131,582
Additions	1,550	5,055	711	566	772	2,856	4,524	16,034
Disposals	0	(97)	(2)	0	0	0	(9,306)	(9,405)
Revaluation increments	1,663	1,642	0	0	0	0	0	3,305
Revaluation decrements	(1,663)	(409)	0	0	0	0	0	(2,072)
Depreciation and amortisation	0	(1,614)	(568)	(911)	(2,016)	(1,573)	0	(6,682)
Carrying amount at end of period	51,882	42,972	1,694	1,728	7,872	22,772	3,842	132,762
2011								
Carrying amount at start of period	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 out ^(b)	(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 period	50,332	38,395	1,553	2,073	9,116	21,489	8,624	131,582

(a) The work in progress includes transfers due to capitalisation of assets.

(b) 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 owner.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

	2012	Restated
	(\$'000)	2011
		(\$'000)
28 Impairment of assets		
There were no indications of impairment to property, plant and equipment, leasehold improvements or intangible assets at 30 June 2012.		
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 2012 have either been classified as assets held for sale or written-off.		
29 Payables		
<u>Current</u>		
Accounts payables	1,743	2,586
Accrued expenses	2,559	8,863
Accrued salaries ^(a)	4,464	4,569
	<u>8,766</u>	<u>16,018</u>
(a) Amounts owing for six working days from 22 June to 30 June 2012 (2011: five working days)		
30 Provisions		
<u>Current</u>		
Employee benefits provision		
Annual leave ^(a)	14,656	11,900
Leave loading	1,511	1,812
Deferred leave	0	62
Long service leave ^{(b) (c)}	18,687	15,742
Free passes to the coast and travel days	70	182
Time off in lieu	199	160
Public holidays	516	430
Purchased leave	187	149
	<u>35,826</u>	<u>30,437</u>
Other provisions		
Employment on-costs ^(d)	349	291
	<u>349</u>	<u>291</u>
	<u>36,175</u>	<u>30,728</u>
<u>Non-current</u>		
Employee benefits provision		
Long service leave ^{(b) (c)}	11,882	9,639
Deferred leave ^(e)	147	58
	<u>12,029</u>	<u>9,697</u>
Other provisions		
Employment on-costs ^(d)	186	142
	<u>186</u>	<u>142</u>
	<u>12,215</u>	<u>9,839</u>
(a) Annual leave liabilities have been classified as current as there is no unconditional right to defer settlement for at least 12 months after the end of the reporting period. Assessments indicate that actual settlement of the liabilities is expected to occur as follows:		
Within 12 months of the end of the reporting period	12,247	10,075
More than 12 months after the end of the reporting period	2,410	1,825
	<u>14,656</u>	<u>11,900</u>

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

		2012	Restated
		(\$'000)	2011 (\$'000)
30	Provisions (continued)		
(b)	Long service leave liabilities have been classified as current where there is no unconditional right to defer settlement for at least 12 months after the end of the reporting period. Assessments indicate that actual settlement of the liabilities is expected to occur as follows:		
	Within 12 months of the end of the reporting period	2,904	1,464
	More than 12 months after the end of the reporting period	27,665	23,918
		<u>30,569</u>	<u>25,382</u>
(c)	The 2010-11 balances for long service leave have been restated due to a material adjustment to leave provision.		
(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, apart from the unwinding of the discount (finance cost), is disclosed in note 12 'Other Expenses'.		
(e)	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. Actual settlement of the liabilities is expected to occur as follows:		
	Within 12 months of the end of the reporting period	147	62
	More than 12 months after the end of the reporting period	0	58
		<u>147</u>	<u>120</u>
	Movements in other provisions		
	Movements in each class of provisions during the financial year, other than employee benefits, are set out below.		
	<u>Employment on-cost provision</u>		
	Carrying amount at start of period	433	386
	Additional provisions recognised	535	433
	Payments/other sacrifices of economic benefits	(433)	(386)
	Carrying amount at end of period	<u>535</u>	<u>433</u>
31	Equity		
	The Government holds the equity interest in the Department on behalf of the community. Equity represents the residual interest in the net assets of the Department. The asset revaluation surplus represents that portion of equity resulting from the revaluation of non-current assets		

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

	2012 (\$'000)	Restated 2011 (\$'000)
31 Equity (continued)		
Contributed equity		
Balance at the start of period	81,153	62,247
<u>Contributions by owners</u>		
Capital appropriation	9,243	23,623
	<u>9,243</u>	<u>23,623</u>
Total contributions by owners	<u>9,243</u>	<u>23,623</u>
<u>Distributions to owners</u>		
Net assets transferred to Government		
Proceeds for disposal of assets paid to Consolidated Account	0	(4,717)
Returned Funds to Consolidated Account	(1,347)	0
Total distributions to owners	<u>(1,347)</u>	<u>(4,717)</u>
Balance at end of period	<u>89,049</u>	<u>81,153</u>
Reserves		
<u>Asset revaluation surplus</u>		
Balance at the start of period	71,927	65,189
Net revaluation increments / (decrements)		
Land	0	796
Buildings	1,233	5,942
Balance at end of period	<u>73,160</u>	<u>71,927</u>
Accumulated surplus / (deficit)		
Balance at the start of period	(21,524)	(9,618)
Result for the period ^(a)	2,812	(11,906)
Balance at end of period	<u>(18,712)</u>	<u>(21,524)</u>
Total equity	<u>143,497</u>	<u>131,556</u>
(a) The 2010-11 result for the period has been restated due to a material adjustment to leave provision.		
32 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 2(l))	20,140	20,069
Restricted cash and cash equivalents (see note 2(l) and note 19)	12,679	10,634
	<u>32,819</u>	<u>30,703</u>

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

	2012 (\$'000)	Restated 2011 (\$'000)
32 Notes to the Statement of Cash Flow (continued)		
Reconciliation of net cost of services to net cash flows provided by/(used in) operating activities		
Net cost of services	(482,794)	(418,005)
Non-cash items		
Depreciation and amortisation expense (note 8)	6,682	5,899
Doubtful debts expense (note 12)	484	241
Resources received free of charge (note 18)	2,035	1,699
Net (gain)/loss on sale of property, plant and equipment (note 17)	99	87
Adjustment for other non-cash items	0	823
(Increase)/decrease in assets		
Current receivables ^(a)	(654)	(607)
Current prepayments	431	382
Increase/(decrease) in liabilities		
Current payables ^(a)	(7,252)	7,521
Current provisions	5,447	1,662
Non-current provisions ^(b)	2,375	2,632
Net GST receipts/(payments) ^(c)	0	0
Change in GST in receivables/payables ^(d)	(512)	15
Net cash provided by/(used in) operating activities	(473,659)	(397,651)
(a) Note that the Australian Taxation Office (ATO) receivable/payable in respect of GST and the receivable/payable in respect of the sale/purchase of non-current assets are not included in these items as they do not form part of the reconciling items.		
(b) The 2010-11 balances for movements in current and non-current provisions have been restated due to a material adjustment to leave provision.		
(c) This reverses out the GST in receivables and payables.		
(d) This is the net GST paid/received, i.e. cash transactions.		
33 Resources provided free of charge		
During the period 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	2,336	2,200

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

	2012	Restated
	(\$'000)	2011
		(\$'000)
34 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	1,761	1,580
- Later than 1 year and not later than 5 years	0	0
- Later than 5 years	0	0
	<u>1,761</u>	<u>1,580</u>
The capital commitments include amounts for:		
Office accommodation and relocation	0	1,580
Construction of Women's centre	1,761	0
	<u>1,761</u>	<u>1,580</u>
Non-cancellable operating lease commitments		
Commitments for minimum lease payments are payable as follows:		
- Within 1 year	8,507	6,513
- Later than 1 year but not later than 5 years	15,437	14,473
- Later than 5 years	3,171	3,783
	<u>27,115</u>	<u>24,769</u>
The Department leases its motor vehicle fleet and certain office premises. The lease expenditure is expensed as it is incurred. Motor vehicle leasing arrangements are under the terms of the State Fleet Funding Facility Contract administered by State Fleet - State Supply Commission.		
Other expenditure commitments - consumables		
- Within 1 year	1,580	2,112
- Later than 1 year but not later than 5 years	0	0
- Later than 5 years	0	0
	<u>1,580</u>	<u>2,112</u>
Total commitments	<u>30,456</u>	<u>28,461</u>
35 Contingent liabilities and contingent assets		
Contingent liabilities		
The Department's policy is to disclose as a contingency any obligations which may arise due to special circumstances or events. At the date of this report the Department is not aware of any material future obligations, except for the following:		
There are currently a number of legal cases pending for which the outcomes are not certain. The State Solicitor's Office has estimated that a total amount of \$5,043,849 may be payable as compensation to claimants at some future point in time. While this is acknowledged as a contingent liability of the Department, it has yet to be determined whether the Department will ultimately be responsible for funding the actual amounts paid as compensation, if any.		
	5,044	7,414

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

	2012 (\$'000)	Restated 2011 (\$'000)
35 Contingent liabilities and contingent assets (continued)		
Liability for payments to Riskcover for adjustments in insurance cover in relation to Workers' compensation and motor vehicle Performance Adjustments.	3,328	3,365
	8,372	10,779

36 Events occurring after the end of the reporting period

There were no events occurring after the end of the reporting period.

37 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 \$5 million.

Total appropriation to deliver services

Significant variances between estimate and actual for 2012

Although there were no significant variance in the total appropriation, there was a significant variance in the funding received through the Royalties for Regions Fund:

Significant variance in Royalties for Regions Fund is as follows:

	2012 Actual (\$'000)	2012 Estimates (\$'000)	Variance (\$'000)
Royalties for Regions Fund	9,715	6,461	3,254

The variance is primarily a result of additional funding received for the approved increase to the Regional Workers Incentives Allowance (District Allowance) during 2012.

Significant variances between actuals for 2011 and 2012

Significant variance in total appropriation is as follows:

	2012 Actual (\$'000)	Restated 2011 Actual (\$'000)	Variance (\$'000)
Total appropriation to deliver services	470,491	404,400	66,091

The \$66.1 million variance is predominately a result of 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, the Hardship Utilities Grant Scheme and the Sustainable Funding and Contracting with the Not-for-Profit Sector Initiative.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

37 Explanatory statement (continued)

Capital contribution

Significant variances between estimate and actual for 2012

Significant variance in capital contribution is as follows:

	2012 Actual (\$'000)	2012 Estimate (\$'000)	Variance (\$'000)
Capital contribution	9,243	11,810	(2,567)

The \$2.6 million variance in capital contribution is due to the \$2.0 million transfer of funding for the Acute Homeless Night Shelter to the Department of Housing and the \$1.8 million reduction in capital contribution for the construction of the Secure Care facility. The Department's capital appropriation was also increased by \$1.3 million for the retention of the proceeds of the sale of existing properties.

Significant variances between actuals for 2011 and 2012

Significant variance in capital contribution is as follows:

	2012 Actual (\$'000)	Restated 2011 Actual (\$'000)	Variance (\$'000)
Capital contribution	9,243	23,623	(14,380)

The decrease in capital appropriation is due to the cessation of funding for the Department's reform and expansion of the residential care facilities.

Service expenditure

Significant variances between estimate and actual for 2012

Significant variance in service expenditure is as follows:

	2012 Actual (\$'000)	2012 Estimate (\$'000)	Variance (\$'000)
Supporting individuals/families at-risk or in crisis	170,484	149,858	20,626

The increase in service expenditure is predominately due to additional funding provided for the Sustainable Funding and Contracting with the Not-for-Profit Sector Initiative, as well as additional unanticipated expenditure relating to the provision of welfare services to communities affected by natural disasters.

Significant variances between actuals for 2011 and 2012

	2012 Actual (\$'000)	Restated 2011 Actual (\$'000)	Variance (\$'000)
Supporting children and young people in the CEO's care	250,188	218,909	31,279

The increase in 2012 is due to the expenditure of additional funding received to address growth in the number of children and young people in the CEO's care, including the provision of additional case workers. In addition, additional expenditure had been incurred for the continued reform and expansion of the Department's residential care services.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

37 Explanatory statement (continued)

	2012 Actual (\$'000)	Restated 2011 Actual (\$'000)	Variance (\$'000)
Supporting individuals/families at-risk or in crisis	170,484	145,721	24,763

The increase in 2012 is a result of the additional funding and expenditure for the Sustainable Funding and Contracting with the Not-for-Profit Sector Initiative, further expansion of the Responsible Parenting Service to regional locations and the Hardship Utilities Grant Scheme. In addition, the increase is due to additional Commonwealth expenditure for homelessness services as part of the National Partnership Agreement on Homelessness as well as increased expenditure associated with the provision of welfare services to communities affected by natural disasters.

38 Financial instruments

(a) Financial risk management objectives and policies

Financial instruments held by the Department are cash and cash equivalents, restricted cash and cash equivalents receivables and payables. 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 allowance for impairment as shown in the table at note 38(c) 'Financial instruments disclosures' and note 20 'Receivables'.

Credit risk associated with the Department's financial assets is minimal because the main receivable is the amounts receivable for services (holding account). 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 other 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 2012

38 Financial instruments (continued)

	2012	Restated
	(\$'000)	2011
		(\$'000)
(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 end of the reporting period are as follows:		
Financial assets		
Cash and cash equivalents	20,140	20,069
Restricted cash and cash equivalents	12,679	10,634
Receivables ^(a)	32,144	23,009
Financial liabilities		
Financial liabilities measured at amortised cost	8,766	16,018

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

(c) Financial instrument disclosures

Credit Risk

The following table details the Department's maximum exposure to credit risk, 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 and impaired financial assets. The table is based on information provided to senior management of the Department.

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

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

38 Financial instruments (continued)

Aged analysis of financial assets

	Carrying amount (\$'000)	Not past due and not impaired (\$'000)	Past due but not impaired					Impaired financial assets (\$'000)
			Up to 1 month (\$'000)	1-3 months (\$'000)	3 months to 1 year (\$'000)	1-5 years (\$'000)	More than 5 years (\$'000)	
2012								
Cash and cash equivalents	20,140	20,140	0	0	0	0	0	0
Restricted cash and cash equivalents	12,679	12,679	0	0	0	0	0	0
Receivables ^(a)	1,903	563	27	307	500	323	0	183
Amounts receivable for services	30,241	30,241	0	0	0	0	0	0
	64,964	63,623	27	307	500	323	0	183
2011								
Cash and cash equivalents	20,069	20,069	0	0	0	0	0	0
Restricted cash and cash equivalents	10,634	10,634	0	0	0	0	0	0
Receivables ^(a)	1,733	519	62	275	372	298	0	207
Amounts receivable for services	21,276	21,276	0	0	0	0	0	0
	53,712	52,498	62	275	372	298	0	207

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

Liquidity Risk and Interest Rate Risk Exposures

The following table discloses the Department's interest rate exposure and the contractual maturity analysis of financial assets and financial liabilities. The maturity analysis section includes interest and principal cash flows. The interest rate exposure section analyses only the carrying amounts of each item.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

38 Financial instruments (continued)

Interest rate exposure and maturity analysis of financial assets and financial liabilities

	Weighted average effective interest rate %	Interest Rate Exposure				Nominal amount (\$'000)	Maturity Dates				
		Carrying amount (\$'000)	Fixed interest rate (\$'000)	Variable interest rate (\$'000)	Non- interest bearing (\$'000)		Up to 1 month (\$'000)	1-3 months (\$'000)	3 months to 1 year (\$'000)	1-5 years (\$'000)	More than 5 years (\$'000)
2012											
<u>Financial Assets</u>											
Cash and cash equivalents		20,140	0	0	20,140	20,140	20,140	0	0	0	0
Restricted cash and cash equivalents		12,679	0	0	12,679	12,679	12,679	0	0	0	0
Receivables ^(a)		1,903	0	0	1,903	1,903	1,903	0	0	0	0
Amounts receivable for services		30,241	0	0	30,241	30,241	0	0	3,000	1,600	25,641
		64,964	0	0	64,964	64,964	34,723	0	3,000	1,600	25,641
<u>Financial Liabilities</u>											
Payables		8,766	0	0	8,766	8,766	8,766	0	0	0	0
Other borrowings		0	0	0	0	0	0	0	0	0	0
Finance lease liabilities		0	0	0	0	0	0	0	0	0	0
Amounts due to the Treasurer		0	0	0	0	0	0	0	0	0	0
		8,766	0	0	8,766	8,766	8,766	0	0	0	0

(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 2012

38 Financial instruments (continued)

	Weighted average effective interest rate %	Interest Rate Exposure				Nominal amount (\$'000)	Maturity Dates				
		Carrying amount (\$'000)	Fixed interest rate (\$'000)	Variable interest rate (\$'000)	Non- interest bearing (\$'000)		Up to 1 month (\$'000)	1-3 months (\$'000)	3 months to 1 year (\$'000)	1-5 years (\$'000)	More than 5 years (\$'000)
2011											
<u>Financial Assets</u>											
Cash and cash equivalents		20,069	0	0	20,069	20,069	20,069	0	0	-	-
Restricted cash and cash equivalents		10,634	0	0	10,634	10,634	10,634	0	0	-	-
Receivables ^(a)		1,733	0	0	1,733	1,733	1,733	0	0	-	-
Amounts receivable for services		21,276	0	0	21,276	21,276	-	0	0	4,600	16,676
		53,712	0	0	53,712	53,712	32,436	0	0	4,600	16,676
<u>Financial Liabilities</u>											
Payables		16,018	0	0	16,018	16,018	16,018	0	0	0	0
Other borrowings		0	0	0	0	0	0	0	0	0	0
Finance lease liabilities		0	0	0	0	0	0	0	0	0	0
Amounts due to the Treasurer		0	0	0	0	0	0	0	0	0	0
		16,018	0	0	16,018	16,018	16,018	0	0	0	0

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

Fair values

All financial assets and liabilities recognised in the Statement of Financial Position, whether they are carried at cost or fair value, are recognised at amounts that represent a reasonable approximation of fair value unless otherwise stated in the applicable notes.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

	2012	Restated
	(\$'000)	2011
		(\$'000)
39 Remuneration of senior officers		
<u>Remuneration</u>		
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:		
	2012	2011
\$		
50,001 – 60,000	0	1
70,001 – 80,000	0	1
80,001 – 90,000	1	0
110,001 – 120,000	0	1
120,001 – 130,000	0	1
170,001 – 180,000	0	1
180,001 – 190,000	2	0
190,001 – 200,000	1	1
200,001 – 210,000	1	1
210,001 – 220,000	2	1
220,001 – 230,000	1	0
250,001 – 260,000	0	1
410,001 – 420,000	0	1
460,001 – 470,000	1	0
The total remuneration of senior officers is:	<u>1,968</u>	<u>1,831</u>
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.		
40 Remuneration of auditor		
Remuneration payable to the Auditor General for the financial year is as follows:		
Auditing the accounts, financial statements and key performance indicators	<u>160</u>	<u>165</u>
41 Special Purpose Accounts		
<u>Special Purpose Account section 16(1)(c) of FMA</u>		
Trust Statement No 3		
Community Services Trust		
The purpose of the 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.		

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

	2012	Restated
	(\$'000)	2011
		(\$'000)
41 Special Purpose Accounts (continued)		
Balance at the start of period	180	162
Receipts	425	431
Payments	(447)	(413)
Balance at the end of period	158	180

Trust Statement No 27

Children and Young People in Chief Executive Officer's care
Private Cash Account

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

Balance at the start of period	93	21
Receipts	129	72
Payments	(39)	0
Balance at the end of period	183	93

Trust Statement

Child Protection Trust Moneys

The purpose of the account is to enable the Director General to hold moneys in trust as deemed necessary.

Balance at the start of period	0	0
Receipts	195	0
Payments	0	0
Balance at the end of period	195	0

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

Trust Statement No 28

Indian Ocean Territories Service Delivery Program

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

Balance at the start of period	63	81
Receipts	266	231
Payments	(245)	(249)
Balance at the end of period	84	63

42 Related bodies

The Department did not have any related bodies during the financial period.

43 Affiliated bodies

The Department did not have any affiliated bodies during the financial period.

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

	2012	Restated
	(\$'000)	2011
		(\$'000)
44 Supplementary financial information		
(a) Write-offs		
During the financial year, \$525,000 (2011: \$239,000) was written off the Department's asset register under the authority of:		
The Accountable Authority		
Salary overpayments	9	8
Subsidy overpayments (foster carers)	414	227
Equipment	0	1
Other	102	3
	<u>525</u>	<u>239</u>
Gifts of public property provided by the Department	<u>2</u>	<u>0</u>

Department for Child Protection
Notes to the Financial Statements for the year ended 30 June 2012

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


A Special Purpose Account was created for Child Protection - Trust Moneys. Following is the new statement:

DEPARTMENT FOR CHILD PROTECTION
TRUST STATEMENT
CHILD PROTECTION - TRUST MONEYS

NAME	An account titled the Child Protection – Trust Moneys (the Account) shall be established and maintained as an agency special purpose account pursuant to section 16(1)(c) of the <i>Financial Management Act 2006</i> by the Department for Child Protection.
PURPOSE	To enable the Director General to hold moneys in trust as deemed necessary.
RECEIPTS	There shall be credited to the Account such moneys as are received by the Director General for the purposes of the Account and investment income, if applicable.
PAYMENTS	Moneys standing to the credit of the Account may be applied as determined by the courts or any relevant instruments.
ADMINISTRATION OF ACCOUNT	The Account shall be administered by the Director General, Department for Child Protection in accordance with the <i>Financial Management Act 2006</i> , <i>Financial Management Regulations 2007</i> , Treasurer's instructions and any relevant instruments.
ACCOUNTING RECORDS	There shall be maintained 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.
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 the Treasurer's instructions.
DISPOSAL OF FUNDS ON CESSATION	Any balance standing to the credit of the Account upon cessation of operations for which the Account was created shall be disbursed in accordance with relevant orders of any other instruments.

I have examined and agree to the provisions of this trust statement

Approved


 Terry Murphy
 Director General
 Department for Child Protection


 Michael Jobob
 Director, Financial Policy
 Department of Treasury

Date: 28/5/12

Date: 30.5.2012.

Other financial disclosures

Pricing policies

The Department charges for goods and services rendered on a partial cost recovery basis. Fees and charges are determined in accordance with the Department of Treasury's *Costing and Pricing Government Services: Guidelines for Use by Agencies in the Western Australian Public Sector*.

Act of grace payments

Treasurer's Instruction 319 requires public sector agencies to disclose Act of Grace payments made pursuant to section 80 of the *Financial Management Act 2006*. During 2011-12, there was one Act of Grace payment made of \$150.

Major capital projects

Information, communication and technology projects completed in 2011-12 included:

- installation of information technology infrastructure at new offices and residential care facilities;
- implementation of the training management module in the Human Resources system;
- implementation of a pilot system for the Family Support innovation site;
- upgrade of phone systems in some regional offices; and
- upgrade of the Department's internal web site, and SharePoint.

Office accommodation and residential care facility expenditure in 2011-12 included:

- additional accommodation for Albany, Manjimup, Kalgoorlie, Geraldton and Moora offices;
- the purchase and modification of residential properties in the metropolitan area; and
- the purchase of residential care facilities in Kalgoorlie and Karratha.

Employment and industrial relations

Staff profile

As at 30 June 2012, the Department employed 2,773 permanent, fixed term and casual employees, as shown in Table 35. This was an increase of 157 employees in comparison to 30 June 2011. The average full-time equivalent (FTE) usage for the financial year was 2,268 FTE. Female employees represented 80 per cent of the total workforce. The number of permanent employees has increased by 160 since 30 June 2011, representing 82 per cent of the workforce.

Table 35: FTE levels and staff numbers as at 30 June 2012

Location	Actual average FTE usage 2011-12	Number of staff as at 30 June 2012						Total
		Full time			Part time			
		Perm- anent	Fixed term	Casual	Perm- anent	Fixed term	Casual	
Aboriginal Engagement and Coordination	9	7	0	0	1	0	0	8
Accommodation and Care Services	313	240	35	58	36	5	1	375
Corporate and Business Services	215	189	29	0	22	10	1	251
Country Services	724	577	65	103	149	22	0	916
Metropolitan Services	825	619	85	8	250	49	0	1,011
Office of the Director General	26	23	2	0	5	0	0	30
Policy and Learning	72	60	6	0	15	2	0	83
Service Standards and Contracting	84	72	8	0	18	1	0	99
Total	2,268	1,787	230	169	496	89	2	2,773

Staff attraction and retention

As a result of a lack of suitably skilled and qualified child protection workers in Australia, the Department embarked on a United Kingdom recruitment campaign in December 2011. To date, 17 social workers have been appointed to the Department's International child protection worker pool. Placement of these employees commenced in June 2012.

A Country Services Relief Pool was established for hard-to-fill regional based vacancies. This is a 12 month pilot program, seeking to encourage appropriately qualified and experienced staff from the metropolitan area to these locations.

A number of initiatives were developed and implemented as part of the Department's *Aboriginal Employment and Learning Strategy 2009-2014* with the aim of attracting and retaining Aboriginal staff. A national Aboriginal recruitment campaign was undertaken between October and December 2011 to:

- promote the wide variety of roles across the Department where Aboriginal people are needed;
- raise awareness of the Department's commitment to Aboriginal people as a vital part of its diverse and talented workforce;
- recruit Aboriginal people to a range of positions within the Department; and
- promote the Department as a learning organisation and employer of choice.

An Aboriginal Employment Register was developed in the year, allowing prospective candidates to express their interest in working for the Department, and enabling them to be contacted when relevant vacancies arise.

The Department supports Aboriginal university students, studying a qualification relevant to child protection, through the Aboriginal Cadetship Program. The program commenced in 2010 with four cadets and now has seven cadets enrolled, with a 100 per cent retention rate.

As part of the Department's promotional strategy, job opportunities were promoted at all the major universities in the State, careers fairs and employment expos.

In 2011, a Retirement Intentions Survey was undertaken of employees aged 50 years and over.

In 2011-12, as part of the Royalties for Regions additional funding, 32 full time equivalent positions were created for additional Parent Support Workers in regional locations.

Equal opportunity and valuing diversity

Table 36 indicates the total number of employees in each equal employment opportunity group as at 30 June 2012.

Table 36: Employees by equal employment opportunity group

Year	Total workforce	Employees				
		Women	Culturally diverse people	Aboriginal people	People with disabilities	Young people (<25 years)
30 June 2012	2,773	2,227	282	268	37	191
30 June 2011	2,616	2,087	256	242	40	206
30 June 2010	2,424	1,924	225	248	42	177

Table 37 shows each diversity group as a proportion of the total workforce. Over 10 per cent of the workforce was culturally diverse, achieving the target. Aboriginal employees represented 9.7 per cent of the workforce, an increase from 9.3 per cent in 2011.

Table 37: Comparison of diversity groups as a percentage of total employees

Year	Representation				
	Women	Culturally diverse people	Aboriginal people	People with disabilities	Young people (<25 years)
Target to 30 June 2012	-	10.0	15.8	2.2	8.0
30 June 2012	80.3	10.2	9.7	1.3	6.9
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

Table 38 indicates the equity index levels for each diversity group. The equity index measures the extent to which a diversity group is distributed across all salary levels, in comparison to the general workforce. If the group has a similar distribution to the general workforce, the equity index is 100 (optimal). An index less than 100 indicates compression of the group at the lower position levels, whereas an index above 100 indicates the group is more distributed at the senior position levels.

The equity indices for both women and Aboriginal employees exceeded the target.

Table 38: Comparison of diversity groups equity index

Year	Equity index			
	Women	Culturally diverse people	Aboriginal people	People with disabilities
Target to 30 June 2012	84	127	65	125
30 June 2012	88	114	68	135
30 June 2011	87	114	49	180
30 June 2010	87	136	48	132

Table 39 indicates the number of women in management tiers two and three as at 30 June 2012.

Table 39: Number of women in management

Year	Women		
	Tier two ^(a)	Tier three ^(b)	Total
30 June 2012	4	30	34
30 June 2011	3	30	33
30 June 2010	5	28	33

(a) Tier two positions report to the Director General.
(b) Tier three positions report to tier two positions.

Table 40 shows the proportion of women in management tiers two and three, as a percentage of total employees.

Table 40: Percentage of women in management

Year	Women		
	Tier two	Tier three	Total
Target to 30 June 2012	-	-	63%
30 June 2012	57%	55%	55%
30 June 2011	43%	59%	57%
30 June 2010	63%	58%	59%

Learning and development

The Department's strategic goal of being a learning organisation was strengthened with the creation of the Learning and Development Network. The network includes over 200 staff who are involved in the learning and development of other staff, or in learning program development.

Supported by the Learning and Development Centre, network members facilitated work place learning programs in Department work sites throughout Western Australia. Core structured learning was also facilitated at the Learning and Development Centre, the Keith Maine Centre and district offices.

Developing infrastructure to support the network, promote virtual learning, share learning resources and support network interaction and participation were activities during the year. On-line learning and video-conferencing tools were upgraded.

The Learning and Development Centre delivered 170 training programs, attended by over 3,300 departmental and partner agency staff. Highlights of the 2011-12 learning program included:

- Enhancement of the social work student placement program.
- Participation by 770 people in collaborative learning programs during the year, with 65 per cent of participants being from partner agencies.
- Thirty-one learning programs delivered in regional areas.
- A 'Festival of Learning' was held to promote the Department as a learning organisation, involving 500 participants and attendees from other human service agencies.
- Design, development and implementation of new on-line learning programs on Aboriginal cultural appreciation and the Department's Foster Care Partnership.
- Completion of the Diploma of Child Youth and Family Intervention by 13 participants.
- Delivery of leadership development programs targeted at aspiring leaders, middle managers, senior staff and clinical psychologists.
- Development and state-wide implementation of customised orientation and extension learning programs for residential care workers associated with the new Sanctuary model of care.
- Delivery of core and extension *Signs of Safety* programs, such as 'Introduction to *Signs of Safety*'; 'Developing Safety Plans' and '*Signs of Safety* Facilitation and Pre-birth and Pre-hearing'.
- Development of a national professional development program that facilitates learning opportunities for carers, residential care workers and youth workers that have children in their care who have, or are likely to have, concerning sexual behaviours.

OTHER LEGAL REQUIREMENTS

Expenditure on advertising, market research, polling and direct mail

Section 175ZE of the *Electoral Act 1907* requires public agencies to report details of expenditure to organisations providing services in relation to advertising, market research, polling, direct mail and media advertising. Table 41 shows the Department's expenditure in 2011-12.

Table 41: Expenditure on advertising, market research, polling and direct mail

Category	Organisation	Amount
Media advertising agencies	Mitchell & Partners Australia Pty Ltd	\$197,064
	Adcorp Australia Pty Ltd	\$138,977
	Project Services Aust Pty Ltd	\$3,890
	Creative Promotions Pty Ltd	\$3,492
	Advance Press Pty Ltd	\$3,363
	Specialty Balloon Printers	\$2,399
	Images On Paper Pty Ltd	\$2,295
	Britel Enterprises Pty Ltd	\$1,123
	Countrywide Austral Pty Ltd	\$1,100
	WA Newspapers	\$824
	Emergency Media Pty Ltd	\$595
	Marsh Agencies Pty Ltd	\$540
	Adstream Australia Pty Ltd	\$495
	Worldwide Online Printing	\$482
	Sensis Pty Ltd	\$280
	Austel Australia Pty Ltd	\$195
Collie Mail	\$119	
Advertising agencies	-	\$0
Direct mail organisation	-	\$0
Market research organisation	-	\$0
Total		\$357,233

Disability Access and Inclusion Plan

The Department is committed to ensuring people with disabilities, their families and their carers have full and equal access to the Department's services and facilities.

The Department has continued delivery of its Disability Access and Inclusion Plan. The first five year Disability Access and Inclusion implementation plan was acquitted to the Disability Services Commission. Key highlights in 2011-12 were:

- The Department worked closely with the Disability Services Commission to support children with disabilities in care, including young people leaving care.
- The identification of barriers in departmental buildings, which were addressed in maintenance plans. The majority of the Department's buildings were compliant, with some limitations in heritage buildings.
- All new leased buildings were checked for disabled access issues, and any shortfalls will be negotiated with lessors or addressed in fit-out designs.

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. Policies and procedures associated with the Public Sector Standards, the Code of Ethics and the Department's Code of Conduct are contained in the Administration Manual, which is accessible to all employees on the Department's intranet site.

The Codes of Ethics and Conduct are communicated to new employees through the Department's online induction program and in corporate induction sessions, and are also reflected in the Department's Strategic Plan.

Integrity services

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

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 employee misconduct. Table 42 outlines misconduct allegations and improvement actions that occurred in the year. Table 43 provides information on the outcomes of discipline investigations.

Table 42: Misconduct allegations and improvement actions

Misconduct type	Allegations received	Improvement actions completed ^(a)
Personal behaviour ^(b)	32	36
Communication and disclosure of information	9	10
Fraud and corrupt behaviour	1	1
Use of public resources	7	5
Record keeping and use of information	2	0
Conflict of interest	2	3
Total	53	55

(a) Improvement actions include the Department's Local Management Resolution process, which is a managerial approach taken to resolve low level or minor allegations of misconduct. Completed improvement actions include cases commenced in the previous year.

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

Table 43: Discipline investigations

Misconduct type	Allegations	Outcomes ^(c)		
		Substantiated	Unsubstantiated/ No further action	Resigned/ contract ended ^(a)
Personal behaviour ^(b)	56	22	29	3
Communication and disclosure of information	10	0	14	0
Fraud and corrupt behaviour	6	0	3	0
Use of public resources	9	0	3	0
Record keeping and use of information	3	1	1	0
Conflict of interest	7	3	3	0
Total	91	26	53	3

(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.

(c) Finalised outcomes may relate to allegations made in prior years.

Complaints management

The Department's Complaints Management Unit works with other internal areas, including the Integrity Services Unit, Duty of Care Unit and the Advocate for Children in Care. It also liaises with external stakeholders, such as 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.

The Department's complaints management process is consistent with the Australian Complaints Handling Standards AS 4269-1995 and Australian Standards ISO 10002-2006. The Unit identified a number of service improvements in the Department's Case Practice Manual, including the process for determining the status of a person who has been concluded to have harmed a child, and responding to complaints from agencies and funded services.

The Unit received 547 pre-complaint enquiries and provided 144 complaints kits. Table 44 provides a breakdown of complaints statistics. The average time to complete locally managed complaint investigations was 42 days and the average time to complete centrally managed investigations was 80 days. Two complaints progressed to investigation by the State Ombudsman, and there were two formal and 56 general Ombudsman enquiries.

Table 44: Complaints statistics

Complaint recipient	Action initiated			Total
	Locally managed response	Centrally managed response	State Ombudsman ^(a)	
Minister	37	9	0	46
Director General	4	1	2	7
Complaints Management Unit	270	95	0	365
District office/work unit	58	0	0	58
Total	369	105	2	476

(a) When complaints cannot be resolved locally or centrally, information is provided to the complainant about the role of the State Ombudsman.

Record keeping plans

In November 2011, the Department commenced the introduction of electronic administrative files to staff in the Department's central office. In the first half of 2012, planning and testing was conducted for a significant upgrade of the electronic document record management system (EDRMS). The upgrade provided a more efficient search engine and provided enhanced document management features which improved the ability of field workers and administrative staff to capture and manage and locate records through the Objective EDRMS.

Information management staff continue to work with staff to ensure appropriate standards of record-keeping within electronic client and administrative files. Ongoing audits are conducted to ensure appropriate record keeping practices are followed.

Ministerial directives

There were no ministerial directives issued during the year.

GOVERNMENT POLICY REQUIREMENTS

Substantive equality

The Department continued to implement the framework for substantive equality through monitoring processes for the *Better Care, Better Services; Standards for Children and Young People in Protection and Care*. These processes included the review and evaluation of strategies and priorities for new cycles of change across the Department's services.

Occupational safety, health and injury management

The Department acknowledges its responsibilities under the *Occupational Safety and Health Act 1984*. It aims to provide and maintain a safe and healthy environment and exercise a duty of care to ensure employees, clients, visitors and other persons within the Department's premises, as far as practicable, are not exposed to hazards.

The Department aims to engage in 'best practice' management, including education, training, reporting and accountability. The Department actively supports and maintains a consultative environment in which its employees, safety and health representatives, managers and other stakeholders work together to continually improve occupational safety and health practices and resolve issues in the workplace.

As at 30 June 2012, there were 110 elected occupational safety and health representatives. Mandatory five-day training and two-day refresher courses were provided for these officers.

In 2011-12, the Department received a total of 89 workers' compensation claims. Of these, 78 per cent related to physical injury and 22 per cent related to psychological injury. Forty per cent of the Department's claims were lodged by staff in Residential Care Services group homes, followed by 30 per cent in regional locations and 25 per cent in metropolitan locations.

Table 45 shows occupational safety and health, and workers compensation indicators.

Table 45: Occupational health and safety, and workers' compensation

Indicator	2011-12	Target	Target achieved	2010-11
Number of fatalities	0	0	✓	0
Lost time injury/disease incidence rate ^(a)	2.87	2.06	✗	2.29
Lost time injury severity rate ^(b)	38.46	38.57	✓	42.86
Percentage of injured workers returned to work within 28 weeks	91.53%	100%	✗	93.33%
Percentage of managers trained in occupational safety and health, and injury management responsibilities	21.12%	50%	✗	25%

(a) The incidence rate is the number of lost time injury/disease claims lodged where one day/shift or more was lost from work, divided by the number of employees, multiplied by 100.

(b) The severity rate is the number of severe injuries divided by the number of lost time injury/disease claims, multiplied by 100.

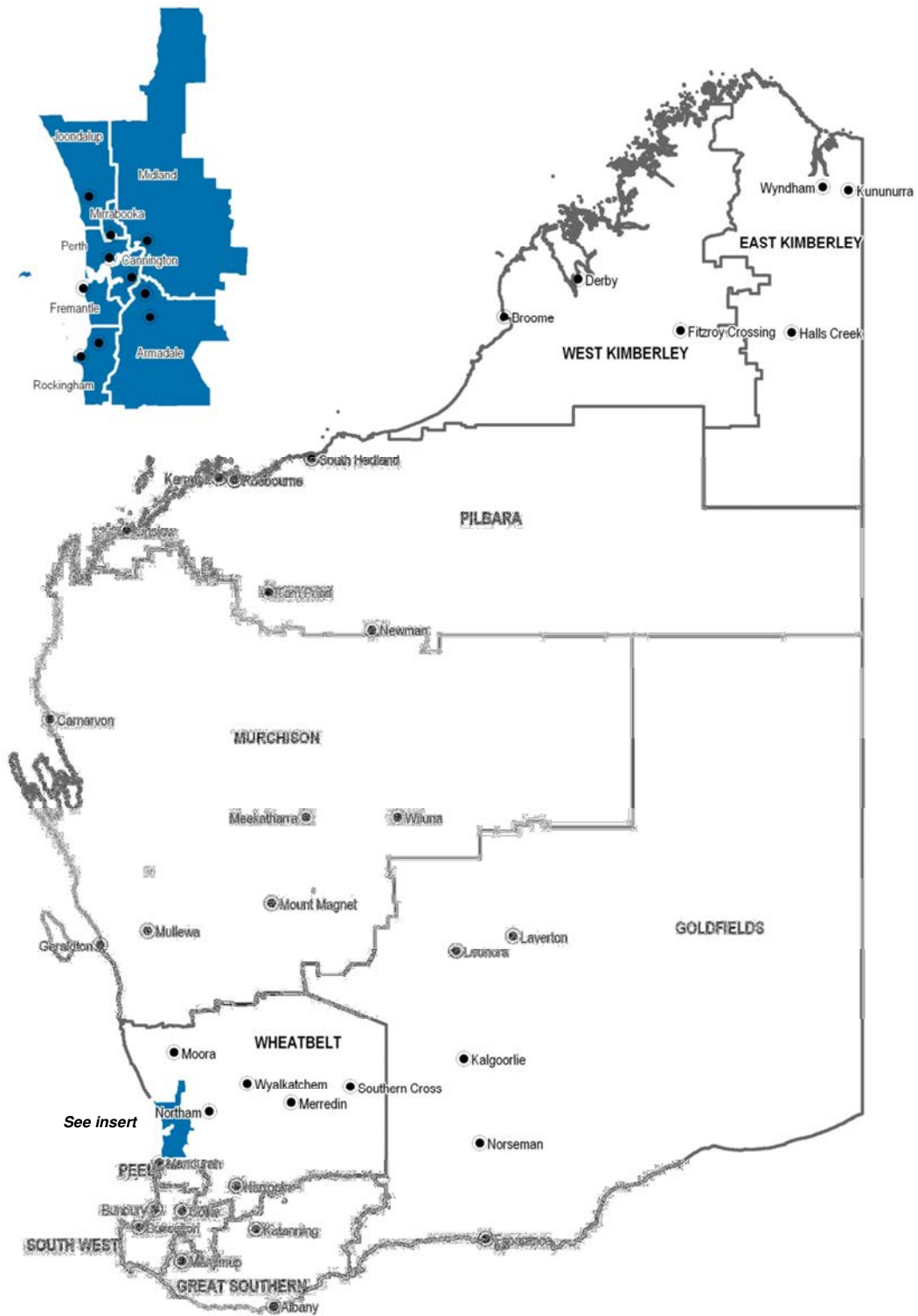
Freedom of information

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 2011-12, the Department accepted 146 new applications for access to information. Applications took an average of 30.21 days to process, which is within the government requirement of no more than 45 days.

APPENDICES

Appendix 1: 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 Mandatory Reporting

Tel (08) 9223 1111
 Freecall 1800 199 008

Fostering and Adoption Services

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

Fostering and Adoption Services

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

Freedom of information

PO Box 6334
 East Perth WA 6892
 Tel (08) 6217 6381/(08) 6217 6388
 Email foi@dcp.wa.gov.au
 Freecall 1800 000 277

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

PO Box 1262
 West Perth WA 6892
 Tel (08) 6217 8100
 Freecall 1800 883 979
www.checkwwc.wa.gov.au

Metropolitan offices

Armadale district office

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

Cannington district office

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

Fremantle district office

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

Gosnells office

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

Mirrabooka district office

8 Sudbury Place
 Mirrabooka WA 6061
 Tel (08) 9344 9666

Joondalup district office

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

Kwinana office

165 Gilmore Avenue
 Kwinana WA 6167
 Tel (08) 9411 4600

Midland district office

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

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

East Kimberley district office (Kununurra)

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

Goldfields district office (Kalgoorlie)

56 Boulder Road
Kalgoorlie WA 6430
Tel (08) 9022 0700

Esperance office

86b Windich 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

Great Southern district office (Albany)

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

Katanning office

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

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

Peel district office (Mandurah)

Cnr Tuckey and Sutton Streets
Mandurah WA 6210
Tel (08) 9583 6688

Pilbara

Pilbara district office (South Hedland)

Cnr Brand and Tonkin Streets
South Hedland WA 6722
Tel (08) 9160 2400

Karratha office

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

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 Wittenuom Street
Collie WA 6225
Tel (08) 9734 1699

West Kimberley

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 3501

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

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) 9653 0100

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

Wyalkatchem Community Centre
36 Flint Street
Wyalkatchem WA 6485
Tel (08) 9621 0400 (Northam Office)

Appendix 2: Community sector organisations funded by the Department

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

- *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 Workers; 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 Workers; Mental Health Initiative - Great Southern Region*

Albany Youth Support Association Inc

- *Albany Youth Accommodation Service*
- *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 (Albany, Katanning, Manjimup, Mt Barker)*
- *Great Southern Family and Domestic Violence Case Management and Coordination Services*
- *Homelessness Accommodation Support Worker - Great Southern Region*
- *Homelessness Accommodation Support Worker - South West Metropolitan Area*
- *Housing Support Worker; Drug and Alcohol Initiative - Peel*
- *Housing Support Workers; Drug and Alcohol Initiative - South West Metropolitan Area*
- *Indigenous Child Sexual Abuse Response Service - Marooloo*
- *Kalgoorlie Accommodation Support Service - KASS*

APPENDICES

- *Kinway Family Counselling Service - Wyndham/Kununurra*
- *Metropolitan/Peel Financial Counselling Services (Mandurah, Port Kennedy, Rockingham, Armadale/Byford)*
- *Oxford Foyer*
- *Parent Adolescent Counselling Service - PACS*
- *Private Rental Tenancy Support Services Initiative - Great Southern Region*
- *Public Tenancy Support Service - South West*
- *Public Tenancy Support Service - South West Metropolitan*
- *South West District Financial Counselling Services (Bunbury, Busselton, Collie)*
- *Supported Tenancy Anglicare Rockingham - STAR*
- *Teenshare*
- *Y-SHAC Youth Supported Housing and Crisis Accommodation*
- *Yes! Housing and Yes! Housing Young Parents*

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 Garnbirringu 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 Service*

Burdekin - Youth in Action Incorporated

- *Burdekin Youth in Action*

Burdiya Aboriginal Corporation

- *Burdiya Aboriginal Youth Service*

Calvary Youth Services Mandurah Inc

- *Calvary Youth Services Mandurah*

Carnarvon Family Support Service Inc

- *Carnarvon Sexual Assault Response Service*
- *Carnarvon Financial Counselling Service*
- *Public Tenancy Support Service Murchison – Carnarvon*
- *Gascoyne Women's Refuge*

Carnarvon Medical Services Aboriginal Corporation

- *Mungullah Practical In Home Support Service*

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*
- *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 Workers; Corrective Services - Men*
- *Housing Support Workers; Drug and Alcohol Initiative - South West Region*
- *Indigenous Family Program*
- *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*
- *SKY (NPAH)*
- *South Kalgoorlie Youth Support 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 Services*

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*
- *Warrawee Women's Refuge*

City of Greater Geraldton

- *Mullewa Youth Service*

City of Joondalup

- *Joondalup Financial Counselling Service*

City of Rockingham

- *Rockingham Outreach and Counselling Youth Service*

City of Stirling

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

City of Wanneroo

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

Communicare Inc

- *Building a Balance*
- *Communicare Armadale Information and Referral Service (CAIRS)*
- *Communicare Breathing Space*
- *Communicare Financial Counselling Service*
- *Safe At Home Perpetrator Response*

CREATE Foundation Limited

- *CREATE - Engaging and Supporting Children and Young People in Care*
- *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 Services*

Esperance Crisis Accommodation Service Inc

- *Esperance Crisis Accommodation Service*

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*

Foothills Information & Referral Service Inc

- *FIRS 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 Service*
- *Homelessness Accommodation Support Worker - South West Metropolitan Area*
- *The Homelessness National Partnership Agreement A Place To Call Home Social Housing Support Program Spearwood*

Fusion Australia Ltd

- *Fusion Student Household Service*
- *Cameliers Guesthouse*

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 Work Murchison – Geraldton*
- *Housing Support Workers; Corrective Services Initiative Murchison - Geraldton*
- *Private Rental Accommodation Casework - PRAC*

Goldfields Women's Refuge Association Inc

- *Goldfield's Women's Refuge 'Finlayson House'*
- *Domestic Violence Outreach Initiative – Goldfields Region*

Gosnells Community Legal Centre (Inc)

- *Gosnells Financial Counselling Service*

Gowrie Community Services (WA) Incorporated

- *Gowrie Financial Counselling Service*

Health Agencies of the Yilgarn Inc

- *Southern Cross Crisis Service*

Hedland Well Women's Centre Inc.

- *Pilbara Family and Domestic Violence Case Management and Co-ordination Services*

Hedland Women's Refuge Inc

- *Hedland Women's Refuge*

Hills Community Support Group Inc

- *Hills Community Support Group Inc - Youth Services*
- *Housing Support Workers; Mental Health Initiative - Swan/Joondalup*
- *Kira House*
- *The Homelessness National Partnership Agreement A Place To Call Home Social Housing Support Program Beechboro*

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*

Jigalong Community Inc

- *Jigalong Family Safety Program*

Jobs South West Inc

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

Joongari House / Wyndham Family Support Inc

- *Financial Counselling - Wyndham*

Jungarni-Jutiya Indigenous 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 Workers; Mental Health Initiative - South West Region*

Life Without Barriers

- *At Risk Youth Accommodation Service*
- *General Foster Care*
- *Tier One Family Group Home Services Country Areas*
- *Warren Black Emergency Accommodation Centre in Manjimup*

Lifestyle Solutions

- *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*

Marnin Bowa Dumbara Aboriginal Corporation

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

Marninwarantikura 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*
- *The Homeless National Partnership Agreement A Place to Call Home Social Housing Support Program Wilson*
- *The Homeless National Partnership Agreement A Place to Call Home Social Housing Support Program Tapping*
- *The Homeless National Partnership Agreement A Place to Call Home Social Housing Support Program Kensington*

Midland Information, Debt & Legal Advocacy Service Inc

- *MIDLAS Financial Service*

Mission Australia ACN 000 002 522

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

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*

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*
- *Ngnowar Aerwah Safe House*

Ngunga Group Women's Aboriginal Corporation

- *Derby Financial Counselling Information and Support Service*

Nindilingarri Cultural Health Services (NCHS) Inc

- *Housing Support Workers; Drug and Alcohol Initiative - Fitzroy Crossing*

Nintirri Centre Inc

- *Karijini Family Violence, Advocacy, Support and Counselling Service*

Nirrumbuk Aboriginal Corporation

- *Broome Youth Accommodation Service*

Northern Districts Community Support Group Inc

- *Morawa Family Counselling Service*

Nyoongar Patrol System Inc

- *Nyoongar Patrol Youth Outreach*

Orana House Inc

- *Orana Women's Refuge*

Parkerville Children and Youth Care Incorporated

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

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- *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*
- *Mirraboopa 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*
- *Homeless Accommodation Support Worker - Pilbara*
- *Housing Support Worker: Drug and Alcohol Initiative - Pilbara*
- *Karratha Financial Counselling Service*
- *Newman Financial Counselling Service*
- *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 Workers; Corrective Services - Women*
- *Housing Support Workers; 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*
- *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*
- *Onslow Family and Domestic Violence Service*
- *Salvation Army Crossroads West Transitional Support Service - Moving to Independence*
- *Salvation Army Crossroads West Transitional Support Services - Preparation for Leaving Care and After Care Service - Statewide excluding the Southwest, Peel District and South Rockingham*
- *Salvation Army Graceville Centre*
- *Salvation Army Karratha Women's Refuge*
- *Salvation Army Men's Homelessness Services*
- *Salvation Army Morley Community Youth Service*
- *The Salvation Army Morley Financial Counselling Service*
- *The Salvation Army Balga Financial Counselling Service*
- *Street To Home Supportive Housing Services*
- *The Homelessness National Partnership Agreement A Place To Call Home Social Housing Support Program Wembley*

Save the Children Australia as Trustee for Save the Children Trust

- *Waringarri Just Chilling and Youth Safe Space*
- *Kununurra Night Patrol, MG Youth Work Project*

Share & Care Community Services Group Inc

- *Child Support Worker; Domestic Violence – Wheatbelt Region*
- *Djookanka House*
- *Homelessness Accommodation Support Worker - Wheatbelt*
- *Safe at Home Initiative – Wheatbelt*
- *Share & Care Wheatbelt Financial Counselling Services (former Northam Financial Counselling Service)*
- *Share and Care Emergency Accommodation Service*
- *Share and Care Outreach Support and Counselling Service*
- *The Men's Lodge*
- *Waminda House Women's Refuge*
- *Wheatbelt Family and Domestic Violence Case Management and Co-ordination Services*

Shire of Ashburton

- *Onslow Youth Service*

Shire Of Broome

- *Hypernight*

Shire of Carnarvon

- *Carnarvon Youth Centre*

Shire of Denmark

- *Denmark Youth Support Service*

Shire of Derby/West Kimberley

- *Derby Youth Service*

Shire of Dundas

- *Norseman Youth Service*

Shire of Halls Creek

- *Halls Creek Services for Young People*

Shire of Katanning

- *Katanning Youth Support Service*

Shire of Laverton

- *Laverton Youth Centre*

Shire of Leonora

- *Leonora Youth Support Service*

Shire of Meekatharra

- *Meekatharra Youth Service*

Shire of Moora

- *Moora Youth Program*

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 - FFAST*

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*
- *Domestic Violence Outreach Service*
- *South West Refuge*

Southcare Inc

- *Southcare Financial Counselling Service*

Southern Agcare Inc

- *Mobile Family Counselling Service*

St Bartholomew's House Inc

- *Bart Plus*
- *Homeless and Transitional Support Services*
- *Street To Home; Supportive Housing Services*
- *The Homelessness National Partnership Agreement A Place To Call Home Social Housing Support Program 6A Boyce Road, Balcatta*

St Patrick's Community Support Centre Ltd

- *Housing Support Workers; Mental Health Initiative - Fremantle/Rockingham*
- *St Patricks Accommodation and Support Services*
- *St Patrick's Meals and Day Centre*

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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*
- *Laverton Crisis Intervention Service (LCIS)*
- *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 Workers; 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*
- *Part Time Psychological Services for Children in Care, Carnarvon*

The Spiers Centre Inc

- *The Spiers Centre Financial Counselling Service (former Granny Spiers Financial Counselling Service)*

Tom Price Youth Support Association Inc

- *Tom Price Youth Service*
- *Paraburdoo 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 Fremantle Financial Counselling Service*
- *Creditcare Maylands Service*
- *Creditcare Perth City Service*
- *Futures*

APPENDICES

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

Victoria Park Youth Accommodation (Inc)

- *Victoria Park Youth Accommodation Service*

WA No Interest Loans Network Inc

- *No Interest Loan Service (Statewide)*

Wanslea Family Services Incorporated

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

Waratah Support Centre (South West Region) Inc

- *Kids & 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

- *Domestic Violence Service System Project*
- *Women's Council for Domestic and Family Violence Service – Statewide*
- *Keeping Kids Save*

Women's Health Care Association Inc

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

Yaandina Family Centre Inc

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

YMCA of Perth Youth and Community Services Inc

- *LYNKS Counselling/ Streetsyde Service*
- *YMCA Mobile Youth Service*

Yorganop Association Incorporated

- *Yorganop Placement Service*

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Yorgum Aboriginal Corporation

- *Child Sexual Abuse Treatment 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 3: District data

Contacts with the Department

Table 46: *Contacts by district* ^(a)

District	Total
Armadale	4,240
Cannington	2,982
Crisis Care	36,810
East Kimberley	1,516
Fremantle	2,847
Goldfields	1,744
Great Southern	1,883
Joondalup	4,064
Midland	3,606
Mirrabooka	3,247
Murchison	2,566
Peel	2,473
Perth	2,676
Pilbara	1,504
Rockingham	4,555
South West	3,359
West Kimberley	1,546
Wheatbelt	1,770
Other work units ^(b)	2,621
Total	86,009

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

(b) Other work units include Fostering and Adoption Services and Metropolitan Services Support.

Children in care

Table 47: Children and young people in care at 30 June 2012, by district

District	Aboriginal	Non-Aboriginal	Total
Armadale	160	204	364
Cannington	149	154	303
East Kimberley	107	0	107
Fremantle	154	148	302
Goldfields	124	54	178
Great Southern	77	84	161
Joondalup	101	181	282
Midland	108	156	264
Mirrabooka	114	206	320
Murchison	137	53	190
Peel	39	174	213
Perth	79	163	242
Pilbara	102	3	105
Rockingham	42	178	220
South West	51	131	182
West Kimberley	145	5	150
Wheatbelt	85	98	183
Fostering and Adoption	1	13	14
Total	1,775	2,005	3,780

Table 48: Age of children and young people in care at 30 June 2012, by district

District	Less than 1 year	1 to 4 years	5 to 9 years	10 to 14 years	15 to 18 years	Total
Armadale	12	68	125	100	59	364
Cannington	13	84	106	63	37	303
East Kimberley	5	40	36	20	6	107
Fremantle	23	64	108	71	36	302
Goldfields	6	49	52	47	24	178
Great Southern	5	33	52	57	14	161
Joondalup	5	72	96	79	30	282
Midland	6	63	88	73	34	264
Mirrabooka	10	65	94	100	51	320
Murchison	7	48	69	51	15	190
Peel	6	52	66	55	34	213
Perth	14	56	68	75	29	242
Pilbara	8	28	32	26	11	105
Rockingham	11	55	55	67	32	220
South West	8	38	58	50	28	182
West Kimberley	5	37	56	41	11	150
Wheatbelt	7	39	54	53	30	183
Fostering and Adoption	8	5	1	0	0	14
Total	159	896	1,216	1,028	481	3,780

Children leaving care

Table 49: Age of children and young people upon leaving care, by district

District	Less than 1 year	1 to 4 years	5 to 9 years	10 to 14 years	15 to 17 years	18 years old	Total
Armadale	4	23	21	13	12	12	85
Cannington	3	28	21	11	8	11	82
Crisis Care	1	1	1	4	3	0	10
East Kimberley	1	16	14	8	0	0	39
Fremantle	1	5	9	4	2	7	28
Goldfields	1	9	14	10	6	4	44
Great Southern	2	3	10	18	7	3	43
Joondalup	1	10	12	11	9	16	59
Midland	5	11	17	11	9	7	60
Mirrabooka	2	6	4	8	3	13	36
Murchison	2	9	7	8	4	2	32
Peel	2	18	17	19	3	4	63
Perth	2	11	4	7	8	8	40
Pilbara	2	7	13	7	1	5	35
Rockingham	2	2	4	6	1	9	24
South West	2	11	12	18	5	8	56
West Kimberley	2	6	4	6	1	1	20
Wheatbelt	1	8	9	12	5	10	45
Fostering and Adoption	7	7	1	1	0	0	16
Total	43	191	194	182	87	120	817

Table 50: Children and young people who left care by length of time in care, by district

District	Less than 30 days	30 days to less than 6 months	6 months to less than 1 year	1 year to less than 2 years	2 years to less than 5 years	5 or more years	Total
Armadale	24	3	2	9	19	28	85
Cannington	20	11	12	13	12	14	82
Crisis Care	10	0	0	0	0	0	10
East Kimberley	3	2	5	8	18	3	39
Fremantle	8	2	5	0	5	8	28
Goldfields	16	6	5	5	8	4	44
Great Southern	10	1	4	9	7	12	43
Joondalup	9	6	2	3	19	20	59
Midland	14	5	2	1	23	15	60
Mirrabooka	9	2	1	2	7	15	36
Murchison	16	4	0	1	9	2	32
Peel	17	3	11	12	11	9	63
Perth	7	8	2	2	11	10	40
Pilbara	6	2	1	1	14	11	35
Rockingham	7	2	1	0	5	9	24
South West	8	6	2	0	25	15	56
West Kimberley	5	0	0	0	11	4	20
Wheatbelt	9	4	3	0	19	10	45
Fostering and Adoption	3	4	6	3	0	0	16
Total	201	71	64	69	223	189	817

Responses to child protection concerns

Table 51: Departmental responses to child protection notifications, by district

District	Safety and wellbeing assessment	Family support provided by the Department	Safety issues addressed / No further action ^(a)	In process	Total
Armadale	976	1	230	98	1,305
Cannington	1,198	8	73	6	1,285
Crisis Care	1,412	6	154	70	1,642
East Kimberley	326	32	90	19	467
Fremantle	450	63	326	70	909
Goldfields	519	32	300	50	901
Great Southern	278	29	245	34	586
Joondalup	703	2	211	16	932
Midland	856	4	167	217	1,244
Mirrabooka	947	0	172	8	1,127
Murchison	652	30	306	210	1,198
Peel	458	2	286	62	808
Perth	589	14	149	25	777
Pilbara	466	27	229	61	783
Rockingham	772	5	138	18	933
South West	495	15	389	50	949
West Kimberley	254	9	170	60	493
Wheatbelt	388	45	259	112	804
Other work units ^(b)	5	0	0	0	5
Total	11,744	324	3,894	1,186	17,148

(a) A referral to a community sector or other support organisation may have occurred prior to this, which contributed to the specific safety issue being addressed.

(b) Other work units include Fostering and Adoption Services, and Metropolitan Services Support.

Outcome of child safety and wellbeing assessments

Table 52: Outcomes of safety and wellbeing assessments by primary concern, by district

District	Neglect	Emotional abuse ^(a)	Physical abuse	Sexual abuse	Other wellbeing concern	Total
Armadale						
Substantiated	21	6	37	37	29	130
Unsubstantiated	122	63	115	144	133	577
Other concerns assessed	0	0	0	0	65	65
Unable to complete	14	10	9	15	23	71
In process	51	22	31	40	60	204
<i>Total</i>	<i>208</i>	<i>101</i>	<i>192</i>	<i>236</i>	<i>310</i>	<i>1,047</i>
Cannington						
Substantiated	39	39	23	19	16	136
Unsubstantiated	126	198	86	113	164	687
Other concerns assessed	0	0	0	0	103	103
Unable to complete	7	10	2	5	23	47
In process	52	61	29	59	76	277
<i>Total</i>	<i>224</i>	<i>308</i>	<i>140</i>	<i>196</i>	<i>382</i>	<i>1,250</i>

APPENDICES

District	Neglect	Emotional abuse ^(a)	Physical abuse	Sexual abuse	Other wellbeing concern	Total
East Kimberley						
Substantiated	28	8	9	21	12	78
Unsubstantiated	41	11	22	35	22	131
Other concerns assessed	0	0	0	0	34	34
Unable to complete	3	5	1	0	9	18
In process	22	7	10	23	16	78
<i>Total</i>	<i>94</i>	<i>31</i>	<i>42</i>	<i>79</i>	<i>93</i>	<i>339</i>
Fremantle						
Substantiated	31	80	27	11	13	162
Unsubstantiated	37	72	37	44	7	197
Other concerns assessed	0	0	0	0	6	6
Unable to complete	1	5	3	1	0	10
In process	26	47	7	10	5	95
<i>Total</i>	<i>95</i>	<i>204</i>	<i>74</i>	<i>66</i>	<i>31</i>	<i>470</i>
Goldfields						
Substantiated	21	41	22	36	18	138
Unsubstantiated	68	65	23	56	29	241
Other concerns assessed	0	0	0	0	55	55
Unable to complete	10	5	3	9	16	43
In process	19	19	14	14	17	83
<i>Total</i>	<i>118</i>	<i>130</i>	<i>62</i>	<i>115</i>	<i>135</i>	<i>560</i>
Great Southern						
Substantiated	19	14	12	17	2	64
Unsubstantiated	36	35	17	45	21	154
Other concerns assessed	0	0	0	0	21	21
Unable to complete	3	5	0	8	3	19
In process	20	7	1	2	1	31
<i>Total</i>	<i>78</i>	<i>61</i>	<i>30</i>	<i>72</i>	<i>48</i>	<i>289</i>
Joondalup						
Substantiated	67	70	48	51	32	268
Unsubstantiated	52	41	85	129	46	353
Other concerns assessed	0	0	0	0	9	9
Unable to complete	11	4	6	19	7	47
In process	23	39	20	15	12	109
<i>Total</i>	<i>153</i>	<i>154</i>	<i>159</i>	<i>214</i>	<i>106</i>	<i>786</i>
Midland						
Substantiated	99	58	69	35	10	271
Unsubstantiated	105	110	76	110	18	419
Other concerns assessed	0	0	0	0	10	10
Unable to complete	3	11	3	8	0	25
In process	59	103	27	32	5	226
<i>Total</i>	<i>266</i>	<i>282</i>	<i>175</i>	<i>185</i>	<i>43</i>	<i>951</i>

APPENDICES

District	Neglect	Emotional abuse ^(a)	Physical abuse	Sexual abuse	Other wellbeing concern	Total
Mirraboopa						
Substantiated	63	105	25	39	9	241
Unsubstantiated	144	139	91	101	4	479
Other concerns assessed	0	0	0	0	5	5
Unable to complete	18	12	0	5	1	36
In process	62	105	35	22	2	226
<i>Total</i>	<i>287</i>	<i>361</i>	<i>151</i>	<i>167</i>	<i>21</i>	<i>987</i>
Murchison						
Substantiated	41	58	25	33	11	168
Unsubstantiated	135	102	59	70	40	406
Other concerns assessed	0	0	0	0	33	33
Unable to complete	8	4	1	3	1	17
In process	20	16	5	25	14	80
<i>Total</i>	<i>204</i>	<i>180</i>	<i>90</i>	<i>131</i>	<i>99</i>	<i>704</i>
Peel						
Substantiated	20	29	13	19	13	94
Unsubstantiated	60	52	46	32	13	203
Other concerns assessed	0	0	0	0	6	6
Unable to complete	3	17	14	16	1	51
In process	30	15	56	14	15	130
<i>Total</i>	<i>113</i>	<i>113</i>	<i>129</i>	<i>81</i>	<i>48</i>	<i>484</i>
Perth						
Substantiated	71	64	33	21	18	207
Unsubstantiated	114	60	58	57	14	303
Other concerns assessed	0	0	0	0	20	20
Unable to complete	12	6	3	7	2	30
In process	14	12	7	33	1	67
<i>Total</i>	<i>211</i>	<i>142</i>	<i>101</i>	<i>118</i>	<i>55</i>	<i>627</i>
Pilbara						
Substantiated	26	28	15	12	11	92
Unsubstantiated	67	76	22	54	36	255
Other concerns assessed	0	0	0	0	25	25
Unable to complete	0	4	3	4	1	12
In process	37	6	7	16	22	88
<i>Total</i>	<i>130</i>	<i>114</i>	<i>47</i>	<i>86</i>	<i>95</i>	<i>472</i>
Rockingham						
Substantiated	68	20	25	37	14	164
Unsubstantiated	137	65	71	114	34	421
Other concerns assessed	0	0	0	0	3	3
Unable to complete	12	14	7	20	31	84
In process	32	57	40	31	2	162
<i>Total</i>	<i>249</i>	<i>156</i>	<i>143</i>	<i>202</i>	<i>84</i>	<i>834</i>

APPENDICES

District	Neglect	Emotional abuse ^(a)	Physical abuse	Sexual abuse	Other wellbeing concern	Total
South West						
Substantiated	45	31	22	32	30	160
Unsubstantiated	47	54	66	83	54	304
Other concerns assessed	0	0	0	0	34	34
Unable to complete	1	3	2	7	5	18
In process	12	9	4	5	5	35
<i>Total</i>	<i>105</i>	<i>97</i>	<i>94</i>	<i>127</i>	<i>128</i>	<i>551</i>
West Kimberley						
Substantiated	11	4	12	20	11	58
Unsubstantiated	18	9	13	53	24	117
Other concerns assessed	0	0	0	0	13	13
Unable to complete	0	2	0	1	7	10
In process	16	7	9	22	32	86
<i>Total</i>	<i>45</i>	<i>22</i>	<i>34</i>	<i>96</i>	<i>87</i>	<i>284</i>
Wheatbelt						
Substantiated	12	21	8	17	6	64
Unsubstantiated	25	26	15	52	52	170
Other concerns assessed	0	0	0	0	55	55
Unable to complete	5	0	8	10	7	30
In process	13	15	16	23	22	89
<i>Total</i>	<i>55</i>	<i>62</i>	<i>47</i>	<i>102</i>	<i>142</i>	<i>408</i>
Other work units ^(b)						
Substantiated	29	23	12	74	3	141
Unsubstantiated	31	24	21	382	11	469
Other concerns assessed	0	0	0	0	6	6
Unable to complete	0	2	2	55	4	63
In process	0	6	9	7	0	22
<i>Total</i>	<i>60</i>	<i>55</i>	<i>44</i>	<i>518</i>	<i>24</i>	<i>701</i>
Grand total	2,695	2,573	1,754	2,791	1,931	11,744

(a) Emotional abuse includes psychological abuse.

(b) Other work units include Crisis Care, Fostering and Adoption Services, and Metropolitan Services Support.

Protection applications and orders

Table 53: Protection applications lodged, by district

District	Applications
Armadale	112
Cannington	116
Crisis Care	3
East Kimberley	61
Fremantle	107
Goldfields	90
Great Southern	84
Joondalup	130
Midland	98
Mirrabooka	87
Murchison	89
Peel	81
Perth	99
Pilbara	51
Rockingham	76
South West	63
West Kimberley	57
Wheatbelt	53
Total	1,457

Table 54: Protection applications granted, by district

District	Applications
Armadale	75
Cannington	97
Crisis Care	2
East Kimberley	50
Fremantle	73
Goldfields	68
Great Southern	49
Joondalup	90
Midland	47
Mirrabooka	67
Murchison	51
Peel	72
Perth	71
Pilbara	42
Rockingham	63
South West	56
West Kimberley	30
Wheatbelt	58
Total	1,061

Orders granted in the financial year may relate to applications made in previous years.

Financial assistance

Table 55: Instances of financial assistance provided to individuals and families by district

District	Family crisis program	Bereavement assistance
Armadale	350	14
Cannington	169	5
Crisis Care	668	0
East Kimberley	318	33
Fremantle	484	17
Goldfields	255	22
Great Southern	445	7
Joondalup	178	12
Midland	297	17
Mirrabooka	396	9
Murchison	431	20
Peel	415	13
Perth	210	16
Pilbara	173	10
Rockingham	376	5
South West	630	2
West Kimberley	343	49
Wheatbelt	421	4
Other work units ^(a)	14	3
Total	6,573	258

(a) Other work units include Country and Metropolitan Services Support.

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