



Government of **Western Australia**
Department for **Child Protection**
and **Family Support**

annual report 2012-2013

Department for Child Protection
and Family Support



Hon HELEN MORTON 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 and Family Support for the financial year ended 30 June 2013.

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



Terry Murphy
DIRECTOR GENERAL
Accountable Authority

1 September 2013

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

DIRECTOR GENERAL'S REPORT

All government departments must stay agile and responsive to the changing needs of the community and the opportunities for more effective work and making a greater impact. A department that it is not innovating and growing in organisational capacity and growing how well its people do the work, will be falling backwards in meeting its challenges.

At the same time an organisation cannot grow and develop and become progressively more effective if it is in relentless pursuit of the latest intellectual wave and is changing in order to be seen as changing.

Getting this balance right is a challenge for governments and their departments. It is particularly pronounced in the field of child protection and family support, where tragedy and contention are inherent in child protection work and these can be widely publicised, while successes pass unnoticed, and the wicked problems we tackle remain a part of the community landscape.

The now aptly named Department for Child Protection and Family Support is looking back at six years of root and branch reform following the Review of the (former) Department of Community Development (the Ford Review) that described the Department as overwhelmed, confused and defensive. In this period, all of our interstate counterparts have been subject to review and restructure, many of them for the second time. Getting the reforms right, sticking with the core service settings and growing capacity within them, while pursuing continuous improvement and innovative developments has meant the Department has developed while being stable, improved its outcomes and most essentially grown its people. Our key settings warrant description.

The bedrock is the way we do child protection work, through the *Signs of Safety*. This is an approach that is rigorously focused on risk, emphasises putting families in the centre of assessment, planning and responsibility for the safety of their children, and working collaboratively with families even if children have to be removed. This approach, created in Western Australia had evolved through implementation in jurisdictions around the world, before it was adopted and implementation began in a concerted way in Western Australia in 2008. Since that time, it has spread further internationally and most pleasingly, three other Australian jurisdictions are now adopting the approach.

Western Australia held its second international conference, the *Signs of Safety* Gathering, in November 2012, hosting visitors from around Australia and presenters from The Netherlands, Japan, New Zealand and Canada, eighteen months after our first Gathering. The growth in the effectiveness of our practice, the depth of work with families, and the capacity to keep children safe without bringing them into care was clearly evident. This was demonstrated through the interviews with families and workers that formed most of the presentations.

Our outcome measures confirm the story of improving child protection practice. Over the last five years, child protection notifications have doubled, while a more rigorous focus on risk has seen the number of investigations triple. In this context, intensive work with families to keep children safe at home, with the active support of family and community networks as well as professional services, has also tripled, while the rate of growth in bringing children in care has reduced to 5 per cent, substantially less than half the rate five years previously.

This growing depth of practice with *Signs of Safety* can and must continue, as Western Australia now finds itself as a leading jurisdiction, nationally and internationally, in child protection work.

The Department has well founded frameworks to guide how it works in all service areas. In out of home care for children, the *Foster Care Partnership* guides foster care, while the Sanctuary approach, an international model from the USA that is in use in three Australian jurisdictions,

underpins residential care. Most family support services are provided by the community sector. The Department's limited direct services are carefully targeted to families with criminal and antisocial teenage children, working with Youth Justice and Education, and to young mothers on the edge of the child protection system, and are guided by our *Family Support (Responsible Parenting) Framework*.

As close to half the clients of the Department are Aboriginal, our *Aboriginal Services Framework* focuses our leadership and specific Aboriginal positions on bringing these approaches, all developed with Aboriginal people at the forefront, to work effectively with Aboriginal children and families.

The other critical ingredient in the work and growth of the Department is the ethos and the hard work of partnership. The Government's focus on partnership with the community sector has been actively pursued by the Department through the Community Sector Roundtable, its collaborative approach to contracting services, establishing integrated services such as the Family Support Networks and the Family and Domestic Violence Response Teams, and allocation of the majority of growth funding to the community sector that has seen sector funding grow by 122 per cent, and as a proportion of the Department's budget in each year, over the last five years.

Similarly, partnership with government agencies is pursued through the Child Safety Directors Group, initiatives such as Rapid Response that prioritises government services for children in care, and a network of formal agreements across government agencies. There is no perfect formulae for making these partnerships work, and indeed none are of themselves perfect, but all are active, based on effective working relationships and substantial communication, and all are improving service impact.

The next steps for continuing reform and development are many. Continuing to increase community sector out of home care placements and coupling these with delegated case management for permanent placements, building the innovative service *Family by Family* where families who have been through troubled times assist others working their way through difficulties, and more partnering with Aboriginal organisations to support youth and families, are key priorities.

Equally as important is recognising that root and branch reforms have been implemented and are now embedded, and core service settings are in place that are the best the world can currently offer. While the Department and its partners cannot solve all the problems we confront, and tragedy and contention will still be part of everyday child protection work, the community of Western Australia can be confident it has a child protection and family support Department and sector that will continue to deliver great outcomes and grow its effectiveness within these settings, evolve how it works to improve continuously based on experience, and relentlessly pursue innovative developments within this context.



Terry Murphy
Director General

AGENCY OVERVIEW

Minister

The Honourable Helen Morton MLC was the Minister for Child Protection at 30 June 2013. The Honourable Robyn McSweeney MLC had held the ministerial portfolio until March 2013. The following advisory bodies provided independent advice to the Minister during 2012-13:

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

Statutory authority

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.*

Mission and values

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's values are:

- *Respect*
- *Openness*
- *Team work*
- *Responsiveness.*

Department frameworks

As well as the *Strategic Plan 2012 – 2014*, the listed policy frameworks that underpin the Department's services and practice are available on the Department's website:

- *Foster Care Partnership Framework*
- *Residential Care (Sanctuary) Framework*
- *Signs of Safety Child Protection Practice Framework*
- *Family Support (Responsible Parenting) Framework*
- *Aboriginal Services Framework*
- *Culturally and Linguistically Diverse (CaLD) Services Framework*
- *People Development Framework.*

Organisational structure

The Department's organisational structure is shown in Figure 1.

Organisational structure

Figure 1: Organisational structure at 30 June 2013



AGENCY PERFORMANCE

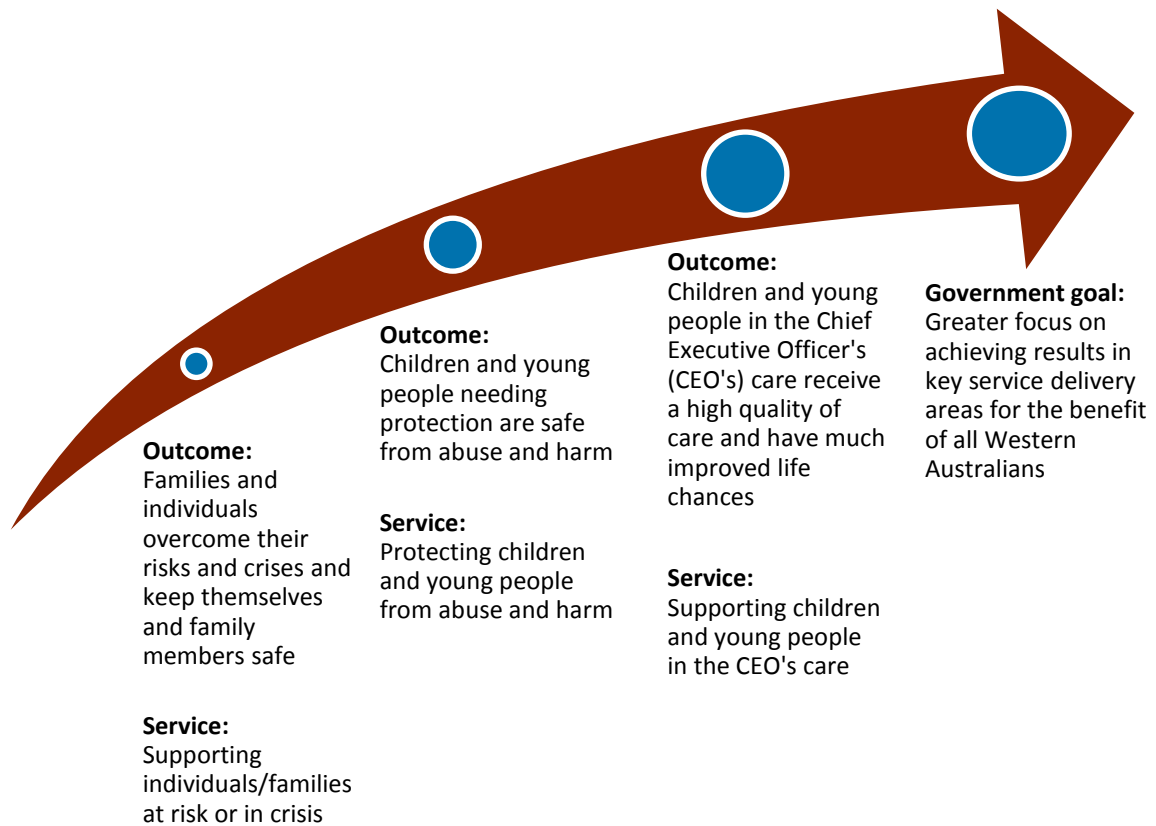
Performance management framework

The Department achieves its outcomes through the delivery of child safety, family and individual support services across 17 districts throughout the metropolitan and regional areas of Western Australia. Office locations are outlined in Appendix 1.

The Department also funds community services organisations to deliver services to vulnerable children, individuals and families. These agencies and their service agreements with the Department are listed in Appendix 2.

The Department's performance management framework is outlined below.

Figure 2: Performance management framework 2012-13



Executive summary: 2012-13 performance highlights

Supporting children and young people in the CEO's care

- 3,972 children and young people were in the CEO's care at 30 June 2013.
- 25 per cent of children were able to leave care within six months of entering care, as a result of the Department working with their families to address child safety and wellbeing concerns using the *Signs of Safety* Child Protection Framework.
- 65 per cent of children who left care in the year returned to live with their families.
- 373 children are benefitting from more permanent living arrangements under special guardianship orders, and are no longer in the CEO's care.

Protecting children and young people from abuse and harm

- 17,376 children and young people were involved in child protection notifications, assessments, investigations or court applications.
- 18,327 child protection notifications were made to the Department, including over 2,200 reports of suspected child sexual abuse to the Mandatory Reporting Service.
- 12,477 child safety and wellbeing assessments were commenced, with 9,687 assessments completed during the year.
- Child abuse and harm was substantiated in 2,843 assessments, representing a 31.2 per cent substantiation rate.
- 1,445 protection applications were made and 1,122 protection applications were granted for children who were unable to remain safely with their parents.
- Over 300,000 people held 'Working with children' cards in Western Australia, equating to approximately one in every six Western Australian adults. Since the scheme's inception in 2006, 430 persons have been barred from working with children or had their cards cancelled.

Supporting individuals and families at risk or in crisis

- In total, over 102,000 individuals and families across the State were supported to overcome a crisis in their lives. This included:
 - In excess of 21,000 clients who were homeless, or at risk of becoming homeless, were assisted with accommodation and other support services.
 - Almost 23,000 Hardship Utilities Grants Scheme grants totalling over \$8 million were provided to Western Australian families who were struggling to pay their electricity, water and gas bills.
 - 1,853 families were provided services through the Department's Parent Support and the Best Beginnings programs, to improve parenting capacity and family functioning.
 - 309 families received support from multiple government agencies under the Strong Families program to address housing, education, health and other social issues.
 - 21 emergencies and natural disasters were managed across the State, with the Department assisting almost 900 community members during these events.

Key performance indicator results

Table 1 summarises the Department's 2012-13 key performance indicator results, which are presented on pages 43 to 50 of this report, including detailed explanations of performance results.

Table 1: Summary of key performance indicator results

| Key performance indicator | 2012-13 Target ^(a) | 2012-13 Actual | Variance ^(b) |
|--|---|---|--|
| <p>Children and young people in the CEO's care receive a high quality of care and have much improved life chances</p> <p><i>Key effectiveness indicators:</i></p> <ul style="list-style-type: none"> Proportion of children in the CEO's care with comprehensive care planning undertaken within set time frames Average number of placements per child in the CEO's care per year Proportion of Aboriginal children in the CEO's care placed in accordance with the Aboriginal and Torres Strait Islander Child Placement Principle <p>Supporting children and young people in the CEO's care</p> <p><i>Key efficiency indicator:</i></p> <ul style="list-style-type: none"> Average cost per child per day in the CEO's care | <p>85%</p> <p>1.4</p> <p>80%</p> <p>\$182</p> | <p>90%</p> <p>1.6</p> <p>69%</p> <p>\$194</p> | <p>5%</p> <p>(0.2)</p> <p>(11%)</p> <p>(\$12)</p> |
| <p>Children and young people needing protection are safe from abuse and harm</p> <p><i>Key effectiveness indicators:</i></p> <ul style="list-style-type: none"> Improved safety - Proportion of children not subject to a subsequent substantiation of harm within 12 months of a previous substantiation of harm Improved safety - Proportion of children not subject to a substantiation of harm 12 months after an assessment of harm that was unsubstantiated <p>Protecting children and young people from abuse and harm</p> <p><i>Key efficiency indicators:</i></p> <ul style="list-style-type: none"> Proportion of child safety and wellbeing assessments and an outcome recorded within 30 days Average cost per child involved in child protection cases Average cost per 'Working with Children check' activity | <p>95%</p> <p>95%</p> <p>50%</p> <p>\$6,531</p> <p>\$55</p> | <p>92%</p> <p>95%</p> <p>45%</p> <p>\$6,825</p> <p>\$53</p> | <p>(3%)</p> <p>-</p> <p>(5%)</p> <p>(\$294)</p> <p>\$2</p> |
| <p>Families and individuals overcome their risks or crises and keep themselves and family members safe</p> <p><i>Key effectiveness indicators:</i></p> <ul style="list-style-type: none"> Percentage of customers who report that they were supported to provide care and safety to their family members Percentage of customers who report confidence to manage well in the future as a result of receiving services Percentage of customers who report that their needs were met as a result of using services <p>Supporting individuals/families at risk or in crisis</p> <p><i>Key efficiency indicator:</i></p> <ul style="list-style-type: none"> Average cost per client | <p>95%</p> <p>95%</p> <p>97%</p> <p>\$2,040</p> | <p>94%</p> <p>90%</p> <p>97%</p> <p>\$1,975</p> | <p>(1%)</p> <p>(5%)</p> <p>-</p> <p>\$65</p> |

(a) As specified in the 2012-13 Budget Statements.

(b) Negative variances are shown in brackets.

Financial results

The Department's financial results are outlined in Table 2. During 2013, the Department's approved total cost of services increased by \$22.7 million, and included:

- an additional \$14.3 million to address growth in demand for child protection services as well as the increased costs associated with out-of-home care placements, in particular fee-for-service placements;
- \$3.7 million for the increase in annual insurance costs and the 2012-13 workers compensation performance adjustment; and
- \$2.7 million for core transactional corporate services following the decommissioning of the Office of Shared Services.

The increase to the Department's approved total cost of services contributed to the \$24.8 million variance in the net cost of services, along with a \$2 million increase in the Department's income, which was a result of higher than anticipated other revenue in 2013.

The \$11.2 million decrease in the Department's total equity was primarily due to the larger than anticipated increase to the Department's liabilities which resulted from an unforeseen increase in provisions for employee entitlements. A reduction in cash assets also contributed to the decrease in total equity and was a result of the approved increase to the Department's total cost of services due to the increased costs associated with out-of-home care placements.

The decrease in the net movement in cash held was a result of the approved increase to the Department's total cost of services and total income, as well as the higher than anticipated purchase of non-current assets. The increase in the purchase of non-current assets was primarily due to the completion of capital projects that were delayed in 2012 and approved to be carried over into 2013.

The Department's approved full time equivalent (FTE) staff was reduced to 2,227 in September 2012 as a part of the FTE ceiling reduction corrective measure.

Table 2: Summary of financial results

| Financial target | 2012-13 Target ^(a) \$'000 | 2012-13 Actual \$'000 | Variation ^(b) \$'000 |
|--|---|--------------------------|------------------------------------|
| Total cost of services (expense limit) (sourced from Statement of Comprehensive Income) | 536,348 | 563,132 | (26,784) |
| Net cost of services (sourced from Statement of Comprehensive Income) | 496,866 | 521,622 | (24,756) |
| Total equity (sourced from Statement of Financial Position) | 142,953 | 131,737 | (11,216) |
| Net increase / decrease in cash held (sourced from Statement of Cash Flows) | 926 | (12,166) | (13,092) |
| Approved full time equivalent (FTE) staff level | 2,230 | 2,227 | 3 |

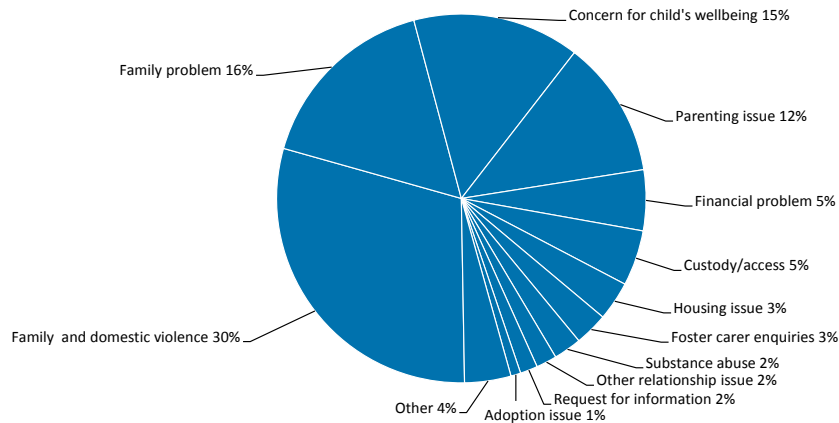
(a) As specified in the 2012-13 Budget Statements.

(b) Further explanations are contained in Note 36 'Explanatory Statement' of the financial statements on pages 83 and 84.

Client profile

In 2012-13, there were over 90,500 contacts by the Western Australian community with the Department, involving more than 100,000 individuals. The main presenting issues as shown in Figure 3 were family and domestic violence, family and parenting problems, and concerns for a child's wellbeing.

Figure 3: Clients' presenting issues in 2012-13



Over 19,000 of these contacts (21 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 (53 per cent);
- financial assistance (24 per cent);
- specialised programs (8 per cent);
- carer management services (8 per cent);
- family support services (5 per cent);
- adoption services (1 per cent); and
- interstate transfer (less than 1 per cent).

In addition to services provided directly by the Department, the Department funded community sector organisations to deliver services to more than 93,000 individuals.

Working with Aboriginal clients

Aboriginal people comprise 3.1¹ per cent of the Western Australian population, with children and young people under 18 years of age comprising 5.5 per cent of the Western Australia population. Aboriginal people represent a far greater proportion of the Department's clients across its three service areas, for example, 49% of children in care are Aboriginal.

The Department's Aboriginal Engagement and Coordination Directorate provided strategic leadership, advice, consultation and assistance on complex practice and cultural issues affecting services for Aboriginal people.

The Department revised its *Aboriginal Services Framework* in December 2012. The Framework sets out the context of the Department's work with Aboriginal families, and how the Department's values, leadership and practice frameworks guide staff when working with Aboriginal children and families.

¹ Australian Bureau of Statistics 2011, 2011 Census of Population and Housing Aboriginal and Torres Strait Islander Peoples (Indigenous) Profile, Western Australia, cat. no. 2002.0, ABS, Canberra.

Key initiatives under the *Aboriginal Services Framework* include:

- The *Aboriginal Recruitment and Retention Strategy*, which has been developed to outline the Department's commitment to recruiting and retaining Aboriginal staff, thereby building the Department's capacity to work effectively with Aboriginal children, families and communities.
- The *Aboriginal Learning and Development Strategy*, which provides clear direction on how the Department supports learning and development strategies for Aboriginal staff, and Aboriginal cultural learning for all staff.

Working with Culturally and Linguistically Diverse (CALD) clients

The Department continued to implement the *Culturally and Linguistically Diverse (CaLD) Services Framework*. Initiatives as part of this framework included:

- The development of a new CaLD training package *Working With CaLD and Refugee Families In Child Protection Practice*, offered to Department staff and agency partners. Cultural diversity modules have also been integrated in relevant learning and development activities across the organisation.
- A range of service delivery tools and resources have been developed, including a practice guide to working with CaLD families and a guide to working with interpreters in a child protection context. These tools are also supported by online cultural resources.
- The Cannington district office has developed a CaLD Practice Network (CPN) to support learning, sharing resources and practice models for working effectively with CaLD families. Three other districts have also commenced developing CPNs.

At 30 June, the Department held guardianship responsibilities for 11 unaccompanied humanitarian minors from Afghanistan, Burma, Liberia, Congo and Vietnam.

Outcome 1: Children and young people in the Chief Executive Officer'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.



2013 Perth Airport Achiever Awards

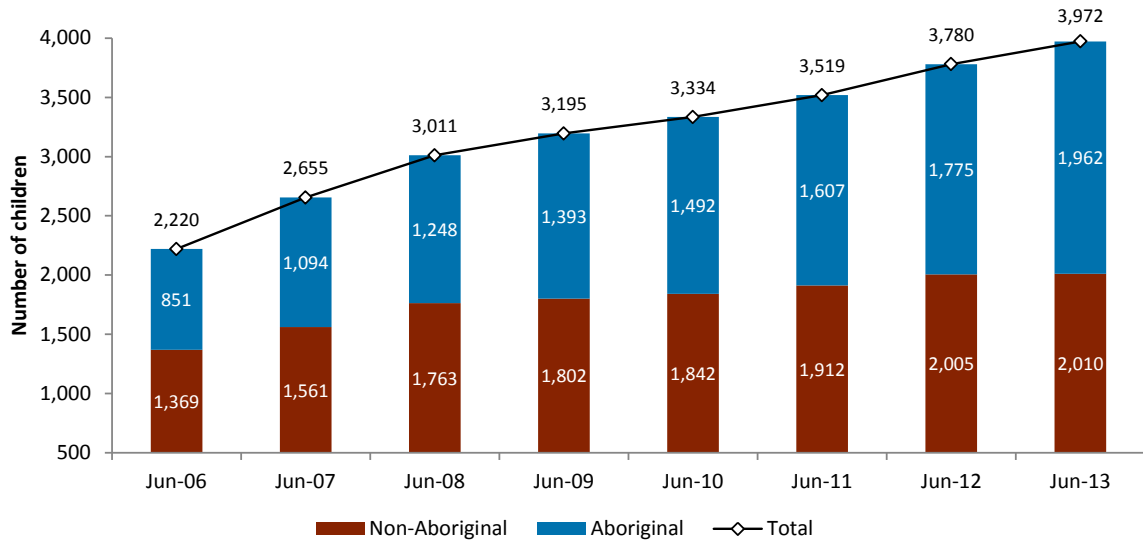
Service 1 - Supporting children and young people in the CEO's care

Children in care

Of the 3,972 children in the Chief Executive Officer's care at 30 June 2013, 1,962 were Aboriginal (Figure 4) and 234 were from of a culturally and linguistically diverse background.

An additional 373 children were the subject of special guardianship orders. Under these orders, these children and young people are able to leave care and benefit from more permanent living arrangements with their carers.

Figure 4: Children in care at 30 June 2013



(a) Refer to Table 27 in Appendix 3 for a regional breakdown of these figures.

Supporting children and young people in care

A suite of policies and initiatives support children and young people in care, as well as those who enter or leave care during the year. Major highlights in 2012-13 included:

- **Case planning and care planning:** The Department continued a strong focus on case planning and further embedded the *Signs of Safety* Child Protection Practice Framework as the foundation for supporting families working with the Department to keep their children safe.
- **Leaving care:** At 30 June 2013, there were 489 young people in care aged between 15 and 18 years. The Department's *Leaving Care Policy* and associated practice guidance assist staff to support young people transitioning from care.

The Department funded three community sector organisations to provide leaving care and after-care support to young people across the State. The Department has implemented a partnership agreement with the Department of Housing to enable young people leaving care to receive priority access to public housing, in recognition of the complex needs and particular disadvantage experienced by this group of young people.

- **Health and education planning:** The Department continued to work with the Department of Health on the health care planning pathway, which provides comprehensive health checks for children in care, including an assessment of their physical and mental health, child development checks and dental care. A review of the health care planning pathway has commenced to identify strategies that will improve health care assessment pathways and outcomes for children in care.

- *Child participation:* The inclusion of children's voices and participation in the development of their care plan continues to be a high priority for the Department. *Viewpoint* is an online, interactive questionnaire that gives children an opportunity to provide feedback about their views, wishes and experiences.

All children and young people in care aged five to 17 years are encouraged to use *Viewpoint* during their care planning, and 921 children participated during the year. This information assists the Department to better understand and meet the individual children's needs, in addition to improving how the Department supports children in care.

The Department is the first in Australia to introduce *Viewpoint*, although it is widely established in the United Kingdom. All Australian jurisdictions have recently agreed to a national survey as part of the *National Framework for Protecting Australia's Children 2009-2020* and this is being piloted later this year utilising *Viewpoint* technology.

- *Advocacy:* The Advocate for Children in Care promotes participation by children in care and identifies and reports on the issues they are concerned about. The Advocate provides individual advocacy services for children in care and assists them to access formal complaints and appeals processes. In 2012-13, the Advocate for Children in Care was contacted by, or on behalf of, 316 children and young people in care. Emerging themes included concerns about contact and placement arrangements, decisions made by the Department and service delays.
- *Permanency planning and special guardianship orders:* The Department strives to work with families to address child safety issues within the family and enable children who are in care to return home. For those children who cannot return home, permanency planning plays an important part in providing the child with a safe, stable and secure home, supporting their continuity of care and sense of belonging.

The Home for Life program aims to provide long-term care options for children and young people who are unlikely to return to their families. The program also contacts approved adoptive applicants to determine if they would consider long term fostering as an alternative to adoption. At 30 June, 11 children were in home for life placements.

Special guardianship orders are a permanency planning option which provides a child with a stable, long term placement arrangement, while supporting the child to maintain links with their family and people significant to them. There were 373 children on these orders.

- *Prioritising access to government services through Rapid Response:* The Department continued to work with other State government agencies to provide prioritised access to government services for children and young people in care. To date, the Department has:
 - secured exemptions from course fees by all State Training Providers;
 - improved the take-up of health and education planning by relevant departments;
 - improved access to emergency and public housing for young people leaving care; and
 - expanded children's access to sport and recreation opportunities.
- *Contact centres:* An important development was the establishment of contact centres in Peel, Rockingham and Joondalup. These centres enable the Department to facilitate contact between children and their families in an environment that is child-friendly and where families feel comfortable and supported. More contact centres are planned for 2014.

Providing safe living arrangements for children and young people in care

When a child enters care, decisions about reunification, placement arrangements and permanency planning are made by child protection staff inclusive of the child (where appropriate), the child's family and other people who are significant to the child.

These discussions take into account the family's strengths, their capacity to provide safety for the child and the needs of the child.

Over three quarters of children in care were looked after by foster carers, who were either relatives of the child or people who have volunteered to care and support children in care. Table 3 shows the living arrangements for all children in care at 30 June 2013.

In last twelve months, there has been a shift in the proportion of department placements to placements with community sector foster carers and residential care services. There were decreases in the proportion of children in care placed with parents/guardians (-1.4 per cent), departmental carers (-0.5 per cent) and departmental residential services (-0.5 per cent). There were increases in the proportion of children in placements with relative carers (+1.8 per cent), funded service carers (+1.1 per cent) and funded residential services (+0.5 per cent).

Table 3: Living arrangements for children in care at 30 June 2013

| Living arrangement | Aboriginal | | Non-Aboriginal | | Total | |
|----------------------------|------------|-------------------------|----------------|----------|----------|-------------------------|
| | Children | Per cent ^(a) | Children | Per cent | Children | Per cent ^(a) |
| Parent/former guardian | 141 | 7.2% | 155 | 7.7% | 296 | 7.5% |
| Relative foster care | 891 | 45.4% | 721 | 35.9% | 1,612 | 40.6% |
| Departmental foster care | 393 | 20.0% | 696 | 34.6% | 1,089 | 27.4% |
| Funded service foster care | 200 | 10.2% | 181 | 9.0% | 381 | 9.6% |
| Departmental residential | 66 | 3.4% | 44 | 2.2% | 110 | 2.8% |
| Funded service residential | 145 | 7.4% | 124 | 6.2% | 269 | 6.8% |
| Unendorsed arrangement | 102 | 5.2% | 66 | 3.3% | 168 | 4.2% |
| Independent living | 3 | 0.2% | 7 | 0.3% | 10 | 0.3% |
| Prospective adoptive | 2 | 0.1% | 12 | 0.6% | 14 | 0.4% |
| Other | 19 | 1.0% | 4 | 0.2% | 23 | 0.6% |
| Total | 1,962 | 100.0% | 2,010 | 100.0% | 3,972 | 100.0% |

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

Raising community awareness of children and young people in care

- *As Eye See It photographic exhibition*: In October 2012, the inaugural *As Eye See It* photographic exhibition by 34 children and young people in care aged 10 to 17 years was held at the Western Australian Museum. The exhibition gave these young people the opportunity to share their personal views about their care experiences through photography, with the aim of raising community awareness.

The exhibition was hosted by the Department, in partnership with the Western Australian Museum; Commissioner for Children and Young People; the Children Youth and Families Association; CREATE Foundation WA and Mental Health Carers ARAFMI (WA) Inc.

- *Perth Airport Achiever Awards 2013*: These awards recognise young people aged 15 to 25 years who are, or have been, in care and are pursuing further education or training. Twenty-two ambitious young Western Australians received Achiever Awards in May 2013, in three categories: University; Technical and Further Education; and Apprenticeship or Traineeship.
- *2013 Fostering Partnerships Festival of Learning*: The 2013 Fostering Partnerships Festival of Learning saw the Department, the Foster Care Association of Western Australia and the CREATE Foundation WA come together to present key information on issues facing children and young people in care, with a particular focus on leaving care and after-care supports.

The Department continues to work collaboratively with the CREATE Foundation WA and assists in the promotion of CREATE's services and events for children and young people in care.

Recruiting and supporting foster carers

The Department launched a new foster carer recruitment campaign across television and other types of media in September 2012, to boost its pool of general carers.

The Department also established a carer recruitment Facebook page to complement the television campaign.

The campaign has generated over 882 enquiries from people seeking information on becoming foster carers. Over 110 general carers have been approved since the campaign began, with many still under assessment.

The inaugural Foster Carer Celebration Day was held in October 2012 in conjunction with the launch of the foster carer advertising campaign. Other local community events were held to acknowledge the important role foster carers play every day in improving the lives of children in care.

This is also recognised in the *Foster Care Partnership Framework*, which was revised during the year. The Framework recognises that foster carers who provide 24 hours, seven days a week care to a child have the most impact on that child's wellbeing and healing.

In recognition of the particular needs of children in care from culturally and linguistically diverse backgrounds, the Department also actively worked with ethnic community leaders to recruit carers to provide culturally appropriate care for these children.

District offices sponsored a Family Day at Whiteman Park to promote fostering and build relationships between the Department and members of the Sudanese, Burundian and Liberian communities.

There were 817 general carers approved by the Department at 30 June, together with 394 foster carers approved by community sector organisations.

Recruiting and retaining suitable carers to look after the growing number of children in care continues to be a priority for the Department.



African carers' recruitment day



Facebook - a boost for the foster care recruitment campaign

Reforming residential care services

The reform and expansion of the Department's residential care services was substantially completed in the year, with delays experienced in securing land for a new service to be located in Port Hedland.

The Department has capacity for 350 residential care placements across the metropolitan and regional areas. In the metropolitan area, this comprised six secure care placements, 56 residential group home placements, 148 family group home placements provided by the community sector. In addition, the At Risk Youth Accommodation Service provided up to six young people with overnight accommodation in central Perth.

Seven residential group homes and 20 family group homes provide up to 134 placements in regional areas across the State.

Meeting the needs of children and young people with complex needs and/or challenging behaviours

There is an increasing number of children and young people in care who require specialised living arrangements to meet their complex needs, either because of moderate to severe disability, or because they exhibit challenging and unsafe behaviours.

For children and young people with complex needs and/or challenging behaviours, foster care or residential care arrangements are often not suitable to meet their specific needs.

The Department has a number of programs that provide a range of individualised placements for these children and young people, including:

- *Transitional High Needs Program* – This 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 51 young people in 2012-13.
- *Specialised Fostering Program* – Children and sibling groups displaying high to complex needs that cannot be met in foster care arrangements but can live in a family setting are accommodated in this program. 152 children and young people were supported in 2012-13, by nine community sector organisations.
- *Disability Placement Program* – This 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 care arrangement. When young people turn 18 years, this program transitions them to adult services operated by the Disability Services Commission. There were 72 children and young people supported during the year, operated by eight community sector organisations.
- *Kath French Secure Care Centre* – The Centre is a six 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. Planned support for these young people on leaving secure care is built in from admission. There were 58 admissions to the Centre during the year involving 44 young people.

Each of these placements requires specialised and individualised care, which represent a significant cost to the Department. Constraining these costs has been a challenge for the Department in 2012-13. This financial pressure will increase as more children and young people enter care with complex needs or exhibiting behaviours that put them at risk of harming themselves, their family members or others in the community.

Monitoring standards of care and care planning decisions

The Department monitors the quality of services on an ongoing basis. 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:* 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*. Eleven district offices were subject to monitoring reviews and 11 monitoring reviews of residential care services and community sector placement services were conducted.
- *Duty of Care:* The Department responds to serious allegations of harm to a child by an approved carer using an assessment covering the 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.

Of the 4,787 children and young people who were in care during the year, nine children (or 0.19 per cent) had a substantiated allegation of abuse by their caregiver, compared to sixteen children last year (0.35 per cent)².

- *Case Review Panel:* The Case Review Panel independently reviews planning decisions for children in care, such as the child's placement, contact arrangements with family or people who are significant to the child and services for the child.

There were 34 applications for a review of a decision in 2012-13. Twenty two applications were lodged by a biological parent, two by a foster carer, six by maternal grandparents and four by paternal grandparents.

Fourteen hearings were held, with the care planning decisions made by the Department upheld in 11 hearings. Sixteen applications were withdrawn or did not meet the criteria for a hearing.

Providing adoption services

Amendments to the *Adoption Act 1994* came into operation during the year, which included:

- A majority of independent membership on the Adoptions Applications Committee (AAC).
- The introduction of a merits review process for AAC decisions, including review by the State Administrative Tribunal.
- The lifting of some restrictions on the placement of children to support adoption as a permanency option for children in care, where this is appropriate.
- The reintroduction of relative adoptions in limited circumstances.
- The removal of the age limit for the older prospective adoptive parent in the case of a couple seeking to adopt a child.
- Aligning criminal history requirements with the offence classifications in the *Working with Children (Criminal Record Checking) Act 2004*.

² Annual figures of children who were the subject of substantiated abuse in care in the previous ten year period have ranged from two to 27 children.

The following adoption related services were provided by the Department:

- The Department completed six local and ten inter-country adoptions in the year, as well as 26 known adoptions. Tables 4 and 5 show the details of the adoption orders granted during the year.

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

| Type of adoption | | 2012-13 | 2011-12 | 2010-11 | 2009-10 |
|-------------------------------|--|---------|---------|---------|---------|
| Known adoptions | Carer | 1 | 2 | 2 | 1 |
| | Step-parent | 13 | 10 | 7 | 11 |
| | Adult | 12 | 6 | 16 | 8 |
| | <i>Total known adoptions</i> | 26 | 18 | 25 | 20 |
| Unrelated placement adoptions | Local | 6 | 3 | 4 | 12 |
| | Inter-country | 10 | 5 | 8 | 18 |
| | <i>Total unrelated placement adoptions</i> | 16 | 8 | 12 | 30 |
| Total adoption orders | | 42 | 26 | 37 | 50 |

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

| Country of origin | 2012-13 | 2011-12 | 2010-11 | 2009-10 |
|-------------------|---------|---------|---------|---------|
| China | 2 | 0 | 4 | 3 |
| Ethiopia | 1 | 0 | 1 | 4 |
| Hong Kong | 1 | 0 | 0 | 0 |
| India | 0 | 0 | 1 | 1 |
| Korea | 1 | 2 | 1 | 5 |
| Philippines | 0 | 2 | 0 | 0 |
| Taiwan | 3 | 1 | 1 | 2 |
| Thailand | 2 | 0 | 0 | 3 |
| Total | 10 | 5 | 8 | 18 |

- The Department provided a range of post adoption services for people who have been adopted. In Western Australia, there have been approximately 22,300 adoptions since 1896, involving in excess of 110,000 parties and their relatives.

Table 6 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 6: Post adoption information services

| Services | 2012-13 | 2011-12 | 2010-11 | 2009-10 |
|---|---------|---------|---------|---------|
| Registrations where services were provided ^(a) | 828 | 876 | 949 | 1,133 |
| Provision of sensitive information | 141 | 155 | 180 | 199 |
| Duty enquiry by registered client | 471 | 405 | 458 | 437 |
| Messages | 190 | 190 | 240 | 200 |
| Outreaches | 129 | 156 | 163 | 212 |
| Death notifications | 94 | 106 | 91 | 76 |

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

The Department provided historical family and personal information to Aboriginal people, former state wards, and British and Maltese child migrants. Table 7 shows details about the types of family information applications made.

Table 7: Applications for family information ^(a)

| Application type | Completed 2012-13 ^(b) | Pending at 30 June 2013 ^(a) | Completed 2011-12 | Pending at 30 June 2012 ^(a) |
|--------------------------|----------------------------------|--|-------------------|--|
| Child migrant | 1 | 0 | 13 | 1 |
| Personal records | 18 | 0 | 89 | 18 |
| Family history | 71 | 0 | 311 | 120 |
| General information | 102 | 0 | 120 | 3 |
| Proof of Aboriginality | 96 | 0 | 20 | 1 |
| Public Trustee | 110 | 0 | 36 | 3 |
| Redress/Child migrant | 0 | 0 | 6 | 0 |
| Redress/Family history | 0 | 0 | 201 | 0 |
| Redress/Personal records | 4 | 0 | 227 | 4 |
| Tracing (Aboriginal) | 0 | 0 | 10 | 0 |
| Total | 402 | 0 | 1,033 | 150 |

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

(b) Includes applications which have been withdrawn.

Additional performance data can be found in Appendix 3

Outcome 2: 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 - a joint operation with Western Australia Police to protect children in the Goldfields

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

Working with children and families using the *Signs of Safety* Child Protection Practice Framework

In delivering its statutory duties under the *Children and Community Services Act 2004*, the Department uses the *Signs of Safety* Child Protection Practice Framework to engage with vulnerable children, young people and families.

A comprehensive review and further integration of the Framework's processes and tools occurred during the year. The review covered the application of the principles and disciplines into the Department's child protection assessment, investigation and intervention work, as well as its case planning and reunification processes. The Department released the *Signs of Safety Implementation Plan for 2013 – 2014* as the basis for growing practice depth.

The Department held its second international *Signs of Safety* Gathering in November 2012. The *Signs of Safety* Gathering showcased a range of good practice examples, including working with families and their safety networks to demonstrate that the child is safe in their care, and working with children to help them understand why professionals are intervening in their lives.

Following on from the successful implementation in Western Australia, the Department is assisting other jurisdictions, including the Northern Territory, Queensland and Tasmania, to introduce *Signs of Safety* as their child protection practice framework.

This innovative and comprehensive approach will continue to be informed through the ongoing research program being conducted in partnership with the Australian Centre for Child Protection based at the University of South Australia.



Western Australian *Signs of Safety* Gathering, November 2012

Receiving and assessing child protection concerns from the community

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

There has been a significant increase in child protection notifications made to the Department in recent years, as highlighted in Table 8.

Table 8: Child protection notifications and children involved in child protection cases

| | 2012-13 (% change) | 2011-12 (% change) | 2010-11 (% change) | 2009-10 (% change) | 2008-09 |
|------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|---------|
| Child protection notifications | 18,327 (+7%) | 17,148 (+17%) | 14,629 (+15%) | 12,759 (+27%) | 10,067 |
| Children in child protection cases | 17,376 (+6%) | 16,368 (+16%) | 14,172 (+21%) | 11,757 (+18%) | 9,975 |

There is a greater level of public awareness about child safety and wellbeing issues in the Western Australian community. This increase also reflects the heightened community expectation that the Department will take action to protect children from harm.

The complexity of concerns reported to the Department has increased, and includes families presenting with multiple issues. Three significant drivers of child protection concerns are:

- family and domestic violence;
- drug and alcohol abuse; and
- mental health issues.

The Department has developed new practice guidance to more effectively assess and respond to allegations of neglect and manage the impact of family and domestic violence on children. Additional practice guidance was also developed to assess child protection concerns where a child or parent has a disability, mental health issues are present, and alcohol or other drug use are contributing factors.

Responding to child protection concerns

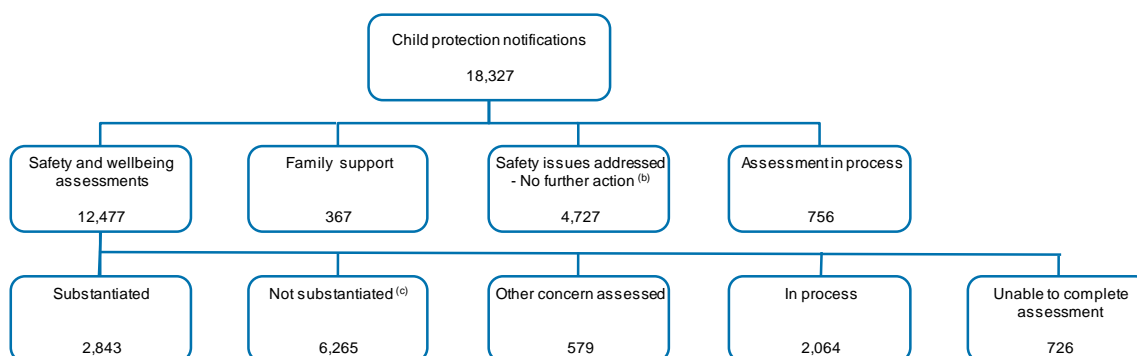
Where the Department has an ongoing role, a safety and wellbeing assessment is undertaken to ascertain the current circumstances and events surrounding the allegation/s, the potential danger the child faces, as well as the extent and possibility of safety for the child.

A decision is made as to whether additional support would enable the parent(s) to safely care for their child at home or whether the situation is so dangerous that the child needs to be cared for outside the family home.

The Department completes an initial assessment of all information it receives. Figure 5 shows that of the 18,327 notifications received, 12,477 warranted a more intensive safety and wellbeing assessment.

A further 367 notifications led to families being given intensive support services to help them address child safety issues. In just over a quarter of notifications, it was determined that there was no ongoing role for the Department. In many cases, the Department’s early intervention work with the family led to the child protection concerns being addressed.

Figure 5: Department responses to child protection notifications and outcomes of subsequent child safety and wellbeing assessments ^(a)



- (a) Refer to Table 34 and 35 in Appendix 4 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.

In 2012-13, the overall substantiation rate for assessments involving abuse and neglect concerns was 31.2 per cent of completed assessments.

Working with families during the safety and wellbeing assessment

Table 9 outlines the outcomes of the 12,477 safety and wellbeing assessments conducted in the year and the actions taken by the Department as a result of these assessments.

Table 9: Action taken as a result of safety and wellbeing assessments

| Action taken after assessment | Assessment outcome | | | | | Total |
|---|--------------------|-------------------|-------------------------|--------------|-------------------------------|---------------|
| | Substantiated | Not substantiated | Other concerns assessed | In process | Unable to complete assessment | |
| Intervention action | 794 | - | - | - | - | 794 |
| Child centred family support | 871 | 936 | 297 | - | - | 2,104 |
| Family support | 202 | 349 | 56 | - | - | 607 |
| Safety issues addressed – No further action | 944 | 4,980 | 226 | - | - | 6,150 |
| Action not possible | 32 | - | - | - | 726 | 758 |
| In process | - | - | - | 2,064 | - | 2,064 |
| Total | 2,843 | 6,265 | 579 | 2,064 | 726 | 12,477 |

Action taken by the Department following safety and wellbeing assessments included:

- 794 intervention actions, including making an application to the Children’s Court for the child;
- 2,711 cases of family support services to assist the family address safety issues;
- 758 cases where the Department was either unable to complete the assessment, or the assessment was completed but no action was possible.

In 6,150 cases, safety issues were addressed during the assessment. Therefore, no further action was required to be taken by the Department. In many of these cases the Department and the family worked together using the *Signs of Safety* Child Protection Practice Framework to enable the child to remain at home. In other cases, a child’s safety was improved sufficiently by a significant change in the family’s circumstances, for example parents sought treatment to manage

their mental health issues, a physically abusive partner left the family home or the parents arranged for their child to live with another family member.

A safety and wellbeing assessment may have more than one concern identified, and the Department assesses each of these concerns individually. Table 10 shows the breakdown of the 18,966 assessed concerns and the outcomes of each concern in the 12,477 assessments.

Emotional abuse was the most substantiated concern, in 40.5 per cent of instances where it was recorded. This was followed by neglect (37.2 per cent), physical abuse (28.8 per cent) and sexual abuse (19.1 per cent).

Table 10: Outcome of assessed concerns

| Outcome | Assessed concerns | | | | | Total |
|-----------------------------------|------------------------|--------------------------------|----------------|--------------|-----------------------------------|--------|
| | Neglect ^(a) | Emotional abuse ^(b) | Physical abuse | Sexual abuse | Wellbeing concerns ^(c) | |
| Substantiated | 1,288 | 1,486 | 844 | 507 | N/A | 4,125 |
| Unsubstantiated | 2,173 | 2,187 | 2,086 | 2,141 | N/A | 8,587 |
| No concern | N/A | N/A | N/A | N/A | 1,190 | 1,190 |
| Concern | N/A | N/A | N/A | N/A | 1,506 | 1,506 |
| In process | 693 | 728 | 551 | 418 | 159 | 2,549 |
| Unable to complete ^(d) | 249 | 257 | 193 | 310 | 0 | 1,009 |
| Total | 4,403 | 4,658 | 3,674 | 3,376 | 2,855 | 18,966 |

(a) Neglect includes 62 cases where no suitable adult relative or other adult could be located to care for a child.

(b) Emotional abuse includes psychological abuse.

(c) Wellbeing concerns may include homelessness, family and domestic violence, financial problems, parenting problems, parental substance abuse or parent/adolescent conflict. The recorded outcomes for wellbeing concerns are either "concern" or "no concern".

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

Providing family support services to high risk families

Children may be assessed as not being at risk of significant harm, but their families often require a range of support services. In these cases, the Department may refer these families to appropriate support organisations within the community, work in partnership with these organisations or provide more intensive support to the families through its child centred family support functions.

The Department provided 6,968 cases of family support services to 4,694 families in 2012-13, following a notification, after or during a safety and wellbeing assessment, or as a result of some other contact with the Department.

This represents a ten per cent increase in family support services provided directly by the Department in line with the *Signs of Safety* Child Protection Practice Framework. This has been attributed to enabling more children to remain at home and limiting the annual growth of children in care to five per cent this year.

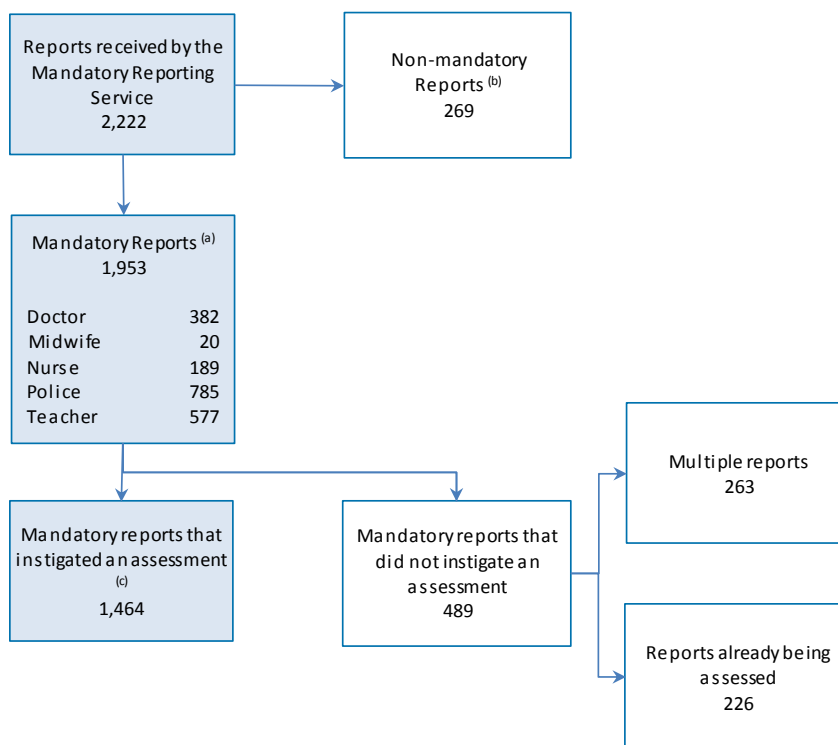
Responding to mandatory reports of suspected child sexual abuse

Legislation was introduced in 2009 requiring teachers, doctors, nurses, midwives and police in Western Australia to report suspected child sexual abuse if they form a belief on reasonable grounds that child sexual abuse is occurring or has occurred.

The Department’s Mandatory Reporting Service received a total of 1,953 mandatory reports and 269 non-mandatory reports, both of which are referred to the relevant district office for assessment.

Figure 6 shows a summary of reports made to the Mandatory Reporting Service during the year. Of those reports that resulted in a safety and wellbeing assessment, the reported sexual abuse was not substantiated in 80 per cent of cases.

Figure 6: 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.
- (b) Non-mandatory reports are those which do not meet the legislative criteria, such as 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 1,464 mandatory reports that instigated an assessment related to 2,302 children.

The Mandatory Reporting Service, in collaboration with the Department of Health, Department of Education, Department of Education Services and the Western Australia Police, have continued to deliver interagency state-wide training and information sessions to mandatory reporters and other professionals, to enhance the quality of reporting.

The Department and relevant government partners have also developed a DVD resource to reinforce the message that keeping children safe from abuse is a shared responsibility and the importance of reporting allegations of child sexual abuse.

Working with other agencies to keep unborn and newborn babies safe

In cases where an unborn baby is at risk of being harmed by its parents after 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 to cover the pregnancy and after the child is born. In 2012-13, 266 babies were involved in pre-birth meetings, with 69 babies requiring a subsequent protection application.

Responding to children involved in family and domestic violence incidents

The Department has also strengthened its response to family and domestic violence by partnering with specialist non-government family and domestic violence services within an already existing co-location arrangement with Western Australia Police.

These are referred to as Family and Domestic Violence Response Teams, and provide an integrated response to family and domestic violence, particularly in cases of police callouts to homes where children are present or are known to reside.

There are 17 Family and Domestic Violence Response Teams across Western Australia aligned with the Department's districts.

Protecting children using liquor restricted premises declarations

Working together with families, the Department of Housing and the Western Australia Police, child protection workers have supported and assisted the occupiers of premises to make a *Liquor Restricted Premises* application on numerous occasions. This has resulted in children being kept safe as family members and visitors are unable to consume alcohol on the premises.

On four further occasions, the Department applied for and obtained a *Liquor Restricted Premises Declaration* where the families were unable or not prepared to submit their own application and where the safety and wellbeing of a child was at risk due to alcohol use.

Referring families for income management

Child Protection Income Management (CPIM) and Voluntary Income Management are available in all metropolitan districts, and in the country regions of Peel, East Kimberley and West Kimberley. The Child Protection Income Management is a compulsory form of income management which aims to assist a parent/person with parental responsibility meet their child's basic needs, or assist a young person meet their needs by:

- allocating 70 per cent of income managed funds for necessities such as food, housing, utilities, clothing and medical care; and
- limiting access to discretionary cash that may be used to support negative behaviours, such as substance misuse and gambling.

Where financial mismanagement results in child neglect concerns, the Department can issue a notice to the Commonwealth Department of Human Services to place an individual on the Child Protection Measure of Income Management.

The Department made 540 referrals for compulsory income management to the Department of Human Services, where child neglect was a significant issue within the family. Over 300 people were on compulsory income management in Western Australia at 30 June 2013.

The Department contributed to the Commonwealth Government evaluation of CPIM by providing data and client files. Staff interviews were conducted in CPIM sites and the Goldfields region where CPIM was not available at the time. It is expected that the report will be released in 2013.

Income management was expanded into the Ngaanyatjarra Lands (including Kiwirrkurra) and the Laverton Shire in mid April 2013, which also has an additional measure called the Vulnerable Measure.

Under the Vulnerable Measure, a Department of Human Services social worker can place a person considered as vulnerable or at risk on income management if he or she:

- is in financial hardship;
- is experiencing financial exploitation;
- may not be undertaking reasonable self-care; or
- is homeless or at risk of homelessness.

Seeking protection orders to protect children and young people

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;
- make a protection order application for a child in the Children's Court; and
- make an application for a Violence Restraining Order (VRO) on behalf of a child, if a child is at substantial risk of harm from exposure to family and domestic violence.

The Children's Court determines whether a child is in need of protection in accordance with section 28 of the *Children and Community Services Act 2004*. If the Children's Court determines that a child is in need of protection, it may grant a protection order (supervision), protection order (time-limited), protection order (until 18) or a protection order (special guardianship).

Table 11 shows the protection applications lodged and the protection orders granted in the year. The number of children on protection orders at 30 June 2013 is outlined in Table 12.

Table 11: Protection applications lodged and granted

| Application type | Applications ^(c) |
|---|-----------------------------|
| Applications lodged ^(a) | 1,445 |
| Applications granted ^{(a) (b)} | 1,122 |

(a) Refer to Table 36 and Table 37 in Appendix 4 for a regional breakdown of these figures.

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

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

Table 12: Children who were the subject of protection orders at 30 June 2013

| Order | Aboriginal children | Non-Aboriginal children | Per cent |
|---|---------------------|-------------------------|----------|
| Protection order (Until 18) | 945 | 1,020 | 52.3 |
| Protection order (Time limited) | 687 | 627 | 35.0 |
| Protection order (Supervision) | 45 | 47 | 2.5 |
| Protection order (Special guardianship) | 181 | 192 | 9.9 |
| Australian Government Delegation ^(a) | 0 | 11 | 0.3 |
| Total | 1,858 | 1,897 | 100.0 |

(a) These related to unaccompanied humanitarian minors under the *Immigration (Guardianship of Children) Act 1946*.

The Department has developed revised practice guidance on applying for a protection order (supervision), including the Department's legal obligations and responsibilities. A protection order (supervision) authorises the Department to assess and monitor a child's wellbeing for the duration of the order, without affecting the parental responsibility of any person.

The goal is to increase safety over time and support the parent/s to become more protective of the child, while maintaining the stability of the child's living and care arrangements.

The Department is increasingly using pre-hearing conferences in the protection application process. These are aimed at achieving greater cooperation with parents and other stakeholders at an earlier stage and achieving better outcomes for children and their families. Conferences are used to manage child protection concerns more collaboratively, and are generally attended by all parties, including case workers, lawyers, Magistrates and convenors.

During the year, there was a focus on conducting pre-hearing conferences in regional areas, such as the Great Southern, Goldfields, West Kimberley, Murchison and South West.

Screening criminal records for people involved in child related work

In 2012-13, 106,217 applications for Working with Children check cards were received and 108,185 cards were issued. Over 300,000 people currently hold cards in Western Australia, equating to approximately one in six adults.

There were 99 negative notices issued in the year, effectively banning these people from child related work. To date, 430 people have been prohibited from engaging in child related work through the issue of negative notices or interim negative notices, or as a result of the cancellation of cards.

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:

- conducting outreach to communities across the metropolitan area, South West, Murchison, Goldfields and Indian Ocean Territories - Christmas and Cocos (Keeling) Islands;
- presenting community and customised workshops across the State; and
- partnering with the Constable Care Foundation on the inaugural Western Australia Child Safety Awards.

A statutory review of the *Working with Children (Criminal Record Checking) Act 2004* was tabled in Parliament in September 2012. The recommendations are being considered by the Minister. The report can be located at:

[http://www.parliament.wa.gov.au/publications/taledpapers.nsf/displaypaper/3815214a5baccea7d483ea2548257a78002cb897/\\$file/5214.pdf](http://www.parliament.wa.gov.au/publications/taledpapers.nsf/displaypaper/3815214a5baccea7d483ea2548257a78002cb897/$file/5214.pdf)

Review of the *Children and Community Services Act 2004*

The former Minister for Child Protection, the Hon Robyn McSweeney MLC, was required to carry out a legislative review of the *Children and Community Services Act 2004* under section 249 of the Act, including a review of the mandatory reporting of child sexual abuse provisions which came into effect on 1 January 2009. The Review examined the operation and effectiveness of the Act, with particular reference to:

- the objects of the Act set out under section 6; and
- the mandatory reporting provisions under Part 4 Division 9A.

The *Report of the Legislative Review of the Children and Community Services Act 2004* was tabled in the Legislative Council on 29 November 2012. Drafting instructions are currently being finalised for consideration by Cabinet.

A copy of the final report can be downloaded from the Parliamentary website at: [http://www.parliament.wa.gov.au/publications/taledpapers.nsf/displaypaper/3815434c6bc2d5a256705d2248257ac600087161/\\$file/5434.pdf](http://www.parliament.wa.gov.au/publications/taledpapers.nsf/displaypaper/3815434c6bc2d5a256705d2248257ac600087161/$file/5434.pdf).

Sharing information with the Prisoners Review Board to build child safety

A memorandum of understanding (MoU) between the Department and the Prisoners Review Board (the Parole Board) was finalised in the year, enabling information to be shared about child sex offenders and serious family and domestic violence offenders.

Under the MoU, the Parole Board can request information from the Department to determine an offender's suitability for parole. The Department can make recommendations to the Parole Board when it is considering the release of an offender, as well as any conditions to be imposed. These recommendations are aimed at enhancing the safety of a child or an adult who may be receiving services from the Department.

Working collaboratively with the Western Australia Police

For many years, the Department has worked with Western Australia Police to respond jointly to child protection concerns where criminal offences involving children may have occurred, as well as collaboratively tackling child protection issues in the community more broadly.

This year, the Department's childFIRST team, together with the Western Australia Police Child Assessment and Interview Team officially opened their new suite of interview rooms in the central Perth area. For children who attend the office for interviews, the space has been designed with vibrant, colourful furniture and decor to provide a child-friendly environment.

The new facility boasts five interview and monitoring rooms; a meeting room where staff can build rapport with children; an advocate room where staff from the Parkerville Children's Advocacy Service are based; and a kitchen where families can make themselves comfortable during the child interview process.



The Police Commissioner, Karl O'Callaghan and the Department's Director General, Terry Murphy officially opening the new suite of interview rooms

In 2013, the Department further strengthened its relationship with Western Australia Police through the establishment of Family and Domestic Violence Response Teams. Building on the strong foundation of the existing co-location of child protection staff and Western Australia Police, these teams provide an enhanced response to family and domestic through the inclusion of specialist services from dedicated community sector organisations.

This year, the Department and Western Australia Police continued to work collaboratively on a number of other operations, including:

Operation Deagon Goldfields

- Follow-up deployments by staff up to December 2012, with a six month review completed in December 2012.
- Two deployments in early 2013 by Department staff will be reviewed in July/August 2013, with stakeholders in local communities.
- An annual review to set a plan of ongoing support by the Department.

Operation Reset Kalumburu

- This operation has been underway for 12 months, with 11 deployments undertaken to date.
- The operation is planned to conclude in December 2013.
- Safety and wellbeing assessments of children are being conducted jointly with police and the Department's staff.
- Community education is being provided in relation to protective behaviours for children, mandatory reporting, Constable Care, mental health and drug/alcohol awareness.
- The operation is receiving and assessing additional disclosures of current and historical disclosures of sexual abuse experienced by young people in the community.

Additional performance data can be found in Appendix 4



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

Service 3: Supporting individuals and families at risk or in crisis.



Engaging with at risk youth through services provided by community sector organisations

Service 3 - Supporting individuals and families at risk or in crisis

The Department provides a range of child and family support services to children, young people, individuals and families who may be at risk or experiencing a crisis in their lives. These services provide a safety net for vulnerable members of the community, which in some cases, may also be a key preventative strategy for child protection.

Over 102,000 individuals and families received a range of services delivered by the Department and community sector organisations including;

- crisis and homeless accommodation and support services;
- family and domestic violence support services;
- at risk youth services;
- counselling and family mediation services;
- tenancy support services; and
- financial counselling services.

Partnering with the community services sector to support individuals and families at risk or in crisis

The implementation of the whole of government *Delivering Community Services in Partnership Policy* was a major focus in the year. The Department worked with the Community Sector Roundtable and the Western Australian Council of Social Service to achieve a further allocation of funds to increase the viability of the sector, particularly in areas of greatest need, such as youth services and to extend the provision of regional and remote services.

The Department continued to build collaborative partnerships with service providers in the community sector. Services funded by the Department and provided by the community sector constitute over 30 per cent of the Department's budget, with substantial growth seen in the areas of homelessness services, child placement services for children in care and intensive family support services. The Department provided a 15 per cent increase in funding for all community sector organisations in 2012-13.

Over 21,000 people were provided with homelessness and other support services in 2012 by the community services sector. The further expansion of homelessness services has continued with an emphasis on integration with mainstream services, particularly public housing. Shortages of homes in the public and private rental market are significant challenges for vulnerable individuals and families.

Assisting vulnerable families with financial problems

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 \$8 million was paid through 22,778 grants to eligible applicants.

Previously, families and individuals could only apply for a grant through a financial counselling service. The *Second Entry Point* was implemented on a trial basis in August 2011 as an alternative to meeting with a financial counsellor. This allowed applicants to apply directly to most utilities for a grant, which also relieved the demand on financial counselling services. The success of the trial resulted in the implementation of the *Second Entry Point* in August 2012.

Table 40 in Appendix 5 outlines the support provided by funded financial counselling services in over 64,000 instances in the 2012 calendar year. Assistance included advice on creditor issues, budgeting, negotiation, maintenance of essential services and assistance with housing problems.

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 the Act. The objectives of the Act are to:

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

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. During the year:

- The Department entered into 620 responsible parenting agreements. The Department utilises agreements when working with parents in the Parent Support Service, to clarify roles, responsibilities and goals in addressing children's antisocial or criminal behaviour. The number of agreements has risen significantly from 128 in 2011-12.
- The Department of Education entered into 18 agreements, of which 14 were in the metropolitan area and four in country areas. Feedback from metropolitan public school principals was that these agreements had helped improve student attendance rates and parental involvement.
- The Department of Corrective Services did not enter into any agreements.

If a parent does not comply with, or refuses to enter an agreement, an authorised officer may apply to the Children's Court for a responsible parenting order. There were no orders applied for by any of the authorised agencies.

A joint agency proposal for amendment to the *Parental Support and Responsibility Act 2008* was developed for consideration by Cabinet. It is intended to incorporate the best practice options for supporting parents into the legislative amendments of the *Children and Community Services Act 2004*.

The Department consolidated the work to integrate its Parent Support Service, youth justice and youth case management and support services, particularly through the co-location of the Department's staff with those from the Department of Correctives Services (following the full roll-out of the Parent Support Service this year).

Independent Expert comments

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:

- to acknowledge and support the primary role of parents in safeguarding and promoting the wellbeing of children; and
- 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 2012-13 and the impact of these services.

The report outlines the completion of the expansion of the Parent Support Service throughout the state, so that the services are now available in all regional areas along with the metropolitan area.

Usage of the service remains high with 1,242 families completing the service. Outcomes of the service remain positive, with a report that 84 per cent of those who completed the program (number not specified) making some positive changes as a result of the service. This is a lower

percentage than in the previous year. Assuming a reasonably high rate of completion, this figure still indicates that the program is achieving success in achieving its objectives.

The use of responsible parenting agreements under Part 4 of the Act, has increased significantly over the previous year, with 638 agreements entered into, the majority (620) by the Department for Child Protection and Family Support. Both that and the Department of Education are making increased use of the agreements which is in line with the objectives of the Act.

No responsible parenting orders were made or applied for under Part 5 of the Act, as was the case last year.

The co-location of workers from the parent support service with juvenile justice teams is reported to have made good progress in regional areas and is consistent with Part 2, Section 7 of the Act (Principle of cooperation between government agencies).

In summary, the report demonstrates increasing use of responsible parenting agreements, and these appear to be useful in the provision of services to families. The parent support services provided under the Act are reported to achieve good outcomes, with results reflecting the challenges of working with a hard to reach group. The provisions for responsible parenting orders are not utilised and may not be required to achieve good outcomes with the target group.



Mr Terry Simpson BSW

Parent Support Service

The Parent Support Service provides up to six months of home visiting casework support to 'hard to reach' parents of school aged children (up to 18 years) involved in:

- antisocial behaviour;
- criminal activity; or
- truancy (in combination with one or both of the above behaviours).

In 2012-13, there were 1,014 new referrals to the Parent Support Service. A total of 1,242 cases received a service in the year, including 396 cases carried forward from the previous year.

Through Royalties for Regions, the Parent Support Service is now available in all of the Department's 17 districts across Western Australia, providing services in the metropolitan area, as well as rural and remote communities.

A refocus of the Parent Support Service to older children displaying criminal and antisocial behaviour and targeting 'hard to reach' families, was consolidated during the year. This has led to a significant increase in the number of responsible parenting agreements undertaken with these families, who otherwise may have difficulty accessing support services.

Another significant achievement was the co-location of a Parent Support child protection worker with Youth Justice teams in most country regions. Increased coordination and joint case management processes were already established between the Parent Support and Youth Justice services in the metropolitan area.

These coordinated processes are resulting in effective service delivery and support to families. This is evidenced by good outcomes being achieved by families. Of the parents who completed the service during the year:

- 27 per cent made significant changes reflected in positive outcomes for the child;
- 57 per cent made some changes reflected in some positive outcomes for the child; and
- 16 per cent of parents made no gains.

Best Beginnings Service

Best Beginnings is an early intervention service for parents of infants who are experiencing a number of high risk issues, such as teenage pregnancy, domestic violence and/or mental health issues. Best Beginnings supports the Department's child protection function by increasing parents' capacity to care safely for their children.

The program operates in partnership with the Department of Health and is also delivered by three community sector organisations. The service strives to improve:

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

In 2012-13, 545 new referrals were made to the service, with 611 families receiving a service, representing a 29 per cent increase from 2011-12.

Through Royalties for Regions, Best Beginnings was expanded to all 17 districts across Western Australia, providing essential services to metropolitan, rural and remote communities.

A highlight for the service in the year was a presentation in October 2012 by three Best Beginnings staff members at the Marcé Society Biennial Congress in Paris.

The Marcé Society provides a forum for the exchange of information about the welfare of women and their families around the time of childbirth.

The presentation at this international event demonstrated the Best Beginnings collaboration with the health sector and the Department's commitment to best practice when working with parents who need additional support in caring for newborns and toddlers.



Catherine Rice, Jennifer Hewitt and Alena Walia at the Marcé Society Biennial Congress in October 2012

Strong Families Program

In 2012-13, 309 families voluntarily participated in this interagency program, which is accessible in 16 locations across Western Australia. The program works with families who need help to address multiple issues through coordinated support from agencies.

Issues may relate to parenting, housing, family and domestic violence, children not attending school, health problems, budgeting, and the use of alcohol and/or other drugs.

The program brings together agencies nominated by families to assist them in finding solutions to family problems and develop the family's capacity to engage with these services. The program focuses on the needs of Aboriginal families.

In 2013, a new whole of government, state-wide Partnership Agreement was signed off by Directors General of all Government Human Services Providers, with senior officers attending the Strong Families Monitoring Group to provide oversight for the program.

Over 135 government and community sector organisations were actively involved in Strong Families meetings during the year. Strong Families was further integrated into the operations of the Department’s district offices, providing enhanced local support.

Supporting Western Australians experiencing crisis in their lives

The Crisis Care Unit received almost 38,000 contacts from individuals and families in 2012-13 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 are raised about a child's safety or wellbeing after hours, Crisis Care staff take appropriate action to protect children from harm. Crisis care also supported children in care and their carers by providing support and guidance 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 Family and Domestic Violence helplines* - professional counselling, support and referral services to both perpetrators and victims of family and domestic 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 13 shows the number of contacts received by Crisis Care in 2012-13, which included 429 home visits.

Table 13: Crisis Care contacts in 2012-13

| | Crisis care | Family/Parenting helplines | Domestic violence helplines | Northbridge initiative | Total |
|----------|-------------|----------------------------|-----------------------------|------------------------|--------|
| Contacts | 27,841 | 5,353 | 4,154 | 387 | 37,735 |

Responding to family and domestic violence incidents

The integration of family and domestic violence response systems advanced this year, including co-location of staff with Western Australia Police and complex case management with community sector organisations.

This included the revision of the Department’s practice guidance and learning strategies, the implementation of the common risk assessment framework and commencing the re-contracting of the case co-ordination services to form the new Family and Domestic Violence Response Teams, an integrated service response involving police, co-located departmental staff and community sector organisations.

Developments in the Department’s response to domestic violence have been influenced by the *National Plan to Reduce Violence against Women and their Children 2010 - 2022*, a national framework emphasising earlier intervention, perpetrator accountability and integrated system responses.

Working within this national framework, the *Western Australian Family and Domestic Violence Prevention Strategy* outlines a long-term plan to address family and domestic violence across the

State to 2022. The Department continues to be the lead agency for the implementation of both the Prevention Strategy and the National Plan in the State.

Youth Services

The Department's *At Risk Youth Strategy 2011-2014* provides strategic direction for targeted programs to high risk young people, identifying 16 specific actions.

The Strategy has seen the reorientation of the Parent Support Service to young people who are behaving in a criminal and/or antisocial way and truanting, and greater integration with youth justice services. A Parent Support child protection worker is co-located with the local Youth Justice teams in the Pilbara, Murchison, South West, Great Southern and Goldfields.

In targeted country areas – including Kununurra, Broome, Meekatharra and Roebourne, as well as the south east metropolitan area – agencies have undertaken outreach operations to youth on the streets to respond to antisocial behaviour. A range of strategies have been undertaken with families to build safety for these young people, including referrals to the Parent Support service, income management and use of liquor restricted premises applications.

In metropolitan districts, Responsible Parenting Teams participated in multi-agency Integrated Offender Management Groups chaired by the Western Australia Police. These are aimed at diverting persistent and prolific offenders from further entering the juvenile justice system.

The Department also worked in partnership with police and community sector organisations to target at risk youth. The integration of inner-city youth services into Mission Australia's Youthbeat was implemented in 2012, increasing the effectiveness and capacity to respond to at risk youth in the metropolitan area.

The Young People with Exceptionally Complex Needs interagency program was also introduced in 2012. It provides a coordinated service delivery response to improve the wellbeing and quality of life of young people with exceptionally complex needs, such as those with a combination of mental illness, substance abuse or disability.

Family Support Networks

In its second year of operation, the first Family Support Network in Armadale achieved its aim of connecting families earlier to community sector organisations, preventing families being drawn into child protection interventions and benefitting from having a single multi-agency assessment.

The Armadale Family Support Network (AFSN) began service delivery as an innovation site in April 2012. Family Support Networks are an alliance of community sector services and the Department, providing a common entry point to services, delivering earlier, targeted support to families.

An evaluation of the first 12 months of operations has found early indications of positive outcomes for clients, as well as increased service coordination between community sector organisations and the Department. There has also been a reduction in the duplication of multiple agencies providing services to the same clients.

There is some indication that the AFSN has reduced the demand on the Armadale district office, with a decrease in the number of safety and wellbeing assessments undertaken by the Department since the AFSN commenced.

During its first year of operation, the AFSN provided support to 517 families (1,663 clients). Family support comprised 49.5 per cent of cases requiring assistance. This included assistance with issues such as child developmental delay; relationship difficulties; grief and loss; social isolation; community conflict; and post trauma support.

Supporting the community during emergencies and natural disasters

Under Western Australian Emergency Management arrangements, the Department is responsible for coordinating the provision of welfare support services to individuals and families affected by emergencies or natural disasters.

During the year, there were 21 incidents that required the Department to initiate a rapid response, including:

- September Hay Street fire
Red Castle Hotel fire
- October Bidyadanga fires
- November November storms
- December Collie floods (declared)
Bremer Bay fires
Pilbara fire
- January Canning Vale fire
Cyclone Narelle
Kalgarrin storm (declared)
Newman fires
- February Esperance fires
Boddington fires
Greenbushes fire
Australind fires
Gin Gin fires/Bindoon
Glen Forest fires
Cyclone Rusty (declared)
Upper Swan fires
Bullsbrook fires
- March Kewdale Industrial fire

There were 886 individuals who were provided with immediate support including financial assistance, information and personal support, alternative accommodation, and counselling. Almost \$150,000 was given to affected people through the Department's Personal Hardship and Distress program.

To assist the Department in meeting its responsibilities, there are a range of government, non-government and community sector organisations that are members of the Department's State Welfare Emergency Committee.

The Department employs District Emergency Services Officers in metropolitan and regional areas to ensure a ready and prepared response to emergencies and disasters. The number of Early Response Teams was doubled to six teams during 2012-13 to provide a greater, early response capacity.

With coordination from the Emergency Services Unit and the assistance of the District Emergency Services Officers, the Department provided significant responses, including the establishment of numerous evacuation centres, the provision of personal and financial support, and assisted in longer term recovery services.

The Department continues to be involved in a range of emergency management exercises, both at the local, state and national levels.

A significant commitment continues to be made in relation to preparation and planning, in particular the roles of local communities within the districts and state-based organisations within the State Welfare Emergency Committee arrangements.



Additional performance data can be found in Appendix 5

SIGNIFICANT ISSUES AND TRENDS

- The increase in the rate of children coming into care has been slowed significantly to less than 6 per cent through the use of the *Signs of Safety* approach to child protection. However, providing safe living arrangements to almost 4,000 children and young people requiring out-of-home care continues to be a significant challenge for the Department and the not-for-profit sector.
- Recruiting general foster carers continues to be a priority. A mass media and social media campaign to recruit general foster carers in September 2012 has resulted in over 100 additional carers being approved to June 2013.
- There are a growing number of children and young people with complex needs and challenging behaviours who are a risk to themselves and/or others in the community, and require individualised care arrangements. These specialised placements represent a significant cost pressure for the Department.
- The proportion of out-of-home care placements provided by the not-for-profit sector continues to increase. Over 37 per cent of children in care who are not placed within their families are currently placed with not-for-profit sector organisations, reflecting a 118 per cent increase in the number of such placements in the last five years.
- The Department has commenced delegating the case management of children in the Chief Executive Officer's care who are on permanent protection orders and in stable, long-term placements to not-for-profit sector organisations.
- Following on from the successful implementation in Western Australia, the Department is assisting other jurisdictions, including the Northern Territory, Tasmania and Queensland, to introduce *Signs of Safety* as their child protection practice framework. This innovative and comprehensive approach, created in Western Australia and being implemented internationally, will continue to be informed through an ongoing research partnership between the Department and the Australian Centre for Child Protection based at the University of South Australia.
- Child protection notifications have increased more than 80 per cent from 10,067 in 2008-09 to 18,327 in 2012-13. Family and domestic violence, mental health issues, and parental drug and alcohol abuse continue to be key drivers of demand for child protection and family support services.
- Approximately 45,000 incidents of family and domestic violence were reported in 2012. Over 80 per cent of these cases involved children. Through the implementation of a new service model which commenced in February 2013, better integration of family and domestic violence services is occurring with the Western Australia Police, the Department and not-for-profit sector organisations jointly assessing and responding to high risk cases.
- The Family Support Network in Armadale, an alliance of not-for-profit sector services and the Department, providing a common entry point to services, has assisted 1,663 individuals in 508 families in the 12 month period since it was launched in May 2012. The Department will continue to work with the not-for-profit sector to establish similar services, aimed at helping families with targeted support earlier to prevent crises in their lives and reduce the need for child protection intervention.
- Homelessness remains a significant issue for Western Australia, and the State has signed a one year transitional National Partnership Agreement on Homelessness (NPAH). Recent independent reports have found that the Department's implementation of the NPAH programs has made a positive difference for the majority of people who use them.

DISCLOSURES AND LEGAL COMPLIANCE

Independent audit opinion



Auditor General

INDEPENDENT AUDITOR'S REPORT

To the Parliament of Western Australia

DEPARTMENT FOR CHILD PROTECTION AND FAMILY SUPPORT

Report on the Financial Statements

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

The financial statements comprise the Statement of Financial Position as at 30 June 2013, 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 and Family Support at 30 June 2013 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 and Family Support during the year ended 30 June 2013.

Controls exercised by the Department for Child Protection and Family Support 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 and Family Support 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.

Opinion

In my opinion, the controls exercised by the Department for Child Protection and Family Support 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 2013.

Report on the Key Performance Indicators

I have audited the key performance indicators of the Department for Child Protection and Family Support for the year ended 30 June 2013.

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 and Family Support are relevant and appropriate to assist users to assess the Department's performance and fairly represent indicated performance for the year ended 30 June 2013.

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 and Family Support for the year ended 30 June 2013 included on the Department's website. The Department's directors are responsible for the integrity of the Department's website. This audit does not provide assurance 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
 13 August 2013

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 and Family Support's performance, and fairly represent the performance of the Department for Child Protection and Family Support for the financial year ended 30 June 2013.



Terry Murphy
Accountable Authority
12 August 2013

Outcomes, services and performance information

The Department is funded to provide a range of services to the Western Australian community, based on three key services. These services are aimed at meeting the broad outcomes agreed by Government, which contribute to meeting the government goal outlined below.

Figure 7: 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 key performance indicators outlined below measure how effective the Department is at achieving its desired outcomes and how efficiently it delivers its services. Several of the Department's key performance indicators are based on performance indicators reported nationally by Australian child protection jurisdictions.

Results with a variance of 10 per cent or more compared to the target or prior year results are explained.

Key effectiveness indicators

Outcome 1: Children and young people in the CEO's care receive a high quality of care and have much improved life chances

Two of the most critical success factors that contribute to meeting this outcome are the provision of a stable placement for a child and comprehensive care planning that addresses a child's health, education, cultural, social and recreational needs, as well as providing safe living arrangements.

| Proportion of children in the CEO's care with comprehensive care planning undertaken within set time frames | | | |
|--|--|--------|--------|
| | Year | Target | Result |
| | 2012-13 | 85% | 90% |
| <p><i>When children enter care, the Department seeks to ameliorate the impact of abuse and neglect and the resulting effects of trauma on child development.</i></p> <p><i>The care plan identifies the child's needs, including education, health, and cultural needs, and the steps or measures needed to address those needs.</i></p> | <p>Care planning for children in care was previously reported as an efficiency key performance indicator. This year, the indicator has been expanded and presented for the first time as an effectiveness indicator. This indicator reports on the proportion of children in care with comprehensive care planning completed within set timeframes. The indicator incorporates:</p> <ul style="list-style-type: none"> children in care throughout the year who had a care plan completed in the last 12 months (excluding those children in provisional protection and care³), and children who entered provisional protection and care in the year and had a provisional care plan completed within seven days of entering care. <p>The target takes into account factors outside the Department's control which may impact on its ability to provide timely care planning for every child in the State. The higher than expected result in 2012-13 is a result of a focussed effort on improving care planning timeliness during the year.</p> | | |

³ A child may be taken into provisional protection and care following the execution of a warrant or without a warrant. A child may also come into provisional protection and care where the Court makes an interim order for this purpose.

| Average number of placements per child in the CEO's care per year | | | |
|--|--|--------|--------|
| | Year | Target | Result |
| <p><i>For children in care, stability of placement is an important indicator of quality care and contributes to improved life chances.</i></p> <p><i>National and international research shows that stable placements are critical in achieving secure attachments, improved health and educational outcomes and the development of life skills.</i></p> | 2012-13 | 1.4 | 1.6 |
| | 2011-12 | 1.4 | 1.5 |
| | 2010-11 | 1.4 | 1.5 |
| | <p>This indicator reports the average number of distinct placements in a 12 month period experienced by children who have been in care for more than 12 months. It is based on the nationally reported indicator 'stability of placement'⁴.</p> <p>The target is in recognition of the child's best interests being the paramount consideration when making placement decisions. Several placements may occur in the process of finding the most appropriate longer-term placement for the child.</p> <p>Placement changes may also be required to respond to circumstances which may be outside of the Department's control, such as a foster carer no longer be able to care for a child placed with them, or a placement not being suitable to manage a young person's challenging behaviour.</p> <p>The 2012-13 result is higher than target and the previous year. This reflects that placement changes were necessary to secure a more appropriate placement for a child in an increasing number of cases. Multiple placements are often associated with children and young people with highly complex needs and/or challenging behaviours.</p> | | |

| Proportion of Aboriginal children in the CEO's care placed in accordance with the Aboriginal and Torres Strait Islander Child Placement Principle | | | |
|---|---|--------|--------|
| | Year | Target | Result |
| <p><i>This indicator is informed by national and international research on the importance for Aboriginal children who come into care of maintaining a connection with family and culture.</i></p> | 2012-13 | 80% | 69% |
| | 2011-12 | 85% | 71% |
| | 2010-11 | 85% | 73% |
| | <p>This indicator shows the proportion of Aboriginal children in placements that met the first three of the four placement options under the Principle, outlined in section 12(2) of the <i>Children and Community Services Act 2004</i>. 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.</p> <p>The indicator is based on the nationally reported 'Placement in accordance with the Aboriginal Child Placement Principle'⁵. Based on the most recent available data, Australian child protection jurisdictions achieved a result of 69 per cent in 2011-12.</p> <p>In recognition of these factors, the target was changed from 85 per cent to 80 per cent in 2012 13, providing a more realistic performance target. The target takes into account that the child's best interests are the paramount consideration when applying the Principle.</p> <p>The result of 69 per cent in 2012-13 reflects the increasing proportion of Aboriginal children entering care and the challenges of recruiting Aboriginal foster carers.</p> | | |

⁴ Report on Government Services 2013 Volume 2, Productivity Commission (page 15.31).

⁵ Report on Government Services 2013 Volume 2, Productivity Commission (page 15.36-38).

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 incidents ⁶.

| Improved safety – Proportion of children not subject to a subsequent substantiation of harm within 12 months of a previous substantiation of harm | | | |
|---|---|--------|--------|
| | Year | Target | Result |
| | 2012-13 | 95% | 92% |
| | 2011-12 | 95% | 93% |
| | 2010-11 | 95% | 93% |
| <i>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.</i> | <p>The indicator 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.</p> <p>Targets for this indicator can be affected by factors beyond the control of the Department when working with these families, and this is reflected in the target.</p> <p>Latest available data indicates that Western Australia is the leading child protection jurisdiction for this indicator, compared to other Australian States ⁷.</p> | | |

| Improved safety – Proportion of children not subject to a substantiation of harm 12 months after an assessment of harm that was unsubstantiated | | | |
|---|--|--------|--------|
| | Year | Target | Result |
| | 2012-13 | 95% | 95% |
| | 2011-12 | 95% | 96% |
| | 2010-11 | 95% | 94% |
| <i>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.</i> | <p>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.</p> <p>Targets for this indicator can be affected by factors beyond the control of the Department when working with these families, and this is reflected in the target.</p> | | |

⁶ Report on Government Services 2013 Volume 2, Productivity Commission (page 15.53).

⁷ Report on Government Services 2013 Volume 2, Productivity Commission (page 15.55).

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

The following indicators use customer survey responses from at risk families and individuals accessing departmental and not-for-profit community sector services. The results are based on a customer perception survey, which is conducted each year between November and December⁸. The majority of surveys are distributed to clients by community sector organisations.

Clients who received a service, either directly from the Department or from 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 for this outcome.

The majority of clients surveyed are disadvantaged and/or vulnerable members of the community. The survey provides client feedback on the effectiveness of the support they have received to overcome the crisis in their lives.

| Percentage of customers who report that they were supported to provide care and safety to their family members | | | |
|--|---|--------|--------|
| | Year | Target | Result |
| <p><i>This is an indicator of clients' perceptions of the Department's effectiveness in assisting them to provide care and safety to their family members.</i></p> | 2012-13 | 95% | 94% |
| | 2011-12 | 95% | 94% |
| | 2010-11 | 95% | 92% |
| | <p><i>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.</i></p> | | |

| Percentage of customers who report confidence to manage as a result of receiving services | | | |
|---|---|--------|--------|
| | Year | Target | Result |
| <p><i>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.</i></p> | 2012-13 | 95% | 90% |
| | 2011-12 | 95% | 91% |
| | 2010-11 | 95% | 88% |
| | <p><i>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.</i></p> | | |

⁸ The 2012-13 survey results have a confidence interval of ± 2.00 per cent at the 95 per cent confidence level. Other survey statistics include:

- Estimated population size: 79,286
- Customers invited to take part: 5,829
- Number of respondents: 2,336
- Response rate: 40 per cent

| Percentage of customers who report that their needs were met as a result of using services | | | |
|---|--|---------|--------|
| | Year | Target | Result |
| | | 2012-13 | 97% |
| | 2011-12 | 97% | 97% |
| | 2010-11 | 97% | 96% |
| <i>This indicator measures how effectively the Department met the needs of customers receiving family support services.</i> | <i>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.</i> | | |

Key efficiency indicators

The Department's efficiency indicators focus on the unit costs of key activities within its three services. The targets are revised annually during the Budget process.

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

| Average cost per child per day in the CEO's care | | | | | | |
|--|---|---------------|-----------------------------------|-----------|--|--------|
| Year | Total cost | | Number of placement days provided | | Average cost per child per day in the CEO's care | |
| | Target | Result | Target | Result | Target | Result |
| 2012-13 | \$256,088,743 | \$273,792,812 | 1,406,368 | 1,413,894 | \$182 | \$194 |
| 2011-12 | \$233,450,679 | \$250,187,117 | 1,278,769 | 1,333,642 | \$183 | \$188 |
| 2010-11 | \$212,866,443 | \$218,908,402 | 1,244,833 | 1,243,623 | \$171 | \$176 |
| | <i>Note: The 2012-13 target total cost has been restated due to the "Contribution to responsible financial management" allocation and therefore the target average cost per child per day in the CEO's care differs from the figure published in the 2012-13 Budget Estimates.</i> | | | | | |
| | This indicator reports the average cost per child per day in the CEO's care. Expenditure includes the cost of case management, providing out-of-home care placements, foster carer subsidies and other support costs required to address a child's health, education and other needs as detailed in their care plan, such as maintaining a child's connection with their family through ongoing contact arrangements. | | | | | |

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

| Average cost per child involved in child protection cases | | | | | | |
|---|--|---------------|---|--------|------------------------|---------|
| Year | Total cost | | Children involved in child protection cases | | Average cost per child | |
| | Target | Result | Target | Result | Target | Result |
| 2012-13 | \$109,988,535 | \$118,590,676 | 16,841 | 17,376 | \$6,531 | \$6,825 |
| 2011-12 | \$103,768,292 | \$105,707,208 | 13,826 | 16,368 | \$7,505 | \$6,458 |
| 2010-11 | \$90,697,381 | \$97,325,383 | 12,409 | 14,172 | \$7,309 | \$6,867 |
| | <i>Note: The 2012-13 target total cost has been restated due to the "Contribution to responsible financial management" allocation and therefore the target average cost per child differs from the figure published in the 2012-13 Budget Estimates.</i> | | | | | |
| | 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 2012-13. | | | | | |

| Proportion of child safety and wellbeing assessments and an outcome recorded within 30 days | | |
|---|--|--------|
| Year | Target | Result |
| 2012-13 | 50% | 45% |
| 2011-12 | 40% | 45% |
| 2010-11 | 40% | 47% |
| | <p>This indicator is based on the nationally reported child protection indicator 'Response times'⁹. 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.</p> <p>This indicator reports the proportion of child safety and wellbeing assessments completed within 30 days.</p> <p>The target was increased from 40 per cent to 50 per cent in 2012-13. 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.</p> <p>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.</p> <p>Performance may also be impacted by the challenges of undertaking child protection work across vast geographical areas, particularly in regional and remote areas.</p> | |

| Average cost per 'Working with Children Check' activity | | | | | | |
|---|---|--------------|----------------------|---------|---------------------------|--------|
| Year | Total cost | | Number of activities | | Average cost per activity | |
| | Target | Result | Target | Result | Target | Result |
| 2012-13 | \$10,195,166 | \$11,647,512 | 186,786 | 220,265 | \$55 | \$53 |
| | <p>The <i>Working with Children (Criminal Record Checking) Act 2004</i> 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 or volunteer work.</p> <p>In prior years, this indicator reported the average cost of processing a Working with Children Check application, including the screening of offences listed in the legislation.</p> <p>In 2012-13, the indicator was changed to reflect the two main activities for Working with Children Checks – processing the initial application and undertaking screening activities. Screening activities occur at the application stage, with subsequent screenings undertaken to assess the ongoing validity of a person's Working with Children card.</p> <p>The total cost is 13 per cent higher than the target for 2012-13 primarily due to the additional costs incurred to process a higher throughput of applications, screening and associated services:</p> <ul style="list-style-type: none"> • In 2012-13, 110,859 applications were completed, compared to 97,238 in 2011-12; and • With over 300,000 people now holding a current Working with Children card in Western Australia, an increased level of screening activity occurs to re-assess notifications about new offences. | | | | | |

⁹ Report on Government Services 2013 Volume 2, Productivity Commission (page 15.25).

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

| Average cost per client | | | | | | |
|-------------------------|---|---------------|-------------------|--------|-------------------------|---------|
| Year | Total cost | | Number of clients | | Average cost per client | |
| | Target | Result | Target | Result | Target | Result |
| 2012-13 | \$158,162,872 | \$156,596,227 | 77,548 | 79,286 | \$2,040 | \$1,975 |
| 2011-12 | \$138,451,244 | \$158,415,630 | 75,383 | 74,724 | \$1,837 | \$2,120 |
| 2010-11 | \$127,295,532 | \$134,116,023 | 70,688 | 70,348 | \$1,801 | \$1,906 |
| | <p><i>Note: The 2012-13 target total cost includes the "Contribution to responsible financial management allocation" and therefore the target average cost per client differs from the figure published in the 2012-13 Budget Estimates. Up to 2011-12, Parent Support Service clients were reported in a separate key performance indicator. In 2012-13, the expenditure and client figures associated with the Parent Support Service were included in this indicator.</i></p> <p>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.</p> <p>This indicator reports the average cost per client, who was either supported by the Department or a not-for-profit community sector organisation funded by the Department.</p> <p>Not-for-profit community sector organisations provided services to ninety per cent of these clients, which included the provision of homelessness services, family and domestic violence services and financial counselling. The Department's clients were supported through the Parent Support, Strong Families and Best Beginnings services, in addition to a range of other services.</p> <p>Client data from services provided directly by the Department is based on the 2012-13 financial year. Client data for services provided by not-for-profit community sector organisations are based on the 2012 calendar year, due to extended reporting timeframes for these organisations to provide client data to the Department.</p> | | | | | |

Financial statements

Certification of financial statements

The accompanying financial statements of the Department for Child Protection and Family Support 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 2013 and the financial position as at 30 June 2013.

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
12 August 2013



Peter Byrne
Chief Finance Officer
12 August 2013

Department for Child Protection and Family Support
Statement of Comprehensive Income for the year ended 30 June 2013

| | Note | 2013 (\$'000) | 2012 (\$'000) |
|---|------|------------------|------------------|
| COST OF SERVICES | | | |
| Expenses | | | |
| Employee benefits expense | 6 | 224,733 | 212,501 |
| Supplies and services | 7 | 61,215 | 56,934 |
| Depreciation and amortisation expense | 8 | 6,825 | 6,682 |
| Accommodation expenses | 9 | 28,350 | 27,611 |
| Grants and subsidies | 10 | 91,908 | 85,188 |
| Funding for services | 11 | 142,549 | 132,691 |
| Loss on disposal of non-current assets | 16 | 292 | 99 |
| Other expenses | 12 | 7,260 | 4,444 |
| Total cost of services | | 563,132 | 526,150 |
| Income | | | |
| Revenue | | | |
| User charges and fees | 13 | 4,194 | 3,870 |
| Commonwealth grants and contributions | 14 | 35,176 | 35,484 |
| Other revenue | 15 | 2,140 | 4,230 |
| Total revenue | | 41,510 | 43,584 |
| Total income other than income from State Government | | 41,510 | 43,584 |
| NET COST OF SERVICES | | 521,622 | 482,566 |
| INCOME FROM STATE GOVERNMENT | 17 | | |
| Service appropriation | | 496,781 | 460,776 |
| Services received free of charge | | 1,892 | 2,035 |
| Royalties for Regions Fund | | 8,557 | 9,715 |
| Other funds received from State Government | | 4,543 | 13,080 |
| Total income from State Government | | 511,773 | 485,606 |
| (DEFICIT)/SURPLUS FOR THE PERIOD | | (9,849) | 3,040 |
| OTHER COMPREHENSIVE INCOME | | | |
| Changes in asset revaluation surplus | 30 | 1,518 | 1,233 |
| Total other comprehensive income | | 1,518 | 1,233 |
| TOTAL COMPREHENSIVE INCOME FOR THE PERIOD | | (8,331) | 4,273 |

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

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

Department for Child Protection and Family Support
Statement of Financial Position as at 30 June 2013

| | Note | 2013 (\$'000) | 2012 (\$'000) |
|--------------------------------------|--------|------------------|------------------|
| ASSETS | | | |
| Current Assets | | | |
| Cash and cash equivalents | 31 | 11,603 | 20,140 |
| Restricted cash and cash equivalents | 18, 31 | 3,591 | 8,159 |
| Receivables | 19 | 2,681 | 3,275 |
| Amounts receivable for services | 20 | 1,600 | 3,000 |
| Other current assets | 21 | 2,751 | 1,556 |
| Total Current Assets | | 22,226 | 36,130 |
| Non-Current Assets | | | |
| Restricted cash and cash equivalents | 18, 31 | 5,459 | 4,520 |
| Amounts receivable for services | 20 | 36,670 | 27,241 |
| Property, plant and equipment | 22, 25 | 97,559 | 95,499 |
| Leasehold improvements | 23, 25 | 7,174 | 7,872 |
| Work in progress | 24, 25 | 9,218 | 4,070 |
| Intangible assets | 26, 25 | 21,012 | 22,772 |
| Total Non-Current Assets | | 177,092 | 161,974 |
| TOTAL ASSETS | | 199,318 | 198,104 |
| LIABILITIES | | | |
| Current Liabilities | | | |
| Payables | 28 | 12,812 | 8,766 |
| Provisions | 29 | 42,690 | 36,175 |
| Total Current Liabilities | | 55,502 | 44,941 |
| Non-Current Liabilities | | | |
| Provisions | 29 | 12,079 | 12,215 |
| Total Non-Current Liabilities | | 12,079 | 12,215 |
| TOTAL LIABILITIES | | 67,581 | 57,156 |
| NET ASSETS | | 131,737 | 140,948 |
| EQUITY | | | |
| Contributed equity | 30 | 85,392 | 86,272 |
| Reserves | | 74,678 | 73,160 |
| Accumulated (deficit) | | (28,333) | (18,484) |
| TOTAL EQUITY | | 131,737 | 140,948 |

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

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

Department for Child Protection and Family Support
Statement of Changes in Equity for the year ended 30 June 2013

| | Note | Contributed equity (\$'000) | Reserves (\$'000) | Accumulated (deficit) (\$'000) | Total equity (\$'000) |
|---|------|-----------------------------------|----------------------|--------------------------------------|-----------------------------|
| Balance at 1 July 2011 | 30 | 81,153 | 71,927 | (21,524) | 131,556 |
| Restated balance at 1 July 2011 | | 81,153 | 71,927 | (21,524) | 131,556 |
| Surplus | | 0 | 0 | 2,812 | 2,812 |
| Correction of prior period errors | | 0 | 0 | 228 | 228 |
| Other comprehensive income | | 0 | 1,233 | 0 | 1,233 |
| Total comprehensive income for the period | | 0 | 1,233 | 3,040 | 4,273 |
| Transactions with owners in their capacity as owners: | | | | | |
| Capital appropriations | | 9,243 | 0 | 0 | 9,243 |
| Distribution to owners | | (4,124) | 0 | 0 | (4,124) |
| Total | | 5,119 | 0 | 0 | 5,119 |
| Balance at 30 June 2012 | | 86,272 | 73,160 | (18,484) | 140,948 |
| Balance at 1 July 2012 | | 86,272 | 73,160 | (18,484) | 140,948 |
| (Deficit) | | 0 | 0 | (9,849) | (9,849) |
| Other comprehensive income | | 0 | 1,518 | 0 | 1,518 |
| Total comprehensive income for the period | | 0 | 1,518 | (9,849) | (8,331) |
| Transactions with owners in their capacity as owners: | | | | | |
| Distribution to owners | | (880) | 0 | 0 | (880) |
| Total | | (880) | 0 | 0 | (880) |
| Balance at 30 June 2013 | | 85,392 | 74,678 | (28,333) | 131,737 |

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

Department for Child Protection and Family Support
Statement of Cash Flows for the year ended 30 June 2013

| | Note | 2013 (\$'000) | 2012 (\$'000) |
|---|------|----------------------|----------------------|
| CASH FLOWS FROM STATE GOVERNMENT | | | |
| Payments | | | |
| Payment to Consolidated Fund | | 0 | (1,347) |
| Receipts | | | |
| Service appropriation | 17 | 485,752 | 451,811 |
| Capital appropriations | 30 | 0 | 9,243 |
| Holding account drawdowns | | 3,000 | 0 |
| Royalties for Regions Fund | | 8,557 | 9,715 |
| Other funds received from State Government | | 4,543 | 13,080 |
| Net cash provided by State Government | | <u>501,852</u> | <u>482,502</u> |
| Utilised as follows: | | | |
| CASH FLOWS FROM OPERATING ACTIVITIES | | | |
| Payments | | | |
| Employee benefits | | (217,956) | (207,139) |
| Supplies and services | | (58,338) | (55,371) |
| Accommodation | | (28,324) | (27,743) |
| Grants and subsidies | | (90,290) | (90,031) |
| Funding for services | | (142,645) | (132,857) |
| GST payments on purchases | | (29,262) | (27,165) |
| Other payments | | (7,082) | (4,317) |
| Receipts | | | |
| User charges and fees | | 4,194 | 3,876 |
| Commonwealth grants and contributions | | 35,176 | 35,484 |
| GST receipts on sales | | 3,512 | 3,264 |
| GST receipts from taxation authority | | 26,087 | 23,389 |
| Other receipts | | 2,139 | 5,179 |
| Net cash (used in) operating activities | 31 | <u>(502,789)</u> | <u>(473,431)</u> |
| CASH FLOWS FROM INVESTING ACTIVITIES | | | |
| Payments | | | |
| Purchase of non-current physical assets | | (11,229) | (6,955) |
| Net cash provided (used in) investing activities | | <u>(11,229)</u> | <u>(6,955)</u> |
| Net (decrease)/increase in cash and cash equivalents | | (12,166) | 2,116 |
| Cash and cash equivalents at the beginning of period | | 32,819 | 30,703 |
| CASH AND CASH EQUIVALENTS AT THE END OF PERIOD | 31 | <u>20,653</u> | <u>32,819</u> |

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

Department for Child Protection and Family Support
Schedule of Income and Expenses by Service for the year ended 30 June 2013

| | 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 | |
|---|--|------------------|--|---------------------------------|--|---------------------------------|------------------|------------------|
| | 2013 (\$'000) | 2012 (\$'000) | 2013 (\$'000) | 2012 ^(a) (\$'000) | 2013 (\$'000) | 2012 ^(a) (\$'000) | 2013 (\$'000) | 2012 (\$'000) |
| COST OF SERVICES | | | | | | | | |
| Expenses | | | | | | | | |
| Employee benefits expense | 107,403 | 103,326 | 76,890 | 70,422 | 40,440 | 38,753 | 224,733 | 212,501 |
| Supplies and services | 24,427 | 23,498 | 24,007 | 21,047 | 12,781 | 12,389 | 61,215 | 56,934 |
| Depreciation and amortisation expense | 3,637 | 3,493 | 2,248 | 2,203 | 940 | 986 | 6,825 | 6,682 |
| Accommodation expenses | 13,842 | 13,499 | 10,646 | 9,276 | 3,862 | 4,836 | 28,350 | 27,611 |
| Grants and subsidies | 80,546 | 69,383 | 1,186 | 720 | 10,176 | 15,085 | 91,908 | 85,188 |
| Funding for services | 40,277 | 34,633 | 12,792 | 10,680 | 89,480 | 87,378 | 142,549 | 132,691 |
| Loss on disposal of non-current assets | 139 | 48 | 96 | 31 | 57 | 20 | 292 | 99 |
| Other expenses | 3,522 | 2,308 | 2,373 | 1,326 | 1,365 | 810 | 7,260 | 4,444 |
| Total cost of services | 273,793 | 250,188 | 130,238 | 115,705 | 159,101 | 160,257 | 563,132 | 526,150 |
| Income | | | | | | | | |
| User charges and fees | 49 | 43 | 4,131 | 3,805 | 14 | 22 | 4,194 | 3,870 |
| Commonwealth grants and contributions | - | - | - | - | 35,176 | 35,484 | 35,176 | 35,484 |
| Other revenue | 822 | 1,778 | 457 | 1,151 | 861 | 1,301 | 2,140 | 4,230 |
| Total income other than income from State Government | 871 | 1,821 | 4,588 | 4,956 | 36,051 | 36,807 | 41,510 | 43,584 |
| NET COST OF SERVICES | 272,922 | 248,367 | 125,650 | 110,749 | 123,050 | 123,450 | 521,622 | 482,566 |
| INCOME FROM STATE GOVERNMENT | | | | | | | | |
| Service appropriation | 259,925 | 237,039 | 119,666 | 105,915 | 117,190 | 117,822 | 496,781 | 460,776 |
| Resources received free of charge | 990 | 1,047 | 456 | 468 | 446 | 520 | 1,892 | 2,035 |
| Royalties for Regions Fund | 1,571 | 1,238 | 1,725 | 1,309 | 5,261 | 7,168 | 8,557 | 9,715 |
| Other funds received from State Government | - | - | - | - | 4,543 | 13,080 | 4,543 | 13,080 |
| Total income from State Government | 262,486 | 239,324 | 121,847 | 107,692 | 127,440 | 138,590 | 511,773 | 485,606 |
| Surplus/(deficit) for the period | (10,436) | (9,043) | (3,803) | (3,057) | 4,390 | 15,140 | (9,849) | 3,040 |

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

- (a) The 2011-2012 balances have been restated to reflect the realignment of the Working with Children Screening function from 'Supporting Individuals/Families at Risk or in Crisis' to 'Protecting Children and Young People from Abuse and Harm'.

Department for Child Protection and Family Support
Schedule of Assets and Liabilities by Service as at 30 June 2013

| | 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 | |
|--------------------------|--|---------------------------------|--|---------------------------------|--|---------------------------------|------------------|---------------------------------|
| | 2013 (\$'000) | 2012 ^(a) (\$'000) | 2013 (\$'000) | 2012 ^(a) (\$'000) | 2013 (\$'000) | 2012 ^(a) (\$'000) | 2013 (\$'000) | 2012 ^(a) (\$'000) |
| ASSETS | | | | | | | | |
| Current Assets | 8,844 | 14,993 | 6,036 | 10,248 | 7,345 | 10,889 | 22,226 | 36,130 |
| Non-Current Assets | 112,937 | 103,040 | 44,653 | 41,018 | 19,502 | 17,916 | 177,092 | 161,974 |
| Total Assets | 121,781 | 118,033 | 50,689 | 51,266 | 26,848 | 28,805 | 199,318 | 198,104 |
| LIABILITIES | | | | | | | | |
| Current Liabilities | 25,867 | 20,508 | 18,139 | 14,964 | 11,496 | 9,469 | 55,502 | 44,941 |
| Non-current Liabilities | 4,898 | 5,446 | 3,620 | 4,564 | 3,561 | 2,205 | 12,079 | 12,215 |
| Total Liabilities | 30,765 | 25,954 | 21,759 | 19,528 | 15,057 | 11,674 | 67,581 | 57,156 |
| NET ASSETS | 91,016 | 92,079 | 28,930 | 31,738 | 11,791 | 17,131 | 131,737 | 140,948 |

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

- (a) The 2011-2012 balances have been restated to reflect the distribution of balances previously allocated to 'Generic – Not Attributed' across all Departmental services and the realignment of Working with Children Screening function from 'Supporting Individuals/Families at Risk or in Crisis' to 'Protecting Children and Young People from Abuse and Harm'.

Department for Child Protection and Family Support
Summary of Consolidated Account Appropriations and Income Estimates for the year ended
30 June 2013

| | 2013 Estimate (\$'000) | 2013 Actual (\$'000) | Variance (\$'000) | 2013 Actual (\$'000) | 2012^(a) Actual (\$'000) | Variance (\$'000) |
|---|---------------------------------------|-------------------------------------|------------------------------|-------------------------------------|---|------------------------------|
| DELIVERY OF SERVICES | | | | | | |
| Item 89 Net amount appropriated to deliver services | 483,040 | 496,365 | 13,325 | 496,365 | 460,354 | 36,011 |
| Amount authorised by other statutes - <i>Salaries and Allowances Act 1975</i> | 435 | 416 | (19) | 416 | 422 | (6) |
| Royalties for Regions fund | 12,519 | 8,557 | (3,962) | 8,557 | 9,715 | (1,158) |
| Total appropriations provided to deliver services | 495,994 | 505,338 | 9,344 | 505,338 | 470,491 | 34,847 |
| CAPITAL | | | | | | |
| Capital appropriation | - | - | - | - | 9,243 | (9,243) |
| Grand Total | 495,994 | 505,338 | 9,344 | 505,338 | 479,734 | 25,604 |
| Details of expenses by service | | | | | | |
| Supporting Children and Young People in the CEO's Care | 256,089 | 273,793 | 17,704 | 273,793 | 250,188 | 23,605 |
| Protecting Children and Young People from Abuse and Harm ^(a) | 120,184 | 130,238 | 10,054 | 130,238 | 115,705 | 14,533 |
| Supporting Individuals/Families at Risk or in Crisis ^(a) | 160,075 | 159,101 | (974) | 159,101 | 160,257 | (1,156) |
| Total cost of services | 536,348 | 563,132 | 26,784 | 563,132 | 526,150 | 36,982 |
| Less total income | (39,482) | (41,510) | 2,028 | (41,510) | (43,584) | 2,074 |
| Net cost of services | 496,866 | 521,622 | 24,756 | 521,622 | 482,566 | 39,056 |
| Adjustments ^(b) | (872) | (16,284) | (15,412) | (16,284) | (12,075) | (4,209) |
| Total appropriations provided to deliver services | 495,994 | 505,338 | 9,344 | 505,338 | 470,491 | 34,847 |
| Capital expenditure | | | | | | |
| Purchase of non-current physical assets | 3,000 | 11,229 | 8,229 | 11,229 | 6,727 | 4,502 |
| Adjustments for other funding sources | (3,000) | (11,229) | (8,229) | (11,229) | 2,516 | (13,745) |
| Capital appropriations | - | - | - | - | 9,243 | (9,234) |

(a) The 2011-2012 balances for Expenses by Service have been restated to account for work in progress expensed in prior year and to reflect the realignment of Working with Children Screening function from 'Supporting Individuals/Families at Risk or in Crisis' to 'Protecting Children and Young People from Abuse and Harm'.

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

Note 36 'Explanatory statement' provides details of any significant variations between estimates and actual results for 2013 and between the actual results for 2013 and 2012.

Department for Child Protection and Family Support

Notes to the Financial Statements for the year ended 30 June 2013

1 Australian Accounting Standards

General

The Department's financial statements for the year ended 30 June 2013 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 2013.

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 improvement 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 and Family Support.

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 and Family Support

Notes to the Financial Statements for the year ended 30 June 2013

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 2012-13 Budget Statements, the Department retained \$41.51 million in 2013 (\$43.584 million in 2012) from the following:

- Proceeds from fees and charges;
- Commonwealth specific purpose grants and contributions;
- State Government grants and contributions; and
- Other departmental revenue.

Grants, donations, gifts and other non-reciprocal contributions

Revenue is recognised at fair value when the Department obtains control over the assets comprising the contributions, 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.

Department for Child Protection and Family Support

Notes to the Financial Statements for the year ended 30 June 2013

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.

(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 (other than where they form part of a group of similar items which are significant in total).

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 22 'Property, plant and equipment'. Independent valuations are obtained every 3 to 5 years.

When leasehold improvement is revalued, the accumulated depreciation is restated proportionately with the change in the gross carrying amount of the asset so that the asset after revaluation equals its revalued amount.

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.

Department for Child Protection and Family Support

Notes to the Financial Statements for the year ended 30 June 2013

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 22 '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 |

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 |
|-------------------|------------|

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.

Department for Child Protection and Family Support

Notes to the Financial Statements for the year ended 30 June 2013

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.

(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.

Department for Child Protection and Family Support

Notes to the Financial Statements for the year ended 30 June 2013

(m) Accrued salaries

Accrued salaries [see note 28 '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 fair value.

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

(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.

(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.

Department for Child Protection and Family Support

Notes to the Financial Statements for the year ended 30 June 2013

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.

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.

Department for Child Protection and Family Support

Notes to the Financial Statements for the year ended 30 June 2013

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 29 '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) Services received free of charge or for nominal cost

Services received free of charge or for nominal cost that can be reliably measured are recognised as income at fair value. Where the services 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.

(u) Restatement of Prior Year Balances

The following adjustments were made to the 2011-12 balances:

- The restatement of supplies and services, work in progress, accumulated (deficit) and the purchase of non-current physical assets to account for work in progress which was expensed in the prior year.
- The restatement of property, plant and equipment and contributed equity to account for the prior year transfer of land and building to the Department of Regional Development and Lands.

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.

Department for Child Protection and Family Support

Notes to the Financial Statements for the year ended 30 June 2013

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 2012 that impacted on the Department.

AASB 2011-9 *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]*

This Standard requires grouping of items presented in other comprehensive income on the basis of whether they are potentially reclassifiable to profit or loss subsequently (reclassification adjustments). 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> | |
| | This Standard supersedes AASB 139 <i>Financial Instruments: Recognition and Measurement, introducing a number of changes to accounting treatments.</i> | 1 Jan 2015 |
| | AASB 2012-6 Amendments to Australian Accounting Standards – Mandatory Effective Date of AASB 9 and Transition Disclosures amended the mandatory application date of this Standard to 1 January 2015. The Department has not yet determined the application or the potential impact of the Standard. | |

Department for Child Protection and Family Support
Notes to the Financial Statements for the year ended 30 June 2013

| | | |
|----------|--|------------|
| AASB 10 | <i>Consolidated Financial Statements</i> | 1 Jan 2014 |
| | <p>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.</p> <p>Mandatory application of this Standard was deferred by one year for not-for-profit entities by AASB 2012-10 Amendments to Australian Accounting Standards – Transition Guidance and Other Amendments. The Department has not yet determined the application or the potential impact of the Standard.</p> | |
| AASB 11 | <i>Joint Arrangements</i> | 1 Jan 2014 |
| | <p>This Standard supersedes AASB 131 <i>Interests in Joint Ventures</i>, introducing a number of changes to accounting treatments.</p> <p>Mandatory application of this Standard was deferred by one year for not-for-profit entities by AASB 2012-10. The Department has not yet determined the application or the potential impact of the Standard.</p> | |
| AASB 12 | <i>Disclosure of Interests in Other Entities</i> | 1 Jan 2014 |
| | <p>This Standard supersedes disclosure requirements under AASB 127 <i>Consolidated and Separate Financial Statements</i>, and AASB 131 <i>Interests in Joint Ventures</i>.</p> <p>Mandatory application of this Standard was deferred by one year for not-for-profit entities by AASB 2012-10. The Department has not yet determined the application or the potential impact of the Standard.</p> | |
| AASB 13 | <i>Fair Value Measurement</i> | 1 Jan 2013 |
| | <p>This Standard defines fair value, sets out a framework for measuring fair value and requires additional disclosures about fair value measurements. There is no financial impact.</p> | |
| AASB 119 | <i>Employee Benefits</i> | 1 Jan 2013 |
| | <p>This Standard supersedes AASB 119 (October 2010), making changes to the recognition, presentation and disclosure requirements. The Department does not have any defined benefit plans, and therefore the financial impact will be limited to the effect of discounting annual leave and long service leave liabilities that were previously measured at the undiscounted amounts.</p> | |
| AASB 127 | <i>Separate Financial Statements</i> | 1 Jan 2014 |
| | <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>Mandatory application of this Standard was deferred by one year for not-for-profit entities by AASB 2012-10. The Department has not yet determined the application or the potential impact of the Standard.</p> | |

Department for Child Protection and Family Support
Notes to the Financial Statements for the year ended 30 June 2013

| | | |
|-------------|--|------------|
| AASB 128 | <i>Investments in Associates and Joint Ventures</i> | 1 Jan 2014 |
| | <p>This Standard supersedes AASB 128 <i>Investments in Associates</i>, introducing a number of changes to accounting treatments.</p> <p>Mandatory application of this Standard was deferred by one year for not-for-profit entities by AASB 2012-10. The Department has not yet determined the application or the potential impact of the Standard.</p> | |
| AASB 1053 | <i>Application of Tiers of Australian Accounting Standards</i> | 1 Jul 2013 |
| | <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> | |
| AASB 1055 | <i>Budgetary Reporting</i> | 1 Jul 2014 |
| | <p>This Standard specifies the nature of budgetary disclosures, the circumstances in which they are to be included in the general purpose financial statements of not-for-profit entities within the GGS. The Department will be required to disclose additional budgetary information and explanations of major variances between actual and budgeted amounts, though there is no financial impact.</p> | |
| AASB 2010-2 | <i>Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements</i> [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] | 1 Jul 2013 |
| | <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> | |
| AASB 2010-7 | <i>Amendments to Australian Accounting Standards arising from AASB 9 (December 2010)</i> [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] | 1 Jan 2015 |
| | <p>This Standard makes consequential amendments to other Australian Accounting Standards and Interpretations as a result of issuing AASB 9 in December 2010. AASB 2012-6 amended the mandatory application date of this Standard to 1 January 2015. The Department has not yet determined the application or the potential impact of the Standard.</p> | |
| AASB 2011-2 | <i>Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project – Reduced Disclosure Requirements</i> [AASB 101 & 1054] | 1 Jul 2013 |
| | <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> | |

Department for Child Protection and Family Support
Notes to the Financial Statements for the year ended 30 June 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, 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 Separate Financial Statements and AASB 128 Investments in Associates and Joint Ventures. For not-for-profit entities it applies to annual reporting periods beginning on or after 1 January 2014. The Department has not yet determined the application or the potential impact of the Standard</p> | 1 Jan 2014 |
| AASB 2011-8 | <p><i>Amendments to Australian Accounting Standards arising from AASB 13 [AASB 1, 2, 3, 4, 5, 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 2011-10 | <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 |

Department for Child Protection and Family Support
Notes to the Financial Statements for the year ended 30 June 2013

| | | |
|--------------|--|------------|
| AASB 2012-2 | <p><i>Amendments to Australian Accounting Standards – Disclosures – Offsetting Financial Assets and Financial Liabilities [AASB 7 & 132]</i></p> <p>This Standard amends the required disclosures in AASB 7 to include information that will enable users of an entity's financial statements to evaluate the effect or potential effect of netting arrangements, including rights of set-off associated with the entity's recognised financial assets and recognised financial liabilities, on the entity's financial position. There is no financial impact.</p> | 1 Jan 2013 |
| AASB 2012-3 | <p><i>Amendments to Australian Accounting Standards – Offsetting Financial Assets and Financial Liabilities [AASB 132]</i></p> <p>This Standard adds application guidance to AASB 132 to address inconsistencies identified in applying some of the offsetting criteria, including clarifying the meaning of "currently has a legally enforceable right of set-off" and that some gross settlement systems may be considered equivalent to net settlement. There is no financial impact</p> | 1 Jan 2014 |
| AASB 2012-5 | <p><i>Amendments to Australian Accounting Standards arising from Annual Improvements 2009-11 Cycle [AASB 1, 101, 116, 132 & 134 and Int 2]</i></p> <p>This Standard makes amendments to the Australian Accounting Standards and Interpretations as a consequence of the annual improvements process. There is no financial impact.</p> | 1 Jan 2013 |
| AASB 2012-6 | <p><i>Amendments to Australian Accounting Standards – Mandatory Effective Date of AASB 9 and Transition Disclosures [AASB 9, 2009-11, 2010-7, 2011-7 & 2011-8]</i></p> <p>This Standard amends the mandatory effective date of AASB 9 Financial Instruments to 1 January 2015. Further amendments are also made to consequential amendments arising from AASB 9 that will now apply from 1 January 2015 and to consequential amendments arising out of the Standards that will still apply from 1 January 2013. There is no financial impact.</p> | 1 Jan 2013 |
| AASB 2012-7 | <p><i>Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements [AASB 7, 12, 101 & 127]</i></p> <p>This Standard adds to or amends the Australian Accounting Standards to provide further information regarding the differential reporting framework and the two tiers of reporting requirements for preparing general financial statement. There is no financial impact.</p> | 1 Jul 2013 |
| AASB 2012-10 | <p><i>Amendments to Australian Accounting Standards – Transition Guidance and Other Amendments [AASB 1, 5, 7, 8, 10, 11, 12, 13, 101, 102, 108, 112, 118, 119, 127, 128, 132, 133, 134, 137, 1023, 1038, 1039, 1049, & 2011-7 and Int 12]</i></p> <p>This Standard makes amendments to AASB 10 and related Standards to revise the transition guidance relevant to the initial application of those Standards, and to clarify the circumstances in which adjustments to an entity's previous accounting for its involvement with other entities are required and the timing of such adjustments.</p> <p>The Standard was issued in December 2012. The Department has not yet determined the application or the potential impact of the Standard.</p> | 1 Jan 2013 |

Department for Child Protection and Family Support
Notes to the Financial Statements for the year ended 30 June 2013

AASB 2012-11 *Amendments to Australian Accounting Standards – Reduced Disclosure Requirements* [107, 128, 133, 134 & 2011-4] 1 Jul 2013

This Standard makes various editorial corrections to Australian Accounting Standards. These corrections ensure that the Standards reflect decisions of the AASB and extends the relief from consolidation.

This Standard also extends the relief from consolidation and the equity method (in the new Consolidation and Joint Arrangements Standards) to entities complying with Australian Accounting Standards - Reduced Disclosure Requirements. There is no financial impact.

| | | 2013 | 2012 |
|----------|---|----------------|----------------|
| | | (\$'000) | (\$'000) |
| 6 | Employee benefits expense | | |
| | Wages and salaries ^(a) | 205,833 | 195,114 |
| | Superannuation - defined contribution plans ^(b) | 18,900 | 17,387 |
| | | <u>224,733</u> | <u>212,501</u> |
| | (a) Includes the value of the fringe benefit to the employee plus the fringe benefits tax component, leave entitlements including superannuation contribution component. | | |
| | (b) 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 29 'Provisions'. | | |
| 7 | Supplies and services | | |
| | Communications | 4,159 | 4,111 |
| | Consultants and contractors ^(a) | 25,517 | 22,668 |
| | Consumables | 4,218 | 4,867 |
| | Facilities | 97 | 164 |
| | Leased equipment | 562 | 344 |
| | Motor vehicle costs | 6,981 | 7,181 |
| | Staffing costs | 12,814 | 10,418 |
| | Training | 1,779 | 1,759 |
| | Travel | 3,171 | 3,356 |
| | Other | 1,917 | 2,066 |
| | | <u>61,215</u> | <u>56,934</u> |
| | (a) The 2011-12 balance for consultants and contractors has been restated to account for work in progress which was expensed in the prior year. | | |
| 8 | Depreciation and amortisation expense | | |
| | <u>Depreciation</u> | | |
| | Buildings | 1,799 | 1,613 |
| | Office machines, furniture and equipment | 583 | 569 |
| | Computer equipment | 784 | 911 |
| | Leasehold improvements | 1,899 | 2,016 |
| | Total depreciation | <u>5,065</u> | <u>5,109</u> |
| | <u>Amortisation</u> | | |
| | Intangible assets | 1,760 | 1,573 |
| | Total amortisation | <u>1,760</u> | <u>1,573</u> |
| | Total depreciation and amortisation | <u>6,825</u> | <u>6,682</u> |

Department for Child Protection and Family Support
Notes to the Financial Statements for the year ended 30 June 2013

| | 2013 | 2012 |
|--|-----------------|-----------------|
| | (\$'000) | (\$'000) |
| 9 Accommodation expenses | | |
| Lease rentals | 15,655 | 14,099 |
| Repairs and maintenance - buildings | 4,053 | 3,418 |
| Insurance - general | 2,639 | 2,406 |
| Minor works | 1,809 | 2,586 |
| Cleaning, gardening, security, rates and taxes | 2,262 | 3,404 |
| Power, water and gas | 1,932 | 1,698 |
| | 28,350 | 27,611 |
| 10 Grants and subsidies | | |
| Financial assistance | 1,735 | 1,625 |
| Natural Disaster relief | 138 | 7,239 |
| Case support costs | 18,240 | 17,766 |
| Children's and leaving care subsidies | 39,218 | 52,372 |
| Granted capital | 458 | 83 |
| Hardship utilities grant scheme | 7,447 | 5,875 |
| Fee for placement | 24,331 | 0 |
| Other | 341 | 228 |
| | 91,908 | 85,188 |
| 11 Funding for services | | |
| Services for the safety, support and wellbeing of children and young people in care of the CEO | 39,324 | 33,712 |
| 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 | 12,792 | 10,703 |
| Services to support at risk individuals and families to overcome crisis and to reduce risk | 90,433 | 88,276 |
| | 142,549 | 132,691 |
| This note reflects the Department's funding to non-government bodies and is disclosed in accordance with Treasurer's Instruction 951. | | |
| 12 Other expenses | | |
| Repairs and maintenance - equipment | 133 | 198 |
| Doubtful debts expense | 198 | 484 |
| Employment on-costs ^(a) (see note 6 'Employee benefits expense') | 6,769 | 3,597 |
| Audit fees | 160 | 165 |
| | 7,260 | 4,444 |

(a) Includes workers' compensation insurance and other employment on-costs. The on-costs liability associated with the recognition of annual and long service leave liability is included at note 29 'Provisions'. Superannuation contributions accrued as part of the provision for leave are employee benefits and are not included in employment on-costs.

Department for Child Protection and Family Support
Notes to the Financial Statements for the year ended 30 June 2013

| | | 2013 (\$'000) | 2012 (\$'000) |
|-----------|---|------------------|------------------|
| 13 | User charges and fees | | |
| | Adoption fees | 45 | 39 |
| | Criminal records screening | 6 | 6 |
| | Working with children screening fees | 4,129 | 3,803 |
| | Other | 14 | 22 |
| | | <u>4,194</u> | <u>3870</u> |
| 14 | Commonwealth grants and contributions | | |
| | <u>Recurrent</u> | | |
| | National Affordable Housing Agreement | 21,211 | 20,280 |
| | National Partnership Agreement - Homelessness | 13,752 | 13,752 |
| | Unattached Refugee Children | 45 | 36 |
| | Indian Ocean Territories Service Delivery Program | 168 | 266 |
| | East Kimberley Family & Domestic Violence Hub | 0 | 1,150 |
| | | <u>35,176</u> | <u>35,484</u> |
| 15 | Other revenue | | |
| | Contributions by officers to the Executive Motor Vehicle Scheme | 120 | 120 |
| | Rebates and reimbursements | 381 | 408 |
| | Miscellaneous | 1,639 | 3,702 |
| | | <u>2,140</u> | <u>4,230</u> |

Miscellaneous gains (\$1.639m) includes recoups from other agencies and financial counselling services.

| | Proceeds from disposal | | Carrying cost of assets | | Net (loss) on disposal | |
|--|------------------------|----------|-------------------------|-----------|------------------------|-------------|
| | 2013 | 2012 | 2013 | 2012 | 2013 | 2012 |
| | (\$'000) | (\$'000) | (\$'000) | (\$'000) | (\$'000) | (\$'000) |
| Land | 0 | 0 | 0 | 0 | 0 | 0 |
| Buildings | 0 | 0 | 264 | 97 | (264) | (97) |
| Office machines, furniture & equipment | 0 | 0 | 21 | 2 | (21) | (2) |
| Computer equipment | 0 | 0 | 0 | 0 | 0 | 0 |
| Leasehold improvements | 0 | 0 | 7 | 0 | (7) | 0 |
| | <u>0</u> | <u>0</u> | <u>292</u> | <u>99</u> | <u>(292)</u> | <u>(99)</u> |

Department for Child Protection and Family Support
Notes to the Financial Statements for the year ended 30 June 2013

| | 2013 | 2012 |
|--|-----------------|-----------------|
| | (\$'000) | (\$'000) |
| 17 Income from State Government | | |
| Appropriation received during the period: | | |
| Service Appropriation ^(a) | 485,752 | 451,811 |
| Amount receivable for services ^(a) | 11,029 | 8,965 |
| | <u>496,781</u> | <u>460,776</u> |
| Services received free of charge: | | |
| Determined on the basis of the following estimates provided by agencies: ^(b) | | |
| Building Management & Works - Leasing Services | 328 | 228 |
| Building Management & Works - Maintenance Services | 712 | 717 |
| Department of Finance - Government Accommodation Fit-out Depreciation | 240 | 334 |
| Department of Finance - Integrated Procurement Services | 213 | 203 |
| State Solicitor's Office - Legal Services | 381 | 527 |
| Landgate - Land Information & Valuation Services | 18 | 13 |
| Department of Education - Room Hire and Accommodation | 0 | 13 |
| | <u>1,892</u> | <u>2,035</u> |
| Royalties for Regions Fund: | | |
| Regional Community Services Account ^(c) | 8,557 | 9,715 |
| Other funds received from State Government: | | |
| Natural Disaster Relief | 3,917 | 13,080 |
| Kalgoorlie Aboriginal Visitors Accommodation Facility | 626 | 0 |
| | <u>4,543</u> | <u>13,080</u> |
| | <u>511,773</u> | <u>485,606</u> |
| (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. | | |
| (c) This is a sub-fund within the over-arching 'Royalties for Regions Fund'. The recurrent funds are committed to projects and programs in WA regional areas. | | |
| 18 Restricted cash and cash equivalents | | |
| <u>Current</u> | | |
| Royalties for Regions Fund ^(a) | 961 | 3,335 |
| National Affordable Housing Agreement ^(b) | 779 | 779 |
| National Partnership Agreement - Homelessness ^(b) | 510 | 2,056 |
| Indian Ocean Territories Service Delivery Program ^(c) | 0 | 84 |
| East Kimberley Family & Domestic Violence Hub ^(d) | 1,341 | 1,905 |
| | <u>3,591</u> | <u>8,159</u> |
| <u>Non-Current</u> | | |
| Accrued salaries suspense account ^(e) | 5,459 | 4,520 |

Department for Child Protection and Family Support
Notes to the Financial Statements for the year ended 30 June 2013

| | | 2013 | | 2012 | |
|-----------|--|-----------------|-----------------|-----------------------|-----------------|
| | | (\$'000) | | (\$'000) | |
| 18 | Restricted cash and cash equivalents (continued) | | | | |
| | (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. | | | | |
| 19 | Receivables | | | | |
| | <u>Current</u> | | | | |
| | | Gross | | Provision for | |
| | | | | Doubtful Debts | |
| | | | | Net | |
| | | 2013 | 2012 | 2013 | 2012 |
| | | (\$'000) | (\$'000) | (\$'000) | (\$'000) |
| | <u>Receivables</u> | | | | |
| | Foster subsidy | 170 | 212 | 107 | 109 |
| | Salary overpayments | 111 | 175 | 32 | 6 |
| | Workers compensation | 631 | 557 | 0 | 0 |
| | Other | 918 | 1,126 | 45 | 52 |
| | GST recoverable | 1,035 | 1,372 | 0 | 0 |
| | Total Current | 2,865 | 3,442 | 184 | 167 |
| | Reconciliation of changes in the allowance for impairment of receivables: | | | | |
| | Balance at start of period | | | 167 | 206 |
| | Doubtful debts expense recognised in the income statement | | | 198 | 484 |
| | Amounts written off during the period | | | (181) | (523) |
| | Balance at end of period | | | 184 | 167 |
| | The Department does not hold any collateral or other credit enhancements as security for receivables. | | | | |
| 20 | Amounts receivable for services | | | | |
| | Current | | | 1,600 | 3,000 |
| | Non-current | | | 36,670 | 27,241 |
| | | | | 38,270 | 30,241 |
| | 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. | | | | |
| 21 | Other current assets | | | | |
| | Prepayments | | | 2,655 | 1,341 |
| | Other ^(a) | | | 96 | 215 |
| | | | | 2,751 | 1,556 |
| | (a) Prepaid cards | | | | |

Department for Child Protection and Family Support
Notes to the Financial Statements for the year ended 30 June 2013

| | | 2013 | 2012 |
|-----------|--|-----------------|-----------------|
| | | (\$'000) | (\$'000) |
| 22 | Property, plant and equipment | | |
| | <u>Land</u> | | |
| | At fair value ^{(a) (b)} | 50,365 | 49,482 |
| | | <u>50,365</u> | <u>49,482</u> |
| | <u>Buildings</u> | | |
| | At fair value ^{(a) (b)} | 46,003 | 44,945 |
| | Accumulated depreciation | (1,558) | (2,350) |
| | | <u>44,445</u> | <u>42,595</u> |
| | <u>Office machines, furniture and equipment</u> | | |
| | At cost | 4,247 | 4,276 |
| | Accumulated depreciation | (2,610) | (2,582) |
| | | <u>1,637</u> | <u>1,694</u> |
| | <u>Computer equipment</u> | | |
| | At cost | 4,589 | 4,627 |
| | Accumulated depreciation | (3,477) | (2,899) |
| | | <u>1,112</u> | <u>1,728</u> |
| | | <u>97,559</u> | <u>95,499</u> |
| | (a) Land and buildings were revalued as at 1 July 2012 by the Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2013 and recognised at 30 June 2013. In undertaking the revaluation, fair value was determined by reference to market values for land: \$20,146,300; current use for land: \$11,155,700; market values for buildings: \$16,461,000 and current use for buildings: \$12,117,700. For the remaining balance, fair value of land and buildings was determined by reference to depreciated replacement cost. | | |
| | (b) The 2011-12 balance has been restated to account for the prior year transfer of land and building to the Department of Regional Development and Lands. | | |
| 23 | Leasehold improvements | | |
| | At fair value | 17,339 | 16,669 |
| | Accumulated depreciation | (10,165) | (8,797) |
| | | <u>7,174</u> | <u>7,872</u> |
| 24 | Work in progress | | |
| | At cost: | | |
| | Heritage building maintenance | 0 | 15 |
| | Office accommodation and upgrades | 119 | 2,878 |
| | Hostels and group homes | 8,241 | 949 |
| | Assist system development | 175 | 0 |
| | Working With Children Screening Application and Assessment Management System ^(a) | 683 | 228 |
| | | <u>9,218</u> | <u>4,070</u> |
| | (a) The 2011-12 balance has been restated to account for work in progress which was expensed in the prior year. | | |

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Notes to the Financial Statements for the year ended 30 June 2013

25 Reconciliation of property, plant & equipment, leasehold improvements and work in progress

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.

| 2013 | Land (\$'000) | Buildings (\$'000) | Office machines, furniture and equipment (\$'000) | Computer equipment (\$'000) | Leasehold improvements (\$'000) | Intangible assets (\$'000) | Work in progress^(b) (\$'000) | Total (\$'000) |
|---|--|---|--|--|--|---|--|---------------------------|
| Carrying amount at start of period | 49,482 | 42,595 | 1,694 | 1,728 | 7,872 | 22,772 | 4,070 | 130,213 |
| Additions | 300 | 3,858 | 547 | 168 | 1,209 | 0 | 9,459 | 15,541 |
| Transfers ^(a) | (398) | (482) | 0 | 0 | 0 | 0 | (4,311) | (5,191) |
| Disposals | 0 | (264) | (21) | 0 | (8) | 0 | 0 | (293) |
| Revaluation increments/(decrements) | 981 | 537 | 0 | 0 | 0 | 0 | 0 | 1,518 |
| Depreciation | 0 | (1,799) | (583) | (784) | (1,899) | (1,760) | 0 | (6,825) |
| Carrying amount at end of period | 50,365 | 44,445 | 1,637 | 1,112 | 7,174 | 21,012 | 9,218 | 134,963 |
| 2012 | Land^(c) (\$'000) | Buildings^(c) (\$'000) | Office machines, furniture and equipment (\$'000) | Computer equipment (\$'000) | Leasehold improvements (\$'000) | Intangible assets (\$'000) | Work in progress^(b) (\$'000) | Total (\$'000) |
| 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 | 2,896 | 14,406 |
| Transfers ^{(a)(c)} | (2,400) | (377) | 0 | 0 | 0 | 0 | (7,450) | (10,227) |
| Disposals | 0 | (97) | (2) | 0 | 0 | 0 | 0 | (99) |
| Revaluation increments/(decrements) | 0 | 1,233 | 0 | 0 | 0 | 0 | 0 | 1,233 |
| Depreciation | 0 | (1,614) | (568) | (911) | (2,016) | (1,573) | 0 | (6,682) |
| Carrying amount at end of period | 49,482 | 42,595 | 1,694 | 1,728 | 7,872 | 22,772 | 4,070 | 130,213 |

(a) The Department of Regional Development and Lands (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 (DTO). Includes expenditure transferred out of work in progress to non-current assets or relevant expenditure accounts.

(b) The work in progress includes transfers due to capitalisation of assets. The 2011-12 balance has been restated to account for work in progress which was expensed in the prior year.

(c) The 2011-12 balance has been restated to account for the prior year transfer of land and building to DRDL.

Department for Child Protection and Family Support
Notes to the Financial Statements for the year ended 30 June 2013

| | 2013 | 2012 |
|--|-----------------|-----------------|
| | (\$'000) | (\$'000) |
| 26 Intangible assets | | |
| <u>Computer software</u> | | |
| At cost | 27,602 | 27,848 |
| Accumulated amortisation | (6,590) | (5,076) |
| | <u>21,012</u> | <u>22,772</u> |
| 27 Impairment of assets | | |
| There were no indications of impairment to property, plant and equipment, leasehold improvements or intangible assets at 30 June 2013. | | |
| 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 2013 have either been classified as assets held for sale or written-off. | | |
| 28 Payables | | |
| <u>Current</u> | | |
| Accounts payables | 3,451 | 1,743 |
| Accrued expenses | 4,790 | 2,559 |
| Accrued salaries ^(a) | 4,571 | 4,464 |
| | <u>12,812</u> | <u>8,766</u> |
| (a) Amounts owing for six working days from 21 June to 30 June 2013 (2012: six working days) | | |
| 29 Provisions | | |
| <u>Current</u> | | |
| Employee benefits provision | | |
| Annual leave ^(a) | 17,323 | 14,656 |
| Leave loading | 1,104 | 1,511 |
| Long service leave ^(b) | 22,491 | 18,687 |
| Free passes to the coast and travel days | 198 | 70 |
| Time off in lieu | 154 | 199 |
| Public holidays | 506 | 516 |
| Purchased leave | 216 | 187 |
| Deferred Leave | 83 | 0 |
| | <u>42,075</u> | <u>35,826</u> |
| Other provisions | | |
| Employment on-costs ^(d) | 615 | 349 |
| | <u>615</u> | <u>349</u> |
| | <u>42,690</u> | <u>36,175</u> |
| <u>Non-current</u> | | |
| Employee benefits provision | | |
| Long service leave ^(b) | 11,852 | 11,882 |
| Deferred leave ^(c) | 45 | 147 |
| | <u>11,897</u> | <u>12,029</u> |
| Other provisions | | |
| Employment on-costs ^(d) | 182 | 186 |
| | <u>182</u> | <u>186</u> |
| | <u>12,079</u> | <u>12,215</u> |

Department for Child Protection and Family Support
Notes to the Financial Statements for the year ended 30 June 2013

| | | 2013 | 2012 |
|-----------|--|-----------------|-----------------|
| | | (\$'000) | (\$'000) |
| 29 | Provisions (continued) | | |
| | (a) Annual leave liabilities have been classified as current as there is no unconditional right to defer settlement for at least 12 months after the 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 | 14,552 | 12,247 |
| | More than 12 months after the end of the reporting period | 2,772 | 2,410 |
| | | <u>17,324</u> | <u>14,657</u> |
| | (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 | 10,796 | 2,904 |
| | More than 12 months after the end of the reporting period | 23,547 | 27,665 |
| | | <u>34,343</u> | <u>30,569</u> |
| | (c) Deferred salary scheme liabilities have been classified as current where there is no unconditional right to defer settlement for at least 12 months after the reporting period. Actual settlement of the liabilities is expected to occur as follows: | | |
| | Within 12 months of the end of the reporting period | 83 | 62 |
| | More than 12 months after the end of the reporting period | 45 | 58 |
| | | <u>128</u> | <u>120</u> |
| | (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'. | | |
| | Movements in Other Provisions | | |
| | Movements in each class of provisions during the financial year, other benefits, are set out below. | | |
| | <u>Employee on-cost provision</u> | | |
| | Carrying amount at start of period | 535 | 433 |
| | Additional provisions recognised | 797 | 535 |
| | Payments/other sacrifices of economic benefits | (535) | (433) |
| | Carrying amount at end of period | <u>797</u> | <u>535</u> |
| 30 | 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 | | |
| | Contributed equity | | |
| | Balance at the start of period | 86,272 | 81,153 |
| | <u>Contributions by owners</u> | | |
| | Capital appropriation | 0 | 9,243 |
| | | <u>0</u> | <u>9,243</u> |
| | Total contributions by owners | <u>0</u> | <u>9,243</u> |

Department for Child Protection and Family Support
Notes to the Financial Statements for the year ended 30 June 2013

| | 2013 | 2012 |
|---|-----------------|-----------------|
| | (\$'000) | (\$'000) |
| 30 Equity (continued) | | |
| <u>Distributions to owners</u> | | |
| Net assets transferred to Government | | |
| Returned Funds to Consolidated Account | 0 | (1,347) |
| Land and buildings transferred to the Department of Regional Development and Lands ^(a) | (300) | (2,777) |
| Land transferred to Ngadju Aboriginal Corporation | (10) | 0 |
| Land and buildings transferred to the Department for Communities | (570) | 0 |
| Total distributions to owners | (880) | (4,124) |
| Balance at end of period | 85,392 | 86,272 |
| Reserves | | |
| <u>Asset revaluation surplus</u> | | |
| Balance at the start of the period | 73,160 | 71,927 |
| Net revaluation increments/(decrements) | | |
| Land | 981 | 0 |
| Buildings | 537 | 1,233 |
| Balance at end of period | 74,678 | 73,160 |
| Accumulated surplus/(deficit) | | |
| Balance at the start of the period | (18,484) | (21,524) |
| Result for the period ^(b) | (9,849) | 3,040 |
| Balance at end of period | (28,333) | (18,484) |
| Total equity | 131,737 | 140,948 |

(a) The 2011-12 balance has been restated to account for the prior year transfer of land and building to the Department of Regional Development and Lands.

(b) The 2011-12 balance has been restated to account for work in progress which was expensed in the prior year.

31 Notes to the Statement of Cash Flow

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)) | 11,603 | 20,141 |
| Restricted cash and cash equivalents (see note 2(l) & 18) | 9,050 | 12,679 |
| | 20,653 | 32,819 |

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

| | | |
|----------------------|-----------|-----------|
| Net cost of services | (521,622) | (482,566) |
|----------------------|-----------|-----------|

Non-cash items

| | | |
|---|-------|-------|
| Depreciation and amortisation expense (note 8) | 6,825 | 6,682 |
| Doubtful debts expense (note 12) | 198 | 484 |
| Resources received free of charge (note 17) | 1,892 | 2,035 |
| Net loss on sale of property, plant and equipment (note 16) | 292 | 99 |

Department for Child Protection and Family Support
Notes to the Financial Statements for the year ended 30 June 2013

| | 2013 | 2012 |
|--|------------------|------------------|
| | (\$'000) | (\$'000) |
| 31 Notes to the Statement of Cash Flow (continued) | | |
| (Increase)/decrease in assets | | |
| Current receivables ^(a) | 59 | (654) |
| Current prepayments | (1,195) | 431 |
| Increase/(decrease) in liabilities | | |
| Current payables ^(a) | 4,046 | (7,252) |
| Current provisions | 6,515 | 5,447 |
| Non-current provisions | (136) | 2,375 |
| Change in GST in receivables/payables ^(b) | 337 | (512) |
| Net cash provided by/(used in) operating activities | (502,789) | (473,431) |

(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) This is the net GST paid/received, i.e. cash transactions.

32 Services 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 | 1,885 | 2,336 |
|--|-------|-------|

33 Commitments

Capital expenditure commitments

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

| | | |
|--|--------------|--------------|
| - Within 1 year | 1,319 | 1,761 |
| - Later than 1 year and not later than 5 years | 0 | 0 |
| - Later than 5 years | 0 | 0 |
| | 1,319 | 1,761 |

The capital commitments include amounts for:

| | | |
|--------------------------------|--------------|--------------|
| Construction of Women's Centre | 1,319 | 1,761 |
| | 1,319 | 1,761 |

Non-cancellable operating lease commitments

Commitments for minimum lease payments are payable as follows:

| | | |
|--|---------------|---------------|
| - Within 1 year | 9,855 | 8,507 |
| - Later than 1 year and not later than 5 years | 20,673 | 15,437 |
| - Later than 5 years | 4,867 | 3,171 |
| | 35,395 | 27,115 |

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.

Department for Child Protection and Family Support
Notes to the Financial Statements for the year ended 30 June 2013

| | 2013 (\$'000) | 2012 (\$'000) | |
|--|-------------------------------------|---------------------------------------|------------------------------|
| 33 Commitments (continued) | | | |
| Other expenditure commitments - consumables | | | |
| - Within 1 year | 697 | 1,580 | |
| - Later than 1 year and not later than 5 years | 0 | 0 | |
| - Later than 5 years | 0 | 0 | |
| | <u>697</u> | <u>1,580</u> | |
| Total Commitments | <u>37,411</u> | <u>30,456</u> | |
| 34 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 \$6,098,000 may be payable as compensation to claimants at some future point in time. While this is acknowledged as a contingent liability of the Department, it has yet to be determined whether the Department will ultimately be responsible for funding the actual amounts paid as compensation, if any. | 6,098 | 5,044 | |
| Liability for payments to Riskcover for adjustments in insurance cover in relation to Workers' compensation and motor vehicle Performance Adjustments. | 1,765 | 3,328 | |
| | <u>7,863</u> | <u>8,372</u> | |
| 35 Events occurring after the end of the reporting period | | | |
| There were no events occurring after the end of the reporting period. | | | |
| 36 Explanatory statement | | | |
| Significant variations between estimates and actual results for income and expense as presented in the financial statement titled 'Summary of Consolidated Account Appropriations and Income Estimates' are shown below. Significant variations are considered to be those greater than 10 per cent and \$5 million. | | | |
| Total appropriation to deliver services | | | |
| <u>Significant variances between estimate and actual for 2013</u> | | | |
| Although there was 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: | | | |
| | 2013 Actual (\$'000) | 2013 Estimate (\$'000) | Variance (\$'000) |
| Royalties for Regions Fund | 8,557 | 12,519 | (3,962) |
| The variance was primarily due to the realignment of Responsible Parenting Service (RPS) expenditure across the forward estimates, following unanticipated delays and subsequent underspends during the initial implementation of RPS in regional locations. | | | |

Department for Child Protection and Family Support
Notes to the Financial Statements for the year ended 30 June 2013

36 Explanatory statement (continued)

Significant variances between actuals for 2012 and 2013

Significant variance in total appropriation is as follows:

| | 2013 Actual (\$'000) | 2012 Actual (\$'000) | Variance (\$'000) |
|---|-------------------------------------|-------------------------------------|------------------------------|
| Total appropriation to deliver services | 505,338 | 470,491 | 34,847 |

The \$34.8 million variance was predominately a result of additional funding provided to address growth in demand for the Department's services, as well as increased funding for the Hardship Utilities Grant Scheme and the Sustainable Funding and Contracting with the Not-for-Profit Sector Initiative (Component I).

Capital Contribution

Significant variances between estimate and actual for 2013

No significant variance in Capital contribution.

Significant variances between actuals for 2012 and 2013

Significant variance in capital appropriation is as follows:

| | 2013 Actual (\$'000) | 2012 Actual (\$'000) | Variance (\$'000) |
|-----------------------|-------------------------------------|-------------------------------------|------------------------------|
| Capital appropriation | 0 | 9,243 | (9,243) |

The Department did not receive capital appropriation in 2013 however funded capital expenditure through a \$3.0 million drawdown from the asset replacement holding account and the carryover of capital funds from prior year.

Service expenditure

Significant variances between estimate and actual for 2013

Significant variance in service expenditure is as follows:

| | 2013 Actual (\$'000) | 2012 Actual (\$'000) | Variance (\$'000) |
|--|-------------------------------------|-------------------------------------|------------------------------|
| Supporting Children and Young People in the CEO's Care | 273,793 | 250,188 | 23,605 |

The increase in service expenditure in 2013 was primarily a result of additional funding received to address growth in the number of children and young people in the care of the CEO as well as the increase in costs associated with out-of-home care placements, in particular fee-for-service placements.

| | 2013 Actual (\$'000) | 2012 Actual (\$'000) | Variance (\$'000) |
|--|-------------------------------------|-------------------------------------|------------------------------|
| Protecting Children and Young People from Abuse and Harm | 130,238 | 115,705 | 14,533 |

The increase in 2013 was primarily a result of the expenditure of additional funding provided to address increases in demand for child protection services. In addition, the shift in district staff time towards more intensive family support and child protection services provided in service two (Protecting Children and Young People from Abuse and Harm) has also contributed to the increase in expenditure.

Department for Child Protection and Family Support
Notes to the Financial Statements for the year ended 30 June 2013

| 2013 (\$'000) | 2012 (\$'000) |
|------------------|------------------|
|------------------|------------------|

37 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 37(c) 'Financial instruments disclosures' and note 19 'Receivables'.

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

(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 | 11,603 | 20,140 |
| Restricted cash and cash equivalents | 9,050 | 12,679 |
| Receivables ^(a) | 39,916 | 32,144 |

Financial Liabilities

| | | |
|--|--------|-------|
| Financial liabilities measured at amortised cost | 12,812 | 8,766 |
|--|--------|-------|

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

(c) Financial Instrument disclosures

Credit Risk

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

Department for Child Protection and Family Support
Notes to the Financial Statements for the year ended 30 June 2013

37 Financial instruments (continued)

Aged analysis of financial assets

| | Carrying amount (\$'000) | Not past due and not impaired (\$'000) | <u>Past due but not impaired</u> | | | | | 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) | |
| 2013 | | | | | | | | |
| Cash and cash equivalents | 11,603 | 11,603 | 0 | 0 | 0 | 0 | 0 | 0 |
| Restricted cash and cash equivalents | 9,050 | 9,050 | 0 | 0 | 0 | 0 | 0 | 0 |
| Receivables ^(a) | 1,646 | 283 | 262 | 258 | 282 | 560 | 0 | 184 |
| Amounts receivable for services | 38,270 | 38,270 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 60,569 | 59,206 | 262 | 258 | 282 | 560 | 0 | 184 |
| 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 |
| | 64,963 | 63,623 | 27 | 307 | 500 | 323 | 0 | 183 |

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

Department for Child Protection and Family Support
Notes to the Financial Statements for the year ended 30 June 2013

37 Financial instruments (continued)

Liquidity Risk

The following table details the Department's contractual maturity analysis of financial assets and financial liabilities.

Maturity analysis of financial assets and financial liabilities

| | <u>Interest Rate Exposure</u> | | | | Nominal amount (\$'000) | <u>Maturity Dates</u> | | | | |
|--------------------------------------|-------------------------------|---------------------------------|------------------------------------|----------------------------------|----------------------------|---------------------------|------------------------|--------------------------------|-----------------------|-------------------------------|
| | 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) |
| 2013 | | | | | | | | | | |
| <u>Financial Assets</u> | | | | | | | | | | |
| Cash and cash equivalents | 11,603 | 0 | 0 | 11,603 | 11,603 | 11,603 | 0 | 0 | 0 | 0 |
| Restricted cash and cash equivalents | 9,050 | 0 | 0 | 9,050 | 9,050 | 9,050 | 0 | 0 | 0 | 0 |
| Receivables ^(a) | 1,646 | 0 | 0 | 1,646 | 1,646 | 1,646 | 0 | 0 | 0 | 0 |
| Amounts receivable for services | 38,270 | 0 | 0 | 38,270 | 38,270 | 36,670 | 0 | 1,600 | 0 | 0 |
| | 60,569 | 0 | 0 | 60,569 | 60,569 | 58,969 | 0 | 1,600 | 0 | 0 |
| <u>Financial Liabilities</u> | | | | | | | | | | |
| Payables | 12,812 | 0 | 0 | 12,812 | 12,812 | 12,812 | 0 | 0 | 0 | 0 |
| | 12,812 | 0 | 0 | 12,812 | 12,812 | 12,812 | 0 | 0 | 0 | 0 |

Department for Child Protection and Family Support
Notes to the Financial Statements for the year ended 30 June 2013

37 Financial instruments (continued)

Maturity analysis of financial assets and financial liabilities (continued)

| | <u>Interest Rate Exposure</u> | | | | Nominal amount (\$'000) | <u>Maturity Dates</u> | | | | |
|--------------------------------------|-------------------------------|---------------------------------|------------------------------------|----------------------------------|----------------------------|---------------------------|------------------------|--------------------------------|-----------------------|-------------------------------|
| | 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 | |
| Receivables ^(a) | 1,903 | 0 | 0 | 1,903 | 1,903 | 1,903 | 0 | 0 | 0 | |
| Amounts receivable for services | 30,241 | 0 | 0 | 30,241 | 30,241 | 0 | 0 | 3,000 | 1,600 | 25,641 |
| | 64,963 | 0 | 0 | 64,963 | 64,963 | 34,722 | 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 |
| | 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).

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 and Family Support
Notes to the Financial Statements for the year ended 30 June 2013

| | 2013 | 2012 |
|--|-----------------|-----------------|
| | (\$'000) | (\$'000) |
| 38 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: | | |
| \$ | 2013 | 2012 |
| 40,001 – 50,000 ^(a) | 0 | 1 |
| 90,001 – 100,000 ^(a) | 0 | 1 |
| 170,001 – 180,000 ^(a) | 0 | 1 |
| 180,001 – 190,000 | 1 | 1 |
| 190,001 – 200,000 | 2 | 2 |
| 200,001 – 210,000 | 0 | 1 |
| 210,001 – 220,000 | 3 | 0 |
| 230,001 – 240,000 | 1 | 1 |
| 410,001 – 420,000 | 1 | 0 |
| 430,001 – 440,000 | 0 | 1 |
| Base remuneration and superannuation | 1,721 | 1,749 |
| Annual leave and long service leave accruals | 56 | (50) |
| Other benefits | 82 | 65 |
| Total remuneration of senior officers | 1,859 | 1,764 |
| (a) In 2011-12 three senior officers resided in these remuneration bands due to retirement, part-year occupancy and total remuneration being below \$180,000. In 2012-13 no senior officers resided in these remuneration bands due to full-year occupancy and total remuneration increasing due to salary increases. | | |
| The total remuneration includes the superannuation expense incurred by the Department in respect of senior officers. | | |
| No senior officers are members of the Pension Scheme. | | |
| 39 Remuneration of auditor | | |
| Remuneration payable to the Auditor General for the financial year is as follows: | | |
| Auditing the accounts, financial statements and key performance indicators | 167 | 160 |
| 40 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. | | |
| Balance at the start of the period | 158 | 180 |
| Receipts | 572 | 425 |
| Payments | (529) | (447) |
| Balance at the end of the period | 201 | 158 |

Department for Child Protection and Family Support
Notes to the Financial Statements for the year ended 30 June 2013

| | 2013 | 2012 |
|---|-----------------|-----------------|
| | (\$'000) | (\$'000) |
| 40 Special Purpose Accounts (continued) | | |
| 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 the period | 183 | 93 |
| Receipts | 90 | 129 |
| Payments | (82) | (39) |
| Balance at the end of the period | <u>191</u> | <u>183</u> |
| 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 the period | 195 | 0 |
| Receipts | 8 | 195 |
| Payments | (4) | 0 |
| Balance at the end of the period | <u>199</u> | <u>195</u> |
| <u>Special Purpose Account section 16(1)(d) of FMA</u> | | |
| 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 the period | 84 | 63 |
| Receipts | 168 | 266 |
| Payments | (252) | (245) |
| Balance at the end of the period | <u>0</u> | <u>84</u> |

41 Related Bodies

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

42 Affiliated Bodies

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

Department for Child Protection and Family Support
Notes to the Financial Statements for the year ended 30 June 2013

| | | 2013 | 2012 |
|-----------|--|-----------------|-----------------|
| | | (\$'000) | (\$'000) |
| 43 | Supplementary financial information | | |
| | (a) Write-offs | | |
| | During the financial year, \$187,000 (2012: \$525,000) was written off the Department's asset register under the authority of: | | |
| | The Accountable Authority | | |
| | Salary overpayments | 7 | 9 |
| | Subsidy overpayments (foster carers) | 169 | 414 |
| | Other | 11 | 102 |
| | | <u>187</u> | <u>525</u> |
| | (b) Gifts of public property | | |
| | Gifts of public property provided by the Department | <u>4</u> | <u>2</u> |

Other disclosures

Ministerial directives

There were no ministerial directives issued in 2012-13.

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

There were no Act of grace payments in 2012-13.

Major capital projects

Information communication and technology projects completed in 2012-13 included:

- enhancement of the *Assist* system to enable the delegation of case management to community sector organisations;
- an upgrade of the Department's document management system to improve performance;
- upgrades of laptops and the standard software on computers across the State;
- expansion of videoconferencing to allow connectivity with partner agencies;
- upgrades of phone systems in a number of offices;
- a new Screening Management System; and
- a new Property Management System.

Office accommodation and residential care facility expenditure in 2012-13 included:

- The replacement, maintenance and expansion of assets that support the delivery of the Department's services.
- Office accommodation works included the fitout of additional office accommodation in Broome and the childFIRST Unit in Perth. Works also commenced on the relocation of the Midland district office and additional office accommodation in Northam, Busselton, Geraldton, Roebourne and Kununurra, with works scheduled for completion in late 2013. Planning was commenced for the relocation and fitout of the South Hedland and Armadale district offices, and the relocation of the Merredin office.
- The construction of residential care facilities in Kununurra, Wyndham, Newman, Kalgoorlie and South Hedland continued, with finalisation expected by September 2013.

Employment and industrial relations

At 30 June 2013, the Department employed 2,721 permanent, fixed term and casual employees. The average full-time equivalent (FTE) usage for the financial year was 2,304 FTE.

Table 14 provides further details of FTE and staff distribution across each directorate.

Table 14: FTE levels and staff numbers at 30 June 2013

| Location | Actual average FTE usage 2012-13 | Number of staff at 30 June 2013 | | | | | | Total |
|--|----------------------------------|---------------------------------|------------|------------|-------------|------------|----------|--------------|
| | | Full time | | | Part time | | | |
| | | Perman-ent | Fixed term | Casual | Perm-antent | Fixed term | Casual | |
| Aboriginal Engagement and Coordination | 7 | 8 | 0 | 0 | 0 | 0 | 0 | 8 |
| Accommodation and Care Services | 310 | 232 | 26 | 69 | 42 | 3 | 0 | 372 |
| Community and Business Services | 264 | 227 | 27 | 0 | 21 | 7 | 2 | 284 |
| Country Services | 765 | 562 | 73 | 103 | 162 | 22 | 0 | 922 |
| Metropolitan Services | 799 | 600 | 72 | 11 | 241 | 30 | 0 | 954 |
| Office of the Director General | 8 | 5 | 2 | 0 | 2 | 0 | 0 | 9 |
| Policy and Learning | 69 | 55 | 4 | 0 | 19 | 3 | 0 | 81 |
| Service Standards and Contracting | 82 | 69 | 4 | 0 | 16 | 2 | 0 | 91 |
| Total | 2,304 | 1,758 | 208 | 183 | 503 | 67 | 2 | 2,721 |

Equal opportunity and valuing diversity

The Department is committed to providing a supportive and inclusive workplace that values diversity and equal opportunity for all employees. The Department recently revised its *Equity and Diversity Target Plan*, with the first assessment of the Department's performance against these targets to occur in 2014. For this reason, no targets have been included in the following tables.

Table 15 shows the total number of employees within each equal employment opportunity diversity group at 30 June 2013.

Table 15: 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 2013 | 2,721 | 2,195 | 287 | 249 | 35 | 156 |
| 30 June 2012 | 2,773 | 2,227 | 282 | 268 | 37 | 191 |
| 30 June 2011 | 2,616 | 2,087 | 256 | 242 | 40 | 206 |

Table 16 shows each diversity group as a proportion of the total workforce. A high proportion of the Department's employees are women, representing 80.7 per cent of the workforce. Aboriginal employees represent 9.2 per cent and employees from other culturally diverse backgrounds represent a further 10.5 per cent of the total workforce.

Table 16: 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) |
| 30 June 2013 | 80.7 | 10.5 | 9.2 | 1.3 | 5.7 |
| 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 |

Table 17 indicates the equity index levels for each diversity group. The equity index measures the extent to which employees from diversity groups are distributed evenly through the salary levels of the Department. An equity index of 100 is optimal. An index below 100 indicates distribution at the lower salary levels, whereas an index above 100 indicates distribution at the high salary levels in comparison to the general workforce.

Table 17: Comparison of diversity groups equity index

| Year | Equity index | | | |
|--------------|--------------|---------------------------|-------------------|--------------------------|
| | Women | Culturally diverse people | Aboriginal people | People with disabilities |
| 30 June 2013 | 86 | 110 | 64 | 147 |
| 30 June 2012 | 88 | 114 | 68 | 135 |
| 30 June 2011 | 87 | 114 | 49 | 180 |

Table 18 indicates the number of women in management tiers two and three at 30 June 2013.

Table 18: Number of women in management

| Year | Women | | |
|--------------|--------------|----------------|-------|
| | Tier two (a) | Tier three (b) | Total |
| 30 June 2013 | 4 | 30 | 34 |
| 30 June 2012 | 4 | 30 | 34 |
| 30 June 2011 | 3 | 30 | 33 |

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

(b) Tier three positions report to tier two positions.

Table 19 shows the proportion of women in management tiers two and three, as a percentage of total employees. At 30 June 2013, women represented 58 per cent of the total tier two and tier three positions.

Table 19: Percentage of women in management

| Year | Women | | |
|--------------|----------|------------|-------|
| | Tier two | Tier three | Total |
| 30 June 2013 | 57% | 58% | 58% |
| 30 June 2012 | 57% | 55% | 55% |
| 30 June 2011 | 43% | 59% | 57% |

Staff attraction and retention

Due to a shortage of suitably skilled and qualified child protection workers in Australia, the Department embarked on a United Kingdom recruitment campaign in December 2011. Thirteen social workers were appointed in country and metropolitan districts between March 2012 and June 2013, with a 100 per cent retention rate to date.

A number of initiatives were developed and implemented as part of the Department's *Aboriginal Employment and Learning Strategy*. An Aboriginal employment register is maintained and is regularly promoted, enabling interested candidates to express their interest in working for the Department and matching can occur when relevant vacancies arise.

The Department supports Aboriginal university students, studying a qualification relevant to child protection work, through the coordination of an Aboriginal cadetship program. The program started in 2010 with four cadets, and now has eight cadets enrolled, with a 100 per cent retention rate. Country and metropolitan district offices and other business units are participating in the Public Sector's Aboriginal traineeship program. The Department currently has four trainees allocated, three in country districts and one in the metropolitan area. One trainee has been offered a permanent position with a country district office.

As part of the Department's promotional strategy, job opportunities were promoted at all major universities in the State. A recruitment campaign was also launched in the eastern states in February 2013. This is an ongoing campaign to recruit suitably qualified employees for country district offices. A country attraction and retention study was introduced, aimed at determining the factors that influence employee decisions to work in a country or metropolitan location.

Innovative strategies were developed for hard to fill locations and positions in country locations, which included a mobility program allowing employees to transfer to a country district office with a guaranteed return to a metropolitan location.

As a result of a 2011 Retirement Intention Survey, an Alumni and Retire and Return Project was launched to provide retired employees with the opportunity to work on fixed term contracts to fill positions on a temporary basis and to mentor employees in the workplace.

Learning and development

The *People Development Framework* was reviewed and strengthened to support the Department's strategic goal of being a learning organisation. The Framework encompasses the 70:20:10 model that promotes work based learning (70%), supports collaborative learning and networking (20%), and places formal learning (10%) as a foundation to improve individual practice and organisational operation.

The Department has established Learning and Development Networks (LDNs) to promote collaborative learning and networking. The LDNs are groups of staff who identify themselves as 'leaders of learning', sharing learning resources, ideas and responsibilities.

Formal learning pathways include comprehensive induction, orientation and advanced learning for all staff, as well as supporting individual staff to qualify for specified calling positions, commencing with the Diploma of Child, Youth and Family Intervention.

The Learning and Development Centre delivering 172 induction, orientation, extension and accredited programs (attended by 1,551 department and 507 partner agency staff). Videoconferencing and e-Learning were enhanced to promote blended learning and to share learning resources across the State. Further highlights of organisational learning included:

- 430 'leaders of local learning' participated in LDN learning initiatives in their work units throughout Western Australia.

- The social work student placement program attracted 34 university students to undertake a field placement in metropolitan and county district offices.
- A total of 98 funded partner agencies participated in 24 courses in regional districts and 40 courses in the metropolitan area.
- With the support of partner agencies, 14 new orientation and extension programs were designed and delivered.
- A *Signs of Safety* three-day 'gathering' involving 500 participants, showcased best practice in child protection.
- Advanced *Signs of Safety* training programs were implemented with a focus on 'Developing Safety Plans' and 'Pre-birth and Pre-hearing conferencing'.
- A seminar, featuring Professor Bruce Perry from the Child Trauma Academy in Texas, USA, was hosted in partnership with Parkerville Children and Youth Care Inc. This was attended by 700 participants from the Department, partner agencies and foster carers.
- *Growing Good Practice* workshops were held featuring Professor Eileen Munro, Professor of Social Policy at London School of Economics. Professor Munro presented outcomes from research on the child protection system in the United Kingdom to 170 staff.
- A learning and development network symposium for the Department's 'leaders of learning' was held. The event showcased achievements from districts and other work units.
- Seven new online learning programs were developed and launched, with topics including Aboriginal cultural appreciation, child protection, child development, foster care partnerships, children in care, cultural diversity and family and domestic violence.
- A traineeship for the Diploma of Child Youth and Family Intervention was implemented with 30 enrolments. This provides a pathway to the second year of a Bachelor's Degree in Social Work or Social Science at selected universities.
- The Learning and Development Centre's Registered Training Organisation (RTO) was audited for re-registration by the Training and Accreditation Council. The RTO was commended for exceeding standards for governance, quality management, marketing integrity and legislative compliance.
- Leadership development programs were implemented for aspiring leaders, team leaders, middle managers, senior staff and clinical psychologists.
- A series of 'Sanctuary' workshops were held, promoting a trauma-informed model of care.

Social Worker of the Year

The Department celebrated the remarkable achievements of child protection workers at the 2012 Social Worker of the Year Awards ceremony.

Michelle Charlton, Team Leader in Fremantle, was presented with the Rising Star Award, in recognition of the outstanding performance of a recently qualified social worker. Michelle also took out the overall WA Social Worker of the Year Award. Senior Community Child Protection Worker in the Goldfields, Sophie Staughton was the recipient of the Rural and Remote Practitioner Award.

Other nominated staff included Dawn Lampard from the Wheatbelt office, Michelle Cohen from the Perth office and Fiona Fischer from the East Kimberley office.



The Director General, Terry Murphy with Michelle Charlton and Sophie Staughton at the 2012 Social Worker of the Year Awards ceremony

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 20 shows the Department's expenditure in 2012-13.

Table 20: Expenditure on advertising, market research, polling and direct mail

| Category | Organisation | Amount |
|------------------------------|---------------------------------------|-----------|
| Media advertising agencies | Adcorp Australia Pty Ltd | \$176,514 |
| | Mitchell & Partners Australia Pty Ltd | \$29,142 |
| | Cubic Promotions Pty Ltd | \$5,742 |
| | Snap Printing Ltd | \$3,361 |
| | Marsh Agencies Pty Ltd | \$2,956 |
| | Media Monitors Pty Ltd | \$1,256 |
| | Imatec Digital | \$670 |
| | WA Newspapers | \$579 |
| | Sensis Pty Ltd | \$280 |
| | Albany Advertiser | \$267 |
| | Western Indigenous Media Limited | \$164 |
| | Adstream Australia Pty Ltd | \$30 |
| | Yongergnow-Ongerup | \$14 |
| | Advertising agencies | - |
| Direct mail organisation | - | \$- |
| Market research organisation | - | \$- |
| Total | | \$220,975 |

Disability Access and Inclusion Plan

The Department is committed to ensuring that people with disabilities, their families and their carers have full and equal access to the Department's services and facilities. The *Disability Access and Inclusion Plan* aims to ensure that people with disabilities:

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

In 2012-13, the Department:

- acquitted the first five years of the *Disability Access and Inclusion Implementation Plan*;
- continued the delivery of *Disability Access and Inclusion Plan* implementation strategies;
- worked closely with the Disability Services Commission for children in care and those leaving care;
- addressed identified barriers and issues in building maintenance plans; and
- offered staff learning opportunities in the 'Working with children and families with a disability' program. This interactive program provided the opportunity to increase participants' skills, knowledge and understanding of working with people with disabilities.

Compliance with public sector standards and ethical codes

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

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 via the Department's Intranet.

The codes of ethics and conduct are communicated to new employees through the Department's online induction program and face to face corporate induction sessions, and are also reflected in the Department's strategic plan.

Monitoring of recruitment and employment activities within the Department is managed by the Human Resource Division, and includes a review of all selection processes to ensure compliance with the Public Sector standards across the Department. Recruitment, selection and appointment training sessions are conducted and references provided to increase staff understanding of compliance requirements.

Employee misconduct

The Integrity Services Unit investigates suspected breaches of discipline, or make 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 police of matters involving potential 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 21 outlines misconduct allegations and improvement actions that occurred in the year.

Table 21: *Misconduct allegations and improvement actions*

| Misconduct type | Allegations received | Improvement actions completed ^(a) |
|---|----------------------|--|
| Personal behaviour ^(b) | 77 | 20 |
| Communication and disclosure of information | 14 | 7 |
| Fraud and corrupt behaviour | 2 | 1 |
| Use of public resources | 21 | 13 |
| Record keeping and use of information | 14 | 5 |
| Conflict of interest | 7 | 5 |
| Total | 135 | 51 |

(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 conduct.

Table 22 provides information on the outcomes of discipline investigations.

Table 22: Discipline investigations

| Misconduct type | Allegations | Outcomes ^(c) | | |
|---|-------------|-------------------------|--------------------------------------|---|
| | | Substantiated | Not substantiated /No further action | Resigned/ contract ended ^(a) |
| Personal behaviour ^(b) | 51 | 15 | 34 | 2 |
| Communication and disclosure of information | 5 | 1 | 4 | 0 |
| Fraud and corrupt behaviour | 3 | 1 | 2 | 0 |
| Use of public resources | 8 | 3 | 4 | 1 |
| Record keeping and use of information | 9 | 1 | 8 | 0 |
| Conflict of interest | 3 | 1 | 2 | 0 |
| Total | 79 | 22 | 54 | 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 conduct.

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

Complaints management

The Department's Complaints Management Unit liaises with other internal work units, 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 Casework 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 602 pre-complaint enquiries and provided 119 complaints kits. Table 23 provides a breakdown of complaints statistics. The average time to complete locally managed complaint investigations was 29 days and the average time to complete centrally managed investigations was 77 days.

Seven complaints progressed to formal investigation by the State Ombudsman, and 69 general State Ombudsman enquiries were received.

Table 23: Complaints statistics

| Complaint recipient | Action initiated | | | Total |
|----------------------------|--------------------------|----------------------------|--------------------------------|-------|
| | Locally managed response | Centrally managed response | State Ombudsman ^(a) | |
| Minister | 26 | 4 | 0 | 30 |
| Director General | 3 | 2 | 7 | 12 |
| Complaints Management Unit | 330 | 95 | 0 | 425 |
| District office/work unit | 34 | 0 | 0 | 34 |
| Total | 393 | 101 | 7 | 501 |

(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

The latter half of 2012 culminated with a significant upgrade to the electronic document record management system. This upgrade provided a more efficient search engine and enhanced document management features, enabling users to search, capture, store and manage corporate information in a more effective manner.

In March 2013, the Department's central office completed the transition to the use of electronic administrative files. Training was also commenced to transition both metropolitan and country district offices to electronic files, with the entire Department capturing corporate information virtually by the end of 2013.

Information Management staff work with staff to ensure appropriate standards of record keeping within electronic client and administrative files are maintained. Ongoing audits are conducted to confirm correct record keeping practices are followed.

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 2012-13, the Department accepted 233 new applications for access to information, of which 35 were subsequently withdrawn. Applications took an average of 28.75 days to process, which is within the government requirement of no more than 45 days.

GOVERNMENT POLICY REQUIREMENTS

Substantive equality

The Department continues 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 standards are used to review and evaluate strategies and priorities for the Department's new and existing services.

This document can be located at:

<http://www.dcp.wa.gov.au/Resources/Documents/Standards%20Monitoring%20Unit/Better%20Care%20Better%20Services%20-%20booklet.pdf>.

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 has a general Occupational Safety and Health (OSH) policy, twenty other policies covering OSH systems, hazards, and investigations, and further policies on workers' compensation and injury management.

The Department's commitment to OSH and injury management was demonstrated by:

- the monitoring of quarterly and annual OSH performance reports by Executive;
- the monitoring of workers' compensation and injury management performance reports;
- the prioritisation and commitment to funding of facilities;
- the provision of training and equipment; and
- the support of annual OSH initiatives.

An internal compliance audit was conducted in 2013 to review workplace environments, systems, processes and activities. Seventeen areas for improvement were identified in the audit, with eleven items reviewed and completed at 30 June 2013. Continued improvement and review of the remaining six items will be implemented in 2013-14.

The Department continued to enhance the understanding of safety and health across the organisation through initiatives which included:

- the launch of the online OSH Reporting System of Hazards and Incidents;
- the rollout of OSH for Managers and Supervisors Training program;
- the review of the Terms of Reference and Membership of the Department's OSH Steering Committee;
- the formation of the Managing Difficult Situations Working Group; and
- the launch of the Department's Wellness Framework.

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. This is demonstrated by the OSH Steering Committee, whose purpose is to focus upon directing and communicating workplace health and safety activities by positively influencing cultural change, as is necessary for the Department to achieve its management and corporate governance objectives.

At 30 June 2013, there were 107 elected occupational safety and health representatives. Mandatory five day training and two day refresher courses were provided for these officers.

In 2012-13, the Department received a total of 87 workers' compensation claims. Of these, 83 per cent related to physical injury and 17 per cent related to psychological injury. Thirty five per cent of the Department's claims were lodged by staff in metropolitan locations, 32 per cent by staff in residential care group homes and 30 per cent by staff in regional locations.

Table 24 shows occupational safety and health, and workers' compensation indicators.

Table 24: Occupational health and safety, and workers' compensation

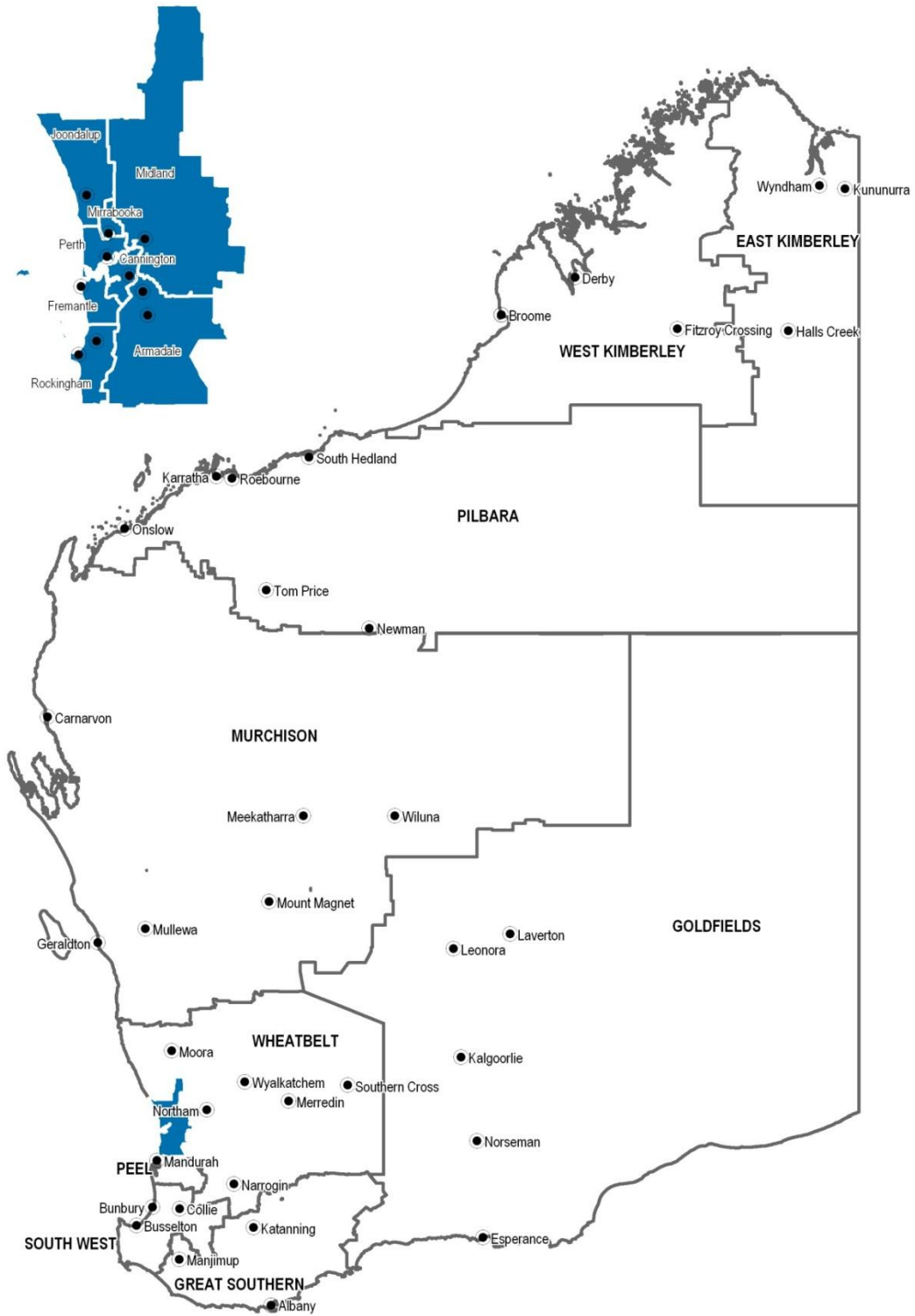
| Indicator | 2012-13 | Target | Target achieved | 2011-12 |
|--|---------|-------------|-----------------|---------|
| Number of fatalities | 0 | 0 | ✓ | 0 |
| Lost time injury/disease incidence rate ^(a) | 2.37 | 2.58 | ✓ | 2.87 |
| Lost time injury severity rate ^(b) | 45.45 | 34.62 | ✗ | 38.46 |
| Percentage of injured workers returned to work within: | | | | |
| 13 weeks | 73.81% | | | |
| 26 weeks | 78.57% | 80% or more | ✗ | 91.53% |
| Percentage of managers trained in occupational safety and health, and injury management responsibilities | 2.64 | 80% or more | ✗ | 21.12% |

(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.

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.cpfs.wa.gov.au

Advocate for Children in Care

Tel (08) 9222 2518
 Freecall 1800 460 696

Complaints Management Unit

Tel (08) 9222 2594
 Freecall 1800 013 311

Crisis Care

Tel (08) 9223 1111
 Freecall 1800 199 008

Mandatory Reporting

Freecall 1800 708 704

Fostering and Adoption Services

Level 2, 161 Great Eastern Highway, Belmont WA 6104
 PO Box 641, Belmont WA 6984
 Tel (08) 9259 3414
 Freecall 1800 182 178

Fostering and Adoption Services

McCall Centre, 2 Curtin Avenue, Cottesloe WA 6011
 PO Box 644, Cottesloe WA 6911
 Tel (08) 9286 5200
 Freecall 1800 182 178

Freedom of information

PO Box 6334, East Perth WA 6892
 Tel (08) 6217 6381/(08) 6217 6388
 Email foi@cpfs.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 6872
 Tel (08) 6217 8100
 Freecall 1800 883 979
www.checkwwc.wa.gov.au

Helplines

Family Helpline

Tel (08) 9223 1100

Men's Domestic Violence Helpline

Tel (08) 9223 1199

Women's Domestic Violence Helpline

Tel (08) 9223 1188

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 Road, 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
(from approximately mid August 2013)
 Cale House, 52 The Crescent, Midland WA 6056

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/Messmate Way, Kununurra WA 6743
Tel (08) 9168 0333

Halls Creek office

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

Kununurra office (Parenting Services)

8 Banksia Avenue, Kununurra WA 6743
Tel (08) 9168 1023

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

Laverton office

6 Laver Place, Laverton WA 6440
Tel (08) 9088 2900

Esperance office

86b Windich Street, Esperance WA 6450
Tel (08) 9083 2566

Leonora office

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

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

Albany Office (Parenting Services)

2 Barnesby Drive, Albany WA 6330
Tel (08) 9845 7900

Manjimup office

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

Murchison

Murchison district office (Geraldton)

1st Floor, 45 Cathedral Avenue, Geraldton WA 6530
Tel (08) 9965 9500

Mount Magnet office

Lot 124 Laurie Street, Mt Magnet WA 6638
Tel (08) 9963 4190

Carnarvon office

1st Floor, 6 Robinson Street Carnarvon WA 6701
Tel (08) 9941 7222

Mullewa office

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

Meekatharra office

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

Wiluna office

Lot 1466 Wotton Street, Wiluna WA 6646
Tel (08) 9981 7097

Peel

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 4600

Onslow office

Third Avenue, Onslow WA 6710
Tel (08) 9184 3900

Roebourne office

Lot 37 Sholl Street, Roebourne WA 6718
Tel (08) 9182 0500

Tom Price/Paraburdoo office

Lot 247 Poinciana Street, Tom Price WA 6751
Tel (08) 9188 0100

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 5600

Collie office

68 Wittenoom Street, Collie WA 6225
Tel (08) 9734 1699

West Kimberley

West Kimberley district office (Broome)

19 Coghlan Street, Broome WA 6725
Tel (08) 9193 8400

Broome office (Parenting Services)

19 Coghlan Street, Broome WA 6725
Tel (08) 9193 8400

Derby office

17 Nevill Street, Derby WA 6728
Tel (08) 9193 3700

Fitzroy Crossing office

Cnr Fallon Road and Flynn Drive, Fitzroy Crossing WA 6765
Tel (08) 9193 9800

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) 9041 1622 (calls to Merredin office)

Wyalkatchem office

Wyalkatchem Community Centre, 36 Flint Street
Wyalkatchem WA 6485
Tel (08) 9041 1622 (calls to Merredin 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 trading as Accordwest

- *ASWA Youth Accommodation Support Service*
- *Bunbury Accommodation Service - BAS*
- *Capes Accommodation Support and Advocacy Service - CASA*
- *Homelessness Accommodation Support Worker - South West Region*
- *Housing Support 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 Outreach*
- *Young House*

Allambee Counselling Inc

- *Peel Child Sexual Abuse Treatment Service*

Anglicare WA Inc

- *Albany Family Violence Service*
- *Anglicare Domestic Violence Counselling Service - Albany*
- *Anglicare Domestic Violence Counselling Service - Karratha*
- *Anglicare Family Housing*
- *Anglicare Great Southern Child Sexual Abuse Therapeutic Service*
- *Child Sexual Abuse Therapy Service - Perth*
- *Child Support Worker; Domestic Violence - Great Southern Region*
- *Children's Domestic Violence Counselling Service - Albany*
- *Domestic Violence Advocacy Support Service - Katanning*
- *Domestic Violence Outreach Initiative - Great Southern Region*
- *Family and Domestic Violence Coordinated Response Service - East Kimberley & West Kimberley*
- *Family and Domestic Violence Coordinated Response Service - Goldfields & Great Southern*
- *Fremantle Anglicare Stabilising Tenancies (FAST)*
- *Great Southern District Financial Counselling 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*
- *Kinway Family Counselling Service - Wyndham/Kununurra*
- *Metropolitan/Peel Financial Counselling Services*
- *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*
- *Supported Tenancy Anglicare Rockingham - STAR*
- *Teenshare*
- *Yes! Housing and Yes! Housing Young Parents*
- *Y-SHAC Youth Supported Housing and Crisis Accommodation*
- *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*
- *Kalgoorlie Aboriginal Visitors Accommodation Facility*
- *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*

Burdekin - Youth in Action Incorporated

- *Burdekin Youth in Action*

Calvary Youth Services Mandurah Inc

- *Calvary Youth Services Mandurah*

Carnarvon Family Support Service Inc

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

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

- *Bunbury Counselling and Family Support*
- *Centrecare Family Accommodation Service - CFAS*
- *Centrecare Youth Support Service*
- *Djooraminda*
- *Djooraminda Intensive Family Support Services*

APPENDICES

- *Family and Domestic Violence Counselling and 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 Service*
- *Tier One Family Group Home Services Metropolitan Area Family Group Homes*

Child Migrants Trust Inc

- *Child Migrants Trust Perth*

Chrysalis Support Service Inc

- *Child Sexual Assault Counselling Service*
- *Chrysalis House Women's Refuge*
- *Domestic Violence Outreach Initiative - Murchison Region*
- *Relationships & Family Violence Counselling & Advocacy Service*

City of Belmont

- *City of Belmont Youth and Family Service*

City of Canning W.A.

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

City of Cockburn

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

City of Fremantle

- *Fremantle Community Legal Centre*
- *Warrawee Women's Refuge*

City of Greater Geraldton

- *Mullewa Youth Service*

City of Joondalup

- *Joondalup Financial Counselling Service*

City of Rockingham

- *Rockingham Outreach Youth Service*

City of Stirling

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

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 Foundation Western Australian Service*

Dungeon Youth Centre Inc

- *Dungeon Youth Centre*

Eastern Region Domestic Violence Services Network Inc

- *Family and Domestic Violence Coordinated Response Service - Midland*
- *Koolkuna Domestic Violence Advocacy Service*
- *Koolkuna Women's Refuge*

Escare Inc

- *Esperance Financial Counselling Service*
- *Esperance Youth Service*

Esperance Crisis Accommodation Service Inc

- *Esperance Crisis Accommodation Service*

Family Inclusion Network of Western Australia Inc

- *Family Inclusion Network of Western Australia*

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*

Fusion Australia Ltd

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

Gawooleng Yawoodeng Aboriginal Corporation

- *Kununurra Crisis Accommodation Centre*

Geraldton Regional Community Education Centre Association (Inc)

- *Geraldton Family and Youth Support Service (GFYSS)*
- *Geraldton Family Counselling Service*

Geraldton Resource Centre Inc

- *Geraldton Financial Counselling Service*
- *Homeless Accommodation Support Worker Murchison - Geraldton*
- *Housing Support Workers; Corrective Services Initiative Murchison - Geraldton*
- *Private Rental Accommodation Casework - PRAC*

Goldfields Women's Refuge Association Inc

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

Gosnells Community Legal Centre (Inc)

- *Gosnells Financial Counselling Service*

Hedland Women's Refuge Inc

- *Hedland Women's Refuge*

Hills Community Support Group Inc

- *Hills Community Support Group Inc - Youth Services*

- *Housing Support Workers; Mental Health Initiative - Swan/Joondalup*
 - *Kira House*
- In Town Centre Incorporated
- *Shoe String Cafe*
- Incest Survivors Association Inc
- *Child Sexual Abuse Treatment Service (Perth Metropolitan Area)*
- Jacaranda Community Centre Inc
- *Jacaranda Financial Counselling Service*
- 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
- *Wyndham Financial Counselling Service*
- 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 Blackwood Emergency Accommodation Centre in Manjimup*
- Lifestyle Solutions (Aust) Ltd
- *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)*
- Marninwarntikura Fitzroy Women's Resource Centre Aboriginal Corporation
- *Fitzroy Women's Shelter*
- Marnja Jarndu Women's Refuge Inc
- *Marnja Jarndu Women's Domestic Violence Service*

Marra Worra Worra Aboriginal Corporation

- *Fitzroy Financial Counselling Service*

Mawarnkarra Health Service

- *Munga Tharndu Maya Women's Refuge*

Mercy Community Services Incorporated

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

Midland Information, Debt & Legal Advocacy Service Inc

- *MIDLAS Financial Service*

Mission Australia

- *Family and Domestic Violence Coordinated Response Service - Murchison and Pilbara*
- *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*
- *Meekatharra Family and Domestic Violence Service*
- *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*
- *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 Aboriginal Corporation

- *Ngnowar Aerwah Safe House*

Ngunga Group Women's Aboriginal Corporation

- *Derby Financial Counselling Information and Support Service*

Nintirri Centre Inc

- *Karjini 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*
- *Tier One Family Group Home Services Metropolitan Area Family Group Homes*

Pat Thomas House Inc

- *Domestic Violence Outreach Initiative - Peel Region*
- *Pat Thomas Memorial Community House*
- *Peel Domestic Violence Advocacy and Support Service*

Patricia Giles Centre Inc

- *Family and Domestic Violence Coordinated Response Service - Joondalup and Mirrabooka*
- *Homelessness Accommodation Support Worker - North West Metropolitan Area*
- *Patricia Giles Centre - Inc Damara House*
- *Patricia Giles Counselling Centre - Inc 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

- *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*
- *Family and Domestic Violence Coordinated Response Service - Armadale and Cannington*
- *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*
- *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*
- *Salvation Army Crossroads West Transitional Support Service - Moving to Independence*
- *Salvation Army Crossroads West Transitional Support Services - Preparation for Leaving Care and After Care Service - Statewide excluding Peel, South West, South Rockingham, Great Southern*
- *Salvation Army Graceville Centre*
- *Salvation Army Karratha Women's Refuge*
- *Salvation Army Men's Homelessness Services*
- *Salvation Army Morley Community Youth Service*
- *Street To Home Supportive Housing Services*
- *The Salvation Army Balga Financial Counselling Service*
- *The Salvation Army Morley Financial Counselling Service*

Scripture Union of Western Australia

- *Respite Camps*

Share & Care Community Services Group Inc

- *Child Support Worker; Domestic Violence - Wheatbelt Region*
- *Djookanka House*
- *Family and Domestic Violence Coordinated Response Service - Wheatbelt*
- *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*

Shire of Ashburton

- *Onslow Youth Service*

Shire of Carnarvon

- *Carnarvon Youth Service*

Shire of Denmark

- *Denmark Youth Support Service*

Shire of Derby/West Kimberley

- *Derby Youth Service*

Shire of Dundas

- *Norseman Youth Service*

Shire of Katanning

- *Katanning Youth Support Service*

Shire of Laverton

- *Laverton Youth Service*
- Shire of Leonora
- *Leonora Youth 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 - FAAST*
- South West Counselling Inc
- *South West Counselling Service*
- South West Emergency Care for Children Inc
- *South West Emergency Care for Children*
- South West Refuge Inc
- *Safe At Home Initiative - South West Region*
 - *South West Refuge*
- Southcare Inc
- *Southcare Financial Counselling Service*
- Southern Agcare Inc
- *Mobile Family Counselling Service*
- St Bartholomew's House Inc
- *Bart's Plus*
 - *Homeless and Transitional Support Services*
 - *Street To Home; Supportive Housing Services*
- St Patrick's Community Support Centre Ltd
- *Housing Support Workers; Mental Health Initiative - Fremantle/Rockingham*
 - *St Patrick's Accommodation and Support Services*
 - *St Patrick's Meals and Day Centre*
 - *Street to Home; Assertive Outreach Services*
 - *Street To Home; Supportive Housing Services (The Sister's Place)*
 - *Youth Place*
- Stand By Me Youth Service (WA) Inc
- *Stand By Me Youth Service*
- Starick Services Inc
- *Laverton Crisis Intervention Service (LCIS)*
 - *The Centre for Community*
 - *The Centre for Safety and Wellbeing*
- Sussex Street Community Law Service Inc
- *Sussex Street Financial Counselling Service*
- Swan City Youth Service Incorporated
- *Swan City 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

- *Family and Domestic Violence Coordinated Response Service - Fremantle, Rockingham and Peel*
- *Safe At Home Initiative - South West Metropolitan*
- *The Centre for the Prevention & Intervention of Domestic & Family Violence*

The Roman Catholic Bishop of Geraldton Centacare Family Services

- *Exmouth Family Counselling Service*
- *Exmouth Financial Counselling Service*

The Spiers Centre Inc

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

Tom Price Youth Support Association Inc

- *Paraburdoo Youth Centre*
- *Tom Price Youth Centre*

Town of Bassendean

- *Bassendean Youth Service*

Town of Kwinana

- *Kwinana Detached Youth Service*

Uniting Church in Australia Property Trust (WA)

- *Mandurah/Peel Financial Counselling Service*

UnitingCare West

- *Creditcare Fremantle Financial Counselling Service*
- *Creditcare Maylands Service*
- *Creditcare Perth City Service*
- *Futures*
- *Intensive Family Services*
- *Street to Home; Assertive Outreach Services*
- *Tier One Family Group Home Services Metropolitan Areas And Short Stay Family Group Homes*
- *UnitingCare West Accommodation and Support Services*
- *UnitingCare West Child and Family Treatment Service*
- *UnitingCare West Tranby Day Centre*
- *Wyn Carr House - Inc 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 Inc

- *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

- *Family and Domestic Violence Coordinated Response Service - Southwest*
- *Kids & Teens Waratah Children's Domestic Violence Counselling Service*
- *Kids and Teens Waratah Child Sexual Abuse Therapeutic Service*
- *Waratah Family Abuse Intervention Service*

Westaus Crisis and Welfare Service Inc

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

Wheatbelt Agcare Community Support Services Inc

- *Wheatbelt Agcare Family Counselling Service*

Wirraka Maya Health Service Aboriginal Corporation

- *Indigenous Healing Service*

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

- *Women's Council for Domestic and Family Violence Service - Statewide*

Women's Health Care Association Inc

- *Domestic Violence Advocacy Support (DVAS) Central*
- *Family and Domestic Violence Coordinated Response Service - Perth*
- *Multicultural Kids In Focus*
- *Multicultural Women's Advocacy Service*

Yaandina Family Centre Inc

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

YMCA of Perth Youth and Community Services Inc

- *LYNKS Counselling/Streetsyde Service*
- *Y-Time in Langford Youth Service (former YMCA Mobile Youth Service)*

Yorganop Association Incorporated

- *Yorganop Placement Service*

Yorgum Aboriginal Corporation

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

Youth Futures WA Inc

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

Youth Involvement Council Inc

- *Lawson Street Youth Centre*
- *Youth Accommodation Program*

Youth Legal Service Inc

- *Financial Counselling Service for Young People - Metropolitan Area*

Zonta House Refuge Association Inc

- *Zonta House Refuge Association*

Appendix 3: Supplementary performance information – Service 1

Children in care

Table 25: Age of children in care at 30 June 2013

| Age group | Aboriginal | | Non-Aboriginal | | Total ^(a) | |
|--------------------|------------|----------|----------------|----------|----------------------|----------|
| | Children | Per cent | Children | Per cent | Children | Per cent |
| Less than 1 year | 78 | 4.0% | 65 | 3.2% | 143 | 3.6% |
| 1 to 4 years | 481 | 24.5% | 465 | 23.1% | 946 | 23.8% |
| 5 to 9 years | 692 | 35.3% | 610 | 30.3% | 1,302 | 32.8% |
| 10 to 14 years | 523 | 26.7% | 569 | 28.3% | 1,092 | 27.5% |
| 15 years and older | 188 | 9.6% | 301 | 15.0% | 489 | 12.3% |
| Total | 1,962 | 100.0% | 2,010 | 100.0% | 3,972 | 100.0% |

(a) Refer to Table 27 for a regional breakdown of these figures.

Table 26: Children in care by length of time in care ^(a)

| Length of time in care | Children | Per cent |
|-------------------------------|----------|----------|
| Less than 30 days | 80 | 2.0 |
| 30 days to less than 6 months | 350 | 8.8 |
| 6 months to less than 1 year | 417 | 10.5 |
| 1 year to less than 2 years | 687 | 17.3 |
| 2 years to less than 5 years | 1,091 | 27.5 |
| 5 or more years | 1,347 | 33.9 |
| Total | 3,972 | 100.0 |

(a) Where children have experienced more than one period of care during 2012-13, the length of time of the most recent period of care is used.

Table 27: Children and young people in care at 30 June 2013, by district

| District | Aboriginal | Non-Aboriginal | Total |
|--------------------|------------|----------------|-------|
| Armadale | 175 | 229 | 404 |
| Cannington | 176 | 152 | 328 |
| East Kimberley | 105 | 2 | 107 |
| Fremantle | 141 | 133 | 274 |
| Goldfields | 150 | 47 | 197 |
| Great Southern | 95 | 84 | 179 |
| Joondalup | 107 | 162 | 269 |
| Midland | 149 | 148 | 297 |
| Mirrabooka | 117 | 212 | 329 |
| Murchison | 134 | 57 | 191 |
| Peel | 41 | 179 | 220 |
| Perth | 73 | 175 | 248 |
| Pilbara | 121 | 5 | 126 |
| Rockingham | 58 | 196 | 254 |
| South West | 84 | 134 | 218 |
| West Kimberley | 147 | 3 | 150 |
| Wheatbelt | 88 | 81 | 169 |
| Fostering/Adoption | 1 | 11 | 12 |
| Total | 1,962 | 2,010 | 3,972 |

Table 28: Age of children and young people in care at 30 June 2013, 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 | 14 | 81 | 131 | 112 | 66 | 404 |
| Cannington | 13 | 93 | 111 | 75 | 36 | 328 |
| East Kimberley | 6 | 33 | 37 | 24 | 7 | 107 |
| Fremantle | 6 | 62 | 103 | 73 | 30 | 274 |
| Goldfields | 3 | 59 | 70 | 45 | 20 | 197 |
| Great Southern | 3 | 35 | 59 | 65 | 17 | 179 |
| Joondalup | 10 | 63 | 92 | 72 | 32 | 269 |
| Midland | 15 | 68 | 93 | 88 | 33 | 297 |
| Mirrabooka | 10 | 74 | 98 | 96 | 51 | 329 |
| Murchison | 4 | 50 | 66 | 54 | 17 | 191 |
| Peel | 5 | 51 | 77 | 63 | 24 | 220 |
| Perth | 12 | 59 | 76 | 69 | 32 | 248 |
| Pilbara | 6 | 36 | 39 | 33 | 12 | 126 |
| Rockingham | 10 | 64 | 73 | 69 | 38 | 254 |
| South West | 13 | 46 | 66 | 61 | 32 | 218 |
| West Kimberley | 4 | 31 | 61 | 39 | 15 | 150 |
| Wheatbelt | 4 | 34 | 50 | 54 | 27 | 169 |
| Fostering/Adoption | 5 | 7 | 0 | 0 | 0 | 12 |
| Total | 143 | 946 | 1,302 | 1,092 | 489 | 3,972 |

Children entering care during the year

Table 29: Age of children entering care at 30 June 2013

| Age group | Children | Per cent |
|--------------------|----------|----------|
| Less than 1 year | 217 | 20.8 |
| 1 to 4 years | 324 | 31.0 |
| 5 to 9 years | 251 | 24.0 |
| 10 to 14 years | 205 | 19.6 |
| 15 years and older | 47 | 4.5 |
| Total | 1,044 | 100.0 |

Children leaving care during the year

Table 30: Age of children upon leaving care ^(a)

| Age group | Children | Per cent |
|------------------|----------|----------|
| Less than 1 year | 30 | 3.7 |
| 1 to 4 years | 195 | 23.9 |
| 5 to 9 years | 178 | 21.8 |
| 10 to 14 years | 179 | 22.0 |
| 15 to 17 years | 91 | 11.2 |
| 18 years old | 142 | 17.4 |
| Total | 815 | 100.0 |

(a) Refer to Table 31 for a regional breakdown of these figures.

Table 31: 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 | 1 | 17 | 11 | 18 | 11 | 20 | 78 |
| Cannington | 1 | 15 | 11 | 16 | 4 | 15 | 62 |
| Crisis Care | 0 | 1 | 0 | 0 | 2 | 0 | 3 |
| East Kimberley | 1 | 4 | 11 | 1 | 2 | 0 | 19 |
| Fremantle | 2 | 12 | 12 | 10 | 5 | 9 | 50 |
| Goldfields | 2 | 6 | 10 | 11 | 8 | 3 | 40 |
| Great Southern | 0 | 6 | 9 | 8 | 2 | 4 | 29 |
| Joondalup | 0 | 11 | 6 | 24 | 16 | 8 | 65 |
| Midland | 1 | 19 | 17 | 17 | 12 | 9 | 75 |
| Mirrabooka | 0 | 7 | 13 | 15 | 5 | 19 | 59 |
| Murchison | 1 | 4 | 9 | 12 | 1 | 6 | 33 |
| Peel | 6 | 19 | 14 | 14 | 4 | 12 | 69 |
| Perth | 3 | 12 | 10 | 9 | 4 | 10 | 48 |
| Pilbara | 0 | 7 | 2 | 2 | 1 | 4 | 16 |
| Rockingham | 4 | 8 | 5 | 6 | 5 | 6 | 34 |
| South West | 2 | 14 | 12 | 5 | 3 | 4 | 40 |
| West Kimberley | 1 | 12 | 13 | 4 | 2 | 2 | 34 |
| Wheatbelt | 1 | 11 | 10 | 7 | 4 | 11 | 44 |
| Fostering and Adoption | 4 | 10 | 3 | 0 | 0 | 0 | 17 |
| Total | 30 | 195 | 178 | 179 | 91 | 142 | 815 |

Table 32: Children who left care by length of time in care ^{(a) (b)}

| Age group | Children | Per cent |
|-------------------------------|----------|----------|
| Less than 30 days | 140 | 17.2 |
| 30 days to less than 6 months | 61 | 7.5 |
| 6 months to less than 1 year | 87 | 10.7 |
| 1 year to less than 2 years | 89 | 10.9 |
| 2 years to less than 5 years | 252 | 30.9 |
| 5 or more years | 186 | 22.8 |
| Total | 815 | 100.0 |

(a) Refer to Table 33 for a regional breakdown of these figures.

(b) Where children have experienced more than one period of care in 2012-13, the length of time of the most recent period of care is used.

Table 33: *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 | 22 | 2 | 5 | 7 | 25 | 17 | 78 |
| Cannington | 11 | 5 | 4 | 7 | 22 | 13 | 62 |
| Crisis Care | 3 | 0 | 0 | 0 | 0 | 0 | 3 |
| East Kimberley | 2 | 0 | 1 | 2 | 11 | 3 | 19 |
| Fremantle | 3 | 3 | 6 | 10 | 20 | 8 | 50 |
| Goldfields | 12 | 1 | 4 | 13 | 7 | 3 | 40 |
| Great Southern | 6 | 2 | 4 | 4 | 11 | 2 | 29 |
| Joondalup | 10 | 13 | 3 | 6 | 15 | 18 | 65 |
| Midland | 14 | 8 | 7 | 10 | 11 | 25 | 75 |
| Mirrabooka | 6 | 0 | 1 | 2 | 23 | 27 | 59 |
| Murchison | 6 | 2 | 4 | 2 | 12 | 7 | 33 |
| Peel | 8 | 9 | 13 | 8 | 22 | 9 | 69 |
| Perth | 9 | 4 | 3 | 8 | 6 | 18 | 48 |
| Pilbara | 2 | 0 | 1 | 4 | 3 | 6 | 16 |
| Rockingham | 3 | 5 | 9 | 2 | 9 | 6 | 34 |
| South West | 4 | 5 | 4 | 1 | 19 | 7 | 40 |
| West Kimberley | 10 | 1 | 2 | 1 | 15 | 5 | 34 |
| Wheatbelt | 7 | 0 | 3 | 1 | 21 | 12 | 44 |
| Fostering/Adoption | 2 | 1 | 13 | 1 | 0 | 0 | 17 |
| Total | 140 | 61 | 87 | 89 | 252 | 186 | 815 |

Appendix 4: Supplementary performance information – Service 2

Responses to child protection concerns

Table 34: Department's 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 | 984 | 3 | 340 | 44 | 1,371 |
| Cannington | 976 | 6 | 157 | 27 | 1,166 |
| Crisis Care | 1,180 | 6 | 153 | 43 | 1,382 |
| East Kimberley | 383 | 32 | 141 | 18 | 574 |
| Fremantle | 461 | 21 | 332 | 96 | 910 |
| Goldfields | 492 | 14 | 353 | 34 | 893 |
| Great Southern | 455 | 35 | 269 | 56 | 815 |
| Joondalup | 691 | 47 | 335 | 14 | 1,087 |
| Midland | 1,141 | 1 | 158 | 152 | 1,452 |
| Mirrabooka | 838 | 5 | 198 | 12 | 1,053 |
| Murchison | 790 | 48 | 227 | 28 | 1,093 |
| Peel | 439 | 0 | 218 | 27 | 684 |
| Perth | 439 | 1 | 231 | 5 | 676 |
| Pilbara | 486 | 35 | 333 | 40 | 894 |
| Rockingham | 1,070 | 4 | 333 | 23 | 1,430 |
| South West | 642 | 13 | 330 | 73 | 1,058 |
| West Kimberley | 321 | 21 | 235 | 54 | 631 |
| Wheatbelt | 685 | 75 | 384 | 10 | 1,154 |
| Other work units ^(b) | 4 | 0 | 0 | 0 | 4 |
| Total | 12,477 | 367 | 4,727 | 756 | 18,327 |

(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.

Outcomes of child safety and wellbeing assessments

Table 35: Outcomes of safety and wellbeing assessments by primary concern, by district

| District | Neglect | Emotional abuse ^(a) | Physical abuse | Sexual abuse | Other wellbeing concern ^(c) | Total |
|-------------------------|------------|--------------------------------|----------------|--------------|--|--------------|
| Armadale | | | | | | |
| Substantiated | 60 | 31 | 21 | 25 | 3 | 140 |
| Unsubstantiated | 130 | 128 | 113 | 93 | 126 | 590 |
| Other concerns assessed | 1 | 7 | 0 | 3 | 39 | 50 |
| Unable to complete | 5 | 23 | 10 | 8 | 6 | 52 |
| In process | 52 | 40 | 40 | 39 | 18 | 189 |
| <i>Total</i> | <i>248</i> | <i>229</i> | <i>184</i> | <i>168</i> | <i>192</i> | <i>1,021</i> |
| Cannington | | | | | | |
| Substantiated | 51 | 25 | 26 | 28 | 24 | 154 |
| Unsubstantiated | 119 | 158 | 86 | 126 | 108 | 597 |
| Other concerns assessed | 0 | 2 | 1 | 0 | 33 | 36 |
| Unable to complete | 10 | 22 | 1 | 15 | 21 | 69 |
| In process | 29 | 48 | 28 | 32 | 22 | 159 |
| <i>Total</i> | <i>209</i> | <i>255</i> | <i>142</i> | <i>201</i> | <i>208</i> | <i>1,015</i> |
| East Kimberley | | | | | | |
| Substantiated | 35 | 8 | 10 | 15 | 15 | 83 |
| Unsubstantiated | 40 | 16 | 11 | 38 | 37 | 142 |
| Other concerns assessed | 0 | 2 | 0 | 0 | 33 | 35 |
| Unable to complete | 2 | 6 | 0 | 11 | 8 | 27 |
| In process | 19 | 12 | 14 | 28 | 36 | 109 |
| <i>Total</i> | <i>96</i> | <i>44</i> | <i>35</i> | <i>92</i> | <i>129</i> | <i>396</i> |
| Fremantle | | | | | | |
| Substantiated | 31 | 71 | 19 | 16 | 10 | 147 |
| Unsubstantiated | 53 | 82 | 39 | 66 | 10 | 250 |
| Other concerns assessed | 1 | 0 | 0 | 0 | 8 | 9 |
| Unable to complete | 2 | 3 | 2 | 4 | 1 | 12 |
| In process | 18 | 28 | 16 | 3 | 15 | 80 |
| <i>Total</i> | <i>105</i> | <i>184</i> | <i>76</i> | <i>89</i> | <i>44</i> | <i>498</i> |
| Goldfields | | | | | | |
| Substantiated | 32 | 29 | 27 | 26 | 15 | 129 |
| Unsubstantiated | 92 | 21 | 20 | 46 | 38 | 217 |
| Other concerns assessed | 4 | 3 | 1 | 1 | 20 | 29 |
| Unable to complete | 13 | 5 | 2 | 2 | 2 | 24 |
| In process | 28 | 25 | 11 | 12 | 27 | 103 |
| <i>Total</i> | <i>169</i> | <i>83</i> | <i>61</i> | <i>87</i> | <i>102</i> | <i>502</i> |

APPENDICES

| District | Neglect | Emotional abuse ^(a) | Physical abuse | Sexual abuse | Other wellbeing concern ^(c) | Total |
|-------------------------|------------|--------------------------------|----------------|--------------|--|--------------|
| Great Southern | | | | | | |
| Substantiated | 36 | 20 | 19 | 29 | 9 | 113 |
| Unsubstantiated | 60 | 79 | 30 | 63 | 22 | 254 |
| Other concerns assessed | 2 | 0 | 0 | 0 | 21 | 23 |
| Unable to complete | 14 | 1 | 1 | 7 | 5 | 28 |
| In process | 32 | 10 | 1 | 17 | 4 | 64 |
| <i>Total</i> | <i>144</i> | <i>110</i> | <i>51</i> | <i>116</i> | <i>61</i> | <i>482</i> |
| Joondalup | | | | | | |
| Substantiated | 86 | 127 | 47 | 43 | 32 | 335 |
| Unsubstantiated | 37 | 72 | 66 | 49 | 9 | 233 |
| Other concerns assessed | 7 | 15 | 13 | 5 | 8 | 48 |
| Unable to complete | 9 | 5 | 4 | 10 | 8 | 36 |
| In process | 10 | 19 | 9 | 5 | 0 | 43 |
| <i>Total</i> | <i>149</i> | <i>238</i> | <i>139</i> | <i>112</i> | <i>57</i> | <i>695</i> |
| Midland | | | | | | |
| Substantiated | 139 | 70 | 50 | 37 | 10 | 306 |
| Unsubstantiated | 139 | 145 | 86 | 135 | 28 | 533 |
| Other concerns assessed | 0 | 3 | 0 | 0 | 6 | 9 |
| Unable to complete | 11 | 9 | 4 | 3 | 5 | 32 |
| In process | 134 | 72 | 46 | 58 | 7 | 317 |
| <i>Total</i> | <i>423</i> | <i>299</i> | <i>186</i> | <i>233</i> | <i>56</i> | <i>1,197</i> |
| Mirrabeeka | | | | | | |
| Substantiated | 44 | 89 | 23 | 24 | 10 | 190 |
| Unsubstantiated | 121 | 131 | 60 | 86 | 6 | 404 |
| Other concerns assessed | 5 | 8 | 0 | 1 | 5 | 19 |
| Unable to complete | 5 | 10 | 3 | 2 | 0 | 20 |
| In process | 55 | 127 | 22 | 33 | 3 | 240 |
| <i>Total</i> | <i>230</i> | <i>365</i> | <i>108</i> | <i>146</i> | <i>24</i> | <i>873</i> |
| Murchison | | | | | | |
| Substantiated | 41 | 83 | 40 | 50 | 6 | 220 |
| Unsubstantiated | 78 | 170 | 26 | 118 | 23 | 415 |
| Other concerns assessed | 2 | 2 | 0 | 0 | 36 | 40 |
| Unable to complete | 3 | 20 | 6 | 12 | 9 | 50 |
| In process | 30 | 50 | 7 | 20 | 4 | 111 |
| <i>Total</i> | <i>154</i> | <i>325</i> | <i>79</i> | <i>200</i> | <i>78</i> | <i>836</i> |

APPENDICES

| District | Neglect | Emotional abuse ^(a) | Physical abuse | Sexual abuse | Other wellbeing concern ^(c) | Total |
|-------------------------|------------|--------------------------------|----------------|--------------|--|--------------|
| Peel | | | | | | |
| Substantiated | 33 | 57 | 23 | 20 | 16 | 149 |
| Unsubstantiated | 35 | 45 | 38 | 34 | 21 | 173 |
| Other concerns assessed | 5 | 1 | 0 | 1 | 7 | 14 |
| Unable to complete | 3 | 15 | 3 | 5 | 3 | 29 |
| In process | 30 | 34 | 12 | 10 | 8 | 94 |
| <i>Total</i> | <i>106</i> | <i>152</i> | <i>76</i> | <i>70</i> | <i>55</i> | <i>459</i> |
| Perth | | | | | | |
| Substantiated | 49 | 33 | 19 | 14 | 12 | 127 |
| Unsubstantiated | 72 | 82 | 45 | 61 | 7 | 267 |
| Other concerns assessed | 0 | 2 | 0 | 0 | 5 | 7 |
| Unable to complete | 10 | 1 | 1 | 2 | 1 | 15 |
| In process | 29 | 10 | 13 | 9 | 2 | 63 |
| <i>Total</i> | <i>160</i> | <i>128</i> | <i>78</i> | <i>86</i> | <i>27</i> | <i>479</i> |
| Pilbara | | | | | | |
| Substantiated | 14 | 33 | 19 | 12 | 21 | 99 |
| Unsubstantiated | 47 | 50 | 23 | 37 | 64 | 221 |
| Other concerns assessed | 0 | 1 | 0 | 0 | 52 | 53 |
| Unable to complete | 4 | 4 | 4 | 9 | 13 | 34 |
| In process | 18 | 31 | 7 | 13 | 18 | 87 |
| <i>Total</i> | <i>83</i> | <i>119</i> | <i>53</i> | <i>71</i> | <i>168</i> | <i>494</i> |
| Rockingham | | | | | | |
| Substantiated | 68 | 41 | 32 | 69 | 0 | 210 |
| Unsubstantiated | 233 | 117 | 115 | 158 | 13 | 636 |
| Other concerns assessed | 0 | 0 | 0 | 0 | 1 | 1 |
| Unable to complete | 23 | 16 | 11 | 34 | 1 | 85 |
| In process | 55 | 41 | 41 | 37 | 4 | 178 |
| <i>Total</i> | <i>379</i> | <i>215</i> | <i>199</i> | <i>298</i> | <i>19</i> | <i>1,110</i> |
| South West | | | | | | |
| Substantiated | 52 | 60 | 22 | 24 | 41 | 199 |
| Unsubstantiated | 51 | 51 | 51 | 82 | 60 | 295 |
| Other concerns assessed | 1 | 3 | 2 | 0 | 43 | 49 |
| Unable to complete | 10 | 10 | 8 | 8 | 8 | 44 |
| In process | 27 | 23 | 3 | 7 | 13 | 73 |
| <i>Total</i> | <i>141</i> | <i>147</i> | <i>86</i> | <i>121</i> | <i>165</i> | <i>660</i> |

APPENDICES

| District | Neglect | Emotional abuse ^(a) | Physical abuse | Sexual abuse | Other wellbeing concern ^(c) | Total |
|---------------------------------------|---------|--------------------------------|----------------|--------------|--|--------|
| West Kimberley | | | | | | |
| Substantiated | 24 | 10 | 18 | 33 | 26 | 111 |
| Unsubstantiated | 23 | 13 | 23 | 54 | 20 | 133 |
| Other concerns assessed | 0 | 3 | 0 | 0 | 16 | 19 |
| Unable to complete | 0 | 0 | 0 | 0 | 6 | 6 |
| In process | 18 | 12 | 9 | 20 | 17 | 76 |
| <i>Total</i> | 65 | 38 | 50 | 107 | 85 | 345 |
| Wheatbelt | | | | | | |
| Substantiated | 11 | 13 | 7 | 20 | 16 | 67 |
| Unsubstantiated | 62 | 101 | 49 | 92 | 84 | 388 |
| Other concerns assessed | 1 | 7 | 3 | 0 | 116 | 127 |
| Unable to complete | 14 | 8 | 0 | 19 | 24 | 65 |
| In process | 14 | 18 | 2 | 12 | 18 | 64 |
| <i>Total</i> | 102 | 147 | 61 | 143 | 258 | 711 |
| Other work units^(b) | | | | | | |
| Substantiated | 12 | 15 | 8 | 27 | 2 | 64 |
| Unsubstantiated | 37 | 18 | 22 | 436 | 4 | 517 |
| Other concerns assessed | 0 | 2 | 1 | 0 | 6 | 9 |
| Unable to complete | 8 | 0 | 0 | 91 | 0 | 99 |
| In process | 2 | 2 | 0 | 11 | 0 | 15 |
| <i>Total</i> | 59 | 37 | 31 | 565 | 12 | 704 |
| Grand total | 3,022 | 3,115 | 1,695 | 2,905 | 1,740 | 12,477 |

(a) Emotional abuse includes psychological abuse.

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

(c) Wellbeing concerns may include homelessness, family and domestic violence, financial problems, parenting problems, parental substance abuse or parent/adolescent conflict. The recorded outcomes for wellbeing concerns are either "concern" or "no concern".

Protection applications and orders

Table 36: Protection applications lodged, by district

| District | Applications |
|----------------|--------------|
| Armadale | 151 |
| Cannington | 121 |
| Crisis Care | 1 |
| East Kimberley | 39 |
| Fremantle | 73 |
| Goldfields | 66 |
| Great Southern | 53 |
| Joondalup | 103 |
| Midland | 153 |
| Mirrabooka | 108 |
| Murchison | 55 |
| Peel | 110 |
| Perth | 69 |
| Pilbara | 46 |
| Rockingham | 108 |
| South West | 93 |
| West Kimberley | 63 |
| Wheatbelt | 33 |
| Total | 1,445 |

Table 37: Protection applications granted, by district

| District | Applications |
|----------------|--------------|
| Armadale | 97 |
| Cannington | 97 |
| Crisis Care | 2 |
| East Kimberley | 37 |
| Fremantle | 91 |
| Goldfields | 45 |
| Great Southern | 51 |
| Joondalup | 107 |
| Midland | 103 |
| Mirrabooka | 81 |
| Murchison | 52 |
| Peel | 59 |
| Perth | 68 |
| Pilbara | 23 |
| Rockingham | 64 |
| South West | 72 |
| West Kimberley | 56 |
| Wheatbelt | 17 |
| Total | 1,122 |

Orders granted in the financial year may relate to applications made in previous years.

Appendix 5: Supplementary performance information – Service 3

Financial assistance

Table 38: Instances of financial assistance provided to individuals and families ^(a)

| Assistance type | Instances of assistance ^(b) | People assisted |
|------------------------|--|-----------------|
| Food | 3,110 | 2,440 |
| Accommodation | 755 | 601 |
| Transport | 394 | 312 |
| Bereavement Assistance | 333 | 300 |
| Furniture | 142 | 138 |
| Medical/optical | 108 | 99 |
| Clothing | 74 | 69 |
| Other | 381 | 340 |

(a) Refer to Table 39 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 39: Instances of financial assistance provided to individuals and families by district

| District | Family crisis program | Bereavement assistance |
|---------------------------------|-----------------------|------------------------|
| Armadale | 214 | 14 |
| Cannington | 78 | 4 |
| Crisis Care | 700 | 0 |
| East Kimberley | 209 | 50 |
| Fremantle | 328 | 15 |
| Goldfields | 101 | 32 |
| Great Southern | 511 | 12 |
| Joondalup | 120 | 9 |
| Midland | 160 | 21 |
| Mirrabooka | 295 | 21 |
| Murchison | 288 | 43 |
| Peel | 343 | 7 |
| Perth | 148 | 9 |
| Pilbara | 114 | 14 |
| Rockingham | 170 | 11 |
| South West | 370 | 6 |
| West Kimberley | 147 | 54 |
| Wheatbelt | 361 | 7 |
| Other work units ^(a) | 22 | 4 |
| Total | 4,679 | 333 |

(a) Other work units include Country and Metropolitan Services Support.

Funded financial counselling services

Table 40: Funded financial counselling by service provision – 2009 to 2012 ^(a)

| Services provided | Instances | | | |
|---|---------------|---------------|---------------|---------------|
| | 2012 | 2011 | 2010 | 2009 |
| Budgeting advice and assistance | 13,271 | 11,578 | 7,814 | 6,594 |
| Negotiation with essential service providers ^(b) | 11,249 | 11,249 | 6,143 | 4,869 |
| Legal and other creditor issues | 8,197 | 7,573 | 5,894 | 5,957 |
| Emergency relief | 6,556 | 5,921 | 5,030 | 7,553 |
| Assistance to obtain entitlements | 6,559 | 4,888 | 3,671 | 2,945 |
| Negotiation ^(c) | 3,600 | 4,654 | 3,341 | 0 |
| Referral to legal advice and other services | 4,303 | 4,556 | 3,160 | 3,033 |
| Housing issues | 4,433 | 3,528 | 2,427 | 2,848 |
| Information and assistance with bankruptcy | 1,199 | 1,392 | 1,405 | 2,680 |
| Application for No Interest Loans Scheme | 1,028 | 862 | 1,072 | 1,172 |
| Other | 3,917 | 3,839 | 3,289 | 2,198 |
| Total | 64,312 | 60,040 | 43,246 | 39,849 |

(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 2013 was not available at the time of publication.

(b) Excludes grant made under the Hardship Utilities Grant Scheme.

(c) Negotiation was a new category from 2010.

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