



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

Department for Child Protection
Annual Report

2008 - 2009

Minister for Child Protection

On behalf of the Department for Child Protection and in accordance with section 61 of the *Financial Management Act 2006*, I have pleasure in submitting for your information and presentation to Parliament the Annual Report of the Department for Child Protection for the financial year ended 30 June 2009.

A handwritten signature in black ink, appearing to read 'Terry Murphy', written in a cursive style.

Terry Murphy
Accountable Officer

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DIRECTOR GENERAL'S MESSAGE

This is the second year and the second annual report of the new Department for Child Protection, following its reformation after its review (the Ford Review) in 2007. This year the Department recast its strategic priorities to reflect both its progress and the substantial challenges that lay ahead.

The first priority has been to build core service delivery capacity. This has included the employment of an additional 230 FTE, a substantial campaign to expand the number of foster carers and beginning the transformation and expansion of residential services.

The second priority has been to deliver critical child protection performance. Improved outcomes in terms of care plans for children and the timeliness of investigations, as well as the effective implementation of mandatory reporting of child sexual abuse, are apparent in the indicators reported.

The third strategic priority has been to continue to drive comprehensive reform and development of service delivery and corporate supports. Some 80 per cent of the reform projects arising from the recommendations of the Ford Review were completed during the year, and as a result the Department has moved into the next phase of its reform in which the focus is to embed the reforms into practice and culture. This is the toughest phase because it is more subtle and demands continuing individual and organisational growth.

Underpinning these priorities is the fourth strategic priority, building the learning and performance culture across the Department. Developments in this area are reflected in the Department's 'People Development Framework' but most important has been the recognition that learning needs to be deliberate, multifaceted and linked to support for all staff of the Department to exercise leadership in their roles.

The Department has travelled a long way towards realising the transformation sought by staff, the community and stakeholders as outlined in the Ford Review and endorsed by the incoming Government this year.

The fundamental underpinning of the Department is our staff. The West Australian Magazine captured this well during the year when they headlined that: "They deal with the most vulnerable in society, are often abused and rarely thanked for their trouble ... The real heroes in the world are ... those who work in places like Halls Creek doing the hard things. Deciding whether a child should be removed from the parents and where he or she should go and actually doing that." Every staff member is focussed on delivering or supporting this critical effort on the front line.

With clear direction, our commitment to learning and development, and the dedication of our staff, we look forward to 2009-10 with great confidence.



Terry Murphy
Director General

OVERVIEW OF AGENCY

Operational Structure

Performance Management Framework

The Department for Child Protection has the following outcomes and services. This report on services, and the performance indicators which follow, are structured around these three outcomes and services.

Government Goal	Outcomes	Services
Outcomes-Based Service Delivery: Greater focus on achieving results in key service delivery areas for the benefit of all Western Australians.	Children and young people in the CEO's care receive quality care.	1. Supporting children and young people in the CEO's care.
	Children and young people requiring protection are safe from abuse.	2. Protecting children and young people from abuse.
	At risk families and individuals are able to resolve crisis and promote the safety and wellbeing of themselves and their family members.	3. Supporting individuals/families at risk or in crisis.

The Department for Child Protection's mission is to provide for the protection of, and care for, children and young people and to support at risk individuals and families in resolving crisis. Through its administration of the *Children and Community Services Act 2004*, the Department provides for the protection and care of children in circumstances where their parents have not provided, or are unlikely or unable to provide, that protection and care.

Ministerial Responsibilities

As at 30 June 2009, the Honourable Robyn McSweeney MLC was the Minister for Child Protection and was appointed on 23 September 2008.

The following advisory bodies provided independent advice to the Minister during 2008-09:

- Child Death Review Committee (ceased on 30 June 2009, with the child death review function transferred to the Office of the Ombudsman)
- Child Safety Directors' Group
- Ministerial Advisory Council on Child Protection (new council established in March 2009)
- Supported Accommodation Assistance Program State Advisory Committee (ceased on 30 June 2009).

The following advisory bodies provided advice and information to the Director General on child protection and family support issues during 2008-09:

- Aboriginal Reference Group (established in June 2008)
- Adoption Applications Committee
- Case Review Panel
- Community Sector Child Protection Advisory Group (established in July 2008)
- CREATE Advisory Group (known as Create'v'VOYCE, established in September 2008).

In 2006-07, the then Minister for Community Development announced that a review of the Department for Community Development would be undertaken. Ms Prudence Ford was appointed as the independent reviewer, and published her report titled *Review of the Department for Community Development* in January 2007. The report made 70 recommendations, one of which was to create the Department for Child Protection and the Department for Communities.

A number of recommendations from the Ford Review focussed on enhancing the consultative processes between the Department and its partners. As a result, the Aboriginal Reference Group, the CREATE Advisory Group and the Child Safety Directors' Group were established.

Statutory Authority

As at 30 June 2009, the Minister for Child Protection was responsible for administering the following acts and regulations:

- *Adoption Act 1994*
- *Adoption Regulations 1995*
- *Children and Community Services Act 2004*
- *Children and Community Services Regulations 2006*
- *Parental Support and Responsibility Act 2008*
- *Parental Support and Responsibility Regulations 2009*
- *Parental Support and Responsibility (Disclosure of Information) Guidelines 2009*
- *Working With Children (Criminal Record Checking) Act 2004*
- *Working With Children (Criminal Record Checking) Regulations 2005.*

Administrative Structure

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

The Department's structure as at 30 June 2009 is shown in Figure 1, and is as follows.

Office of the Director General

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

Internal Audit and Performance Review

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

Emergency Services

Under Western Australian emergency management arrangements, the Department is responsible for coordinating the provision of welfare support services to people affected by an emergency or disaster. Emergency Services supports staff at the local level to coordinate appropriate responses to disaster situations, including the provision of emergency accommodation, emergency catering, clothing and personal items, personal support, financial assistance and registration and inquiry.

Aboriginal Engagement and Coordination

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

Strategic Services

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

Corporate and Business Services

The Corporate and Business Services directorate supports the Department's corporate governance and delivery of services by providing advice and services in the areas of finance, purchasing, asset management, human resources, misconduct management, information technology, resource management, staff development and Working with Children criminal records screening.

OVERVIEW OF AGENCY

Policy and Learning

The Policy and Learning directorate develops strategic and operational policy, frameworks, legislation and key performance indicators for the protection and care of vulnerable children and individuals and families at risk or in crisis. Other services provided include demand planning, research and evaluation, external reporting, advisory committee support and learning and development.

Service Standards and Contracting

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

Country Services

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

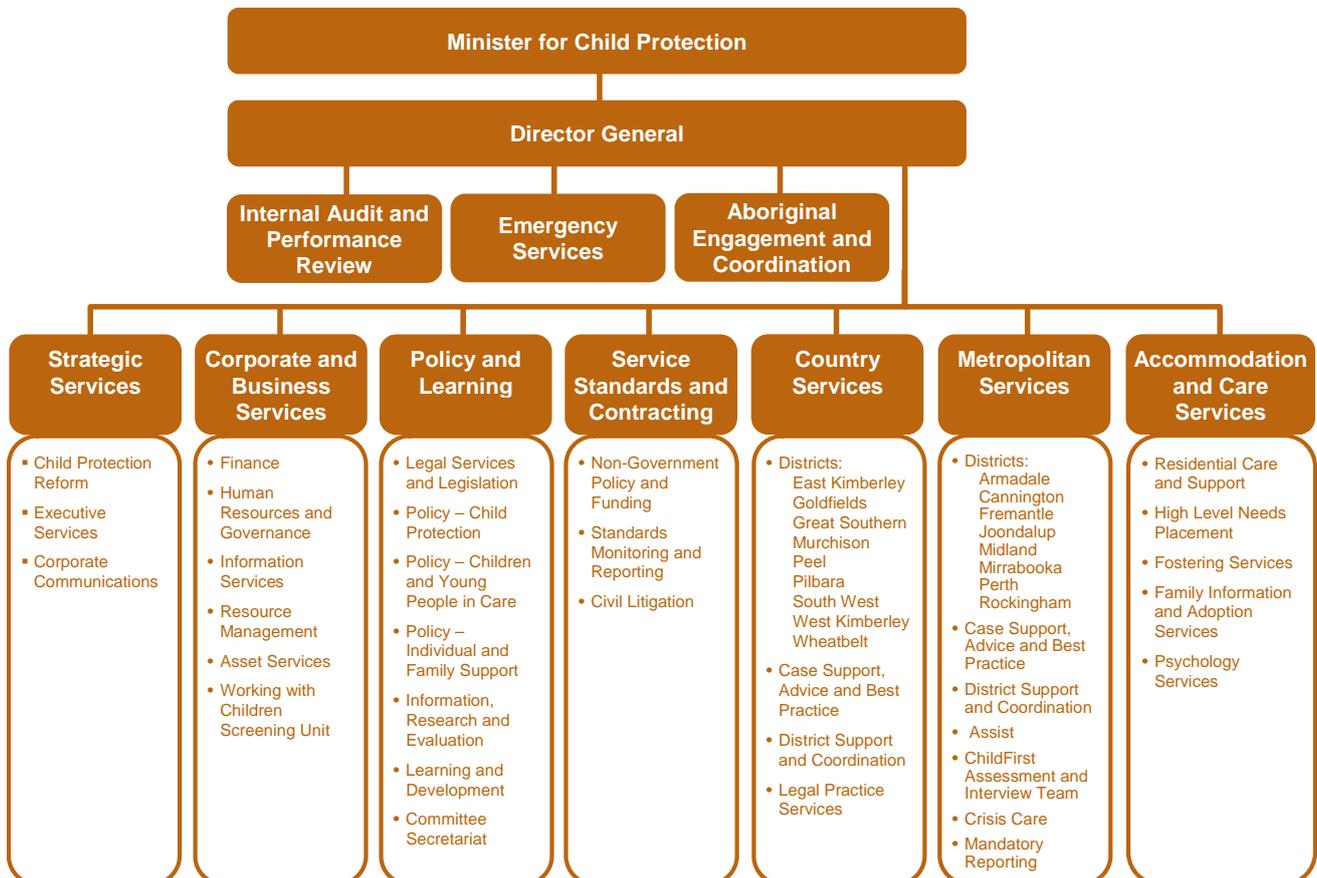
Metropolitan Services

Metropolitan Services ensures the effective and efficient delivery of child protection and family support services in the metropolitan area by providing case support, advice and best practice in eight metropolitan districts: Armadale, Cannington, Fremantle, Joondalup, Midland, Mirrabooka, Perth and Rockingham. Metropolitan Services also has responsibility for the ChildFirst Assessment and Interview Team (previously the Specialist Child Interview Unit), Crisis Care, Mandatory Reporting and Assist (the Department's new client information system).

Accommodation and Care Services

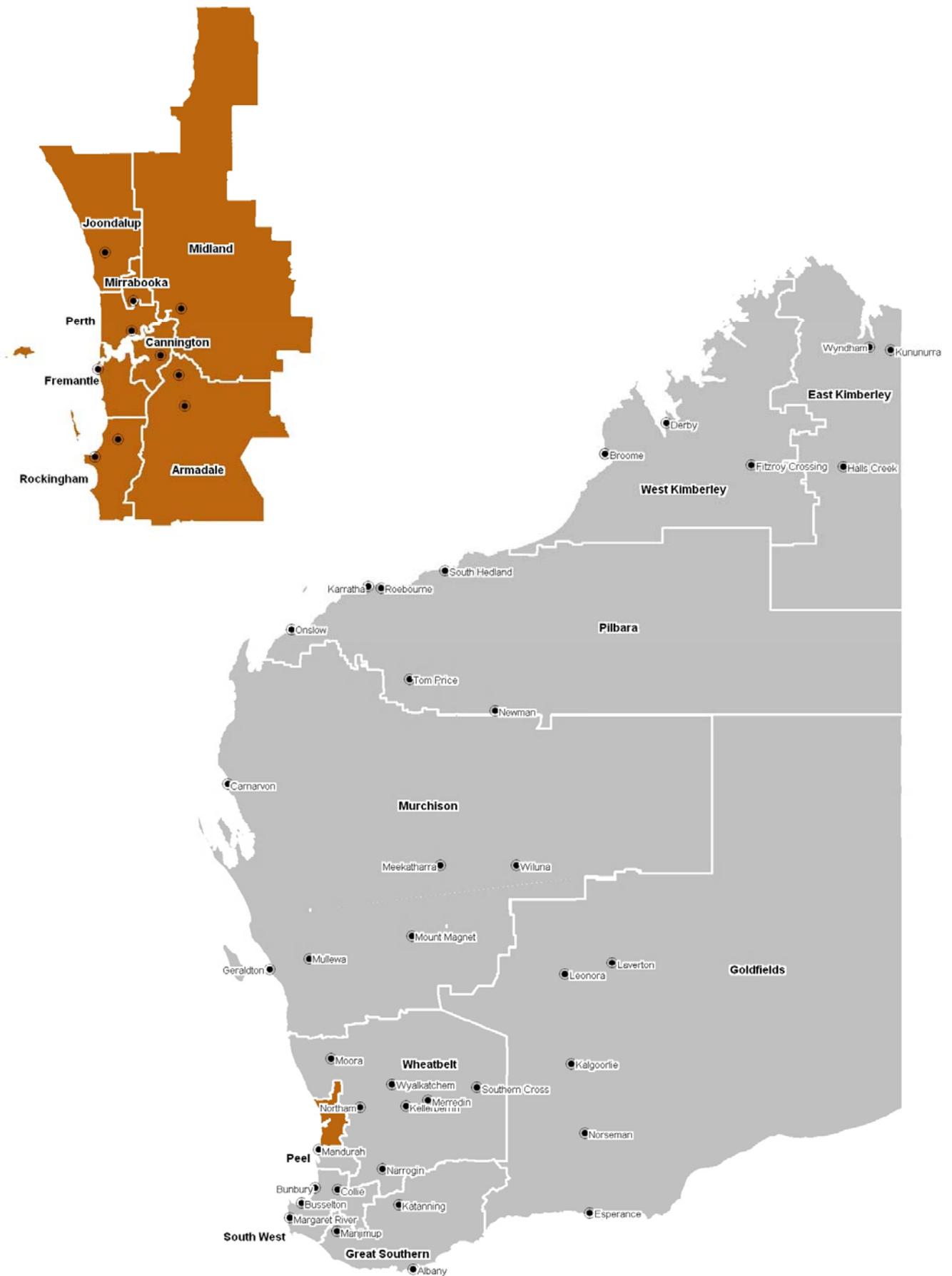
Accommodation and Care Services ensures that children and young people in the Chief Executive Officer's care receive quality care by providing support, placement and therapeutic services. It consists of Residential Care and Support, High Level Needs Placement, Fostering Services, Family Information and Adoption Services and Psychology Services.

Figure 1: Organisational structure as at 30 June 2009



OVERVIEW OF AGENCY

Figure 2: Metropolitan and country districts and office locations



Agency Priorities

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

1. Build core service delivery capacity

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

2. Deliver critical child protection performance

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

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

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

4. Build the learning and performance culture across the Department

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

Child Protection Reform

During 2008-09, the Department continued to make progress towards implementing child protection reform projects that were created to accomplish recommendations from the *Review of the Department for Community Development* by Ms Prudence Ford. Reform projects are listed in Appendix 2. Implementation of the recommendations has occurred in three phases.

The first phase, establishing the Department for Child Protection and the Department for Communities, sought to regain the Department's specific focus on child protection. Twelve review recommendations were completed in the first phase which concluded in December 2007.

Phase two involved the scoping and commencement of 40 child protection reform projects to address the 58 remaining Ford Review recommendations. This phase was supported by a dedicated child protection reform branch and an Executive Director Strategic Services role that project managed the reform agenda. During phase two, over 80 per cent of the total reform project work was completed, as were over 60 per cent of all projects. Phase two was completed in June 2009.

Phase three, commencing July 2009, will seek to embed into practice and culture the project outputs delivered to date. This phase will include a benefits realisation strategy.

Customer Profile

In 2008-09, the Department's service delivery offices provided one-to-one services to over 53,000 individual customers. In addition, the Department's offices provided short-term assistance, such as information and referral, to people on approximately 90,000 occasions. Through its funded partners in the non-government sector, the Department also provided services to people on approximately 71,000 occasions. Some people received services from both the Department and from funded service providers in 2008-09. A list of the Department's funded services can be found in Appendix 1.

Table 1: Summary of the Department's customer base over the last three years

Service	2008-09	2007-08	2006-07
Departmental one-to-one services – clients	53,000	48,000	45,000
Departmental short-term assistance – occasions ^(a)	90,000	95,000	100,000
Funded not-for-profit services – occasions ^(b)	71,000	139,000	139,000

(a) Refer to Table 50 in Appendix 7 for a regional breakdown of these figures.

(b) Occasions provided by funded services in 2008-09 is lower than in previous years due to the transfer of a number of funded services to the Department for Communities.

In 2008-09, of the Department's overall customer base (customers of both departmental and funded service providers):

- 57 per cent were female and 43 per cent were male.
- 46 per cent were aged 18 years or younger.
- 35 per cent were Aboriginal. As in previous years, the Department's Aboriginal customers were over-represented compared to the general Western Australian population, of which only four per cent is Aboriginal.
- 5 per cent were from culturally and linguistically diverse backgrounds.

Comparing customers served by the Department's district offices and those served by funded providers, the gender and ethnicity breakdown of each customer group was similar. However, customers of funded providers were younger, with a higher proportion of customers aged 18 years or younger, while the Department served a higher proportion of those aged over 18 years. Funded providers served a higher proportion of single people without children, while the Department served a higher proportion of couples and single people with children.

Table 2 depicts the reasons people contacted the Department in 2008-09. The most common reasons for contact were concerns for a child's wellbeing and financial problems. The data relates only to those customers making contact through district offices who are recorded on the Client and Community Services System. It includes both new and existing customers.

Table 2: Primary reasons for all new contacts to the Department in 2008-09 ^(a)

Primary reason	Number of contacts	Number of people
Adoption issues	415	411
Best Beginnings home visiting service	454	429
Foster carer enquiries	4,126	3,796
Custody/access issues	441	422
Concern for child's wellbeing	10,067	8,825
Family history/reunion	33	29
Family problems	2,125	2,021
Family violence	1,793	1,649
Financial problems	10,412	7,028
Homelessness	204	189
Other crisis issues (suicide risk, psychiatric, medical, legal problems)	172	161
Parenting issues	540	517
Request for out-of-home care or no guardian	15	14
Substance abuse problems	104	93
Trauma support	84	84

(a) Responsible Parenting Initiative contacts are not included.

Responding to Customers

Aboriginal Engagement and Coordination

The Department's Aboriginal Engagement and Coordination Directorate provides central leadership and advice on Aboriginal issues. During the year, the directorate:

- Built a multi-skilled team to support front line services in the districts.
- Developed an Aboriginal Services Framework to ensure an effective and coordinated approach to services for Aboriginal children and families.
- Reviewed the Aboriginal and Torres Strait Islander Child Placement Principles.
- Lead the continued roll-out of Community Child Protection Workers.
- Lead the development of the Aboriginal Employment and Learning Strategy.
- Provided secretariat support and coordination for the Aboriginal Reference Group.

Cultural and Linguistic Diversity

The Department continues to address the growing diversity of the Western Australian community by delivering services to families, children and young people from diverse cultural, religious and linguistic backgrounds.

In order to improve its capacity to work with culturally and linguistically diverse communities, families and children, and in the context of developing the new Casework Practice Manual, the Department ensures that its front line workers are well informed about culturally appropriate practice and procedures and are provided with access to information and resources.

Ongoing collaborative working relationships include Commonwealth and State Government agencies such as the Department of Immigration and Citizenship and the Office of Multicultural Interests, as well as non-government agencies such as ASeTTS and the Metropolitan Migrant Resource Centre. This is complemented by engagement with communities of interest in relation to child protection and care for children supports.

A steady number of refugee families are settled in Western Australia every year under Australia's Humanitarian Program. These families often require a high level of assistance from the Department, due to experiences of torture and trauma and many years of living in refugee camps.

During 2008-09, the Department's human resource area continued its focus on the attraction and recruitment of workers from culturally and linguistically diverse backgrounds.

Complaints Management

Complaints Management Unit

On the recommendations of the Ford Review, the Department implemented a three-tiered complaints process consistent with the Australian Complaint Handling Standards AS 4269-1995 and Australian Standards ISO 10002-2006 that prescribe key requirements for managing complaints.

The Complaints Management Unit manages the Department's complaints handling. In 2008-09, state-wide employee training in the complaint process was completed. Relevant directors and their delegates were trained in the use of the Complaints Handling and Resolution Module. Twenty-one employees completed the Certificate IV in Government Statutory Compliance, and 17 employees completed the Investigative Techniques component of the Certificate IV.

The Complaints Management Unit established protocols with the Department's Integrity Standards Unit and the Office of the Ombudsman, and liaised with external stakeholders including the Foster Care Association, the Family Inclusion Network of Western Australia Inc, and the Commissioner for Children and Young People.

OVERVIEW OF AGENCY

During 2008-09, the Complaints Management Unit received 388 pre-complaint enquiries, sent out 158 complaints kits, and undertook 137 Tier One complaint investigations and 35 Tier Two complaint investigations. Two complaints progressed to Tier Three Ombudsman investigations. There were two formal and 19 general Ombudsman enquiries.

Table 3 shows complaints statistics for 2008-09.

Table 3: Complaints statistics 2008-09

Complaint recipient	Action initiated			Total
	Tier One response	Tier Two response	Tier Three ^(a)	
Minister	33	10	0	43
Director General	15	3	2 ^(b)	20
Complaints Management Unit	37	22	0	59
District office/work unit	52	0	0	52
Total	137	35	2	174

(a) When complaints cannot be resolved at Tier One or Tier Two, information is provided about Tier Three.

(b) Director General and Ombudsman interagency protocols require Ombudsman complaints to be directed via the Director General.

Advocate for Children in Care

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

The Advocate can be contacted on a freecall number (1800 460 696) by children and young people in care or those concerned about them. In 2008-09, the Advocate provided services to 299 children and young people in care.

New materials are being developed to help children and young people understand what it means to be in care, and how they can participate in the care planning process. These will be published in September 2009.

Standards Monitoring

The role of the Standards Monitoring Unit is to assess the Department's compliance with its *Better Care Better Services: Standards for Children and Young People in Protection and Care (2007)*, and identify opportunities to improve services for children and young people.

The monitoring process involves examining documentation maintained by the Department, including policies, procedures, individuals' files and organisational records, as well as obtaining direct feedback from children, their families, carers and staff.

The Standards Monitoring Unit completed monitoring visits to nine districts in 2008-09, in addition to eight completed in 2007-08. All 17 of the Department's districts have participated in the initial cycle and commencement of the second cycle of monitoring. Additionally, three non-government placement services participated in a pilot of the standards monitoring process.

Learning and Development

In 2008-09, the Department's Learning and Development Centre, based at new premises in Mount Hawthorn, delivered training to 4,626 participants and provided 113 different courses. Participants included staff from the Department and from funded non-government agencies.

Resource development for learning support in the workplace was a focus during 2008-09. Seven flexible learning programs were provided, with 408 enrolments. Eight online 'Communities of Practice' courses were run, and two further online learning programs are under development.

OVERVIEW OF AGENCY

A skills development DVD called 'Child Assessment Interviewing' was produced. This is used in workshops to support the transfer of skills and ongoing development in the field.

The 'Orientation to Principles and Practices' program was implemented in February 2009, replacing the former Start-Up program. The program is offered to all new field staff on commencement with the Department. It is based on an experiential learning model which supports the retention and transfer of skills to the work role. It can be delivered in metropolitan, country and regional locations, and is contextualised to meet specific needs. In 2008-09, around 300 staff completed the program. Each staff member left the program with an individual learning pathway to be continued through attendance at relevant workshops.

A 'People Development Framework' was developed, establishing practical steps for the Department to promote learning opportunities and develop a culture of learning across the organisation. Sixteen 'People Development Framework' projects were developed to expand the range of learning opportunities for staff, and the following 11 projects were implemented in 2008-09:

- Dedicated time and opportunities for learning.
- Creating a strong and resilient workforce.
- Learning and development planning.
- Learning needs are identified and gaps are closed.
- Line managers support staff development.
- Leaders model learning in their own work.
- Tools for flexible learning.
- Knowledge is shared.
- Opportunity to contribute to the learning of others.
- Learning activities reach staff in regional and remote areas.
- Learning activities underpin reform.

The remaining five projects will be implemented in 2009-10.

AGENCY PERFORMANCE

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

Children in the Chief Executive Officer's Care

During 2008-09, there were 3,857 children in the care of the Chief Executive Officer (CEO) for some period of time, compared to 3,589 during 2007-08, an increase of seven per cent.

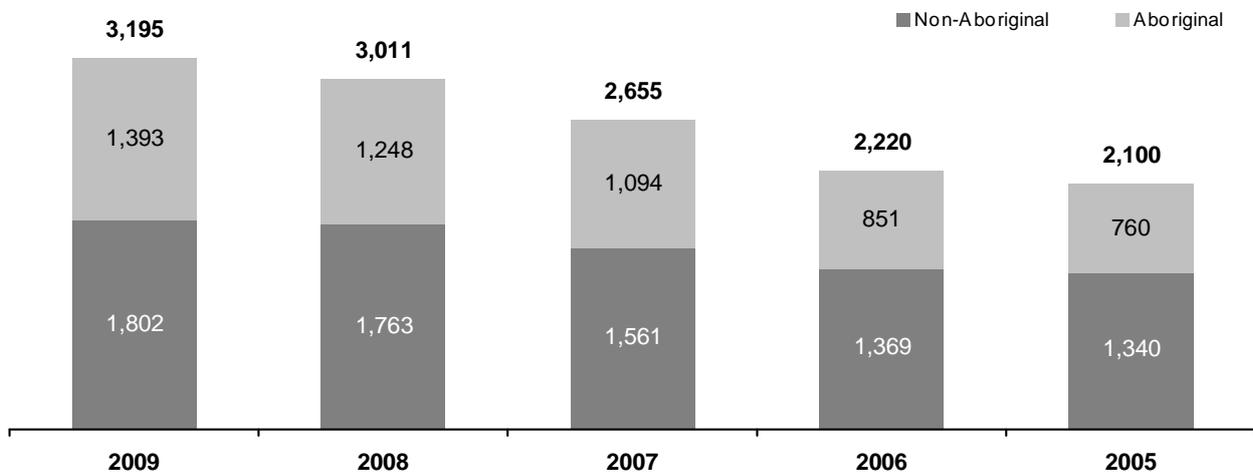
In 2008-09, 884 children started a period of care with the Department, compared with 962 in the previous year, a decrease of eight per cent. A total of 684 ceased a period of care, compared with 603 in 2007-08, an increase of 13 per cent.

Of the children who started a period of care in 2008-09, 22 per cent were aged less than one year, 30 per cent were aged one to four years, 25 per cent were aged five to nine years, 21 per cent were aged 10 to 14 years and two per cent were aged 15 or older.

Of the children who entered care in 2008-09, 39 per cent did so because the caregiver could not care adequately, 34 per cent did so as the result of a child protection investigation, and the remainder were for other reasons such as no guardian, to provide respite for the caregiver, because the caregiver was in custody or due to caregiver illness.

At 30 June 2009, there were 3,195 children in the CEO's care, a six per cent increase since 30 June 2008. Forty-four per cent were Aboriginal.

Figure 3: Number of children and young people in the Chief Executive Officer's care at 30 June 2005-2009^{(a)(b)}



(a) Refer to Table 58 in Appendix 7 for a regional breakdown of these figures.

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

Children in the CEO's care at 30 June 2009 were in a variety of living arrangements, as described in Table 4. The majority of children were in foster care (78 per cent). Aboriginal children were more likely to be living with friends or family (53 per cent, compared to 29 per cent of non-Aboriginal children).

AGENCY PERFORMANCE: SERVICE 1

Table 4: Living arrangements of children and young people in the Chief Executive Officer's care at 30 June 2009^(a)

Type of living arrangement	Aboriginal		Non-Aboriginal		Total ^{(a) (b)}	
	Number	Per cent	Number	Per cent	Number	Per cent
Parent/former guardian	126	9.1	222	12.3	348	10.9
Foster care with family member	700	50.3	497	27.6	1,197	37.5
Department non-relative foster care	275	19.7	737	40.9	1,012	31.7
Funded service foster care	122	8.8	152	8.4	274	8.6
Departmental residential	63	4.5	41	2.3	104	3.3
Funded service residential	34	2.4	57	3.2	91	2.8
Family/friend	39	2.8	32	1.8	71	2.2
Independent living	2	0.1	15	0.8	17	0.5
Prospective adoptive placements	0	0	19	1.0	19	0.6
Licensed child care	1	0.1	0	0	1	0
Other	27	1.9	27	1.5	54	1.7
Unknown ^(c)	4	0.3	3	0.2	7	0.2
Total	1,393	100.0	1,802	100.0	3,195	100.0

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

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

(c) The placement type for seven children has not yet been recorded in the client database. In previous years, children whose placement was not yet recorded were included in 'Other'. These have been reported separately since 2007-08.

The ages of children in the CEO's care at 30 June 2009 are shown in Table 5. The majority (61 per cent) were under the age of 10 years. Aboriginal children in care were slightly younger than non-Aboriginal children, with 66 per cent under the age of 10 years, compared to 57 per cent of non-Aboriginal children.

Table 5: Ages of children and young people in the Chief Executive Officer's care at 30 June 2009^(a)

Age	Aboriginal		Non-Aboriginal		Total	
	Number	Per cent	Number	Per cent	Number	Per cent
Less than 1 year	58	4.2	69	3.8	127	4.0
1 to 4 years	391	28.1	428	23.8	819	25.6
5 to 9 years	470	33.7	538	29.9	1,008	31.6
10 to 14 years	359	25.7	514	28.5	873	27.3
15 years and older	115	8.3	253	14.0	368	11.5
Total	1,393	100.0	1,802	100.0	3,195	100.0

(a) Refer to Table 59 in Appendix 7 for a regional breakdown of these figures.

Accommodation and Care Services

Accommodation and Care Services provide support, placement and therapeutic services to children and young people in the CEO's care.

Residential Care and Support

In 2008-09, the expansion and comprehensive reform of residential care services continued in line with Ford Review recommendations 54, 55 and 56.

An additional 54 placements were provided through non-government placement agencies, representing a 19 per cent increase. Bench-markings and costings for the out-of-home care sector were developed.

Tendering commenced for the provision of 84 Tier One residential places through the non-government sector. This will increase the number of Tier One places to 158, with an estimated 130 of these places to be provided by the non-government sector.

Tier Two houses are operated by the Department and cater for children in the CEO's care who require intensive therapeutic services. The number of Tier Two residential places is being expanded from 40 to 56,

AGENCY PERFORMANCE: SERVICE 1

with 40 reformed treatment beds in 10 four-bed units across the metropolitan area, and 16 entry and assessment beds in four units.

In a reform initiative to be completed in 2009-10, larger Tier Two institutional hostels are being downsized to smaller, more home-like environments that accommodate up to four children. In 2008-09, two eight-bed facilities in Cottesloe and Como were closed, and three four-bed houses were opened.

As part of the Tier Two reform of residential care, the Department introduced a new conceptual and operational framework which focuses on tools staff can employ with a young person to make a difference to their sense of safety, healing and day-to-day behaviour.

Establishment of a secure Tier Three facility was progressed. This facility will provide services to a small number of young people at a high risk of self-harm, or at significant risk to those around them, and who are in need of intensive therapeutic treatment. An interim eight-bed facility will be completed in 2009-10. Amendments to the *Children and Community Services Act 2004* regarding secure care were prepared and endorsed by Cabinet.

The Department funded a Transitional Accommodation Placement Service to provide a group living environment for children up to 12 years of age who are unable to be placed immediately in more suitable foster care placements. The service provides two four-bed group homes for short stay emergency placements.

Fifteen Aboriginal staff were recruited to the Residential Care Officer pool, bringing the total number of Aboriginal staff in Accommodation and Care Services to more than 40.

High Level Needs Placement Team

The High Level Needs Placement Team organises placements for children and young people with high needs, a disability, or who are part of a sibling group and cannot be placed in general or relative care or residential services. A panel of five service providers is available to meet the specialised needs of these children.

It is anticipated that the expansion and reform of residential care will, in time, substantially reduce the demand for high cost individual placements.

Fostering Services

The number of children requiring care continued to place pressure on the care system, though the six per cent increase at 30 June 2009 since the previous year was lower than anticipated.

In March 2009, the Department launched a foster carer recruitment campaign with the aim of recruiting 250 general foster carers. The campaign's centrepiece was a television advertisement developed pro bono by The Brand Agency, with involvement from the Foster Carer Association of WA. Media outlets and community organisations throughout the state were targeted to raise awareness of the need for foster carers. The campaign ran for three months to 30 June 2009, and prompted 1,150 enquiries.

The recruitment campaign and the registration of a greater number of foster carers, along with the expansion and reform of residential care services, are expected to ease the pressure for quality care placements.

The Department released the Foster Carer Partnership policy, following extensive foster carer involvement and consultation. The policy highlights the critical role of the foster carer team.

During the year, the Department implemented a competency-based assessment framework for foster carers, which will ensure all carers are capable of providing safe and appropriate care to the required standard.

Family Information and Adoption Services

In March 2009, the Adoption Service and the Family Information Bureau were amalgamated into the Family Information and Adoption Services, and relocated from East Perth to Belmont. The service provides historical family and personal information to former state wards, British and Maltese child migrants and Aboriginal people, and coordinates and manages local and inter-country adoption services and past adoptions.

AGENCY PERFORMANCE: SERVICE 1

During the year, the service dealt with 1,205 requests for family information. Of these, 702 were from people applying for the State Government's Redress WA scheme for those who were abused as children while in state care. The service is continuing to process these requests. Table 6 shows the number of applications for family information received during the year.

Table 6: Applications received for family information

Application type	Applications received		Status complete	
	2008-09	2007-08	2008-09	2007-08
Child migrant	20	36	18	29
Client file (Aboriginal)	32	42	18	23
Client file (Non-Aboriginal)	124	123	69	79
Family history (Aboriginal)	50	75	21	47
Full family history (Aboriginal)	212	340	84	164
Full family history (Non-Aboriginal)	11	7	10	5
General information (Aboriginal)	34	151	34	150
General information (Non-Aboriginal)	2	15	2	15
Interstate	0	1	0	1
Proof of Aboriginality	6	5	3	4
Redress	702	89	226	6
Tracing (Aboriginal)	11	2	2	2
Tracing (Non-Aboriginal)	1	3	1	3
Total	1,205	889	488	528

Adoption Services include information, relinquishments, adoption assessments, post placement support, counselling, search and mediation, as well as undertaking Central Authority functions under The Hague Convention.

An external review of Adoption Services completed in August 2008 found that overall, the service was operating effectively within the prescribed bounds of the adoption legislation. The review also found scope for improvement, and the following changes were implemented:

- Processes for managing adoptions and responding to the needs of adoptees and their families were made more streamlined and transparent.
- Waiting times for information sessions for those wishing to adopt were reduced to less than one month.
- Information provided to applicants and interested persons was reviewed and clarified to enable people to be better informed.
- Development of a review and appeal process for adoption applications commenced.

In 2008-09, there were 172 inter-country adoption applications in process, of which 100 had been assessed and approved waiting for a child. Table 7 shows the number of adoption orders granted in 2008-09 for overseas-born children, by country of origin.

Table 7: Adoption orders granted by the Family Court and country of origin for overseas-born children^(a)

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

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

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Most children involved in local adoptions were aged less than 20 months at the time of the adoption order. Seven unrelated adoption orders were granted for locally-born babies, compared to three in 2007-08. Sixteen adoption orders were granted for step-parent adoptions.

Table 8 shows the total number of adoption orders granted in 2008-09, by type of adoption.

Table 8: Adoption orders granted by the Family Court or country of origin by type of adoption

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

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

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

Post adoption services include provision of adoption information, outreach, reunions, match/mediation and discharges of adoption orders. These services are provided in relation to adoption orders made under the *Adoption of Children Act 1896* and the *Adoption Act 1994*. 2008-09 saw an increase in post adoption order work in the implementation and mediation of adoption plans.

Table 9 shows the number and categories of people who lodged applications for information in 2008-09. During the year there were multiple reunions of large birth family groups that had been adopted to separate families, fostered out or placed in children's homes.

Table 9: Information applications lodged in the last three years

Person lodging the application	Identifying information			Non-identifying information		
	2008-09	2007-08	2006-07	2008-09	2007-08	2006-07
Adopted person	220	192	210	176	165	172
Adoptive mother	6	5	5	5	3	6
Adoptive father	1	1	1	1	0	1
Birth mother	42	33	47	32	26	38
Birth father	17	11	12	15	8	10
Other birth relative	39	30	23	38	21	27
Other adoptive relative	2	6	3	1	5	2
Child of adopted person	15	18	14	12	15	13
Unknown	0	3	0	1	3	0
Total	342	299	315	281	246	269

Psychological Services

Restructuring of the Department's Psychological Services was completed in 2008-09, with a stronger focus on providing increased psychological services at the local service delivery level. Psychologists were recruited in each district office, Fostering Services and residential facilities. Four senior psychological consultants were recruited to provide professional support and supervision to psychology staff.

Delivery of psychological services to rural and remote communities via video conferencing was trialled, with a view to extending the service.

Case Review Panel

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

The panel received 23 applications in 2008-09, of which seven were withdrawn (compared to 31 applications in 2007-08, of which 21 were withdrawn).

Twelve applications proceeded to hearing and one is awaiting hearing. Of the 12 applications heard, 11 upheld the care planning decisions. In one hearing, decisions were made neither in favour of the applicant or the Department, and a new care plan was to be held.

Table 10 lists the outcomes of applications received in 2008-09.

Table 10: Outcomes of Case Review Panel applications 2008-09

Outcomes of Case Review Panel applications		2008-09
Applicant	Parents	14
	Grandparents	5
	Foster carers	3
	Children	1
	Total applications	23
Outcomes	Hearings held:	
	- Care planning decision upheld	11
	- Decision made neither in favour of applicant nor Department	1
	Total hearings held	12
	Application withdrawn	7
	Application pending	1
	Did not meet review criteria	3
Total outcomes	23	

Leaving Care

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

In 2008, the Department developed and implemented a new policy to ensure the best outcomes for children leaving care. The policy reflects the strong focus in the *Children and Community Services Act 2004* on the needs of children and young people leaving care, whether they are returning home, moving to independent living or moving to some other type of living arrangement.

During 2008-09, 684 children exited care. However, 35 of these subsequently returned to care prior to the end of the year. The ages of the remaining 649 children upon leaving care are shown in Table 11.

Table 11: Ages of children and young people upon leaving care in 2008-09^(a)

Age	Total	Per cent
Less than 1 year	33	5.1
1 to 4 years	177	27.3
5 to 9 years	154	23.7
10 to 14 years	142	21.9
15 to 17 years	56	8.6
18 years or older	87	13.4
Total	649	100.0

(a) Refer to Table 60 in Appendix 7 for a regional breakdown of these figures.

Table 12 shows the length of time these children spent in care. Forty-one per cent spent less than six months in care.

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Table 12: Length of time in care for children and young people leaving care in 2008-09^{(a)(b)}

Length of time	Total	Per cent
Less than 30 days	193	29.8
30 days to less than 6 months	76	11.7
6 months to less than 1 year	73	11.2
1 year to less than 2 years	76	11.7
2 years to less than 5 years	136	21.0
5 or more years	95	14.6
Total	649	100.0

(a) Refer to Table 61 in Appendix 7 for a regional breakdown of these figures.

(b) For those children with more than one period of care during 2008-09, length of time is for the most recent period of care.

The Department funds the Ida Curtois Awards, presented annually to support young people who have left, or are preparing to leave, care and are enrolled in the first year of post-secondary study or have obtained an apprenticeship or traineeship. In 2009, the Department awarded one University Achiever Award, three Apprenticeship or Traineeship Achiever Awards, nine Technical and Further Education Achiever Awards and three Ida Curtois Inspiration Awards.

Other 2008-09 Initiatives

Improving Health and Educational Outcomes for Children in Care

Following the recommendations of the Ford Review, the Department is working collaboratively with the Department of Health and Department of Education and Training to improve health and educational outcomes for children in the CEO's care.

The Department has formalised agreements with both the public and private schools sectors to promote the educational participation and performance of children in care. The agreements require the development of individual education plans for all children in care to maximise potential and support achievement and attendance at school.

The implementation of health assessments and the development of personalised health plans for children in care commenced in May 2009 with a six month pilot in the districts of Fremantle, Midland, Great Southern and Pilbara. The evaluation of the pilot will inform the state-wide implementation of a community health nurse-led response to the health care needs of children and young people in care.

Permanency Planning

Permanency planning is a means of ensuring continuity and stability for children in care, their cultural identity and care arrangements. In 2008-09, the Department completed formal consultations regarding the development of a policy on permanency planning. The Department also drafted amendments to the *Children and Community Services Act 2004* to introduce Special Guardianship Orders for children in care to ensure early and timely decisions about their need for long-term stability.

CREATE Foundation

In 2008-09, the Department continued to fund the CREATE Foundation to represent and support children in care, help them develop skills to improve their life outcomes, and connect them with each other so they have a community in which they have a sense of belonging.

During the year, CREATE worked with district offices and local communities to run empowerment programs for children and young people in care, including young consultant training sessions, team building camps, holiday programs and activity days.

In 2008, CREATE launched the Ignition WA website for young people leaving the CEO's care. The website provides a range of practical information to help young people make a successful transition to independent living, such as education, employment, health, accommodation and budgeting. The website was launched in partnership with Wanslea Family Services.

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CREATE continued to present sessions in the Department's 'Orientation to Principles and Practices' training program. This enabled field staff to hear directly from young people about their experiences in care and their expectations of a relationship with their caseworker, as well as appropriate ways of encouraging children and young people to be involved in developing their own care plans.

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

CREATE Advisory Group

In 2008-09, the Department provided funding to the CREATE Foundation to establish the CREATE Advisory Group (known as Create'v'VOYCE). This group provides an opportunity for children and young people in the CEO's care, or who have recently left care, to share their experiences and express their views on the Department's out-of-home care policies and services. Group meetings include fun activities and events that engage young people and provide a safe environment for them to meet with their peers and exchange ideas.

During 2008-09, the group was involved in consultations with the Department on the development of a guide to entering care. Based on their own care experiences, the group provided insight into the Department's care planning and placement processes including the information children and young people should have when entering care, better ways to involve them in case planning decisions, enhancing care experiences in both foster care and residential care facilities, and the assistance young people need when leaving care to live independently or return to their families.

The group was also involved in developing an online meeting space and marketing future events to expand the number of young people participating in the group's activities.

Duty of Care

The Department implemented an integrated policy and procedure framework for the management of abuse in care cases. The new framework centralises the assessment of allegations of abuse by foster carers to the Duty of Care Unit. Experienced staff in this unit will take the lead role in the assessment of allegations involving foster carers, and will coordinate or provide advice in relation to allegations of abuse in care involving others.

The new framework includes improved protocols for reporting allegations of abuse in care by non-government placement agencies. These protocols were developed in consultation with the sector, and clearly identify the Department's and the sector's responsibilities in relation to allegations. From 1 July 2009, non-government placement agencies will apply the protocols as part of their service agreement with the Department.

The Duty of Care Unit will commence training in the new policy and procedure framework in the second half of 2009. Training will be delivered to all district offices across the state, and to non-government placement agencies.

Review of Aboriginal and Torres Strait Islander Child Placement Principles

During the year the Aboriginal and Torres Strait Islander Child Placement Principles were reviewed. Changes were recommended to improve the level of service to Aboriginal children and families, and to improve fieldworker understanding of the appropriate use of the principles.

The Aboriginal Engagement and Coordination Directorate worked to increase the number of approved Aboriginal agencies employed by the Department to undertake consultation on the placement of Aboriginal children.

Future Directions

In 2009-10, the Department will:

- Finalise the provision of 84 Tier One residential places through the non-government sector.
- Complete the transition from larger Tier Two institutional hostels to smaller, more home-like environments accommodating up to four children.
- Establish an interim eight-bed facility pending the proclamation of Secure Care legislation.
- Embed into practice the Foster Carer Partnership policy.
- In partnership with the Department of Health, implement health assessments and plans for children in care across the state.
- Implement the Department's policy on permanency planning and introduce Special Guardianship Orders for children in care to ensure early and timely decisions about their need for long-term stability.
- Develop a whole-of-government policy statement outlining the roles and responsibilities of state agencies in addressing the identified needs of children and young people in care, particularly in the areas of education, health and housing.
- Complete a second monitoring visit to nine districts.
- Commence the self-assessment monitoring process of departmental residential services and funded non-government placement services.
- Finalise arrangements to commence monitoring of departmental residential services and funded non-government placement services in 2010-11.
- Provide \$2.8 million of funding for Intensive Family Support Services to assist an additional 250 families through family enhancement, tertiary family preservation and reunification services provided by non-government organisations, including specialist Aboriginal services.

Service 2: Protecting Children and Young People from Abuse

The Department for Child Protection has a statutory responsibility to ensure children are protected from abuse and neglect. The Department receives and assesses reports about the safety and wellbeing of children.

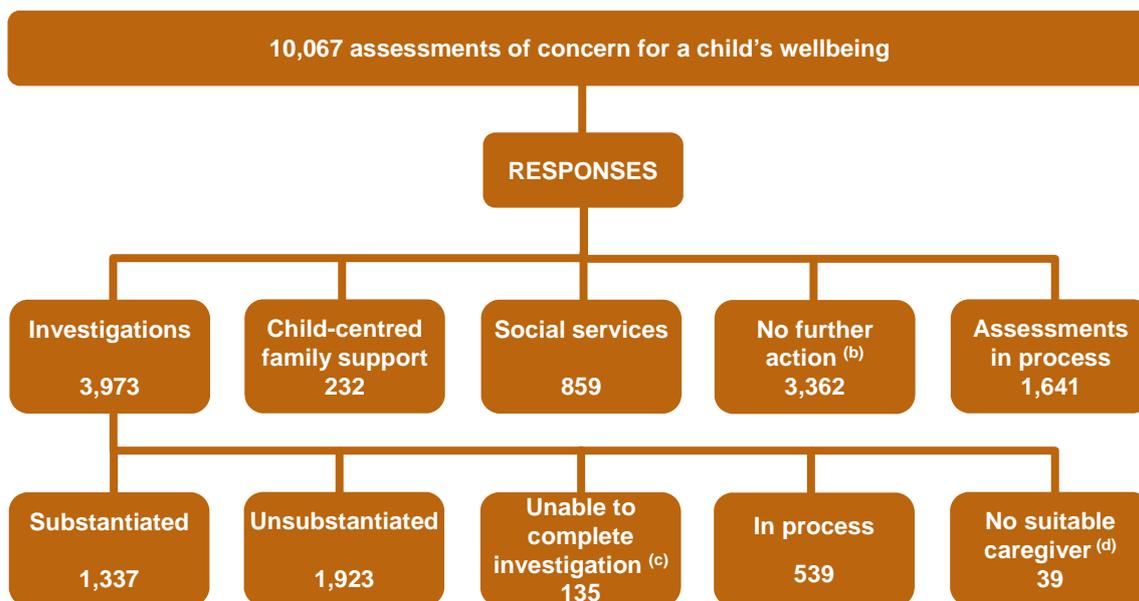
If it is found through the assessment that a child's wellbeing needs to be safeguarded or promoted, the Department provides child-centred family support and social services to improve the capacity of parents to care for the child.

If there are reasonable grounds to believe that a child has been, or is likely to be, significantly harmed, the Department conducts a child protection investigation.

Figure 4 shows the Department's responses to notifications of concern received during 2008-09. The number of notifications increased by 13 per cent since 2007-08, from 8,896 to 10,067. This was mainly due to the introduction of mandatory reporting of child sexual abuse by doctors, nurses, midwives, teachers and police in January 2009. More than half of the additional notifications compared to last year were sexual abuse notifications.

The number of concerns identified as requiring investigation decreased by six per cent, from 4,233 in 2007-08 to 3,973 in 2008-09.

Figure 4: Assessments and responses to concerns in 2008-09^(a)



(a) Refer to Table 52 in Appendix 7 for a regional breakdown of these figures.

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

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

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

Table 13 shows the Department's responses to investigations resulting from concerns received, by the nature of the concern. As in previous years, neglect was the concern most commonly investigated and substantiated by the Department. The substantiation rate for completed child protection investigations with a recorded outcome was 40 per cent in 2008-09, compared to 41 per cent in 2007-08 and 43 per cent in 2006-07. The proportion of investigations still in process at 30 June decreased from 24 per cent in 2007-08 to 14 per cent in 2008-09, meaning a greater proportion of investigations were completed in 2008-09 compared to 2007-08.

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Table 13: Child protection investigations and outcomes ^(a)

Response	Year	Nature of concern ^(b)					Total concerns
		Neglect	Emotional/ psychological abuse	Physical abuse	Sexual abuse	No suitable caregiver	
Substantiated	2008-09	523	209	325	267	13	1,337
	2007-08	480	188	320	243	33	1,264
	2006-07	439	151	294	203	17	1,104
Unsubstantiated	2008-09	622	259	513	512	17	1,923
	2007-08	504	267	495	490	26	1,782
	2006-07	365	217	400	446	38	1,466
Unable to complete investigation ^(c)	2008-09	49	22	29	35	0	135
	2007-08	57	21	23	50	0	151
	2006-07	38	22	19	46	4	129
In process	2008-09	160	83	121	172	3	539
	2007-08	310	174	260	241	19	1,004
	2006-07	339	144	213	311	23	1,030
No suitable caregiver ^(d)	2008-09	22	3	0	0	14	39
	2007-08	15	0	2	0	15	32
	2006-07	3	4	0	0	12	19
Total	2008-09	1,376	576	988	986	47	3,973
	2007-08	1,366	650	1,100	1,024	93	4,233
	2006-07	1,184	538	926	1,006	94	3,748

(a) Refer to Table 53 in Appendix 7 for a regional breakdown of these figures.

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

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

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

Table 14 shows concerns received by the source of the referral. The largest referrer groups were police, school personnel and health care professionals. There was an increase in referrals from medical practitioners, health care professionals, school personnel, police and departmental officers.

Table 14: Concerns received by source of referral

Referrer	2008-09		2007-08 ^(a)	
	Notifications	Per cent	Notifications	Per cent
Subject child	59	0.6	86	1.0
Parent/guardian	650	6.5	737	8.3
Sibling	21	0.2	31	0.3
Other relative	795	7.9	865	9.7
Friend/neighbour	464	4.6	529	5.9
Medical practitioner	270	2.7	125	1.4
Hospital, health centre or Department of Health agency	1,150	11.4	793	8.9
Nurse	97	1.0	174	2.0
School personnel	1,393	13.8	1,136	12.8
Child care personnel	85	0.8	89	1.0
Police	2,560	25.4	2,161	24.3
Departmental officer	846	8.4	649	7.3
Non-government organisation	259	2.6	250	2.8
Anonymous	282	2.8	191	2.1
Other	1,013	10.1	859	9.7
Unknown/not recorded	123	1.2	221	2.5
Total	10,067	100.0	8,896	100.0

(a) This data was included for the first time in the 2007-08 Annual Report.

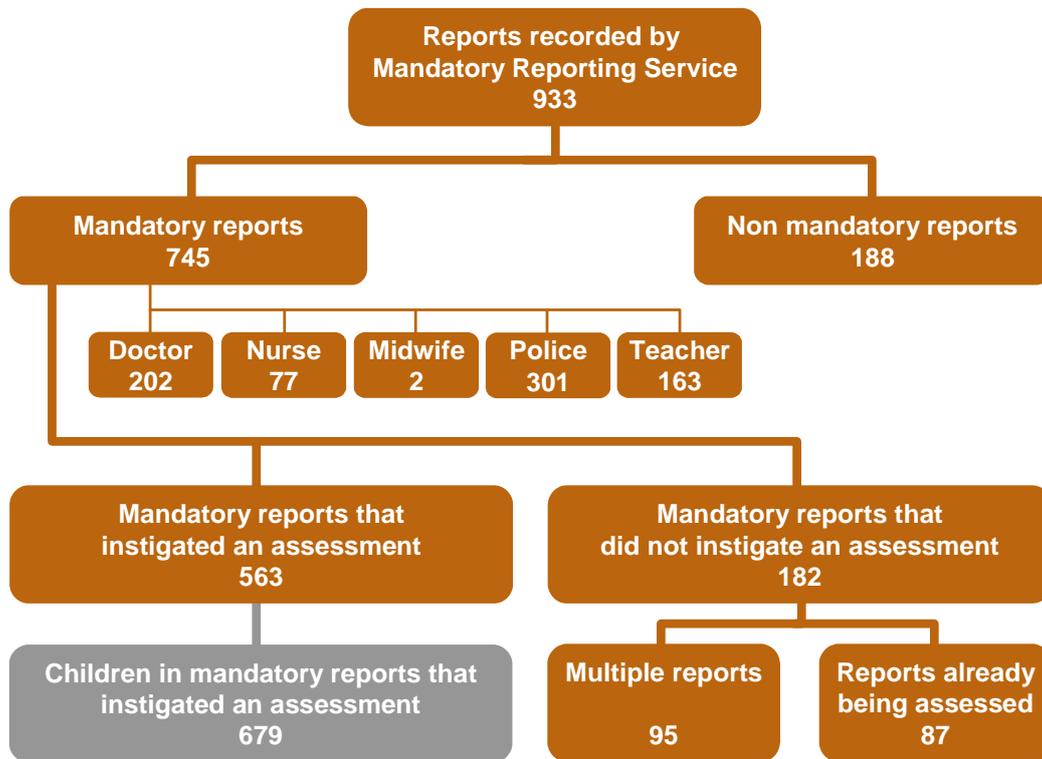
Mandatory Reporting of Child Sexual Abuse

On 1 January 2009, the reporting of child sexual abuse became mandatory for teachers, doctors, nurses, midwives and police in Western Australia. A centralised service was established for the receipt, recording and initial assessment and allocation of reported cases. An estimated 90,000 mandatory reporters were trained state-wide in the lead up to the introduction.

The Department also provides a consultation and intervention service for children who are referred due to child sexual abuse. In addition, the Department refers to external specialist practitioners and to 15 departmentally funded Child Sexual Abuse Therapeutic Services, available in metropolitan and regional areas.

Figure 5 shows a summary of mandatory reporting for January to June 2009. This is the first time mandatory reporting of child sexual abuse is included in the annual report.

Figure 5: Mandatory reporting summary for January to June 2009



Of the 745 mandatory reports received in the period 1 January to 30 June 2009, 87 related to matters already under assessment by the Department, and 95 were multiples of an already reported child/incident. The remainder related to 679 individual children whose circumstances were assessed.

As part of the package to facilitate mandatory reporting, additional funding of \$5.64 million over four years was provided to the Child Sexual Abuse Therapeutic Services. All current services received increased funding, and three new services are being established in the Great Southern, Goldfields and Wheatbelt regions. The additional funding will assist existing services to build viability and expand service provision, and the three new services will ensure greater coverage across the state.

Protection Applications

When it is established that a child cannot be made safe in their family, the *Children and Community Services Act 2004* enables the Department to provide immediate safety by taking the child into provisional protection and care, with or without a warrant.

If the child is assessed to be in need of protection, the Department makes an application to the Children's Court for a protection order. Children may also be placed on a protection order through transfer of

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guardianship from the Commonwealth Government (children on temporary protection visas), interstate transfer or adoption. The Department must apply to the Children's Court to extend, vary or revoke an existing order, or revoke and replace an existing order with a new order.

Table 15 shows the number of protection applications and applications regarding other protection proceedings (as described above) lodged and granted. Some orders granted in each financial year may be the result of applications made in previous years, or were not the result of protection proceedings, such as children awaiting adoption, transfers of orders from interstate, and children on temporary protection visas transferred from the Commonwealth Government.

The number of new protection applications lodged decreased by 15 per cent, from 774 in 2007-08 to 657 in 2008-09, and the number granted decreased by 12 per cent, from 717 in 2007-08 to 628 in 2008-09.

The number of extension applications decreased by 10 per cent, from 253 in 2007-08 to 228 in 2008-09. This is because during 2007-08, a large number of extension applications were made for existing orders that were due to be extended on 1 March 2008 after being converted to time limited orders at 1 March 2006.

Table 15: Protection applications lodged and granted

Application type		2008-09	2007-08	2006-07
Applications lodged	New	657 ^(a)	774	814
	Extension	228	253	184 ^(b)
	Replacement and revocation	300	307	118
	Total	1,185	1,334	1,116 ^(b)
Applications granted ^{(c) (d) (e)}	New - Care orders ^(f)	509	637	504
	- Non-care orders ^(g)	119	80	73
	Total new	628	717	577
	Replacement and revocation	183	251	123
	Total	811 ^(h)	968	700

(a) Refer to Table 54 in Appendix 7 for a regional breakdown of this figure.

(b) The number of extension applications, and therefore the overall total, was under-reported by 11 in the 2006-07 Annual Report.

(c) The majority of orders are issued by the Children's Court, however, figures may include a small number of children placed on orders or administrative arrangements where parental responsibility is transferred to the Department without Children's Court involvement. In 2008-09, there were 22 children made available for adoption and 4 placed on temporary protection visas.

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

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

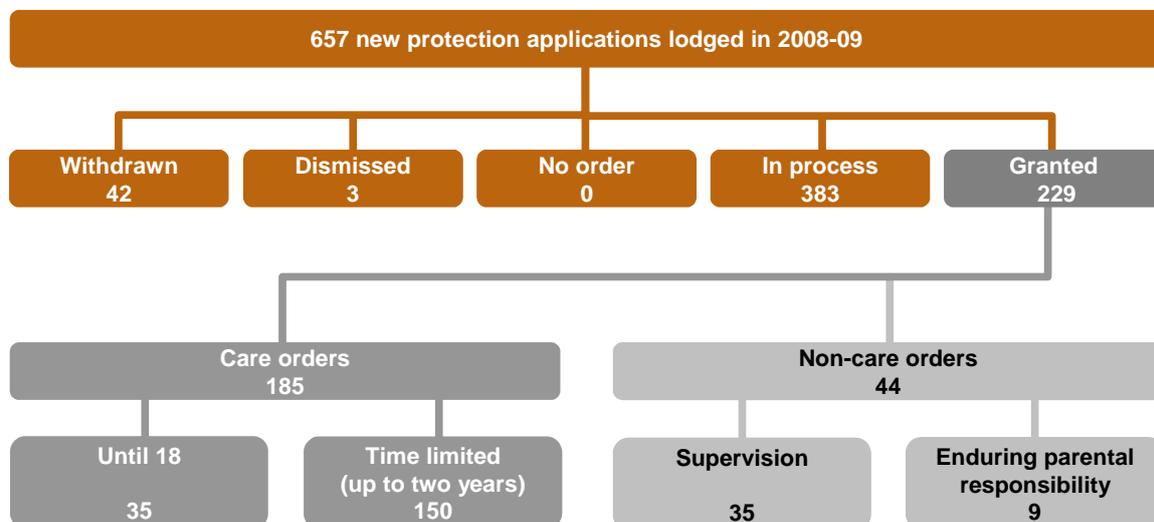
(f) Care orders include time limited, until 18, prospective adoption and Commonwealth Government Delegation (temporary protection visas).

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

(h) Refer to Table 55 in Appendix 7 for a regional breakdown of this figure.

Figure 6 shows the progress of new applications through to orders granted in 2008-09.

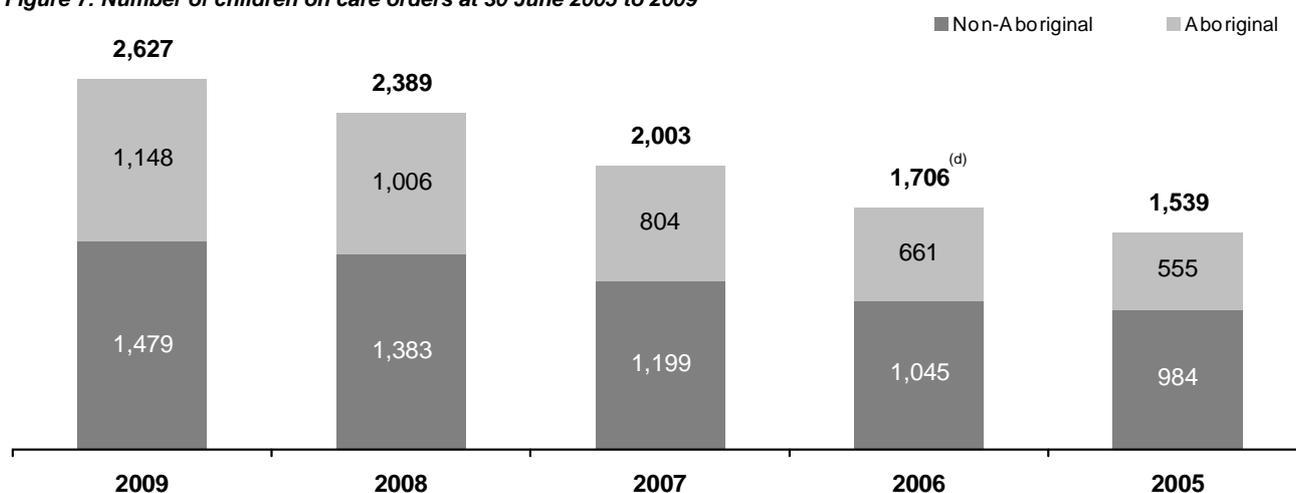
Figure 6: Outcomes of new protection applications lodged in 2008-09



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The number of children on care orders at 30 June for the past five years is shown at Figure 7. This includes children on time limited and until 18 orders, children awaiting adoption, transfers of orders from interstate, and children on temporary protection visas transferred from the Commonwealth Government. Forty-four per cent of children on care orders at 30 June 2009 were Aboriginal. The total number of children on care orders represents 0.5 per cent of the Western Australian population of children aged less than 18 years.

Figure 7: Number of children on care orders at 30 June 2005 to 2009 ^{(a) (b) (c)}



(a) Refer to Table 56 in Appendix 7 for a regional breakdown of these figures.

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

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

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

Children on care orders at 30 June 2009 were in a variety of living arrangements, as shown in Table 16. The majority were in foster care (79 per cent). Thirty-nine per cent were living with relatives other than their parents. Aboriginal children were more likely to be placed with relatives (52 per cent, compared with 27 per cent of non-Aboriginal children).

Table 16: Living arrangements of children on care orders at 30 June 2009

Type of living arrangement	Aboriginal		Non-Aboriginal		Total ^{(a) (b)}	
	Number	Per cent	Number	Per cent	Number	Per cent
Parent/former guardian	101	8.8	175	11.8	276	10.5
Foster care with family member	597	52.0	396	26.8	993	37.8
Department non-relative foster care	223	19.4	625	42.3	848	32.3
Funded service foster care	105	9.1	126	8.5	231	8.8
Departmental residential	35	3.1	35	2.4	70	2.7
Funded service residential	32	2.8	49	3.3	81	3.1
Family/friend	27	2.3	12	0.8	39	1.5
Independent living	2	0.2	14	1.0	16	0.6
Prospective adoptive placement	0	0	18	1.2	18	0.7
Licensed child care	1	0.1	0	0	1	0
Other	24	2.1	27	1.8	51	1.9
Unknown	1	0.1	2	0.1	3	0.1
Total	1,148	100.0	1,479	100.0	2,627	100.0

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

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

Table 17 shows the legal status of all children for whom the Department has responsibility. This includes children on care orders, in provisional protection and care, the subject of protection applications who are not in the CEO's care, and on the non-care orders of supervision and enduring parental responsibility.

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There was an increase in the number of children on all types of orders (supervision, time limited, until 18 and enduring parental responsibility orders) in 2008-09 compared to 2007-08. Factors that may have contributed to the increase include that children are remaining in care for longer, and protection orders (supervision) may be used by the Children's Court in circumstances where previously there may have been no order made.

Enduring parental responsibility orders continued to be used increasingly for children who are in a stable, long-term placement arrangement. These orders increased by 75 per cent to 103 children, compared with 59 children at 30 June 2008.

Table 17: Legal status of children in the Chief Executive Officer's care on orders or under legal proceedings at 30 June 2009

Year	Aboriginal	Non-Aboriginal	Total
Time limited order	638	640	1,278
Until 18 order	509	813	1,322
Apprehended (<i>Child Welfare Act 1947</i>)	2	0	2
Provisional protection and care ^(a)	189	260	449
Transitional consented placement	6	2	8
Placement service	12	28	40
Negotiated placement agreement	0	5	5
Prospective adoption	0	40	40
Application for protection order ^(b)	15	9	24
Pre-adoption parent/guardian	0	19	19
Enduring parental responsibility order	46	57	103
Temporary protection visa	1	7	8
Supervision order	50	94	144

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

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

Other 2008-09 Initiatives

Signs of Safety

The Department is implementing the *Signs of Safety* child protection practice framework. It has an uncompromising approach to safety, and considers both the dangers and strengths in the family. It engages the family, children and relevant agencies in the planning process, and, as such, seeks to create a more constructive culture around child protection organisation and practice.

2008-09 was the first year of a five year plan to implement *Signs of Safety* across all aspects of the Department's service areas.

Income Management

Income management, on a case-by-case basis, is being trialled as a child protection measure to address child neglect. Income management, on a case-by-case basis, is being trialled as a child protection measure to address child neglect. Income management commenced in November 2008 in Cannington, Joondalup, Midland, Mirrabooka, East Kimberley and the West Kimberley as part of a progressive rollout across the state. Information sessions were conducted to inform community members.

Interagency Early Intervention

In partnership with King Edward Memorial Hospital, an interagency pre-birth protocol was implemented in July 2008. Interagency early intervention focuses on at risk newborn babies, and is initiated through *Signs of Safety* meetings, chaired by an independent facilitator, with family members and relevant service providers.

In the pilot phase of the project between July 2008 and February 2009, 36 mothers were involved in 61 pre-birth meetings. The protocol was evaluated in March 2009, and it was found that the new process was viewed positively by mothers and families. They felt more included in decision making, respected, clearer about what needed to happen, and had more confidence in the process.

AGENCY PERFORMANCE: SERVICE 2

ChildFirst Assessment and Interview Team

In 2008-09, the ChildFirst Assessment and Interview Team replaced the Child Interview Unit following recommendations from a review conducted in 2006. It provides child protection assessment and forensic interviewing services, and is co-located with the Western Australia Police.

Regional training of interviewers for country response teams and local agency staff will be introduced in 2009-10.

Interagency Agreements

The *Interagency Collaborative Framework for Protecting Children (2003)* and the *Reciprocal Child Protection Procedures (2002)* are being replaced by a three tiered model of agreements, to enhance consistency of language and to facilitate clearer review processes. The three tiered model will consist of:

- Strategic Bilateral Agreements (Level One)
- Operational State-wide Agreements (Level Two)
- Operational District Level Agreements (Level Three).

Ministerial Advisory Council on Child Protection

The Ministerial Advisory Council on Child Protection is the primary advisory body to the Minister for Child Protection on child protection matters.

The term of the previous council ended in June 2008, and the new council was established in March 2009.

The council is chaired by the Honourable Peter Foss QC and includes membership from expert community representatives, together with representatives drawn from four of the Department's advisory bodies – the Aboriginal Reference Group, Child Safety Directors' Group, the Community Sector Child Protection Advisory Group and the CREATE Advisory Group.

The council is currently determining its priorities and projects for 2009-10, and has a particular focus on improving the delivery of child protection and family support services to Aboriginal families and communities in Western Australia.

Community Sector Child Protection Advisory Group

The Community Sector Child Protection Advisory Group was established in July 2008 to strengthen the partnership between the Department and the community services sector. The group comprises representation from twelve community sector agencies funded by the Department, as well as four departmental representatives.

During the year, the group assisted the Department to progress the child protection reform agenda in areas that significantly impact the non-government sector. The group took on responsibility for overseeing the *Supporting Individuals and Families At Risk or In Crisis Strategic Framework and State Plan 2009-2012*. The group also provided advice on initiatives aimed at expanding the role of the non-government sector in child protection.

Remote Community Child Protection Workers

The Remote Community Child Protection Worker program was expanded, with workers established in Kalumburu, Oombulgurri, Warmun, Balgo, the Dampier Peninsula, Bidyadanga, Wiluna, Jigalong and Warburton. Workers are co-located with Police.

Future Directions

In 2009-10, the Department will:

- Further expand the Remote Community Child Protection Worker program to Blackstone and Warakurna in the Ngaanyatjarra Pitjantjatjara Yankunytjatjara Lands, Burringurrah in the remote Gascoyne region, and hold discussions with key stakeholders in the West Kimberley to establish a position in Looma, near Derby.
- Introduce regional training for forensic interviewers for country response teams and local agency staff.
- Plan for the expansion of mandatory reporting to all forms of child abuse and neglect.
- In partnership with Legal Aid and the Children's Court, develop pre-adjudication conferencing as a court diversion strategy, to achieve better outcomes for children at risk or in need of protection.

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

Working with Children Checks

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

From 1 January 2009 (the fourth year of a five-year roll-out), those who required the checks included:

- All new employees, volunteers or self-employed people in child-related work.
- Existing paid employees in educational institutions for children, certain hospital wards and officers of the Department for Child Protection who started their child-related work before the introduction of the legislation.
- Those in child-related work whose Working with Children Card has expired.

The Working with Children Screening Unit receives and assesses applications made through 220 Australia Post outlets, including some interstate. Processes are in place to enable those who live interstate or in remote areas to apply for the check.

Where there is no criminal record, or a record is assessed as not indicating that a child may be harmed, an assessment notice (Working with Children Card) is issued. Cards last for three years, unless the person offends during this time and the offences require reconsideration.

Where a criminal record indicates a child may be harmed, the person is prohibited from child-related work through the issue of a negative notice.

In 2008-09, a total of 83,862 applications were received, with 83,563 assessment notices issued (including 4,757 renewals) and 57 negative notices put in place.

Those who receive a negative notice have the right to apply to the State Administrative Tribunal for an external review of the decision. During 2008-09, the Department received three applications from people seeking a review by the Tribunal. This compares to eight applications made during 2007-08.

The Department has twice appealed the Tribunal's decisions to the Court of Appeal, and the outcomes set the legal framework for making decisions under the Act. Where an applicant has a non-conviction charge for a scheduled offence, the Department is entitled to act partly on facts and partly on reasonable suspicions, to determine whether there is an unacceptable risk that the person might harm children if they were allowed to carry out child-related work.

Amendments to the Act are being drafted which will more clearly reflect the intention of Government to exclude certain people from child-related work. In addition, a wider range of criminal history information will be able to be received and considered, so that where there is concern, action can occur more quickly.

During 2008-09, the Working with Children Screening Unit also:

- Responded to increased service demand due to the phasing in of checking those in child-related work in the education and health sectors. During February and March 2009, over 23,000 applications were received, more than for the entire year of 2006.
- Implemented the process for renewing cards that expired after three years.
- Continued to improve the information management system to meet escalating service demands.
- Enhanced its website in response to feedback from focus groups and evaluation.
- Worked with partners to promote the checks, including the Western Australian Sports Federation, Constable Care and Barking Gecko, and outreach to Aboriginal and remote communities.
- Prosecuted two people for working with a negative notice.

Responsible Parenting

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

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

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

ParentSupport

ParentSupport provides a service to referred families with children aged up to 15 years of age who are exhibiting or at risk of developing antisocial behaviour, persistent school non-attendance or criminal behaviour. In 2008-09, 788 families accessed the service.

The ParentSupport program's capacity to respond to families was enhanced in 2008-09 through the integration of 14 teams into metropolitan and regional district offices. ParentSupport is now available in Perth, Midland, Joondalup, Mirrabooka, Armadale, Cannington, Fremantle, Peel, Rockingham, East Kimberley (Halls Creek and Kununurra, which also services Wyndham) and West Kimberley (Broome, Derby and Fitzroy Crossing). Service provision was maintained throughout the integration process.

Best Beginnings

Best Beginnings provides a service to referred mothers and fathers of infants aged zero to two years, and aims to promote attachment and enhance infant and parental health and wellbeing, foster positive family functioning and increase social connectedness. In 2008-09, 810 families participated in the program.

The program is delivered in partnership with the Department of Health, City of Cockburn and Balga Senior High School's Teen Parent Support Services, and is available in 11 districts in metropolitan and regional areas. In 2008-09, Best Beginnings was extended to three new service sites in Cannington, Kwinana and East Kimberley (Kununurra). Halls Creek families are currently serviced by the Community Mothers Program.

In 2008, the Telethon Institute for Child Health Research conducted a follow-up evaluation of former Best Beginnings clients. Four in five former clients believed the program had a positive impact on how their child grew and developed, and that it improved aspects of life for them and their child.

Emergency Services

Throughout 2008-09, district emergency services officers continued to operate in the metropolitan and regional centres and the Emergency Services Unit responded to a wide range of emergencies. Incidents included an Exmouth aircraft incident, a Manjimup bus crash, and assistance to Australians returning after the Mumbai bombings, as well as bushfires, cyclones, storms and floods. The unit assisted with the establishment of evacuation centres and provided personal support and financial assistance, and longer term recovery services. Other incidents were managed by the local district offices with district emergency services officers and local community supports.

The Department was involved in a range of emergency management exercises, including Exercise Mercury, an Australia-wide counter-terrorism exercise. A significant amount of preparation and planning was undertaken, particularly in relation to the swine flu outbreak and the development of services to support affected people should this be required.

Crisis Care

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

During 2008-09, Crisis Care responded to 58,960 calls and made 299 emergency visits. The most common reasons for contact were practical problems, family and domestic violence, homelessness, requests for community resource information, family problems and concerns for a child's wellbeing. There were 988 contacts in relation to the Northbridge policy, which restricts access to the precinct at night by children and young people under the age of 16 years.

Family and Domestic Violence

In 2008-09, Crisis Care received 4,055 calls relating to family and domestic violence, compared to 4,854 calls in 2007-08. Support provided included assisting victims with safety planning, referrals to refuge accommodation and assistance to leave.

The Men's Domestic Violence Helpline received 1,436 calls during the year, compared to 1,636 calls in 2007-08, a decrease of 12 per cent. Of these calls, 738 were from victims, perpetrators or persons at risk of perpetrating violence. The remainder were from other community members, service providers seeking information and persons reporting suspected domestic violence.

The Women's Domestic Violence Helpline received 3,794 during the year, compared to 3,620 calls in 2007-08, an increase of five per cent. Of these, 2,826 involved family and domestic violence issues. The remainder of calls were for other issues such as family problems, requests for information about support groups and queries from students and professionals.

Contacts to helplines fluctuate from year to year depending on events in the community and information in the media.

The Department has placed domestic violence officers with the Police Service in all metropolitan regions.

Assist

The Assist project centres on the replacement of the Department's core case management information systems. Assist improves the quality of services delivered by the Department, through improved access to client data, improved quality of data and better case planning and reporting tools.

The first phase of Assist was implemented in 2007-08. This introduced the Objective Electronic Document and Records Management System for records management across the Department. Phase two, implemented in October 2008, involved delivery of electronic case files, a 360 degree client search function, and care planning components.

The target completion date for implementation of phase three, the core client case management system, is 30 November 2009. On completion of phase three, the Department will retire its existing case management computer system.

National Affordable Housing Agreement

The Supported Accommodation Assistance Program (SAAP) was established in 1985 under a Commonwealth/State Agreement to provide funding across the States and Territories for services to meet the needs of people in crisis and needing supported accommodation. On 31 December 2008, the fifth Supported Accommodation Assistance Program Multilateral Agreement (SAAP V) was ceased and replaced with the National Affordable Housing Agreement (NAHA), which commenced on 1 January 2009.

AGENCY PERFORMANCE: SERVICE 3

The NAHA combines the SAAP Agreement, Commonwealth State Housing Agreement and Indigenous Housing Agreement into a framework for the Commonwealth and State/Territory Governments to work together to improve housing affordability and reduce homelessness.

The 2008-09 State budget included an allocation of \$3.2 million over four years to support NAHA services facing the greatest cost pressures. Services for homeless young people aged 15 to 25 years have been prioritised.

During 2008-09, SAAP V Innovation and Investment Fund pilot projects were evaluated and funding was extended to all pilots to 30 June 2010.

New recurrent funding of \$1.8 million over four years was provided in the 2008-09 budget for the Hills Community Support Group Young Women's Safe House.

Supported Accommodation Assistance Program State Advisory Committee

The SAAP State Advisory Committee was the advisory and coordination mechanism for the SAAP program in Western Australia. The committee continued to meet during the transition from the SAAP V Agreement to NAHA, and ceased on 30 June 2009. It will be replaced by the Western Australian Council on Homelessness in 2009-10.

During 2008-09, the committee hosted a sector forum to provide an opportunity for SAAP services to hear about the latest developments relating to SAAP, and share information, ideas and practice with peers. A regional forum was held in Geraldton in July 2008 to discuss service delivery experiences, ongoing concerns to services and the operation of management committees in the region. The committee also had two working groups operating in 2008-09, focussed on projects in sector viability and mental health, alcohol and other drugs.

Financial Counselling and Assistance

In 2008-09 the Department's Family Crisis Service provided 9,687 instances of emergency assistance to people experiencing unforeseen crisis, compared to 11,501 in 2007-08, a 16 per cent decrease. During the year, 5,617 people were assisted, compared to 6,522 in 2007-08, a 14 per cent decrease. There were decreases in assistance for food, medical/optical requirements, transport and accommodation.

Table 18: Department for Child Protection Family Crisis Program

Outcome	Number of people ^(a)			Instances of assistance ^(b)		
	2008-09	2007-08	2006-07	2008-09	2007-08	2006-07
Food for family	4,312	5,104	5,645	6,952	8,250	8,937
Essential services provided	352	363	509	380	426	609
Medical/optical requirements	175	299	393	188	308	405
Furniture provided	7	2	10	7	3	10
Transport	78	124	149	86	161	183
Accommodation provided	702	843	1,022	982	1,212	1,538
Clothing/linen/blankets	113	101	137	129	109	160
Funeral assistance	359	341	423	366	350	441
Financial counselling	17	14	24	19	16	34
Other ^(c)	432	491	1,282	578	666	1,616

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

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

(c) 'Other' in 2006-07 includes significant emergency assistance resulting from several cyclones, storms and fires during that year.

In the 2008 calendar year, the Department's 56 funded financial counselling services assisted 13,487 clients. Assistance included advice on creditor issues, budgeting, negotiation, maintaining essential services and assisting with housing issues.

AGENCY PERFORMANCE: SERVICE 3

In response to the Utilities Essential Services Hardship Review, the Department provided additional funding of \$1,667,072 to funded financial counselling services.

The Hardship Utility Grant Scheme, which commenced on 4 August 2008, provides financial assistance to people in genuine financial hardship to pay their utility accounts so as to avoid disconnections and restrictions from supply. A total of 2,687 grants were provided from the commencement of the scheme to 30 June 2009.

The types of counselling and assistance provided by funded financial counselling services during the calendar year are described in Table 19.

Table 19: Funded financial counselling services service provision

Services	Number of instances		
	2008	2007	2006
Advice concerning gambling issues	83	93	102
Referral to legal advice, bill paying and other services	3,258	3,076	3,233
Application for No Interest Loans Scheme	929	716	842
Assistance to obtain entitlements	2,362	2,501	2,151
Information and assistance with bankruptcy and other issues	4,129	7,215	5,599
Housing issues	2,295	2,324	2,293
Legal and other creditor issues	5,050	4,779	4,712
Negotiation with essential service providers (eg power/water)	3,930	3,409	3,570
Budgeting advice and assistance	4,931	4,663	5,730
Emergency relief	6,563	4,131	5,395
Other	1,534	1,641	2,054
Total	35,064	34,548	35,681

Responses to Drug and Alcohol Issues

The Department continued to work in partnership with the drug and alcohol sector to respond to individuals, children and families experiencing alcohol and other drug related problems.

The Department and the Drug and Alcohol Office formed a collaborative working relationship, consolidated by a Heads of Agency Agreement, signed in January 2009. The agreement enabled the development of systems to ensure a strengthened collaborative approach to supporting at risk families where there are alcohol and other drug issues.

Local Memoranda of Understanding were established between local Community Drug Services Teams and district offices. This enabled development of reciprocal agency policies and standardised referral and case management forms; improved support, liaison, consultation and shared practice; and facilitated reciprocal training opportunities. A *Working Together Resource Kit* was developed to support the partnership.

A joint working party was established to improve responses for pregnant women, newborns and infants who may be adversely affected by drug and alcohol use.

An interagency protocol was implemented between the Department and King Edward Memorial Hospital, aiming to improve the coordination of services to mothers and babies at risk.

Future Directions

In 2009-10, the Department will:

- Implement phase three of the Assist computer system and retire the existing case management computer system.
- Develop the Agency Alcohol and Drug Action Plan 2009-2013 to support the new Drug and Alcohol Strategy 2009-2013.

AGENCY PERFORMANCE: SERVICE 3

- Work with the non-government sector to implement changes to the homelessness service system to reflect the objectives of the National Affordable Housing Agreement.
- Implement new initiatives funded through the National Partnership Agreement on Homelessness.
- Employ up to 20 Aboriginal Practice Leaders to champion the integration of Aboriginal services within local districts.
- Establish an Aboriginal Leadership Network.
- Implement the revised Reciprocal Agreements with relevant State Government agencies.
- Develop and implement the *Supporting Individuals and Families At Risk or In Crisis Strategic Framework and State Plan 2009-2012*.
- Work with the non-government sector to achieve family support hubs to provide integrated secondary services for vulnerable families in each region.
- Transfer the Family and Domestic Violence Unit to the Department to align policy and coordination with domestic violence service delivery, and extend departmental domestic violence officers' co-location with the Police Service to all country regions.

SIGNIFICANT ISSUES IMPACTING THE AGENCY

The following significant issues impacted the Department in 2008-09.

- The Department continued to implement and embed a comprehensive set of integrated child protection and family support reform projects, to meet the recommendations of the Ford Review.
- The number of children in the CEO's care continued to increase since 30 June 2008. There were 3,195 children in care at 30 June 2009, representing a six per cent increase since the previous year. Many of the children in care and their families have complex needs, and there is an increasing proportion of Aboriginal children in care.
- The recruitment of qualified and suitably experienced staff continued to be an issue facing the Department. However, the majority of the staff provided for in the 2008-09 Budget were successfully recruited following implementation of attraction and retention strategies. Remote community child protection workers were appointed in Oombulgurri, Kalumburu, Balgo and Warmun.
- Learning and development strategies are critical to ensuring consistent child protection and family support practice is in place across the Department, and to assist in the retention of staff. Strategies include the roll-out of the *Signs of Safety* child protection practice framework and the implementation of a focused 'Orientation to Principles and Practices' training program for service delivery staff.
- Mandatory reporting of sexual abuse was implemented on 1 January 2009. The Department is considering strategies for the planned expansion of mandatory reporting to all forms of abuse and neglect.
- There is an ongoing need to provide support to individuals and families at risk or in crisis through program delivery and funding for services in the non-government sector. Greater integration of services, through the planned family support hubs for example, is a priority.

DISCLOSURES AND LEGAL COMPLIANCE

Financial Disclosures

Funding and Other Financial Information

Table 20 presents a summary of the Department for Child Protection's actual and budget position funded by appropriations from the consolidated account, Commonwealth specific-purpose grants and other revenues.

An increase in total appropriation of \$12.2 million is due primarily to supplementary funding received to procure fee-for-service placements (\$8 million) due to the rising number of children and young people in care. The increase is also a result of additional funding provided for pay rises as per the public service General Agreement Four (\$4.39 million) as well as additional funding for government housing (\$1.85 million) and Working with Children Checks (\$0.92 million). These increases were partly offset by a reduction in appropriation for the State Government's three per cent efficiency dividend (\$4.38 million).

Other revenue received in 2008-09 was \$1.2 million greater than budget due to an increase in revenue for the Working with Children Screening Unit relating to screening fees and contributions received from other State Government departments for the unit to undertake checks on their behalf. In addition, revenue from other Government departments was also higher than anticipated.

Total cost of services in 2008-09 was greater than the published budget figure by \$22.93 million, however the total cost of services estimate was adjusted to \$345.8 million during 2008-09 which incorporated additional funding for fee-for-service placements, government housing, and the recent pay rise.

The net asset position for the Department on 30 June 2009 increased by \$5.36 million compared with the 2008-09 budget. This increase is due partly to a revaluation of non current assets made during the 2008-09 financial year and a higher cash balance relating to capital works projects, which were partly off-set by higher than anticipated provisions for leave.

Table 20: Funding and other financial information

Funding	Budget 2008-09 \$'000	Actual 2008-09 \$'000
<i>Recurrent funds:</i>		
Service appropriation	289,098	301,307
Administered appropriation	15,300	15,300
Commonwealth specific-purpose grants	18,998	20,588
Other revenues	5,601	6,750
Total recurrent funds	328,997	343,945
<i>Capital funds:</i>		
Appropriation for capital contribution	6,733	6,733
Internal funds and balances	7,094	7,094
Drawdowns from the holding account	3,160	3,160
Funding included in service appropriations	3,934	3,934
Funding included in Department for Treasury and Finance Administered Item	-	-
Total cost of capital works program	6,733	6,733
Total funding ^(a)	332,931	347,879
Total cost of services	329,683	352,609
Total net assets	82,568	87,929

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

Act of Grace Payments

In accordance with Treasurer's Instruction 319, public sector agencies must disclose Act of Grace payments made pursuant to section 80 of the *Financial Management Act 2006*. During 2008-09, there were no Act of Grace payments made by the Department for Child Protection.

Purchasing Services

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

Indexation payments to non-government services funded by the Department continued in accordance with the *State Government Indexation Policy for the Non-Government Human Services Sector*.

The Contract Management Project resulted in the development of more appropriate and efficient service agreement and contracting arrangements and streamlined reporting requirements.

Capital Projects

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

Projects undertaken during 2008-09 included the location and fit-out of office accommodation for the new Mandatory Reporting Unit, relocation and fit-out of new premises for the Learning and Development Centre, and fit-out of new offices to accommodate the Responsible Parenting initiative in Kununurra and Broome.

Work was completed on the new Gosnells office, Perth sub-office, Crisis Care Unit, Kwinana office, Wyndham office and Derby office. Other projects during 2008-09 included the major refurbishment of the Meekatharra Hostel, and completion of work on Halls Creek Hostel, Catherine House Group Home in Broome and Canowindra Group Home in Bunbury.

The Ford Review recommended the Department develop a network of group homes. This commenced with the purchase of properties in Maddington, Gooseberry Hill, Parkerville and Stoneville.

Design and planning is currently underway for new service delivery offices in Fitzroy Crossing and Perth, and for upgrade of facilities in Midland, Joondalup, Cannington, Port Hedland, Geraldton, Bunbury, Busselton, Manjimup, Mandurah, Northam and Albany.

Information, communication and technology projects completed in 2008-09 included:

- Transition to electronic client files for all case-related work.
- Implementation of the Mandatory Reporting Information System.
- Implementation of a new Casework Practice Manual.
- Implementation of SharePoint for collaboration and to support reform projects.
- Installation of information technology infrastructure at new and extended offices.
- Upgrades of the state-wide data network and underlying infrastructure.

Table 21 shows capital works projects carried out in 2008-09.

DISCLOSURES AND LEGAL COMPLIANCE

Table 21: Capital works projects 2008-09

Project	Estimated cost	Estimated year of completion
<i>Projects completed in 2008-09</i>		
Broome Responsible Parenting Service	\$200,000	
Canowindra	\$129,060	
Catherine House	\$150,000	
Gosnells office	\$650,000	
Kununurra Responsible Parenting Service	\$200,000	
Learning and Development Centre	\$716,000	
Weeriana Hostel	\$518,000	
<i>Projects underway</i>		
Bunbury office	\$572,508	2010
Bunbury sub-office	\$112,000	2009
Busselton Community Centre	\$706,000	2011
Busselton office	\$380,000	2010-11
Carnarvon office	\$749,949	2009
Derby office	\$167,000	2009
Fitzroy Crossing office	\$1,250,000	2009-10
Geraldton office	\$350,000	2010
Gooseberry Hill Group Home	\$657,000	2009
Graeme Street Hostel	\$1,475,000	2009-10
Halls Creek Hostel	\$500,000	2009
Heritage buildings	\$108,807	2009
Intensive Treatment and Placement Support (Kath French Centre)	\$1,200,000	2009-10
Kalgoorlie Group Home (upgrade)	\$400,000	2009
Kalgoorlie office	\$764,973	2009
Keith Maine (upgrade)	\$514,000	2009-10
Maddington Group Home	\$790,000	2009
Mandatory Reporting	\$1,500,000	2009-10
Manjimup office	\$258,750	2010
Meekatharra Hostel (upgrade)	\$620,000	2009
Meekatharra office	\$425,000	2009
Midland office	\$1,075,465	2010-11
Midland sub-office	\$138,000	2009-10
Moora office	\$455,000	2009-10
Northam office	\$635,000	2009-10
Northam sub-office	\$112,500	2009
Parkerville Group Home	\$657,000	2009
Perth office	\$201,000	2009-10
Rockingham/Kwinana office	\$193,550	2009
Service Delivery Unit upgrades (combined)	\$115,671	2009
South Hedland office	\$811,000	2010-11
Stoneville Group Home	\$790,000	2009
Wyndham office	\$235,000	2009

Human Resources

Staff Profile

As at 30 June 2009, the Department employed 2,271 permanent, fixed term and casual employees, an increase of 238 employees compared to 30 June 2008. The average full-time equivalent (FTE) usage for the financial year was 1,779 FTE. Female employees represent 79 per cent (1,798) of the total workforce and males 21 per cent (473). The proportion of full time employees increased by three per cent to 79 per cent of the workforce (1,804) as at 30 June 2009.

DISCLOSURES AND LEGAL COMPLIANCE

Table 22: Employment levels as at 30 June 2009

Location	Actual average FTE usage 2008-09	Number of staff as at 30 June 2009						Total
		Full time			Part time			
		P	F	C	P	F	C	
Aboriginal Engagement and Coordination	10.98	12			2			14
Accommodation and Care Services	277.63	181	33	105	25	9	2	355
Corporate and Business Services	198.67	170	27	0	15	6		218
Country Services	440.19	369	70	13	100	15	1	568
Metropolitan Services	688.58	569	90	16	187	54	9	925
Office of the Director General	36.02	23	3		1	2		29
Policy and Learning	64.76	51	12		19	2		84
Service Standards and Contracting	62.12	52	7	1	10	7	1	78
Total number of FTE/Staff	1,778.96	1,427	242	135	359	95	13	2,271

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

Attraction and Retention

The Department is finalising a five year strategic workforce plan, to be released in 2009-10. An environmental scan is being undertaken to identify long term internal and external impacts for the Department, including future demand and supply requirements, along with a comprehensive workforce analysis. These will inform the Department's Strategic People Plan.

Vacancy management was a high priority in 2008-09. The temporary easing of the general labour market did not have a significant impact on the supply of experienced, qualified child protection workers. To address continuing shortages, recruitment campaigns were undertaken targeting clinical psychologists, experienced senior field workers and team leaders, and specific positions in regional locations.

Due to several pool recruitment campaigns, front line service delivery vacancies were significantly reduced from 20 per cent in July 2008 to 7.2 per cent in June 2009. The Department trialed a four-day appeals period to appoint staff faster. The Public Sector Standards Commissioner granted exemptions from the Recruitment, Selection and Appointment Standard for certain remote or difficult to fill positions. These exemptions enable the Department to permanently appoint employees, promote experienced staff, and appoint people with relevant qualifications, skills and abilities without have to go through the normal recruitment standards process.

Career and employment expos and university career fairs were attended throughout the year to promote career opportunities and attract prospective employees. Targeted job advertisements and information were distributed via electronic networks to universities in Australia and New Zealand. The online Virtual Careers Expo was used to market Department careers.

New promotional materials were developed to promote Department employment opportunities and make them more appealing, by drawing on the rewards that come from working with children and young people and their families.

Leveraging off the State Government's 'Go West Now' recruitment campaign in New Zealand, the Department undertook a recruitment exercise targeting New Zealand residents with tertiary qualifications in social work and experience in statutory child protection. Nineteen child protection workers relocated from New Zealand, with one additional person to commence by August 2009. Relocation policies for overseas recruitment were streamlined to ensure containment of costs and to meet the needs of employees relocating from overseas.

A new online vacancy reporting system was developed which enables all locations across the Department to provide regular updates on vacancy management.

An additional 17.5 FTE positions were funded in the new Mandatory Reporting Unit, established in response to legislation introduced in January 2009.

In 2008-09, the Department received funding which resulted in an additional 269 FTE positions. The Department's streamlined pool recruitment process for field workers enabled these positions to be filled.

DISCLOSURES AND LEGAL COMPLIANCE

A Recruitment and Selection Toolkit was developed to provide information and support to selection panel members, covering all elements of the recruitment, selection and appointment process. It is available to all staff on the Department's intranet.

Training in recruitment and selection techniques tailored to the Department's requirements was offered to staff involved in selection decisions. The training reduced the use of external recruitment consultants.

Payment of an attraction and retention benefit to service delivery employees was due to cease in December 2008. Approval was obtained to extend the payment to 30 June 2009 while a comprehensive review was undertaken to identify positions experiencing attraction and retention difficulties. The review resulted in a further extension to 30 June 2010 during which time a project will be undertaken to identify longer term solutions.

In June 2008, the Department launched its new Reaching Forward Performance Development program for staff. Since then, 687 employees across the Department have participated in performance development sessions with their line manager and 85 staff have completed a mid year review. A review of the program will be undertaken in 2009-10.

A new online exit interview questionnaire was developed for employees leaving the Department. Employees are invited to provide feedback on their experience whilst working with the Department.

An internal qualification assessment and expansion process and committee were established. A review of employee qualifications is being undertaken to ensure they are recognised in line with the Approved Broadened Qualifications for Graduate Welfare Officers. The committee is examining the possibility of further broadening qualifications to better attract suitably qualified staff.

Replacement General Agreements are in the final processes prior to registration. The new General Agreement for Family Resource Employees and Parent Helpers contains new provisions which will allow full-time employment and greater flexibility in rostering employees on weekends. The replacement General Agreement for Country Residential Services includes improvements in conditions for staff employed in country hostels. The Department is working on having employees covered by these General Agreements converted to Public Service Officer Status which, if successful, will see them included in the *Public Service Award 1992* and the *Public Service General Agreement 2008*.

Equal Opportunity and Valuing Diversity

In May 2009, the Department launched its Aboriginal Employment and Learning Strategy 2009-2014 to assist in attraction and retention of Aboriginal employees.

The Department continued to operate under the previous Department for Community Development's endorsed Equity and Diversity Management Plan 2007-2009. The Department is currently developing its own Equity and Diversity Management Plan for June 2009 to June 2012.

An equity and diversity survey review was conducted with staff in April 2009. Table 23 indicates the total number of employees in each equal employment opportunity (EEO) group as at 30 June 2009.

Table 23: Actual employee numbers in equal employment opportunity groups

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

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

Table 24 indicates in percentage terms each EEO group in comparison to the total workforce. In line with increases in the 2008-09 budget allocation, the Department's overall workforce increased by 11.7 per cent to 2,271 employees. The number of Indigenous employees for the corresponding period increased by 15 per cent to 219 employees, or 9.6 per cent of the workforce. The number of young people employed increased by 12 per cent to 173 employees, or 7.6 per cent of the workforce.

DISCLOSURES AND LEGAL COMPLIANCE

Table 24: Comparison of equal employment opportunity group trends as a percentage of total employees

Year	Percentage representation				
	Women	Culturally diverse	Indigenous Australians	People with disabilities	Young people (<25 years)
Interim target plan to 30 June 2009	-	13.0	12.0	3.0	7.5
30 June 2009 (actual)	79.2	9.7	9.6	1.6	7.6
30 June 2008	77.9	10.3	9.3	2.0	7.6
30 June 2007	78.4	9.3	8.5	2.3	5.7

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

Table 25 indicates the Equity Index levels for each EEO group. Culturally diverse employees and people with disabilities are more represented at the senior position levels, whereas women and Indigenous employees are more distributed at the lower position levels in comparison to the general workforce.

Table 25: Comparison of diversity groups equity index trends

Year	Equity index ^(a)			
	Women	Culturally diverse	Indigenous Australians	People with disabilities
Interim target plan to 30 June 2009	83	100	71	75
30 June 2009 (actual)	83	135	53	141
30 June 2008	82	107	63	109
30 June 2007	81	111	70	77

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

Table 26 indicates the number of women in management tiers two and three.

Table 26: Women in management tiers two and three (staff numbers)

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

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

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

(c) Positions reporting to tier two positions.

Table 27 indicates that women occupy 50 per cent of all management tier two positions, 60 per cent of all management tier three positions, and 58 per cent of all management tiers two and three (combined) across the Department. This is above the interim target plan of 55 per cent.

Table 27: Women in management tiers two and three (percentage)

Year	Female percentage ^(a)		
	Tier two	Tier three	Tiers two and three combined
Interim target plan to 30 June 2009	-	-	55%
30 June 2009 (actual)	50%	60%	58%
30 June 2008	38%	57%	54%
30 June 2007	58%	54%	55%

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

Other Legal Requirements

Advertising

As required under the *Electoral Act 1907*, Table 28 shows the Department's total expenditure and names of recipients under the categories of advertising, market research, polling, direct mail and media advertising organisations.

Table 28: Advertising and marketing expenditure 2008-09

Category	Organisation	Total category amount
Advertising agencies	The Brand Agency, Creative Nature Communications, Elephant Productions and Equilibrium	\$93,862
Market research organisations	Patterson Market Research	\$4,090
Polling organisations	-	-
Direct mailing organisations	Northside Logistics and Finishers	\$3,540
Media advertising organisations	AdCorp Australia Ltd, Loaded Studios, Market Creations Pty Ltd, Marketforce Express, Media Decisions and Mitchell and Partners Australia Ltd	\$390,229

Disability Access and Inclusion Plan

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

Compliance with Public Sector Standards and Ethical Codes

In accordance with section 31(1) of the *Public Sector Management Act 1994*, the Department is required to comment on the extent to which it has complied with public sector standards, codes of ethics and any relevant code of conduct. These policies and procedures are contained in the Department's administration manual, accessible to all employees on the Department's intranet. To monitor and assess the extent of compliance with the ethical codes and public sector standards, the Department conducts an annual audit. This year's audit returned a satisfactory finding, noting that the Department met its requirements with respect to public sector standards in human resource management. Compliance with the Public Sector Code of Ethics and the Department's Code of Conduct is monitored in part through the receipt and management of complaints and reports about misconduct committed by employees. Table 29 details how these matters were managed in 2008-09.

Table 29: Complaints and reports received and closed by the Integrity and Screening Unit in 2008-09

Type of misconduct	Number of allegations received ^(a)	Completed in 2008-09 ^(b)			
		Substantiated	Unsubstantiated	Resigned/end of contract ^(c)	Local management resolution ^(d)
Personal behaviour ^(e)	98	4	24	10	3
Communication and disclosure of information	12	0	1	1	0
Fraud and corrupt behaviour	14	0	0	1	0
Use of public resources	7	1	2	2	1
Record keeping and use of information	12	1	1	1	0
Conflict of interest	4	0	0	0	0
Total	147	6	28	15	4

(a) In 2008-09, there were 77 staff with allegations of misconduct. Some had more than one allegation.

(b) Discipline sub-categories were available for reporting for the first time in 2008-09.

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

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

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

DISCLOSURES AND LEGAL COMPLIANCE

Record Keeping Plans

The Department began using Objective as its electronic document and records management system in February 2008. This enhanced the capture and management of electronic client records and improved the retrieval and sharing of these records throughout the Department.

Since the introduction of the electronic system, the Department ceased using physical files for clients. As part of the introduction of the electronic system, staff from Information Management Services closed all active physical client files, created a virtual file, linked the virtual file to the closed physical file and added significant family members. All closed client and administrative files held in district offices were audited and sent to off-site storage. Over 50,000 files were updated, with an audit trail established in Objective.

Comprehensive training manuals and best practice policies and procedures were created to support the electronic system, in particular around the capture of source documents on receipt and the management of these documents.

The Department provides an online record keeping awareness training program for new and existing employees. Training was provided to 1,079 employees during 2008-09. Table 30 describes the number of training sessions and employees who completed training in 2008-09.

Table 30: Staff records management training 2008-09

Objective records management		2008-09
Number of sessions	Records management sessions (one-on-one)	6
	Records management sessions (classes up to 12)	14
	Record keeping awareness training sessions	144
	Refresh training sessions (one-on-one)	953
Number of staff trained	Staff trained in records management	126
	Staff given refresh training sessions (one-on-one):	
	- Case work staff	835
	- Administration staff	118
	Total staff given refresh training sessions (one-on-one)	953
	Total staff trained	1,079

Audit Reviews

The Department undertook a comprehensive program of internal audit reviews during 2008-09. Areas subject to audit were identified via a formal risk assessment. Audits conducted in 2008-09 included:

- Compliance with public sector standards
- Assets and leases
- Fringe benefit tax
- Contract management systems
- Complaints management system
- Building maintenance
- Compliance with State Supply Commission standards
- Purchasing/accounts payable
- Personnel and payroll system
- Information technology network security (security of confidential information)
- Occupational safety and health
- Human resource management in district locations
- Strategic risk management.

Freedom of Information

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

In 2008-09, the Department accepted 167 valid applications for access to information, 99 more than in 2007-08. The implementation of the Redress WA scheme substantially increased demand for the Department's freedom of information resources. The scheme generated a large increase in the number of enquiries, and was directly responsible for the surge in formal freedom of information applications accepted by the Department. In addition, Information Management Services dealt with a significant number of requests for information informally.

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

Applications took an average of 33 days to process, which is within the government requirement of no more than 45 days.

Table 31 shows the number of applications over the last three years.

Table 31: Freedom of information applications

Applications	2008-09	2007-08	2006-07
Applications received	167	68	55
Applications withdrawn ^(a)	32	27	22
Personal applications	131	44	33
Non-personal applications ^(b)	32	24	22
Average days taken to process	33	27	32

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

(b) Of the applications received in 2008-09, four non-personal applications were transferred in full to another agency.

Public Interest Disclosures

The *Public Interest Disclosure Act 2003* facilitates the disclosure of public interest information about wrongdoing within public authorities. In 2008-09, the Department received no public interest disclosures about its employees, contractors or sub-contractors.

Ministerial Liaison

During the year, the unit processed 619 ministerials. Of these:

- 123 were returned on time (that is, returned on the date requested by the Minister).
- 139 were returned earlier than the date requested.
- 357 were returned later than the date requested.

Ministerial Directives

No ministerial directives were received during 2008-09.

Government Policy Requirements

Corruption Prevention

Following recommendations by the Corruption and Crime Commission in 2007-08, the Integrity and Screening Unit (formerly Governance, Standards and Integrity Unit) commenced a program to better manage misconduct by integrating misconduct resistance with risk management, prevention programs and treatment strategies. These strategies are detailed in the Department's three-year Professional Conduct Strategy, which was built around the following themes.

The Right Culture:

- The Department's values are integrated into performance management systems.
- The Department's Code of Conduct is actively promoted, and included in contracts and other arrangements with the Department's suppliers and business partners.
- Human resource policies and practices reflect a commitment to recruit people who share the Department's values.
- Professional conduct is included in the Department's leadership programs.

The Right Strategies:

- A Reporting and Handling Misconduct policy was developed.
- Assistance materials were developed, including a Misconduct Classification Schedule, a Risk Assessment Guide and case studies to educate staff on what constitutes reportable misconduct.
- Important policies that guide professional standards were given greater visibility within the Department's Administration Manual.
- Misconduct risks were identified and integrated into risk management plans.
- A process was developed for handling less serious misconduct matters.

The Right Operating Environment:

- Misconduct resistance programs were prioritised through the establishment of a Professional Conduct Council.
- A communication strategy was developed.
- An education program commenced to raise awareness of professional standards and accountable and ethical decision making.

In 2009-10 the Department will continue to implement its education program for all employees to promote a greater appreciation of their accountable and ethical obligations. Managers will be the focus of a further education program to ensure they respond appropriately to reports about misconduct and respond effectively to incidents of staff misconduct.

Policies that inform staff on expected standards and behaviours will continue to be reviewed to ensure they reflect the current operational environment and internal and external risks that exist.

Substantive Equality

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

In 2009-10, in collaboration with the Equal Opportunity Commission's Substantive Equality Unit, the Department will consider two key service delivery areas. These assessments will encompass areas critical to the Department's responsibility, endorse good practice, and lead to the improvement of services to Aboriginal and cultural and linguistically diverse clients.

Occupational Safety and Health

The Department is committed to providing a safe and healthy work environment for its employees and members of the public who come into contact with the Department. The Department's occupational safety and health (OSH) policy promotes consultation and cooperation with employees and safety and health representatives on OSH matters. This is achieved through the following:

- Encouraging the election of OSH representatives at all worksites. There are currently 66 elected representatives. This is an increase from 59 in 2007-08.
- Providing representatives with five days' training and ongoing refresher training.
- Implementing OSH as a standing agenda item at all district and team meetings.
- Distributing OSH Steering Committee meeting minutes to representatives, and making them available for staff.
- Sign-off on all hazard/incident report forms.

The OSH Steering Committee meets every two months, and has representatives from both the Department for Child Protection and Department for Communities.

OSH management systems were audited in 2008-09. Appendix 3 shows a summary of findings from the evaluation. A number of strategies were put in place to improve the Department's performance, including:

- Executive representation on the OSH Steering Committee.
- The business manager job description form now includes the responsibility to ensure workplace inspections are undertaken.
- OSH is a standing item on all district meetings.
- Workplace inspections completed are reported to the OSH Steering Committee.
- Managers are required to sign off on Annual OSH Compliance Audits.

During 2008-09, staff wellness was improved through a Department-wide flu vaccination program. Healthy morning teas, walking groups, corporate sport groups and lunchtime information sessions were encouraged.

WorkSafe visited a number of locations, and issued four improvement notices.

Workers' Compensation, Injury Management and Rehabilitation

The Department is committed to the injury management of all injured employees and has an effective injury management policy in place, developed in accordance with the injury management requirements of the *Workers' Compensation and Injury Management Act 1981*. The policy is communicated by the injury management coordinator via the intranet, site visits, and one-on-one meetings with team leaders and managers.

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

The Department received 77 workers' compensation claims in 2008-09. Forty-four per cent of all claims were lodged by metropolitan offices. Twenty-two per cent of claims were from metropolitan Accommodation and Care Services.

DISCLOSURES AND LEGAL COMPLIANCE

Table 32: Occupational health and safety and workers' compensation performance

	2008-09		2007-08	2006-07
	Target	Actual		
Number of fatalities	0	0	0	0
Lost time injury/disease incidence rate ^(a)	1.27	2.30	1.41	-
Lost time injury severity rate ^(b)	29.44	19.51	35.71	35.73
Percentage of injured workers returned to work within 28 weeks ^(c)	N/A	N/A	N/A	N/A
Percentage of managers trained in OSH and injury management responsibilities ^(c)	50%	3%	N/A	N/A
Total estimate	\$1,393,109	\$2,131,026	\$2,923,399	\$2,708,920

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

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

(c) Reported for the first time in 2008-09.

Employee Assistance Program

The Employee Assistance Program is a confidential counselling service that assists employees to overcome problems that may be causing difficulties in their work or personal lives. This 24 hour state-wide program is a vital component of the health and safety service provided to all employees.

There was a slight increase in program usage during 2008-09, with a referral rate of 6.7 per cent, which is within industry standards (four to eight per cent). It should be noted that an increasing referral rate can be seen as a positive indicator, as it is likely to promote a healthy workplace, reduce workplace stress, and reduce the number of stress-related workers' compensation claims.

PERFORMANCE INDICATORS

Certification of Performance Indicators

I hereby certify that the performance indicators are based on proper records, are relevant and appropriate for assisting users to assess the Department for Child Protection's performance and fairly represent the performance of the Department for Child Protection for the financial year ended 30 June 2009.



Terry Murphy
Accountable Officer
2 September 2009



Auditor General

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

DEPARTMENT FOR CHILD PROTECTION FINANCIAL STATEMENTS AND KEY PERFORMANCE INDICATORS FOR THE YEAR ENDED 30 JUNE 2009

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

The financial statements comprise the Balance Sheet as at 30 June 2009, and the Income Statement, Statement of Changes in Equity, Cash Flow Statement, Schedule of Income and Expenses by Service, Schedule of Assets and Liabilities by Service, and Summary of Consolidated Account Appropriations and Income Estimates for the year then ended, a summary of significant accounting policies and other explanatory Notes.

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

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

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

Summary of my Role

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the financial statements, controls and key performance indicators based on my audit. This was done by testing selected samples of the audit evidence. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion. Further information on my audit approach is provided in my audit practice statement. Refer www.audit.wa.gov.au/pubs/AuditPracStatement_Feb09.pdf.

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

Department for Child Protection

Financial Statements and Key Performance Indicators for the year ended 30 June 2009

Audit Opinion

In my opinion,

- (i) the financial statements are based on proper accounts and present fairly the financial position of the Department for Child Protection at 30 June 2009 and its financial performance and cash flows for the year ended on that date. They are in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Treasurer's Instructions;
- (ii) the controls exercised by the Department provide reasonable assurance that the receipt, expenditure and investment of money, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions; and
- (iii) the key performance indicators of the Department are relevant and appropriate to help users assess the Department's performance and fairly represent the indicated performance for the year ended 30 June 2009.



COLIN MURPHY
AUDITOR GENERAL
10 September 2009

Outcomes, Services and Performance Information

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

Government Goal	Outcomes	Services
	Effectiveness measures	Efficiency measures
Outcomes-Based Service Delivery: 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 quality care.	1. Supporting children and young people in the CEO's care.
	Children and young people requiring protection are safe from abuse.	2. Protecting children and young people from abuse.
	At risk families and individuals are able to resolve crisis and promote the safety and wellbeing of themselves and their family members.	3. Supporting individuals/families at risk or in crisis.

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

Indicators of Effectiveness

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

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

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

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

Table 33: Proportion of children known to have been abused by caregivers while in the CEO's care

2008-09		2007-08	2006-07	2005-06	2004-05
Target	Result				
0.00	0.08%	0.08%	0.31%	0.25%	0.51%
		(0.36%)	(0.83%)	(0.64%)	(0.77%)

Note:

- The 2008-09 figure represents 3 children.
- Data is compiled in mid July each year. In some instances the outcomes of allegations of abuse by carers are not known until after the results for this indicator are finalised. However, as later information will become available every year, the originally reported figures are retained to enable comparability of the time series. The figures in brackets represent the recalculated rates for previous years using the most recent annual report database. The increases are mainly due to an upward revision of the number of children recorded as being harmed.

PERFORMANCE INDICATORS

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

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

Table 34: Average number of placements per child in the CEO's care per year

Target	2008-09		2007-08
	Result		
1.4	1.6		1.7

Note:

- Each different living arrangement is counted once, so a child who lived in the same placement for the entire period is reported as having 1 placement, whereas a child who moved between the same two living arrangements several times during the year is counted as having 2 different placements.
- The 2008-09 figure is higher than the target as a result of increases in the number of children in care over the last 12 months, placing pressure on the care system.

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

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

Table 35: Proportion of placements of Indigenous children made in accordance with the Aboriginal and Torres Strait Islander Child Placement Principle

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

Note:

- The data provided here is the proportion of Indigenous children placed with Indigenous caregivers or relatives as at 30 June for each reporting period.
- The method for calculating this indicator was improved in 2007-08 and the 2006-07 figure was restated in the 2007-08 Annual Report for comparative purposes.

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

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

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

Table 36: Improved safety – resubstantiation rate within 12 months after a substantiation

Target	2008-09		2007-08	2006-07	2005-06	2004-05
	Result					
95%	91.6%		92.3%	93.8%	91.6%	93.7%

Note:

- This measure looks at decisions made to substantiate allegations of abuse in the previous financial year and whether or not the allegation is followed within 12 months by a subsequent substantiated allegation. Thus the 2008-09 figure is the proportion of decisions to substantiate an allegation of abuse in 2007-08, where there was no subsequent substantiation within 12 months of the first decision.
- It is not possible to identify the actual date of any maltreatment event. Therefore, in this indicator the decision date is used as a way of determining the reporting period.
- In some cases, the subsequent substantiation may actually relate to a report of earlier abuse/maltreatment rather than a new incident.
- In some cases, the subsequent substantiation relates to a different type of harm/abuse and/or person believed responsible than in the initial substantiation.
- Results each year are affected by the proportion of investigations that are still in process.

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

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

Table 37: Improved safety – substantiation rate within 12 months after a decision not to substantiate

Target	2008-09		2007-08
		Result	
95%		93%	93.9%

Note:

- This indicator is a measure of whether a decision not to substantiate an allegation is followed by a later substantiation within 12 months. Thus the measure for 2008-09 is based on decisions of "un-substantiated no maltreatment" made in 2007-08 with a 12 month follow-up period to identify whether subsequent substantiation occurred.
- It is not possible to identify the actual date of any maltreatment event, therefore, in this indicator the decision date is used as a way of determining the reporting period.
- In some cases, the subsequent allegation may actually have been a report of earlier abuse/maltreatment rather than a new incident.
- In some cases, the subsequent substantiation relates to a different type of harm/abuse and/or person believed responsible than in the initial investigation that was found to be unsubstantiated.
- Results each year are affected by the proportion of investigations that are still in process.

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

The following indicators use aggregate customer survey responses from at risk families and individuals in Service 3, which includes services provided by the Department and non-government organisations funded by the Department. The indicators were obtained via a customer perception survey that had the following response statistics:

- A selection of customers who received a service between November and December 2008 were invited to complete a confidential survey form.
- Estimated population size: 66,810
- Customers invited to take part: 6,269
- Number of respondents: 2,085
- Response rate: 33 per cent
- Survey results have a confidence interval of ± 2.11 per cent at the 95 per cent confidence level.

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

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

Table 38: Percentage of customers who report they were supported to provide care and safety to their family members

Target	2008-09		2007-08
		Result	
95%		94%	94%

Note:

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

PERFORMANCE INDICATORS

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

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

Table 39: Percentage of customers who report confidence to manage as a result of receiving services

Target	2008-09		2007-08
		Result	
95%		90%	90%

Note:

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

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

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

Table 40: Percentage of customers who report that their needs were met as a result of using services

Target	2008-09		2007-08
		Result	
97%		97%	97%

Note:

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

Indicators of Efficiencies

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

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

1.1 Proportion of care plan reviews completed on time

This measure is a calculation of the proportion of those children who had been in the CEO's care for at least 12 months on 30 June 2009 who had a care plan or care plan review recorded in the previous 12 months. Children in provisional protection and care are not included in the measure.

Table 41: Proportion of care plan reviews completed on time

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

Note:

- The figures reflect care plans and care plan reviews that have been completed and recorded in the Department's client information system.

PERFORMANCE INDICATORS

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

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

Table 42: Average cost per child per day in the CEO's care

	2008-09		2007-08
	Target	Result	
Total cost	\$160,478,402	\$ 171,548,421	\$134,424,280
Number of placement days provided	1,218,005	1,123,915	1,039,108
Average cost per child per day in the CEO's care	\$132	\$153	\$129

Note:

- The increase in cost from 2007-08 to 2008-09 is due to additional funding received to support the increases in the number of children and young people in care, including the provision of additional placements.
- The higher average cost in 2008-09 compared to the 2008-09 target is due to one-off funding received since the 2008-09 Budget relating to the cost of providing placements for high-needs children and young people in care, and a lower than expected number of placement days.

Service 2: Protecting children and young people from abuse

2.1 Proportion of investigations with an outcome recorded within 30 days

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

Table 43: Proportion of investigations with an outcome recorded within 30 days

	2008-09		2007-08
	Target	Result	
	40%	38%	36%

Note:

- The method for calculating this indicator was improved in 2008-09 and the 2007-08 figure has been restated for comparative purposes.

2.2 Average cost per child involved in child protection cases

This indicator reports the average cost per child involved in child protection investigations, notifications and/or a protection application that commenced during the financial year or was involved in an investigation commenced in a prior financial year that was ongoing in the financial year.

Table 44: Average cost per child involved in child protection cases

	2008-09		2007-08
	Target	Result	
Total cost	\$64,743,066	\$76,622,815	\$52,725,613
Number of children involved in child protection cases	11,741	9,975	9,151
Average cost per case	\$5,514	\$7,681	\$5,762

Note:

- The increase in total cost and average cost in 2008-09 compared to the target is due predominately to the shift in district staff time away from Service Three towards more intensive family support and child protection services provided in Service Two. The lower than expected number of children involved in child protection cases also contributed to the higher unit cost.
- The increase in total cost from 2007-08 to 2008-09 is mainly due to the shift in district staff time away from Service Three towards more intensive family support and child protection services provided in Service Two. The increase is also a result of additional funding received relating to the establishment of the Mandatory Reporting Service and additional child protection workers.

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

3.1 Average cost per client

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

Table 45: Average cost per client

	2008-09		2007-08
	Target	Result	
Total cost	\$87,267,410	\$ 87,648,309	\$89,788,103
Number of clients	73,398	66,022	104,876
Average cost per client	\$1,189	\$1,328	\$856

Note:

- The calculation of this indicator excludes expenditure of services that do not have a quantifiable number of clients.
- The increase in unit cost is due to a lower than projected number of clients in Service Three.
- The increase in the average cost is largely attributable to the transfer of non-government services from the Department for Child Protection to the Department for Communities, with varying costs per client.

3.2 Average cost per family in the Responsible Parenting Initiative

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

Table 46: Average cost per family in the Responsible Parenting Initiative

	2008-09		2007-08	2006-07
	Target	Result		
Total cost	\$7,110,000	\$5,689,935	\$3,444,264	\$2,165,427
Number of cases	800	788	643	287
Average cost per case	\$8,888	\$7,221	\$5,357	\$7,545

Note:

- A case is equivalent to a family in this measure.
- The total cost and unit cost for 2008-09 is lower than the target due to the service being in an implementation phase in 2008-09. Some locations were not operational for the full year, such as the rollout across the Kimberley which commenced in December 2008.

3.3 Average cost per Working with Children screening

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

Table 47: Average cost per Working with Children screening

	2008-09		2007-08	2006-07	2005-06
	Target	Result			
Total cost	\$6,687,000	\$8,336,352	\$7,604,732	\$4,371,666	\$3,590,385
Number of screenings	85,000	83,862	74,985	49,802	9,141
Average cost per screening	\$79	\$99	\$101	\$88	\$393

Note:

- Data on the number of screening applications is drawn from the Central Screening Unit Management System.
- The increase in total cost and unit cost is due to additional funding received during 2008-09 for the Working with Children Screening Unit to undertake Working with Children checks for employees and volunteers of other State Government departments.

FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2009

Certification of Financial Statements

The accompanying financial statements of the Department for Child Protection have been prepared in compliance with the provisions of the *Financial Management Act 2006* from proper accounts and records to present fairly the financial transactions for the financial year ending 30 June 2009 and the financial position as at 30 June 2009.

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



Terry Murphy
Accountable Officer
2 September 2009



Jennifer McGrath
Chief Finance Officer
2 September 2009

FINANCIAL STATEMENTS

Department for Child Protection Income Statement for the year ended 30 June 2009

	Note	2009 (\$'000)	2008 (\$'000)
COST OF SERVICES			
Expenses			
Employee benefits expense	5	148,090	116,633
Supplies and services	6	31,278	27,230
Depreciation and amortisation expense	7	4,262	2,167
Operating expenses	8	18,043	14,151
Accommodation expenses	9	18,709	11,457
Grants and subsidies	10	56,006	42,667
Funding for services	11	71,952	74,978
Loss on disposal of non-current assets	15	2,706	0
Other expenses	12	1,563	1,967
Total cost of services		352,609	291,250
Income			
Revenue			
User charges and fees	13	3,130	2,539
Commonwealth grants and contributions	14	20,588	18,545
Other revenue	16	2,745	4,579
Total revenue		26,463	25,663
Total income other than income from State Government		26,463	25,663
NET COST OF SERVICES		326,146	265,587
INCOME FROM STATE GOVERNMENT			
Service appropriation	17	301,307	260,701
Administered appropriation		15,300	4,288
Resources received free of charge		875	890
Total income from State Government		317,482	265,879
SURPLUS/(DEFICIT) FOR THE PERIOD		(8,664)	292

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

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

FINANCIAL STATEMENTS

Department for Child Protection Balance Sheet as at 30 June 2009

	Note	2009 (\$'000)	2008 (\$'000)
ASSETS			
Current Assets			
Cash and cash equivalents	18	12,225	21,107
Restricted cash and cash equivalents	19	2,630	839
Receivables	20	4,016	3,014
Amounts receivable for services	21	4,032	3,160
Total Current Assets		22,903	28,120
Non-Current Assets			
Restricted cash and cash equivalents	19	1,836	1,124
Amounts receivable for services	21	9,055	8,354
Property, plant and equipment	22, 27	50,853	44,949
Leasehold improvements	23, 27	5,298	6,619
Restricted assets	24, 27	12,638	12,998
Work in progress	25, 27	24,345	12,231
Intangible assets	26	0	0
Total Non-Current Assets		104,025	86,275
TOTAL ASSETS		126,928	114,395
LIABILITIES			
Current Liabilities			
Payables ^(a)	29	5,745	3,980
Accrued salaries	30	1,561	910
Provisions ^(a)	31	24,470	19,267
Total Current Liabilities		31,776	24,157
Non-Current Liabilities			
Provisions ^(a)	31	7,223	5,197
Total Non-Current Liabilities		7,223	5,197
Total Liabilities		38,999	29,354
EQUITY			
Contributed equity	32	35,878	29,868
Reserves		66,261	60,719
Accumulated surplus/(deficiency)		(14,210)	(5,546)
Total equity		87,929	85,041
TOTAL LIABILITIES AND EQUITY		126,928	114,395

(a) The 2007-2008 balances have been restated due to the reclassification of leave liabilities.

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

FINANCIAL STATEMENTS

Department for Child Protection Statement of Changes in Equity for the year ended 30 June 2009

	Note	2009 (\$'000)	2008 (\$'000)
Balance of equity at start of period		85,041	83,522
CONTRIBUTED EQUITY	32		
Balance at start of period		29,868	26,996
Capital contribution		6,733	23,276
Administered capital contribution		0	200
Transfer of capital contribution to the Department for Communities		0	(7,509)
Other contributions by owners		570	226
Distributions to owners		(1,293)	(13,321)
Balance at end of period		35,878	29,868
RESERVES			
Asset Revaluation Reserve	32		
Balance at start of period		60,719	62,382
Transfer of asset revaluation reserve to the Department for Communities		0	(11,490)
Gains/(losses) from asset revaluation		5,542	9,827
Balance at end of period		66,261	60,719
ACCUMULATED SURPLUS (RETAINED EARNINGS)	32		
Balance at start of period		(5,546)	(5,838)
Surplus/(deficit) for the period		(8,664)	292
Balance at end of period		(14,210)	(5,546)
Balance of equity at end of period		87,929	85,041
Total income and expense for the period ^(a)		(3,122)	10,119

(a) The aggregate net amount attributable to each category of equity is: deficit \$8,664,000 plus gains from asset revaluation \$5,542,000 (2008: surplus \$292,000 plus gains from asset revaluation \$9,827,000).

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

FINANCIAL STATEMENTS

Department for Child Protection Cash Flow Statement for the year ended 30 June 2009

	Note	2009 (\$'000)	2008 (\$'000)
CASH FLOWS FROM STATE GOVERNMENT			
Service appropriation	17	296,574	257,470
Administered appropriation	17	15,300	4,288
Capital contributions	32	6,733	23,276
Administered capital contribution	32	0	200
Holding account drawdowns		3,160	1,145
Net cash provided by State Government		321,767	286,379
Utilised as follows:			
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee benefits		(139,026)	(114,328)
Supplies and services		(32,027)	(26,541)
Operating expenses		(15,205)	(13,041)
Accommodation		(18,758)	(11,397)
Grants and subsidies		(57,424)	(41,813)
Funding for services		(71,305)	(75,145)
GST payments on purchases		(16,904)	(14,742)
Other payments		(1,553)	(1,935)
Receipts			
User charges and fees		3,128	2,538
Commonwealth grants and contributions		20,588	18,545
GST receipts on sales		431	438
GST receipts from taxation authority		16,684	14,210
Other receipts		1,768	4,553
Net cash provided by/(used in) operating activities	33(b)	(309,603)	(258,658)
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of non-current physical assets		(18,543)	(12,864)
Net cash provided by/(used in) investing activities		(18,543)	(12,864)
Net increase/(decrease) in cash and cash equivalents		(6,379)	14,857
Cash and cash equivalents at the beginning of period		23,070	10,790
Cash transferred in/(transferred out)		0	(2,577)
CASH AND CASH EQUIVALENTS AT THE END OF PERIOD	33(a)	16,691	23,070

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

Department for Child Protection
Schedule of Income and Expenses by Service for the year ended 30 June 2009

	Supporting Children and Young People in the CEO's care		Protecting children and young people from abuse		Supporting individuals/families at-risk or in crisis		TOTAL	
	2009 (\$'000)	2008 (\$'000)	2009 (\$'000)	2008 (\$'000)	2009 (\$'000)	2008 (\$'000)	2009 (\$'000)	2008 (\$'000)
COSTS OF SERVICES								
Expenses								
Employee benefits expense	72,406	57,928	48,588	33,982	27,096	24,723	148,090	116,633
Supplies and services	13,127	11,448	8,445	6,245	9,706	9,537	31,278	27,230
Depreciation and amortisation expense	1,908	1,042	1,118	554	1,236	571	4,262	2,167
Operating expenses	8,435	6,594	5,937	3,655	3,671	3,902	18,043	14,151
Accommodation expenses	9,446	5,502	6,320	3,629	2,943	2,326	18,709	11,457
Grants and subsidies	50,942	38,687	288	255	4,776	3,725	56,006	42,667
Funding for services	13,094	12,249	4,478	3,837	54,380	58,892	71,952	74,978
Loss on disposal of non-current assets	1,388	0	947	0	371	0	2,706	0
Other expenses	802	974	504	569	257	424	1,563	1,967
Total cost of services	171,548	134,424	76,625	52,726	104,436	104,100	352,609	291,250
Income								
User charges and fees	95	91	2	2	3,033	2,446	3,130	2,539
Commonwealth grants and contributions	0	0	0	0	20,588	18,545	20,588	18,545
Other revenue	610	963	246	361	1,889	3,255	2,745	4,579
Total income other than income from State Government	705	1,054	248	363	25,510	24,246	26,463	25,663
NET COST OF SERVICES	170,843	133,370	76,377	52,363	78,926	79,854	326,146	265,587
INCOME FROM STATE GOVERNMENT								
Service appropriation	158,402	131,092	70,816	51,469	72,088	78,140	301,307	260,701
Administered appropriation	7,444	1,979	3,325	776	4,532	1,533	15,300	4,288
Resources received free of charge	214	178	604	648	57	64	875	890
Total income from State Government	166,060	133,249	74,745	52,893	76,677	79,737	317,482	265,879
Surplus/deficit for the period	(4,783)	(121)	(1,632)	530	(2,249)	(117)	(8,664)	292

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

Department for Child Protection
Schedule of Assets and Liabilities by Service for the year ended 30 June 2009

	Supporting Children and Young People in the CEO's care		Protecting children and young people from abuse		Supporting individuals/families at-risk or in crisis		General – not attributed		TOTAL	
	2009 (\$'000)	2008 (\$'000)	2009 (\$'000)	2008 (\$'000)	2009 (\$'000)	2009 (\$'000)	2009 (\$'000)	2008 (\$'000)	2009 (\$'000)	2008 (\$'000)
ASSETS										
Current Assets	358	0	46	0	705	59	21,794	28,061	22,903	28,120
Non-Current Assets	25,378	23,952	248	198	4,651	5,005	73,748	57,120	104,025	86,275
Total Assets	25,736	23,952	294	198	5,356	5,064	95,542	85,181	126,928	114,395
LIABILITIES										
Current Liabilities	3,933	3,417	866	655	4,525	2,755	22,452	17,330	31,776	24,157
Non-Current Liabilities	600	513	473	298	920	571	5,230	3,815	7,223	5,197
Total Liabilities	4,533	3,930	1,339	953	5,445	3,326	27,682	21,145	38,999	29,354
NET ASSETS	21,203	20,022	(1,045)	(755)	(89)	1,738	67,860	64,036	87,929	85,041

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

FINANCIAL STATEMENTS

Department for Child Protection Summary of Consolidated Account Appropriations and Income Estimates for the year ended 30 June 2009

	2009 Estimate (\$'000)	2009 Actual (\$'000)	Variance (\$'000)	2009 Actual (\$'000)	2008 Actual (\$'000)	Variance (\$'000)
DELIVERY OF SERVICES						
Item 115 Net amount appropriated to deliver services	298,963	300,992	2,029	300,992	260,395	40,597
Section 25 transfer of Service Appropriation to Department for Communities	(10,169)	0	10,169	0	0	0
Amount authorised by other statutes - Salaries and Allowances Act 1975	304	315	11	315	306	9
Total appropriations provided to deliver services	289,098	301,307	12,209	301,307	260,701	40,606
CAPITAL						
Item 181 Capital Contribution	6,733	6,733	0	6,733	23,276	(16,543)
Grand Total	295,831	308,040	12,209	308,040	283,977	24,063
Details Of Expenses by Service						
Supporting children and young people in the CEO's care	160,479	171,549	11,070	171,549	134,424	37,125
Protecting children and young people from abuse	64,743	76,625	11,882	76,625	52,726	23,899
Supporting individuals/families at-risk or in crisis	104,461	104,436	(25)	104,436	104,100	336
Total cost of services	329,683	352,610	22,927	352,610	291,250	61,360
Less total income	(22,929)	(26,463)	(3,534)	(26,463)	(25,663)	(800)
Net cost of services	306,754	326,147	19,393	326,147	265,587	60,560
Adjustments	(17,656)	(24,840)	(7,184)	(24,840)	(4,886)	(19,954)
Total appropriations provided to deliver services	289,098	301,307	12,209	301,307	260,701	40,606
Capital expenditure						
Purchase of non-current physical assets	10,693	18,543	7,850	18,543	12,664	5,879
Adjustments for other funding sources	(3,960)	(11,810)	(7,850)	(11,810)	10,612	(22,422)
Capital Contribution (appropriation)	6,733	6,733	0	6,733	23,276	(16,543)

Adjustments comprise movements in cash balances and other accrual items such as receivables, payables and superannuation. It also includes an adjustment for appropriation provided under DTF Administered.

The 2009 Estimate has been adjusted for comparative purposes to reflect further transfer of services to the Department for Communities in 2008-09.

Note 38 'Explanatory statement' provides details of any significant variations between estimates and actual results for 2009.

Notes to the Financial Statements for the year ended 30 June 2009

1 Departmental mission and funding

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

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

2 Australian equivalents to International Financial Reporting Standards

General

The Department's financial statements for the year ended 30 June 2009 have been prepared in accordance with Australian equivalents to International Financial Reporting Standards (AIFRS), which comprise a Framework for the Preparation and Presentation of Financial Statements (the Framework) and Australian Accounting Standards (including the Australian Accounting Interpretations).

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

Early adoption of standards

The Department cannot early adopt an Australian Accounting Standard or Australian Accounting Interpretation unless specifically permitted by TI 1101 'Application of Australian Accounting Standards and Other Pronouncements'. No Standards and Interpretations that have been issued or amended but are not yet effective have been early adopted by the Department for the annual reporting period ending 30 June 2009.

3 Summary of significant accounting policies

a General Statement

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

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

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

b Basis of Preparation

The financial statements have been prepared on the accrual basis of accounting using the historical cost convention, modified by the revaluation of land, buildings, and leasehold improvements which have been measured at fair value.

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

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

c Contributed Equity

AASB Interpretation 1038 'Contributions by Owners Made to Wholly-Owned Public Sector Entities' requires transfers, other than as a result of a restructure of administrative arrangements, in the nature of equity contributions to be designated by the Government (the owner) as contributions by owners (at the time of, or prior to transfer) before such transfers can be recognised as equity contributions. Capital contributions (appropriations) have been designated as contributions by owners by Treasurer's Instruction 955 'Contributions by Owners Made to Wholly-Owned Public Sector Entities' and have been credited directly to Contributed Equity.

Transfer of net assets to/from other agencies, other than as a result of a restructure of administrative arrangements, are designated as contributions by owners, where the transfers are non-discretionary and non-reciprocal. See note 32 'Equity'.

d Income

Revenue recognition

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

Sale of goods

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

Rendering of services

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

Notes to the Financial Statements for the year ended 30 June 2009

Service Appropriations

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

Net Appropriation Determination

The Treasurer may make a determination providing for prescribed receipts to be retained for services under the control of the Department. In accordance with the determination specified in the 2007-2008 Budget Statements, the Department retained \$26.463 million in 2009 (\$25.663 million in 2008) from the following:

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

Grants, donations, gifts and other non-reciprocal contributions

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

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

Gains

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

e Property, Plant and Equipment and Leasehold Improvements

Capitalisation/Expensing of Assets

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

Initial recognition and measurement

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

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

Subsequent measurement

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

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

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

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

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

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

Asset Revaluation Reserve

The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets as described in note 22 'Property, plant and equipment', note 23 'Leasehold improvements', note 24 'Restricted assets' and note 27 'Reconciliation schedule of non-current assets'.

Notes to the Financial Statements for the year ended 30 June 2009

Depreciation

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

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

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

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

f Intangible Assets

Capitalisation/Expensing of assets

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

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

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

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

- Computer software	3 years
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Computer Software

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

g Impairment of Assets

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

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

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

See note 28 'Impairment of assets' for the outcome of impairment reviews and testing.

h Leases

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

The Department's commitment in respect of operating leases is disclosed in note 35 'Lease commitments'. The Department has no finance lease commitments at this time.

i Financial Instruments

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

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

These have been disaggregated into the following classes:

Financial Assets

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

Notes to the Financial Statements for the year ended 30 June 2009

Financial Liabilities
- Payables
- Accrued salaries

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

j Cash and Cash Equivalents

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

k Accrued Salaries

The accrued salaries suspense account (see note 19 'Restricted cash and cash equivalents') consists of amounts paid annually into a suspense account over a period of 10 financial years to largely meet the additional cash outflow in each eleventh year when 27 pay days occur instead of the normal 26. No interest is received on this account.

Accrued salaries (refer note 30 'Accrued salaries') represent the amount due to staff but unpaid at the end of the financial year, as the pay date for the last pay period for that financial year does not coincide with the end of the financial year. Accrued salaries are settled within a fortnight of the financial year end. The Department considers the carrying amount of accrued salaries to be equivalent to its net fair value.

l Amounts Receivable for Services (Holding Account)

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

See also note 17 'Income from State Government' and note 21 'Amounts receivable for services'.

m Receivables

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

See note 3(i) 'Financial Instruments' and note 20 'Receivables'.

n Payables

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

See note 29 'Payables'.

o Provisions

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

See note 31 'Provisions'.

(i) Provisions - Employee Benefits

Annual Leave and Long Service Leave

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

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

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

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

Notes to the Financial Statements for the year ended 30 June 2009

Deferred Leave

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

Purchased Leave

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

Superannuation

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

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

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

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

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

(ii) Provisions - Other

Employment On-Costs

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

See note 12 'Other Expenses' and note 31 'Provisions'.

p Superannuation Expense

Commencing in 2008-09, the reporting of annual movements in the liabilities assumed by the Treasurer has been discontinued and is no longer recognised in the Income Statement.

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

- (a) Defined contribution plans - Employer contributions paid to the GSS (concurrent contributions), the West State Superannuation Scheme (WSS), and the GESB Super Scheme (GESBS).

See note 17 'Income from State Government'.

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

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

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

q Resources Received Free of Charge or For Nominal Cost

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

Notes to the Financial Statements for the year ended 30 June 2009

r Comparative Figures

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

4 Disclosure of changes in accounting policy and estimates

Initial application of an Australian Accounting Standard

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

Review of AAS 27 'Financial Reporting by Local Governments', AAS 29 'Financial Reporting by Government Departments and AAS 31 'Financial Reporting by Governments'. The AASB has made the following pronouncements from its short term review of AAS 27, AAS 29 and AAS 31:

AASB 1004 'Contributions';

AASB 1050 'Administered Items';

AASB 1051 'Land Under Roads';

AASB 1052 'Disaggregated Disclosures';

AASB 2007-9 'Amendments to Australian Accounting Standards arising from the review of AASs 27, 29 and 31 [AASB 3, AASB 5, AASB 8, AASB 101, AASB 114, AASB 116, AASB 127 & AASB 137];

Interpretation 1038 'Contributions by Owners Made to Wholly-Owned Public Sector Entities'.

The existing requirements in AAS 27, AAS 29 and AAS 31 have been transferred to the above new and revised topic-based Standards and Interpretation. These requirements remain substantively unchanged. The new and revised Standards and Interpretation make some modifications to disclosures and provide additional guidance, otherwise there is no financial impact.

Future impact of Australian Accounting Standards not yet operative

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

Title	Operating for reporting periods beginning on/after
AASB 101 'Presentation of Financial Statements' (September 2007). This Standard has been revised and will change the structure of the financial statements. These changes will require that owner changes in equity are presented separately from non-owner changes in equity. The Department does not expect any financial impact when the Standard is first applied.	1 January 2009
AASB 2008-13 'Amendments to Australian Accounting Standards arising from AASB Interpretation 17 – Distributions of Non-cash Assets to Owners [AASB 5 & AASB 110]. This Standard amends AASB 5 'Non-current Assets Held for Sale and Discontinued Operations' in respect of the classification, presentation and measurement of non-current assets held for distribution to owners in their capacity as owners. This may impact on the presentation and classification of Crown land held by the Department where the Crown land is to be sold by the Department of Regional Development and Lands (formerly Department for Planning and Infrastructure). The Department does not expect any financial impact when the Standard is first applied prospectively.	1 July 2009
AASB 2009-2 'Amendments to Australian Accounting Standards – Improving Disclosures about Financial Instruments [AASB 4, AASB 7, AASB 1023 & AASB 1038]'. This Standard amends AASB 7 and will require enhanced disclosures about fair value measurements and liquidity risk with respect to financial instruments. The Department does not expect any financial impact when the Standard is first applied.	1 January 2009

FINANCIAL STATEMENTS

Notes to the Financial Statements for the year ended 30 June 2009

	2009	2008
	(\$'000)	(\$'000)
5 Employee benefits expense		
Wages and salaries ^(a)	111,571	87,395
Superannuation – defined contribution plans ^(b)	11,577	9,326
Long service leave ^(c)	5,991	3,227
Annual leave ^(c)	11,762	8,898
Other related expenses	7,189	7,787
	<u>148,090</u>	<u>116,633</u>
<p>(a) Includes the value of the fringe benefit to the employees plus the fringe benefits tax component.</p> <p>(b) Defined contribution plans include West State, Gold State and the GESB Super Scheme (contributions paid).</p> <p>(c) Includes a superannuation component.</p> <p>Employment on-costs such as workers' compensation insurance are included at note 12 'Other expenses'. The employment on-costs liability is included at note 31 'Provisions'.</p>		
6 Supplies and services		
Communications	3,543	3,353
Consultants and contractors	20,048	17,248
Leased equipment	640	612
Motor vehicle costs	6,750	5,847
Facilities	297	170
	<u>31,278</u>	<u>27,230</u>
7 Depreciation and amortisation expense		
Depreciation		
Buildings	869	681
Office machines, furniture and equipment	267	223
Computer equipment	352	262
Leasehold improvements	2,585	803
Restricted assets – buildings	125	119
Restricted assets – leasehold improvements	64	79
Total depreciation	<u>4,262</u>	<u>2,167</u>
8 Operating expenses		
Consumables	5,987	4,646
Staffing costs	6,168	3,893
Training	1,752	1,537
Travel	3,200	3,121
Other	936	954
	<u>18,043</u>	<u>14,151</u>

FINANCIAL STATEMENTS

Notes to the Financial Statements for the year ended 30 June 2009

	2009	2008
	(\$'000)	(\$'000)
9 Accommodation expenses		
Lease rentals	11,202	7,248
Repairs and maintenance – buildings	1,799	1,130
Insurance – general	1,865	412
Minor works	1,527	648
Cleaning, gardening, security, rates and taxes	1,299	1,149
Power, water and gas	1,017	870
	<u>18,709</u>	<u>11,457</u>
10 Grants and subsidies		
Financial assistance	1,902	1,900
Case support costs	13,617	11,039
Children's and leaving care subsidies	39,248	29,323
Granted capital	101	137
Hardship utilities grant scheme	786	0
Other	352	268
	<u>56,006</u>	<u>42,667</u>
11 Funding for services		
Services for the safety, support and wellbeing of children and young people in care of the CEO	13,094	12,250
Services to assess concerns about the wellbeing of children and young people and respond appropriately, including child protection investigations, the provision of intensive support services and applications for court orders	4,478	3,837
Services to support at-risk individuals and families to overcome crisis and to reduce risk	54,380	58,891
	<u>71,952</u>	<u>74,978</u>
12 Other expenses		
Repairs and maintenance – equipment	195	220
Doubtful debts expense	77	74
Employment on-costs ^(a) (see note 5 'Employee benefits expense')	1,156	1,548
Audit fees ^(b)	135	125
	<u>1,563</u>	<u>1,967</u>
(a) Includes workers' compensation insurance and other employment on-costs. The on-costs liability associated with the recognition of annual and long service leave liability is included at note 31 'Provisions'. Superannuation contributions accrued as part of the provision for leave are employee benefits and are not included in employment on-costs.		
(b) Audit fee, see also note 37 'Remuneration of auditor'.		
13 User charges and fees		
Adoption fees	89	85
Criminals records screening	10	11
Working with children screening fees	3,009	2,429
Other	22	14
	<u>3,130</u>	<u>2,539</u>

FINANCIAL STATEMENTS

Notes to the Financial Statements for the year ended 30 June 2009

			2009	2008
			(\$'000)	(\$'000)

14 Commonwealth grants and contributions

Recurrent

Supported Accommodation Assistance Program	18,537	18,145
Unattached Refugee Children	14	6
Christmas/Cocos Island Service Delivery Programs ^(a)	222	394
East Kimberley Family & Domestic Violence Hub	1,815	0
	<u>20,588</u>	<u>18,545</u>

(a) The Australian Government has a service delivery agreement with the State Government of Western Australia for the provision of services to Christmas Island and Cocos-Keeling Island.

Opening balance	93	39
Funding from the Commonwealth	222	394
	<u>315</u>	<u>433</u>
Payment by program		
Administration costs	219	340
Balance carried forward	<u>96</u>	<u>93</u>

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

	Proceeds from disposal		Carrying cost of assets		Net gain/(loss) on disposal	
	2009	2008	2009	2008	2009	2008
	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
Land	0	0	1,050	0	(1,050)	0
Buildings	0	0	743	0	(743)	0
Office machines, furniture & equipment	0	0	44	0	(44)	0
Restricted assets - buildings	0	0	869	0	(869)	0
	<u>0</u>	<u>0</u>	<u>2,706</u>	<u>0</u>	<u>(2,706)</u>	<u>0</u>

			2009	2008
			(\$'000)	(\$'000)

16 Other revenue

Contributions by officers to the Executive Motor Vehicle Scheme	99	97
Rebates and reimbursements	225	299
Miscellaneous	2,421	4,183
	<u>2,745</u>	<u>4,579</u>

Miscellaneous revenue (\$2.421m) includes funds from Working With Children Checks and Financial Counselling Services.

FINANCIAL STATEMENTS

Notes to the Financial Statements for the year ended 30 June 2009

	2009	2008
	(\$'000)	(\$'000)

17 Income from State Government

Appropriations received during the year:

Cash received from government ^(a)	296,574	257,470
Amount receivable for services ^(a)	4,733	3,231
	301,307	260,701

Administered appropriations	15,300	4,288
	316,607	264,989

Resources received free of charge ^(b)

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

State Solicitor's Office – legal services	457	542
Landgate – land information & valuation services	15	8
Building Management and Works – leasing services	180	104
Department of Treasury and Finance – integrated procurement services	223	236
	875	890
	317,482	265,879

(a) Service appropriations are accrual amounts reflecting the full cost of services delivered. The appropriation revenue comprises a cash component and a receivable (asset). The receivable (holding account) comprises the depreciation expense for the year and any agreed increase in leave liability during the year.

(b) Where assets or services have been received free of charge or for nominal cost, the Department recognises revenues equivalent to the fair value of the assets and/or the fair value of those services that can be reliably determined and which would have been purchased if not donated, and those fair values shall be recognised as assets or expenses, as applicable. The exception occurs where the contribution of assets or services are in the nature of contributions by owners, in which case the Department makes the adjustment direct to equity.

18 Cash and cash equivalents

Operating bank account at Commonwealth Bank	12,179	21,067
Cash advances	46	40
	12,225	21,107

19 Restricted cash and cash equivalents

Current ^(a)

Supported Accommodation Assistance Program	719	746
Christmas and Cocos (Keeling) Island	96	93
Kimberley Family Domestic Violence Hub	1,815	0
	2,630	839

Non-Current

Accrued salaries suspense account ^(b)	1,836	1,124
	1,836	1,124

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

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

FINANCIAL STATEMENTS

Notes to the Financial Statements for the year ended 30 June 2009

20 Receivables

Current

	Gross		Provision for Doubtful Debts		Net	
	2009 (\$'000)	2008 (\$'000)	2009 (\$'000)	2008 (\$'000)	2009 (\$'000)	2008 (\$'000)
<u>Receivables</u>						
Foster Subsidy	234	146	100	76	134	70
Salary Overpayments	85	75	2	3	83	72
Workers compensation	183	43	0	0	183	43
Other	1,841	977	10	17	1,831	960
GST Recoverable	536	747	0	0	536	747
	<u>2,879</u>	<u>1,988</u>	<u>112</u>	<u>96</u>	<u>2,767</u>	<u>1,892</u>

	2009 (\$'000)	2008 (\$'000)

Prepayments

Operating costs	1,219	1,092
Funding for services	30	30
	<u>1,249</u>	<u>1,122</u>
Total current	<u>4,016</u>	<u>3,014</u>

Reconciliation of changes in the allowance for impairment of receivables:

Balance at start of year	96	70
Transfer to the Department for Communities	0	(18)
Doubtful debts expense recognised in the income statement	77	74
Amounts written off during the year	(61)	(25)
Amounts recovered during the year	0	(5)
Balance at end of year	<u>112</u>	<u>96</u>

21 Amounts receivable for services

Current	4,032	3,160
Non-current	9,055	8,354
	<u>13,087</u>	<u>11,514</u>

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

Notes to the Financial Statements for the year ended 30 June 2009

22 Property, plant and equipment

	Cost or Valuation		Accumulated Depreciation		Written Down Value	
	2009	2008	2009	2008	2009	2008
	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
At cost:						
Office machines, furniture & equipment	2,634	2,516	1,526	1,675	1,108	841
Computer equipment	2,430	2,011	1,425	1,271	1,005	740
	5,064	4,527	2,951	2,946	2,113	1,581
At fair value:						
Land ^(a)	25,569	21,649	0	0	25,569	21,649
Buildings ^(a)	23,231	21,737	60	18	23,171	21,719
	48,800	43,386	60	18	48,740	43,368
	53,864	47,913	3,011	2,964	50,853	44,949

(a) Land and buildings were revalued as at 1 July 2008 by the Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2009 and recognised at 30 June 2009. In undertaking the revaluation, fair value was determined by reference to market values for land: \$10,899,900; current use for land: \$9,078,200; market values for buildings: \$8,018,300 and current use for buildings: \$12,529,647. For the remaining balance, fair value of land and buildings was determined by reference to depreciated replacement cost. See note 3(e) 'Property, Plant and Equipment and Leasehold Improvements'.

23 Leasehold improvements

	Cost or Valuation		Accumulated Depreciation		Written Down Value	
	2009	2008	2009	2008	2009	2008
	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
At fair value:						
Leasehold improvements ^(a)	9,395	8,144	4,097	1,525	5,298	6,619

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

24 Restricted assets

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

	Cost or Valuation		Accumulated Depreciation		Written Down Value	
	2009	2008	2009	2008	2009	2008
	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
At fair value:						
Land ^(a)	9,183	8,704	0	0	9,183	8,704
Buildings ^(a)	2,416	3,191	0	0	2,416	3,191
Leasehold improvements ^(a)	1,103	1,103	64	0	1,039	1,103
	12,702	12,998	64	0	12,638	12,998

(a) Restricted land and buildings were revalued as at 1 July 2008 by the Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2009 and recognised at 30 June 2009. Leasehold improvements were revalued as at 1 July 2007 by the Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2008 and recognised at 30 June 2008. In undertaking the revaluation, fair value was determined by reference to market values for restricted land: \$3,254,500; current use for restricted land: \$5,466,000; market values for restricted buildings: \$1,088,273; current use for restricted buildings: \$1,268,000 and current use for restricted leasehold improvements: \$1,103,600. For the remaining balance, fair value for restricted land, buildings and leasehold improvements was determined by reference to depreciated replacement costs. See note 3(e) 'Property, Plant and Equipment and Leasehold Improvements'.

Notes to the Financial Statements for the year ended 30 June 2009

	2009	2008
	(\$'000)	(\$'000)

25 Work in progress

Work in progress has been included at cost:

Community facilities	11	6
Heritage buildings maintenance	69	0
Office accommodation and upgrades	4,179	501
Hostels and group homes	1,231	382
ASSIST-D system development	18,855	11,342
	<u>24,345</u>	<u>12,231</u>

26 Intangible assets

	Cost or Valuation		Accumulated Depreciation		Written Down Value	
	2009	2008	2009	2008	2009	2008
	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
At cost:						
Computer software ^(a)	1,439	1,439	1,439	1,439	0	0

27 Reconciliation schedule of non-current assets

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

	Land	Buildings	Office machines, furniture and equipment	Computer equipment and software	Leasehold improvements	Restricted assets – land	Restricted assets – buildings	Restricted assets – leasehold improvements	Work in progress	Total
2008	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
Carrying amount at start of year	21,649	21,719	841	740	6,619	8,704	3,191	1,103	12,231	76,797
Additions	1,892	1,978	593	617	1,284	0	60	0	14,986	21,410
Transfers in ^(a)	570	7	0	0	0	0	0	0	0	577
Transfers Out ^(b)	(535)	(781)	0	0	(20)	0	0	0	(2,872)	(4,208)
Disposals	(1,050)	(743)	(59)	0	0	0	(870)	0	0	(2,722)
Revaluation increments	3,043	1,860	0	0	0	479	160	0	0	5,542
Depreciation and amortisation	0	(869)	(267)	(352)	(2,585)	0	(125)	(64)	0	(4,262)
Carrying amount at end of year	<u>25,569</u>	<u>23,171</u>	<u>1,108</u>	<u>1,005</u>	<u>5,298</u>	<u>9,183</u>	<u>2,416</u>	<u>1,039</u>	<u>24,345</u>	<u>93,134</u>

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

(b) \$1,336,000 represents the transfer of assets to the Department for Communities. \$2,872,000 represents transfers of expenditure out of work in progress to non-current assets or relevant expenditure accounts.

Notes to the Financial Statements for the year ended 30 June 2009

27 Reconciliation schedule of non-current assets (cont'd)

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

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

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

28 Impairment of assets

There were no indications of impairment of property, plant and equipment, leasehold improvements and intangible assets at 30 June 2009.

	2009	2008
	(\$'000)	(\$'000)

29 Payables

Payables and accrued expenses

Liability for goods and services	5,745	3,980
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The 2007-2008 balances have been restated due to reclassification of leave liabilities to provisions. See also note 31 'Provisions'.

See also note 3(n) 'Payables' and note 39 'Financial instruments'.

30 Accrued Salaries

Amounts owing for three working days from 26 June to 30 June 2009 (2008: two working days).

	1,561	910
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FINANCIAL STATEMENTS

Notes to the Financial Statements for the year ended 30 June 2009

	2009	2008
	(\$'000)	(\$'000)

31 Provisions

Current

Employee benefits provision

Annual leave ^(b)	10,097	7,747
Leave loading	1,292	991
Long service leave ^(c)	12,079	9,740
Free passes to the coast and travel days	124	99
Time off in lieu	167	111
Public holidays	281	239
Purchased leave ^(a)	197	167
	<u>24,237</u>	<u>19,094</u>

Other provisions

Employment on-costs ^(d)	233	173
	<u>233</u>	<u>173</u>
	<u>24,470</u>	<u>19,267</u>

Non-current

Employee benefits provision

Long service leave ^(c)	7,066	5,075
Deferred leave ^(a)	47	43
	<u>7,113</u>	<u>5,118</u>

Other provisions

Employment on-costs ^(d)	110	79
	<u>110</u>	<u>79</u>
	<u>7,223</u>	<u>5,197</u>

(a) The 2007-2008 balances have been restated due to the reclassification of leave liabilities from payables. See also note 29 'Payables'.

(b) Annual leave liabilities have been classified as current as there is no unconditional right to defer settlement for at least 12 months after balance sheet date.

(c) Long service leave liabilities have been classified as current where there is no unconditional right to defer settlement for at least 12 months after balance sheet date.

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

Within 12 months of balance sheet date	1,662	1,775
More than 12 months after balance sheet date	17,483	13,040
	<u>19,145</u>	<u>14,815</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 is disclosed in note 12 'Other Expenses'.

Movements in Other Provisions

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

Employee on-cost provision

Carrying amount at start of year	252	253
Additional provisions recognised	343	252
Payments/other sacrifices of economic benefits	(252)	(253)
Carrying amount at end of year	<u>343</u>	<u>252</u>

Notes to the Financial Statements for the year ended 30 June 2009

	2009	2008
	(\$'000)	(\$'000)
32 Equity		
Equity represents the residual interest in the net assets of the Department. The Government holds the equity interest in the Department on behalf of the community. The asset revaluation reserve represents that portion of equity resulting from the revaluation of non-current assets.		
Contributed equity		
Balance at the start of the year	29,868	26,996
Contributions by owners		
Capital contribution	6,733	23,276
Administered capital contribution	0	200
Transfer of capital contributions to the Department for Communities	0	(7,509)
	<u>6,733</u>	<u>15,967</u>
Transfer of net assets from other agencies		
Transfer of land and buildings from the Department of Housing and Works	0	226
Transfer of land from the Department of Education and Training	570	0
Total contributions by owners	<u>7,303</u>	<u>16,193</u>
Distributions to owners		
Transfer of net assets to other agencies		
Transfer of assets and liabilities to the Department for Communities	(1,293)	(13,321)
Total distributions to owners	<u>(1,293)</u>	<u>(13,321)</u>
Balance at the end of the year	<u>35,878</u>	<u>29,868</u>
Reserves		
Asset revaluation reserve		
Balance at the start of the year	60,719	62,382
Transfer of asset revaluation reserve to the Department for Communities	0	(11,490)
Net revaluation increments / (decrements)		
Land	3,043	5,330
Buildings	1,860	1,707
Leasehold improvements	0	813
Restricted assets – land	479	1,610
Restricted assets – buildings	160	304
Restricted assets – leasehold improvements	0	63
Balance at the end of the year	<u>66,261</u>	<u>60,719</u>
Accumulated surplus / (deficit)		
Balance at the start of the year	(5,546)	(5,838)
Result for the period	(8,664)	292
Balance at the end of the year	<u>(14,210)</u>	<u>(5,546)</u>
Total equity	<u>87,929</u>	<u>85,041</u>

FINANCIAL STATEMENTS

Notes to the Financial Statements for the year ended 30 June 2009

	2009	2008
	(\$'000)	(\$'000)

33 Notes to the Cash Flow Statement

(a) Reconciliation of cash

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

Cash and cash equivalents (see note 18)	12,225	21,107
Restricted cash and cash equivalents (see note 19)	4,466	1,963
	<u>16,691</u>	<u>23,070</u>

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

Net cost of services	(326,146)	(265,587)
Non-cash items		
Depreciation and amortisation expense	4,262	2,167
Doubtful debts expense	77	74
Resources received free of charge	875	890
Net (gain)/loss on sale of property, plant and equipment	2,706	0
(Increase)/decrease in assets		
Current receivables	(1,138)	(556)
Current prepayments	(127)	(231)
Current assets transferred to other sources ^(a)	(30)	(50)
Increase/(decrease) in liabilities		
Current payables	1,765	618
Current provisions	5,203	(22)
Current accrued salaries	650	519
Current liabilities transferred to other sources ^(a)	66	2,638
Non-current provisions	2,026	342
Other non-current liabilities	(3)	(3)
Non-current liabilities transferred to other sources ^(a)	0	637
Change in GST in receivables/payables	211	(94)
Net cash provided by/(used in) operating activities	<u>(309,603)</u>	<u>(258,658)</u>

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

34 Resources provided free of charge

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

Department for Communities – corporate support	<u>2,336</u>	<u>2,191</u>
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FINANCIAL STATEMENTS

Notes to the Financial Statements for the year ended 30 June 2009

	2009	2008
	(\$'000)	(\$'000)

35 Lease Commitments

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

- Within 1 year	13,497	10,938
- Later than 1 year and not later than 5 years	30,348	11,129
- Later than 5 years	3,652	2,872
	<u>47,497</u>	<u>24,939</u>

Representing:

Cancellable operating leases	20,237	7,499
Non-cancellable operating leases	27,260	17,440
	<u>47,497</u>	<u>24,939</u>

Non-cancellable operating lease commitments

Commitments for minimum lease payments are payable as follows:

- Within 1 year	8,441	5,882
- Later than 1 year but not later than 5 years	15,167	8,686
- Later than 5 years	3,652	2,872
	<u>27,260</u>	<u>17,440</u>

The total lease commitments consist of \$10,178,000 variable outgoings and \$37,319,000 fixed lease expenditure (2008: \$3,631,000 variable outgoings and \$21,308,000 fixed lease expenditure).

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.

36 Remuneration of senior officers

Remuneration

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

\$	2009	2008
40,001 – 50,000	0	1
50,001 – 60,000	0	1
60,001 – 70,000	0	1
80,001 – 90,000	0	3
100,001 – 110,000	0	1
110,001 – 120,000	0	3
120,001 – 130,000	0	1
140,001 – 150,000	1	1
150,001 – 160,000	3	2
160,001 – 170,000	3	0
170,001 – 180,000	1	0
240,001 – 250,000	0	1
330,001 – 340,000	1	0

The total remuneration of senior officers is: 1,616 1,678

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.

In accordance with Treasurer's Instructions 903 'Agency Annual Reports', the 2007-2008 balance was restated to remove officers acting for less than 3 months.

Notes to the Financial Statements for the year ended 30 June 2009

		2009	2008
		(\$'000)	(\$'000)

37 Remuneration of auditor

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

Auditing the accounts, financial statements and performance indicators.	135	125
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38 Explanatory statement

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

Significant variances between estimate and actual for 2009 – Total appropriation to deliver services

An increase in total appropriation of \$12.2 million is due primarily to supplementary funding received to procure fee-for-service placements due to the rising number of children and young people in care. The increase is also a result of additional funding provided for the pay rise as per the GA4 Agreement as well as additional funding for government housing and Working with Children checks. These increases were partly offset by a reduction in appropriation for the 3 percent efficiency dividend.

Significant variance in service expenditures is as follows:

	2009 Actual (\$'000)	2009 Estimate (\$'000)	Variance (\$'000)
Protecting children and young people from abuse	76,625	64,743	11,882

The increase in expenditure is mainly due to a shift in district staff time away from service three (supporting individuals and families at-risk or in crisis) towards more intensive family support and child protection services provided in service two (protecting children and young people from abuse). In addition to the above, expenditure has increased following additional funding for the pay rise as per GA4 Agreement.

Significant variances between actuals for 2008 and 2009 – Total appropriation to deliver services

Significant variance in service expenditures is as follows:

	2009 Actual (\$'000)	2008 Actual (\$'000)	Variance (\$'000)
Supporting Children and Young People in the CEO's care	171,548	134,424	37,124

The increase in expenditure is due to additional funding received for growth in demand following significant increases in the number of children and young people in care of the CEO. Additional funding was also received for the continued reform and expansion of the Department's residential care facilities as well as additional funding to provide an additional \$15 increase to the fortnightly foster carer subsidy rate.

Significant variance in service expenditures is as follows:

	2009 Actual (\$'000)	2008 Actual (\$'000)	Variance (\$'000)
Protecting children and young people from abuse	76,625	52,726	23,899

The increase in expenditure is a result of additional funding received for introduction of mandatory reporting of child sexual abuse as well as growth in demand for child protection services. In addition, has also occurred following a shift in district staff time away from service three (supporting individuals and families at-risk or in crisis) towards more intensive family support and child protection services provided in service two (protecting children and young people from abuse).

Significant variances between actuals for 2008 and 2009 – Capital Contribution

	2009 Actual (\$'000)	2008 Actual (\$'000)	Variance (\$'000)
Supporting Children and Young People in the CEO's care	6,733	23,276	(16,543)

The decrease in capital contribution is a result of the 2008 actual comprising funding of over \$10 million, which had been repositioned from prior years. A carryover of funding from 2008 to 2009 was approved totalling \$8 million to enable the Department to meet its capital requirements in 2009.

Notes to the Financial Statements for the year ended 30 June 2009

	2009	2008
	(\$'000)	(\$'000)

39 Financial instruments

(a) Financial Risk Management Objectives and Policies

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

Credit Risk

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

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

Liquidity Risk

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

Market Risk

Market risk is the risk that changes in market prices such as foreign exchange rates and interest rates will affect the Department's income or the value of its holdings of financial instruments. The Department does not trade in foreign currency and is not materially exposed to other price risks. The Department is not exposed to interest rate risk because all cash and cash equivalents and restricted cash are non-interest bearing, and have no borrowings other than the Treasurer's advance (non-interest bearing).

(b) Categories of Financial Instruments

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

Financial Assets

Cash and cash equivalents	12,225	21,107
Restricted cash and cash equivalents	4,466	1,963
Receivables ^(a)	15,318	12,659

Financial Liabilities

Financial liabilities measured at amortised cost	7,306	4,890
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(a) The amount of receivables excludes GST recoverable from the ATO (statutory receivable).

(c) Financial Instrument disclosures

Credit Risk and Interest Rate Risk Exposures

The following tables disclose the Department's maximum exposure to credit risk, interest rate exposures and the ageing analysis of financial assets. The Department's maximum exposure to credit risk at the balance sheet date is the carrying amount of financial assets as shown below. The table discloses the ageing of financial assets that are past due but not impaired financial assets. The table is based on information provided to senior management of the Department.

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

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

FINANCIAL STATEMENTS

Notes to the Financial Statements for the year ended 30 June 2009

39 Financial instruments (cont'd)

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

	Carrying Amount	Variable Interest Rate	Non-Interest Bearing	Up to 3 months	3-12 months	Past due but not impaired					Impaired Financial Assets
						1-2 years	2-3 years	3-4 years	4-5 years	More than 5 years	
	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
Financial Assets											
2009											
Cash and cash equivalents	12,225		12,225								
Restricted cash and cash equivalents	4,466		4,466								
Receivables ^(a)	2,231		2,231	721	643	428					133
Amounts receivable for services	13,087		13,087								
	32,009	0	32,009	721	643	428	0	0	0	0	133
2008											
Cash and cash equivalents	21,107		21,107								
Restricted cash and cash equivalents	1,963		1,963								
Receivables ^(a)	1,145		1,145	127	276	93					92
Amounts receivable for services	11,514		11,514								
	35,729	0	35,729	127	276	93	0	0	0	0	92

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

Liquidity Risk

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

Interest rate exposure and maturity analysis of financial liabilities

	Carrying Amount	Variable Interest Rate	Non-Interest Bearing	Up to 3 months	3-12 months	Past due but not impaired				
						1-2 years	2-3 years	3-4 years	4-5 years	More than 5 years
	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
Financial Liabilities										
2009										
Payables	5,745		5,745							
Accrued Salaries	1,561		1,561							
	7,306	0	7,306	0	0	0	0	0	0	0
2008										
Payables	3,980		3,980							
Accrued Salaries	910		910							
	4,890	0	4,890	0	0	0	0	0	0	0

Notes to the Financial Statements for the year ended 30 June 2009

	2009	2008
	(\$'000)	(\$'000)

40 Other commitments

Capital expenditure commitments

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

- Within 1 year	6,016	7,118
- Later than 1 year and not later than 5 years	0	1,864
- Later than 5 years	0	0
	6,016	8,982

The capital commitments include amounts for:

Hostel upgrades	2,369	3,765
Community centres	0	3,199
Office accommodation and relocation	3,647	2,018
	6,016	8,982

Expenditure – consumables

Total	7,431	10,530
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41 Contingent liabilities

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

There are currently a number of legal cases pending for which the outcomes are not certain. The State Solicitor's Office has estimated that a total amount of \$5,241,718 may be payable as compensation to claimants at some future point in time. While this is acknowledged as a contingent liability of the Department, it has yet to be determined whether the Department will ultimately be responsible for funding the actual amounts paid as compensation, if any.

5,242	5,300
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Financial assistance vouchers issued but not presented at the year end. As and when the recipients redeem these vouchers, the Department for Child Protection will be billed by the relevant merchant.

150	157
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5,392	5,457
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42 Write offs

During the financial year \$63,000 (2008: \$50,000) was written off under the authority of:

The Accountable Officer:

Salary overpayments	1	1
Subsidy overpayments (foster carers)	59	8
Equipment	3	2
Other	0	39
	63	50

Notes to the Financial Statements for the year ended 30 June 2009

	2009	2008
	(\$'000)	(\$'000)

43 Special Purpose Accounts

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

Trust Statement No 3

Community Services Trust Account

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

Balance at the start of the year	175	161
Receipts	385	446
Payments	(396)	(432)
Balance at the end of the year	<u>165</u>	<u>175</u>

Trust Statement No 27

Ward's Private Cash Account

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

Balance at the start of the year	13	29
Receipts	5	10
Payments	(8)	(26)
Balance at the end of the year	<u>10</u>	<u>13</u>

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

Trust Statement No 19

Supported Accommodation Assistance Program

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

Balance at the start of the year	746	1,033
Receipts	19,287	18,145
Payments	(19,314)	(18,432)
Balance at the end of the year	<u>719</u>	<u>746</u>

The Western Australian Family Foundation

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

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

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

APPENDICES

Appendix 1: Funded Services

- 55 Central Inc - 55 Central
- Aboriginal Alcohol and Drug Service Inc - Wooree Miya Refuge
- Aboriginal Evangelical Fellowship Family and Youth Services Inc - Ebenezer Home
- Adoption Jigsaw WA Inc - Adoption Jigsaw
- Adoption Research and Counselling Service Inc - Adoption Research and Counselling Service
- Agencies for South West Accommodation Inc
 - Bunbury Accommodation Service
 - Bunyap
 - Capes Accommodation Support and Advocacy Service
 - Partnership in Housing Program
- Albany Youth Support Association Inc
 - Albany Youth Accommodation Service
 - Albany Youth Outreach Service
- Allambee Counselling Inc - Peel Child Sexual Abuse Treatment Service
- Anglicare WA Inc
 - Albany Family Violence Service
 - Albany Financial Counselling Service
 - Anglicare Bunbury Financial Counselling Service
 - Anglicare Busselton Financial Counselling Service
 - Anglicare Collie Financial Counselling Service
 - Anglicare Great Southern Child Sexual Abuse Therapeutic Service
 - Anglicare Port Kennedy Financial Counselling Service
 - Anglicare St Nicholas Financial Counselling Service
 - Anglicare Teenshare
 - Anglicare WA Mandurah Financial Counselling Service
 - Armadale Youth Accommodation Service
 - Chesterfield House and Rockingham Youth External Accommodation Project
 - Child Sexual Abuse Therapy Service
 - Children's Domestic Violence Counselling Service
 - Domestic Violence Advocacy Support Service
 - Domestic Violence Counselling Service
 - Domestic Violence Counselling Service, Karratha
 - Family Housing
 - Fremantle Youth Crisis Accommodation Service
 - Indigenous Child Sexual Abuse Response Service (Derby)
 - Kalgoorlie Accommodation Support Service
 - Katanning Financial Counselling Service
 - Kinway Family Counselling Service - Wyndham/Kununurra
 - Manjimup Financial Counselling Service
 - Mt Barker Financial Counselling Service
 - Parent Adolescent Counselling Service
 - Placements For High Risk Children With Complex Needs (Horizons Service)
 - Step 1 Streetwork Program
 - Supported Tenancy Anglicare Rockingham
 - Transitional Accommodation Placement Services Ardross House and Bentley House
 - Yes! Housing and Yes! Housing Young Parents
- Australian Red Cross Society (WA Division)
 - Australian Red Cross (WA) Financial Counselling Service
 - Red Cross Soup Patrol Service
- Avon Youth Community and Family Services Inc
 - SAAP - Service for Young People
 - Services for Young People
- Balga Detached Youth Work Project Inc
 - Mobile Youth Service
 - Youth and Family Education Support Service
- Ballajura Youth and Community Venture Inc - Activities for Young People (Located at the Dungeon Youth Centre)
- Bega Garibirringu Health Service Aboriginal Corp - Aboriginal Homeless and Fringe Dweller 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 Inc - Broome Youth Support Group Service

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- Burdekin - Youth in Action Inc - Burdekin Youth in Action
- Burdiya Aboriginal Corporation - Burdiya Aboriginal Youth Service
- Calvary Youth Services Mandurah Inc - Calvary Youth Services Mandurah
- Carnarvon Family Support Service Inc
 - Carnarvon Sexual Assault Response Service
 - Gascoyne Women's Refuge
- Central Agcare Inc - Central Agcare Family Counselling Service
- Centrecare Inc
 - Aboriginal Family Housing Service - Mirrabooka
 - Aboriginal Tertiary Family Preservation Service - Metropolitan
 - Centrecare Bunbury Counselling Service
 - Centrecare SAAP Family Accommodation Service
 - Djooraminda
 - Goldfields Child Sexual Abuse Therapeutic Service
 - Goldfields Family Violence Advocacy and Support Service
 - Goldfields Financial Counselling Service
 - Indigenous Family Program - Perth Metropolitan Area
 - Intensive Youth Support Service
 - Kalgoorlie-Boulder Financial Counselling Service
 - Kalgoorlie-Boulder Spouse Abuse Counselling and Education Service
 - Men's Domestic Violence Counselling Service (North Metropolitan area)
 - Parent Adolescent Conflict Counselling Service
 - Parent Teen Link Counselling Service
 - South Kalgoorlie Youth Support Service
 - Spouse Abuse Counselling and Education Program
 - Support and Advocacy Services for People in Private Rental Accommodation - Balga/Mirrabooka/Maylands corridor
 - Support and Advocacy Services for People in Private Rental Accommodation - Middle Swan/Midland/Bassendean corridor
 - Support and Counselling Services for Children in Family Supported Accommodation (Southern and Eastern suburbs including Fremantle, Armadale and Rockingham)
- Child Migrants Trust - Child Migrants Trust Perth
- Chrysalis Support Service Inc
 - Child Sexual Assault Counselling Service
 - Chrysalis House Women's Refuge
 - Domestic Violence Advocacy and Support Service
 - Relationships and Family Violence Counselling Service
- City of Belmont - City of Belmont Youth and Family Services
- City of Canning - Supported Accommodation Services for Young People - Canning City of Canning Youth Accommodation Service
- City of Cockburn
 - City of Cockburn Atwell Financial Counselling Service
 - City of Cockburn Coolbellup Financial Counselling Service
 - Cockburn Youth Outreach
- City of Fremantle
 - Fremantle Community Legal Centre
 - Fremantle Community Youth Service - Outreach
 - Fremantle Community Youth Service Accommodation
 - Warrawee Women's Refuge
- City of Joondalup - Joondalup Financial Counselling Service
- City of Rockingham - Rockingham Outreach and Counselling Youth Service
- City of Stirling
 - City of Stirling Financial Counselling Service
 - Stirling Women's Refuge
 - West Stirling Financial Counselling Service
- City of Wanneroo
 - City of Wanneroo Youth Service - Clarkson
 - Wanneroo Financial Counselling Service
 - Yanchep Youth Service
- Collie Welfare Council Committee Inc - Collie Youth Program
- Communicare Inc
 - Building a Balance
 - Communicare Armadale Information and Referral Service
 - Communicare Financial Counselling Service
 - Communicare's Breathing Space
- Community for the Restoration of Family Trust
- CREATE Foundation Ltd - Create Foundation Western Australian Service
- Daughters of Charity Services (WA) Ltd
 - Anawim Women's Refuge
 - Ruah Centre
 - Ruah Refuge

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- Ruah Tenancy Support
- Eastern Region Domestic Violence Services Network Inc
 - Koolkuna Domestic Violence Advocacy Service
 - Koolkuna Women's Refuge
- Escare Inc
 - Esperance Financial Counselling Service
 - Esperance Youth Service
- Esperance Crisis Accommodation Service Inc - Esperance Crisis Accommodation Service
- Financial Counsellors' Association Of Western Australia Inc - Financial Counsellors' Association Of Western Australia
- Financial Counsellors Resource Project of WA Inc - Financial Counselling Support Service
- Foothills Information and Referral Service Inc - Financial Counselling Service
- Foster Care Association Of WA Inc - Information, Advice and Support Service
- Foundation Housing Ltd - Foundation Housing - Lodging Service
- Fremantle Multicultural Centre Inc - Crisis Accommodation for Refugees and Migrants
- Fremantle Wesley Mission - Financial Counselling - Fremantle Wesley Mission - Wesassist
- Fusion Australia Ltd
 - Cameliers Guesthouse
 - Fusion Student Household Service
- Gawooleng Yawoodeng Aboriginal Corporation - Kununurra Crisis Accommodation Centre
- Geraldton Regional Community Education Centre Association Inc
 - Geraldton Family and Youth Support Service
 - Geraldton Family Counselling Service
- Geraldton Resource Centre Inc
 - Geraldton Financial Counselling Service
 - Private Rental Accommodation Casework
- Geraldton Yamatji Patrol Aboriginal Corporation - Meekatharra Family and Domestic Violence Service
- Golden Mile Community House Inc - Goldfields Family Counselling Service
- Goldfields Women's Refuge Association Inc - Goldfield's Womens Refuge "Finlayson House"
- Gosnells Community Legal Centre Inc
 - Gosnells Financial Counselling Service
 - Maddington Financial Counselling Service
- Gowrie Community Services (WA) Inc - Gowrie Financial Counselling Service
- Granny Spiers Community House Inc - Granny Spiers Financial Counselling Service
- Health Agencies of the Yilgarn Inc - Southern Cross Crisis House
- Hedland Women's Refuge Inc - Hedland Women's Refuge
- Hills Community Support Group Inc
 - Kira House
 - Swan View Youth Service
- In Town Centre Inc - Shoe String Cafe
- Incest Survivors Association Inc - Child Sexual Abuse Treatment Service - Perth Metropolitan Area
- Jardamu Women's Group Aboriginal Corporation - Jardamu Safe House
- Jewish Care WA Inc - Rae Lenny Shalom House
- Jigalong Community Inc - Jigalong Family Safety Program
- Jobs South West Inc
 - Busselton and Margaret River Youth Service
 - Manjimup Youth Outreach Program
 - Youth Outreach Service
- Joondalup Youth Support Services Inc - Joondalup Youth Support Services
- Jungarni-Jutiya Alcohol Action Council Aboriginal Corporation - Ngarrkalem Baarmard Financial Counselling Service -Halls Creek
- Jurien Bay Youth Group Inc - Jurien Bay Youth Group
- Kalumburu Aboriginal Corporation
 - Kalumburu Family Safety Project
 - Kalumburu Youth Service
- Karingal Neighbourhood Centre Inc - Paraburdoo Youth Service
- Karratha Youth Housing Project Inc - Karratha Youth Housing Project - Outreach
- 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
- Kuwinywardu Aboriginal Resource Unit - Carnarvon Financial Counselling Service
- Kwinana Early Years Services Inc - Kwinana Early Years Services Inc
- Lake Jasper Project (Aboriginal Corporation) - Lake Jasper Youth Service

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- Looma Community Inc - Looma Family Safety Project
- Marnin Bowa Dumbara Aboriginal Corporation
 - Derby Family Healing Centre
 - Family and Domestic Violence Support and Outreach Service
- Marninwarntikura Fitzroy Women's Resource Centre Aboriginal Corporation - Fitzroy Women's Shelter
- Marnja Jarndu Women's Refuge Inc
 - Marnja Jarndu Mobile Outreach Service
 - Marnja Jarndu Women's Refuge
- Mawarnkarra Health Service Aboriginal Corporation - Munga Tharndu Maya
- Meekatharra Family and Domestic Violence Service Inc - Meekatharra Family and Domestic Violence Service
- Mercy Community Services Inc
 - Mercy Community Services - Placement Service
 - Mercy Community Services Youth Services
- Midland Information, Debt and Legal Advocacy Service Inc - Financial Counselling Service
- Mission Australia
 - Family Support and Accommodation Service
 - Financial Counselling Service for Young People
 - Girrawheen Youth and Family Support Service
 - Navig8
 - Youth Accommodation and Support Service and Support Service for Young Parents in Youth SAAP
- Moora Youth Group Inc - Moora Youth Group
- Moorditch Gurlongga Association Inc - Moorditch Koolaak Housing Service
- Multicultural Services Centre of Western Australia Inc
 - Multicultural Services Centre
 - Support and Advocacy Service for Migrants in Private Rental Accommodation - Metropolitan Area
- Mungullah Community Aboriginal Corporation - Mungullah Practical In Home Support Service
- Nardine Wimmin's Refuge - Nardine Wimmin's Refuge
- Narrogin Youth Support Association Inc - Narrogin Financial Counselling Service
- Newman Women's Shelter Inc - Newman Women's Shelter
- Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women's Council Aboriginal Corporation - Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women's Council Domestic Violence Service
- Ngaringga Ngurra Aboriginal Corporation - Ngaringga Ngurra Safe House
- Ngunga Group Women's Aboriginal Corporation - Derby Financial Counselling Information and Support Service
- Nintirri Centre Inc - Karijini Family Violence Advocacy, Support and Counselling Service
- Nirrumbuk Aboriginal Corporation - Broome Youth Accommodation Service
- Northern Districts Community Support Group Inc - Morawa Family Counselling Service
- Nyoongar Patrol System Inc - Nyoongar Patrol Youth Outreach
- Orana House Inc - Orana Women's Refuge
- Ord Valley Aboriginal Health Services Aboriginal Corporation - Service For Young People (Kununurra and Warmun)
- Parkerville Children and Youth Care Inc
 - Jenny House Program
 - Out-of-Home Care Children
 - Out-of-Home Care Youth
 - Parent's and Children's Therapeutic Service
 - Support and Counselling Services For Children In Family Supported Accommodation (Northern suburbs including Perth, Joondalup and Midland)
 - Therapeutic Family Service (Wheatbelt region)
- Pat Thomas Memorial Community House Inc
 - Pat Thomas Memorial Community House
 - Peel Domestic Violence Advocacy and Support Service
- Patricia Giles Centre Inc
 - Damara House
 - Patricia Giles Centre
 - Patricia Giles Centre Counselling Service for Women
 - Patricia Giles Children's Counselling Service
- Peel Community Development Group Inc - Street Net Service (Peel region)
- Peel Youth Services Inc - Peel Youth Programme
- Perth Asian Community Centre Inc - Perth Asian Community Centre
- Perth Inner City Youth Service Inc - Household Network
- Pilbara Community Legal Service Inc
 - Domestic Violence Advocacy and Victim Support Service
 - Hedland Financial Counselling Service
 - Karratha Financial Counselling Service
 - Newman Financial Counselling Service

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- Roebourne Financial Counselling Service
- Port Hedland Sobering Up Centre Group Inc - Hedland Homeless Support Service
- Relationships Australia (Western Australia) Inc - Family Abuse Treatment Service - Metropolitan Area
- Roberta Jull Community Care Association Inc - Roberta Jull Youth and Family Counselling Service
- Roebourne Youth Centre Inc - Roebourne Youth Centre
- Safecare Inc
 - Safecare Bunbury Program
 - Safecare Families Program
 - Safecare Young Peoples' Program
- Salvation Army (WA) Property Trust
 - Balga Family Accommodation Service
 - Balga Financial Counselling Service
 - Byanda/Nunyara
 - Crossroads West - Kalgoorlie Boulder Youth Accommodation Service
 - Crossroads West - Landsdale House
 - Crossroads West - Oasis House
 - Geraldton Family Crisis Centre
 - Kalgoorlie Emergency Accommodation and Referral Service
 - Karratha Youth Accommodation Service
 - Lentara Men's Hostel
 - Onslow Family and Domestic Violence Service
 - Salvation Army Bridge House
 - Salvation Army Bunbury Family Crisis Centre
 - Salvation Army Crossroads West Transitional Support Service - Moving to Independence
 - Salvation Army Crossroads West Transitional Support Services - Preparation for Leaving Care and After Care Service - Statewide excluding the Southwest, Peel District and South Rockingham
 - Salvation Army Karratha Women's Refuge
 - Salvation Army Morley Community Youth Service
 - Salvation Army Morley Financial Counselling Service
 - Salvo Careline
 - Tanderra Men's Hostel
- Share and Care Community Services Group Inc
 - Djookanka House
 - Djookanka House Outreach Counselling
 - Gwabba Duk Mia Lodge Crisis Accommodation Service
 - Northam Financial Counselling Service
 - SAAP Contract Service
 - Waminda House Women's Refuge
- Shire of Ashburton - Onslow Youth Service
- Shire of Broome - Broome HYPE (Helping Young People Engage)
- Shire of Denmark - Denmark Youth Support Service
- Shire of Derby/West Kimberley - Derby Youth Service
- Shire of Dundas - Norseman Youth Service
- Shire of Halls Creek - Halls Creek Services for Young People
- Shire of Katanning - Katanning Youth Support Service
- Shire of Laverton
 - Laverton Crisis Intervention Service
 - Laverton Youth Support Service
- Shire of Leonora - Leonora Youth Support Service
- Shire of Manjimup - Warren Blackwood Emergency Accommodation Centre
- Shire of Meekatharra - Meekatharra Youth Service
- Shire of Moora - Moora Youth Program
- Shire of Mullewa - Mullewa Youth Service
- Shire of Mundaring - Parent Adolescent Counselling Service
- Shire of Wyndham/East Kimberley - Service for Young People at Risk (Wyndham)
- Short Term Accommodation for Youth Inc
- South Coastal Women's Health Services Association Inc - Family Abuse Advocacy Support Team
- South West Counselling Inc - South West Counselling Service
- South West Emergency Care for Children Inc - South West Emergency Care for Children
- South West Refuge Inc - South West Refuge
- Southcare Inc - Southcare Financial Counselling Service
- Southern Agcare Inc - Mobile Family Counselling Service
- St Bartholomew's House Inc - Appelton Hostels
- St Patrick's Community Support Centre Ltd
 - Hannick House

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- South West Metropolitan Housing Project
 - St Patrick's Meals and Day Centre
- Stand By Me Youth Service (WA) Inc - Stand By Me Youth Service
- Starick Services Inc
 - Children's Service
 - Mary Smith Refuge
 - Starick House Refuge
 - Support Prevention Education Advocacy Referral Service
- Sussex Street Community Law Service Inc - Sussex Street Financial Counselling Service
- Swan City Youth Service Inc
 - Swan City Streetwork Program
 - Swan City Youth Service
- Swan Emergency Accommodation Inc
 - Swan Emergency Accommodation - Families Service
 - Swan Emergency Accommodation - Karnany Service
 - Swan Emergency Accommodation - Youth
- The Lucy Saw Centre Association Inc
 - Lucy Saw Centre
 - Lucy Saw Centre Outreach Support Service for Family and Domestic Violence
- The Roman Catholic Bishop of Geraldton Centacare Family Services
 - Exmouth Family Counselling Service
 - Exmouth Financial Counselling Service
- The Samaritans Inc - 24 Hour Telephone Crisis Support Service
- Tom Price Youth Support Association Inc - Tom Price Youth Service
- Town of Bassendean - Bassendean Youth Service
- Town of Kwinana - Kwinana Detached Youth Service
- Uniting Church in Australia Property Trust (WA) - Finucare Financial Counselling Service
- UnitingCare West
 - Creditcare Maylands Service
 - Creditcare Perth City Service
 - Fremantle Regional Indigenous Family Violence Service
 - Fremantle Wesley Mission - Wilf Sargent House
 - Homeconnect
 - Mofflyn Tertiary Preservation Service - Building Strengths
 - Reunification Service - Family Connections
 - UnitingCare West - Wyn Carr House
 - UnitingCare West Child and Family Counselling Service - Child Sexual Abuse Therapeutic Services (Young People's Program and Families Program)
 - UnitingCare West Homelink Service
 - UnitingCare West Residential Program
 - Wesley Mission Perth - Tranby Day Centre
- 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
 - Preparation for Leaving Care and After Care Services - Peel and South Rockingham
 - Professional Foster Care Service - Metropolitan Area
 - Wanslea Emergency Foster Care
 - Wanslea Family Enhancement Service
 - Wanslea Tertiary Family Preservation Service
- Waratah Support Centre (South West Region) Inc
 - Kids and Teens Waratah Child Sexual Abuse Treatment Service
 - Kids and Teens Waratah Children's Domestic Violence Counselling Service
 - Waratah Family Abuse Intervention Service
- Westaus Crisis and Welfare Service Inc - Support and Advocacy Services for People in Private Rental Accommodation - Peel Region Mandurah
- Western Australian Council of Social Service Inc - Hardship Utility Grant Scheme 1800 Number Helpline
- Wheatbelt Agcare Community Support Services Inc - Wheatbelt Agcare Family Counselling Service
- Wirraka Maya Health Service Aboriginal Corporation
 - Indigenous Healing Service
 - Wirraka Maya Family Violence Program
- Women's Council for Domestic and Family Violence Service (WA) Inc
 - Enhancing Outcomes for Children in Women's Refuges Project "Keeping Children Safe"
 - Women's Council for Domestic and Family Violence Service - Statewide
- Women's Health Care Association Inc
 - Domestic Violence Advocacy Support Central - Advocacy
 - Multicultural Women's Advocacy Service

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- Wyndham Family Support Inc - Financial Counselling - Wyndham
- Yaandina Family Centre Inc - Roebourne Indigenous Child Sexual Abuse Response Service
- YMCA of Perth Youth and Community Services Inc
 - LYNKS Counselling Service
 - Streetsyde - Emergency Youth Accommodation
 - YMCA Mobile Youth Service
- Yorganop Association Inc - Yorganop Placement Service
- Yorgum Aboriginal Corporation
 - Child Sexual Abuse Treatment For Aboriginal People
 - Counselling Service for Aboriginal Children Experiencing Family Violence
- Youth Involvement Council Inc
 - Lawson Street Youth Centre
 - Youth Accommodation Program
- Youth Legal Service Inc - Financial Counselling Service for Young People - Metropolitan Area
- Zonta House Refuge Association Inc - Zonta House Refuge Association

Appendix 2: Reform Projects Resulting from the Ford Review

The implementation of the 70 Ford recommendations has been managed through a rigorous project management approach involving the development and implementation of 40 reform projects encompassing the Ford recommendations and a limited number of other key developments such as the adoption of the evidence-based child protection practice framework, *Signs of Safety*. The outcomes and status of the reform projects are as follows:

Table 48: Reform projects resulting from the Ford Review recommendations

Reform project	Summary statement of outcomes that have been or will be achieved
CPR01 Department of Housing and Works Housing Support	When completed, this project will have negotiated the respective roles of the Department for Child Protection and Department of Housing and Works regarding the provision of housing and tenancy support, and facilitated the Department of Housing and Works role in supporting people in public housing tenancies in circumstances where, if they were evicted, they would become homeless.
CPR02 Aboriginal Community Engagement	Through the establishment of an Aboriginal Reference Group and the development of an Aboriginal Services Framework, this project has established effective mechanisms to allow Aboriginal communities and stakeholders to advise and contribute to policy and services in child protection, and to ensure that an Aboriginal perspective is provided into all aspects of the Department's core business.
CPR03 Demand Forecasting Model	This project has established a robust mechanism for predicting future demand, for understanding what drives demand, and for achieving a sustainable and agreed basis on which to resource the Department on an ongoing basis.
CPR04 Resource Allocation Model	This project has developed a responsive, transparent and justifiable mechanism for allocating resources to meet demand for services transparently across districts and between all service providers, thereby allowing for more effective resource allocation.
CPR05a Child Protection Practice Framework	When completed, this project will have achieved the adoption and implementation of the <i>Signs of Safety</i> risk assessment approach as the basis of consistent, evidence-based child protection practice framework across all departmental child protection services.
CPR05b Consistent Intake	This project has improved the effectiveness and efficiency of assessment at intake, in response to referrals, across the Department by implementing a consistent intake function, process and response, including tools such as 'duty prompts' to support.
CPR06 Service Delivery Policy and Field Worker Guidelines	This project has resulted in a review, streamlining and standardisation of service delivery policy and guidelines in an integrated, user-friendly format that is easily understood by departmental staff and consistent with the development of the Assist client information management system.
CPR07 Business Process Review	This project has resulted in a review, streamlining and standardisation of the Department's 'Best Practice Manual', developed a schedule of procedural authorisations (delegations) and implemented an efficient online system to replace paper vouchers for children's expenditure and financial assistance transactions.
CPR08 Management Information	Through the development of a model for managing information, this project has ensured that the Department will be able to access accurate, timely and reliable client and case related data to better inform decision-making processes and outcomes.
CPR09 Learning Development	This project has expanded the range of learning opportunities and developed a culture of learning within the Department through an annual 'People Development Framework' with funded projects and the establishment of a position.
CPR10 Workforce Development	When completed, this project will have developed a five-year workforce plan that articulates future workforce demand requirements; attraction and retention strategies; role and position redesign and realignments against qualifications and parity; and enhanced quality assurance systems.
CPR11 Governance Framework	As a result of this project, the Department now has a more robust governance environment including an accountability framework, an easy to use performance development framework and a centralised mechanism for managing breaches of conduct and promoting professional standards of conduct.
CPR12 Complaints Management System	This project delivered new policy, new IT systems, nationally accredited training, a training DVD and cultural change in the Department's attitude and management of complaints.
CPR13 Child Death Review Function Transfer	A cooperative approach to the child death review process, including a memorandum of understanding, has been established between the Department and the Ombudsman as a result of this project.
CPR14 Family Support Framework and Plan	When completed, this project will have developed a framework and plan that focuses on promoting the safety, stability and development of vulnerable children and young people, their families and communities, and assists in improving government responses to children and families at risk and in crisis.
CPR15 Video Conferencing	The project verified the appropriateness, accessibility and acceptability of the use of video conferencing to deliver specialist therapeutic services to rural and remote areas of Western Australia to inform the Department's provision of these services.

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Reform project	Summary statement of outcomes that have been or will be achieved
CPR16 Permanency Planning	When completed, this project will have developed a strategic framework and field worker practice guidelines on permanency planning, and referred identified gaps in the existing legislation to the review of the <i>Children and Community Services Act 2004</i> to occur in 2010.
CPR17 Adoptions Reform	When completed, this project will have reviewed and streamlined adoption processes, particularly those pertaining to adoption applicants, and implemented legislative review of the <i>Adoption Act 1994</i> – subject to Ministerial, Cabinet and Parliamentary consideration and endorsement.
CPR19 Non-Government Sector Out-of-Home Expansion	When completed, this project will have resulted in an expansion of the number of out-of-home care placements provided by the non-government sector; prepared a departmental policy and strategy response to the 'Alliance for Children at Risk' key policy points; developed a benchmarking/costing tool for departmental and non-government out-of-home care costs; and devolved case management for selected children in care to non-government sector providers.
CPR20a Foster Care Service Development	This project increased the number of approved general foster carers to support the Department in carrying out one its core functions of providing placements for children in the CEO's care.
CPR20b Conceptual Model of Western Australian Foster Care	This project resulted in the first departmental conceptual model of Western Australian foster care and a resultant review of types of foster care provided by the Department. The Department will now provide volunteer care only, with all professional care being outsourced to the non-government sector.
CPR21 Foster Care	Through the development of a Foster Care Partnership policy, tools to support its implementation at district level, and incorporation of the policy into the updated case practice manual, this project has enhanced the capacity of the Department to partner with foster carers so as to optimise opportunities for children in care.
CPR22 CREATE Reference Group	The establishment of the CREATE Advisory Group has provided an avenue for children and young people in care, or who have recently left care, to express their views about the Department's out-of-home care policies and services.
CPR23a Residential Care Development: Tier One	When completed, this project will have developed partnerships with the non-government sector to deliver an additional 128 multi-purpose Tier One beds across all districts.
CPR23b Residential Care Development: Tier Two	When completed, this project will have delivered 48 dedicated Tier Two treatment beds in four hostels and three transformed group homes across metropolitan districts, and 16 Tier Two assessment beds in two hostels managed and operated by the Department.
CPR23c Residential Care Development: Tier Three	When completed, this project will have delivered a Secure Care Facility which will provide up to 20 safe, secure, therapeutic and short-term crisis care beds for children and young people at risk to themselves and others.
CPR24 Gordon Initiatives	The project consolidated the delivery of services implemented in response to the Gordon Inquiry by establishing 14 permanent Strong Families coordinators and 11 youth and family support workers across the state.
CPR25 Child Safety Teams Evaluation	The formal evaluation of the Child Safety Teams model undertaken as part of this project established that the expected outcomes were not being achieved, and as a result the implementation of the model ceased. The evaluation therefore has ensured that the Department has not continued to operate within an ineffective model.
CPR26 Interagency Child Safety Directors	The Child Safety Directors Group, established by this project, improves how government agencies work together at both an organisational and local level to provide better coordinated child safety and family support services.
CPR27 Interagency Care Plans	When completed, this project will have resulted in the design, development and implementation of health and education plans for all children and young people in care, in partnership with the Department of Health and the Department of Education and Training.
CPR28 Department for Child Protection Information Sharing	When completed, this project will have resulted in the effective sharing of relevant case-specific information between the Department, key government agencies and the non-government sector, including the establishment of appropriate protocols and practices to underpin sharing of information.
CPR29 Western Australia Mandatory Reporting	The project established an expanded Crisis Care Unit with trained child protection workers to staff a 24 hour, seven day a week Mandatory Reporting Service. Mandatory reporters have been provided with training and other support materials to assist them in meeting their mandatory reporting obligations. The project also established reporting frameworks with interagency partners, and fostered a collaborative relationship between the Department's Mandatory Reporting Service and the Western Australia Police Child Abuse Squad.
CPR30 Department for Child Protection District Senior Practice Development Officers	The project resulted in the appointment of permanent Level 6 Senior Practice Development Officers in each district office to provide for adequate professional supervision, mentoring and identification of the learning and development requirements for staff.
CPR31 Department for Child Protection Abuse in Care	As a result of this project, a central document now exists that lists progress in relation to the 40 Ford Review recommendations and another 129 recommendations identified in other reports, and a mechanism to track the Department's progress in implementing the recommendations.

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Reform project	Summary statement of outcomes that have been or will be achieved
CPR32a Interagency Early Intervention	This project developed a model including shared protocols, policies and procedures to improve integrated planning and multi-agency service provision for at risk pregnant women attending King Edward Memorial Hospital, thereby increasing the potential for the unborn child to be able to remain with its parents when born.
CPR32b Pre-adjudication Family Group Conferencing	When completed, this project will have identified ways in which limited resources for legal assistance for parents can be used more productively, with an emphasis on the involvement of legal counsel in family group conferences.
CPR33 Income Management	When completed, this project will have implemented, in partnership with State and Commonwealth Governments, income management as a child protection measure, to address the neglect of children.
CPR34a Family and Domestic Violence Co-location Model	The project has provided for improved triaging and assessment of domestic violence incident reports received from police. This coordinated and collaborative approach is built on information exchange and joint planning, with the Department also developing a number of staff specialised in the area of child protection and family and domestic violence.
CPR34b Family and Domestic Violence Policy, Guidelines and Learning Strategy	When completed, this project will have resulted in the expansion of the co-location model, as per project 34a, to regional areas.

Appendix 3: Findings from Self-Evaluation of Occupational Safety and Health Management Systems

The audit objectives were:

1. Ensure compliance with the Code of Practice for Occupational Safety and Health (OSH) in the Western Australian Public Sector 2007, including the following:
 - 1.1 Whether there is a demonstrated commitment and leadership from senior management within the Department.
 - 1.2 Is there effective communication and consultation between management and employees to provide and maintain a safe and healthy workplace (eg regular inspections of workplaces and review of Safety and Health Committee).
 - 1.3 Is there evidence of an effective OSH system through documentation of OSH policies and procedures.
 - 1.4 Is there evidence of training in good OSH practices.
2. Test whether there are review mechanisms in place to provide assurance that OSH requirements continue to be met.
3. Review Hazard/Incident report forms submitted by staff at the offices reviewed to ensure that they have been appropriately actioned by management.
4. Review OSH information submitted for 2007-08 Annual Report to ensure compliance with Premier's Circular 2007/12.

Table 49: Findings from self-evaluation of OSH management systems

Process	Strengths	Weaknesses	Rating
			<i>Excellent: E</i> <i>Satisfactory: S</i> <i>Needs Improvement: NI</i> <i>Unsatisfactory: U</i>
1. Management commitment	<ul style="list-style-type: none"> • Paper presented to Executive in December 2007 on implementation of the Code of Practice. • OSH Steering Committee minutes provided to Executive. 	<ul style="list-style-type: none"> • Some of the recommendations stated in the December 2007 paper to Executive are yet to be implemented. • Probable non compliance with the Code of Practice. 	U The OSH committee now has Executive representation.
2. Communication and consultation – workplace inspections	<ul style="list-style-type: none"> • OSH representatives appointed. 	<ul style="list-style-type: none"> • In all five district offices reviewed, formal OSH inspections (quarterly minimum) of the workplace were not being undertaken on a timely basis. Four offices had not been inspected for at least two years (one possibly never). Non compliance with the Act and Code of Practice. • Other workplaces within the districts reviewed were also generally not being inspected. Non compliance with the Act and Code of Practice. • No central record maintained to monitor whether OSH workplace inspections are undertaken. 	U Business Managers have now been appointed in all 17 districts. One of their responsibilities is to ensure workplace inspections are undertaken.
3. Communication and consultation – OSH Steering Committee	<ul style="list-style-type: none"> • OSH Steering Committee meets on a regular basis. • Generally, OSH Steering Committee meeting minutes indicate that the functions of OSH Committee, as stated in the Act and Code of Practice, are being performed. 	<ul style="list-style-type: none"> • OSH Steering Committee currently does not have Executive representation (probable non compliance with Code of Practice). • OSH Steering Committee does not monitor compliance with Code of Practice. 	U The OSH steering committee now has Executive representation.
4. Communication and consultation – OSH as standard agenda at office meetings	<ul style="list-style-type: none"> • Generally, OSH is a standard agenda item on team/staff meetings. 	<ul style="list-style-type: none"> • In three of the five offices reviewed, OSH was not a standard agenda item on district meetings (possible non compliance with the Act and Code of Practice). 	NI The agenda of district meetings now include OSH as a standing item.

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Process	Strengths	Weaknesses	Rating
5. OSH policies and procedures	<ul style="list-style-type: none"> • OSH policy statement reflects the Department's commitment to meeting its OSH responsibilities. • OSH policies and procedures readily available to all employees via the intranet. • OSH policy supported by detailed procedures relating to work practices. 		S
6. OSH training	<ul style="list-style-type: none"> • In nearly all cases the prescribed training for OSH representatives has been undertaken. • OSH newsletters distributed to management and staff on a regular basis. • OSH forms part of induction training for all new employees. 	<ul style="list-style-type: none"> • No formal training for managers in OSH issues has been undertaken (non compliance with Code of Practice). 	U
7. Review mechanisms	<ul style="list-style-type: none"> • Annual Compliance Audits are undertaken in some country locations. 	<ul style="list-style-type: none"> • No formal risk analysis undertaken to determine the most appropriate workplaces to conduct an Annual Compliance Audit (possible non compliance with Code of Practice). In 2008 Compliance Audits have been completed for 10 country locations. • For negative responses to requirements, Annual Compliance Audit documentation did not indicate the action that management will take, nor did management sign off on the audit. In a number of instances local district did not have a copy of the Compliance Audit report. • Apart from the Annual Compliance Audits, which focussed on country locations, no performance indicators are used to monitor OSH performance (non compliance with Code of Practice). 	U Managers are now required to sign-off on annual OSH compliance audits. In addition, workplace inspections completed are reported to the OSH Steering Committee.
8. Hazard/incident reports	<ul style="list-style-type: none"> • Central record of hazard/incident reports maintained. • Hazard/incident reports reviewed Audit had been actioned by management. • Central office has signed off hazard/incident report forms. 		S
9. Compliance with annual reporting requirements	<ul style="list-style-type: none"> • 2007-08 annual report states the Department's commitment to OSH and injury management. • Annual report describes the mechanism for consultation with employees on OSH matters. • Annual report has a statement of compliance with the injury management requirements of the Act. 	<ul style="list-style-type: none"> • Some statistics in the Department's 2007-08 annual report on OSH and Injury Management Performance were either inaccurate or insufficient (non compliance with Premier's Circular 2007/12). 	U
Overall report rating			U

Appendix 4: Office Locations

Central Office

189 Royal Street
 East Perth WA 6004
 PO Box 6334
 East Perth WA 6892
 Tel (08) 9222 2555
 Freecall 1800 622 258
 TTY (08) 9325 1232
www.childprotection.wa.gov.au

Advocate for Children in Care

Freecall 1800 460 696

Complaints Management Unit

Tel (08) 9222 2594
 Freecall 1800 013 311

Crisis Care Unit

Tel (08) 9223 1111
 Freecall 1800 199 008

Family Information and Adoption Services

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

Fostering Services

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

Learning and Development Centre

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

Psychology Services

Tel (08) 9222 2763

Working with Children Screening Unit

Level 5, Dumas House
 2 Havelock Street
 West Perth WA 6005
 PO Box 1262
 West Perth WA 6892
 Tel (08) 6217 8100
 Freecall 1800 883 979
www.checkwwc.wa.gov.au

Metropolitan Offices

Armadale District Office

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

Cannington District Office

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

Fremantle District Office

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

Gosnells Office

88 Lissiman Street
 Gosnells WA 6110
 Tel (08) 9497 6555

Joondalup District Office

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

Kwinana Office

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

Midland District Office

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

Mirrabooka District Office

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

Perth District Office

641 Wellington Street
 Perth WA 6000
 Tel (08) 9214 2444

Rockingham District Office

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

Country Offices

East Kimberley District

Halls Creek Office

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

Wyndham Office

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

Kununurra District Office

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

Kununurra Office (Parenting Services)

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

Goldfields District

Goldfields District Office (Kalgoorlie)

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

Esperance Office

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

Laverton Office

Laver Place
Laverton WA 6440
Tel (08) 9031 1104

Leonora Office

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

Norseman Office

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

Great Southern District

Great Southern District Office (Albany)

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

Katanning Office

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

Manjimup Office

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

Murchison District

Murchison District Office (Geraldton)

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

Carnarvon Office

1st Floor, 6 Robinson Street
Carnarvon WA 6701
Tel (08) 9941 1244

Meekatharra Office

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

Mount Magnet Office

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

Mullewa Office

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

Wiluna Office

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

Peel District

Peel District Office (Mandurah)

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

Pilbara District

Pilbara District Office (Karratha)

WA Government Administration Building
Cnr Searipple and Welcome Roads
Karratha WA 6714
Tel (08) 9185 0200

Newman Office

Cnr Newman Drive and Abydos Way
Newman WA 6753
Tel (08) 9175 1051

Onslow Office

Third Avenue
Onslow WA 6710
Tel (08) 9184 6005

Roebourne Office

Lot 37 Sholl Street
Roebourne WA 6718
Tel (08) 9182 1208

South Hedland Office

Cnr Brand and Tonkin Streets
South Hedland WA 6722
Tel (08) 9140 2433

Tom Price/Paraburdoo Office

Lot 247 Poinciana Street
Tom Price WA 6751
Tel (08) 9189 1592

South West District

South West District Office (Bunbury)

80 Spencer Street
Bunbury WA 6230
Tel (08) 9722 5000

Busselton Office

8-10 Prince Street
Busselton WA 6280
Tel (08) 9752 3666

Collie Office

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

Margaret River Office

33 Tunbridge Street
Margaret River WA 6285
Tel (08) 9757 2910

West Kimberley District

West Kimberley District Office (Broome)

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

Broome Office

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

Derby Office

17 Nevill Street
Derby WA 6728
Tel (08) 9191 1577

Fitzroy Crossing Office

Cnr Fallon Road and Flynn Drive
Fitzroy Crossing WA 6765
Tel (08) 9191 5002

Wheatbelt District

Wheatbelt District Office (Northam)

Cnr Fitzgerald and Gairdner Streets
Northam WA 6401
Tel (08) 9621 0400

Kellerberrin Office

4 Moore Street
Kellerberrin WA 6410
Tel (08) 9045 4203

Merredin Office

113 Great Eastern Highway
Merredin WA 6415
Tel (08) 9041 1622

Moora Office

49 Dandaragan Street
Moora WA 6510
Tel (08) 9651 1100

Wheatbelt District (continued)

Narrogin Office

Government Building
Park Street
Narrogin WA 6312
Tel (08) 9881 0123

Southern Cross Office

11a Antares Street
Southern Cross WA 6426
Tel (08) 9049 1016

Wyalkatchem Office

Honour Avenue
Wyalkatchem WA 6485
Tel (08) 9041 1622 (Merredin Office)

Appendix 5: Research and Evaluation

Child Mortality Database

The Department has provided funding over three years (commencing in July 2008) to the Telethon Institute for Child Health Research for the continuation of the Child Mortality Database. The database aims to describe deaths of infants, children and young people in Western Australia. This information will lead to a greater understanding of how deaths can be prevented, with a particular focus on measuring disparities in the patterns and trends of mortality among Aboriginal infants, children and young people. Continuation of the database will build upon previous analysis of the data which resulted in the publication of *The First Research Report: Patterns and Trends in Mortality of Western Australian Infants, Children and Young People 1980-2002*.

Customer Perception Survey

Key Findings:

It was found that 94 per cent of customers reported that they were supported in providing care and safety to their family members; 90 per cent of customers reported that they were either 'confident' or 'very confident' to manage well in the future as a result of receiving services; and 97 per cent of customers reported that their needs were met as a result of using services.

Action:

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

Evaluation of Child Protection Reform Project 32a - Interagency Early Intervention

Child Protection Reform Project 32a was undertaken by the Department in partnership with King Edward Memorial Hospital and other partner agencies. The project has established a model of collaborative and inclusive pre-birth planning meetings as well as a range of written protocols and resources to guide agencies and workers in its application. An action research approach was used for the evaluation and involved collection of both qualitative and quantitative data. Participants in the evaluation included professionals and families involved in the pre-birth meetings.

Key Findings:

The system of pre-birth planning established is effective and represents a significant improvement in the practice that existed prior to its implementation.

Action:

The department is continuing to develop and refine the system of pre-birth planning.

Follow Up Study of Best Beginnings Clients

Best Beginnings commenced in 2000 as a joint initiative between the Department for Child Protection and the Department of Health in two pilot service sites, and has since expanded to eleven service sites in metropolitan and regional areas professionally supervised by the Department for Child Protection. The Telethon Institute for Child Health Research conducted an evaluation of Best Beginnings based on service data in 2004 and 2006. Both evaluation reports highlighted the program's positive outcomes and high standard of service delivery. In 2008, The Telethon Institute for Child Health Research was commissioned by the Department of Health to provide a follow up study focusing on clients' perceptions of the longer term program impacts on their families.

Key Findings:

Results indicated that four in five former clients believed the program had a positive impact on how their child grew and developed and improved aspects of life for them and their baby, including: increased confidence in capacity to cope with life and the parenting role, development of better parenting skills, improved capacity to seek appropriate help, and directly altering the life course. The report concluded that Best Beginnings is making a significant and enduring contribution to health and wellbeing in the state.

Action:

Recommendations from this evaluation are being acted on, including the streamlining of data collection; more effective management of clients' transition out of the program or between service staff within the service; further development of the practice framework to allow for briefer or longer intervention options at the point of entry based on clients' needs; and the development of responses to special needs sub groups.

Indigenous Community Education and Information Dissemination Project

The aim of this project was to develop a communication and dissemination strategy using information from *The First Research Report: Patterns and Trends in Mortality of Western Australian Infants, Children and Young People 1980-2002* with the materials produced specifically targeting the Aboriginal community. Following consultation with the Aboriginal community, including the Aboriginal Health Council of Western Australia, a series of fact sheets were developed and disseminated through workshops held in Geraldton, Kalgoorlie and Perth. The workshops were attended by staff from relevant Aboriginal Community Controlled Health Services. Evaluation of the project took place at each of the workshop sites and involved post implementation assessment through use of a questionnaire and an assessment of the resource materials.

Key Findings:

Overall, the results of the evaluation were very positive and reinforced the importance of communicating the results of research to the Aboriginal community in a culturally appropriate way.

Action:

Findings were circulated to the Department's Aboriginal Engagement and Coordination directorate for information.

Indigenous Qualitative Research Project

The aim of this project was to collect stories from Aboriginal parents, family members and other community members of the circumstances surrounding the preventable death of a child or young person. The Department provided initial funding to the Telethon Institute for Child Health Research to conduct a literature review, and for the development and submission of an ethics application to the Western Australian Aboriginal Health Research and Ethics Committee and an application to the National Health and Medical Research Council for funding.

Outcome:

The Western Australian Aboriginal Health Research and Ethics Committee requested further information on the proposed methodology for the project and the submission to the National Health and Medical Research Council was unsuccessful.

Action:

Options are currently being considered by the project team, including seeking other grants that could fund the project, or re-applying to the National Health and Medical Research Council for funding, following further consultation with key Aboriginal stakeholder groups.

Research into Multiple Placement of Young Aboriginal Children in the Department's Care

The Aboriginal Engagement and Coordination Directorate undertook research into the multiple placement of Aboriginal children six years and under. This research was an opportunity to examine departmental practices in placing Aboriginal children, especially the level of consulting with Aboriginal staff, the application of the Aboriginal and Torres Strait Islander Child Placement Principles and the involvement of appropriate Aboriginal consultation.

Key Findings:

This research found that the overarching cause of multiple placement, in these extreme cases, was not in inadequate legislation, policy or practice guidelines but in practice that often came from a lack of understanding of the application of Aboriginal Child Placement Principles, effective engagement of, and consultation with, Aboriginal families, and lack of support for Aboriginal relative carers.

Action:

Recommendations from this review are currently being implemented, along with those of the Review of the Aboriginal and Torres Strait Islander Child Placement Principles, with which they are closely connected.

Review of Adoption Services May – August 2008

A review of the adoption services within Family Information and Adoption Services was commissioned by the Department for Child Protection from May to August 2008. The review, undertaken by Terry Simpson, sought to identify and report on the issues that impact on the operational workflow in adoptions in order to streamline practices, policy and processes within the unit.

Key Findings:

The general findings of the review were positive. The review highlighted areas where improvements could be made in the delivery of the range of adoption services and made 24 recommendations. Two recommendations suggested legislative amendments and have been included in the Cabinet submission for the adoption legislative amendments. The review suggested Adoption Services could pay greater attention

to establishing and maintaining public relations and constructive engagement with the adoption stakeholders, particularly in valuing and respecting all parties to adoption.

Action:

Priority actions will focus on:

- Recommendation 1: updating and revamping the information packs and adoption seminar presentations.
- Recommendation 19: updating and revamping the education seminars, and reviewing service agreement contracts attached to the two non-government organisations providing adoption education seminars.
- Recommendation 21: developing a complaints/appeals and review adoption kit.

Continued implementation of the review's priority recommendations, which form a major initiative of the reform agenda for adoptions, will occur in 2009-10.

Review of the Aboriginal and Torres Strait Islander Child Placement Principles

This review was an election commitment made by the Liberal Party at the last State election. The aim was to review the Aboriginal and Torres Strait Islander Principles as described in Section 12 of the *Children and Community Services Act 2004* to ensure that Aboriginal and Torres Strait Islander children in need of care and protection are placed into the best possible family environment and their best interests are paramount.

Key Findings:

The review was completed in April 2009 and broadly the recommendations seek to:

- Reinforce, through legislative amendment, the primacy of the principle that the best interests of the child are paramount.
- Drive the appropriate consideration of all four placement options under the principles through policy and structural adjustment within the Department.
- Ensure that learning and practice development reinforces this approach while supporting effective engagement with the Aboriginal families the Department works with.

Action:

Recommendations from this review are currently being implemented, including amendments to the *Children and Communities Services Act 2004*.

Supported Accommodation Assistance Program Innovation and Investment Fund – Central Evaluation

The Non-Government Policy and Funding Unit contracted an independent evaluation into the effectiveness of the Innovation and Investment Fund.

Key Findings:

The evaluation identified that the pilots operated well and achieved positive outcomes for people at risk of or experiencing homelessness.

Action:

All projects were extended to 30 June 2009 and it is anticipated that they will continue.

Supported Accommodation Assistance Program Innovation and Investment Fund – Domestic Violence Pilot Outreach Projects

The Non-Government Policy and Funding Unit undertook independent evaluations into the effectiveness of the Innovation and Investment Fund Domestic Violence Pilot Outreach Projects.

Key Findings:

The independent review found that the pilot is successful in supporting women following domestic violence where police have attended, including where there had not been previous access to domestic violence services. The data clearly demonstrated that the project appears to work more effectively for female clients than male clients in terms of its reach. There was general agreement amongst those interviewed that the project was a positive addition to the current responses available to victims and perpetrators of family and domestic violence.

Action:

The report recommended that the pilots continue.

Appendix 6: Publications

- Advocate for Children in Care brochure, poster and z-card
- Best Beginnings brochure, poster and postcard
- Best Beginnings Knowing and Loving Your Baby
- Better Care, Better Services booklet and poster
- Career and Education Pathways with the Department for Child Protection
- Case Review Panel
- Charter of Rights – Information for 13 to 18 year-olds
- Charter of Rights – Information for 7 to 12 year-olds
- Charter of Rights – Information for 0 to 6 year-olds
- Charter of Rights – Information for Staff
- Charter of Rights poster
- Crisis Care flyer and poster
- Dealing with the Effects of Trauma
- Directory of Accommodation and Homelessness Services
- Disaster and Emergency Support Services
- Family Helpline flyer and poster
- Field Worker Recruitment Process
- Foster Care and Recruitment Campaign poster
- Fostering Financial Support Information
- Fostering Respite Care factsheet
- Fostering Volunteering factsheet
- Fostering Information booklet
- How Do I Recognise When a Child is at Risk of Abuse and Neglect – A Guide for Professionals
- Identifying and Responding to Child Abuse and Neglect – A Guide for Professionals
- Keeping Our Kids Safe
- Mandatory Reporting of Child Sexual Abuse in Western Australia – A Guide for Mandatory Reporters
- Mandatory Reporting of Child Sexual Abuse – Facts for Foster Carers
- Mandatory Reporting in Western Australia – General Information
- Mandatory Reporting Factsheet 1 – General Information
- Mandatory Reporting Factsheet 2 – Background Information on Child Abuse and Neglect
- Mandatory Reporting Factsheet 3 – Confidentiality Issues and Mandatory Reporting
- Mandatory Reporting Factsheet 4 – Resources for Mandatory Reporters
- Mandatory Reporting Factsheet 5 – How Do I Respond to a Child who Discloses Sexual Abuse?
- Mandatory Reporting Factsheet 6 – Indicators of Child Sexual Abuse
- Mandatory Reporting Factsheet 7 – What Information Should be Provided in a Mandatory Report
- Mandatory Reporting Factsheet 8 – Mandatory Reporting Process Flowchart
- Mandatory Reporting Factsheet 9 – Sample Mandatory Reporting Form
- Our Children, Your Future – Career Opportunities with the Department for Child Protection
- *Parental Support and Responsibility Act 2008*
- ParentSupport
- Past Adoption Services
- Protecting Children – Information for Parents, Families and Friends
- Residential Care Officer Recruitment Process
- Resolving Your Complaints brochure, form and poster
- Specialised Foster Care factsheet
- Strong Families brochure and poster
- Telephone Services Card

Working with Children Screening

- An Applicant's Step-by-Step Guide to Completing the Working with Children Application Form
- Child Safe and Child Friendly (Bahasa Malay)
- Child Safe and Child Friendly (Chinese simplified)
- Child Safe and Friendly Organisations introductory factsheet
- Compliance for Employers poster
- Constable Care and Working with Children Check Information for Parents flyer
- Department of Planning and Infrastructure Licence Holder factsheet
- Employer Information on Compliance postcard
- Factsheet 1: What is Child-Related Work?
- Factsheet 2: When to Apply for a Working with Children Check
- Factsheet 3a: Employers and Volunteer Organisations and the Self-Employed
- Factsheet 3b: Employees and Volunteers – Checklist and Obligations
- Factsheet 4: Class 1 and Class 2 Offences
- Factsheet 5: Child-related Work and Exemptions
- Factsheet 6: Information for Volunteers on Working with Children Checks
- Factsheet 7: Information for the Child Care Sector
- Factsheet 8: Application Process for Managerial Officers in the Child Care Sector
- Factsheet 9: Working with Children Checks in the Health Sector
- Factsheet 10: Working with Children Checks in the Education and Training Sector
- Factsheet 11: Working with Children Checks in the Sport and Recreation Sector
- Factsheet for Tertiary Institutions, Placement Providers and Students
- Interstate Application Process for Employees and Volunteers Factsheet
- Parent/Self-Employed poster
- Working with Children Checks Information for the Indigenous Community brochure
- Working with Children Checks Information for Employers brochure
- Working with Children Checks Indigenous poster
- Working with Children Checks poster
- Working with Children information booklet

Appendix 7: District Data

Contacts

Table 50: Short contacts to the Department by district in 2008-09

District	Duty logs	Persons
Armadale	3,291	12,029
Cannington	2,401	8,668
East Kimberley	557	1,866
Fremantle	2,108	7,565
Goldfields	1,016	3,706
Great Southern	1,111	3,774
Joondalup	2,135	7,780
Midland	2,731	9,846
Mirrabooka	1,619	6,141
Murchison	785	2,520
Peel	861	3,283
Perth	2,741	8,605
Pilbara	756	2,485
Rockingham	3,462	10,595
South West	2,044	5,985
West Kimberley	644	2,095
Wheatbelt	901	3,545
Crisis Care	58,960	95,543
Fostering and Adoption Services	1,836	2,192
Other work units	234	756
Total	90,193	198,979

Note:

- Duty logs are a record of short telephone contacts made to the Department's offices and helplines.
- A single log may be about many persons. Total persons are counted. A count of distinct individuals is not possible from the duty log as not all callers have a client ID.

Table 51: Contact periods with the Department at any time during 2008-09 by district

District	Open contacts	Persons
Armadale	1,428	4,042
Cannington	1,200	3,421
East Kimberley	745	1,669
Fremantle	1,533	3,386
Goldfields	765	2,156
Great Southern	1,351	2,097
Joondalup	1,050	2,910
Midland	1,476	4,026
Mirrabooka	1,316	3,747
Murchison	1,480	2,871
Peel	1,216	2,492
Perth	1,070	3,297
Pilbara	950	2,204
Rockingham	1,263	3,117
South West	1,566	3,328
West Kimberley	1,363	2,439
Wheatbelt	1,369	2,691
Crisis Care	692	809
Fostering and Adoption Services	1,483	4,033
Other work units	707	1,333
Total	24,023	56,068

Note:

- Contacts are recorded for customers who receive one-on-one services directly from the Department.
- Open contacts are those open at any time during the financial year. They may have begun in prior financial years.
- A contact period can contain many persons. Contacts from 53,129 distinct persons were open during 2008-09. When disaggregated by district, the total distinct persons will exceed this as individuals can have contact with more than one district.
- Contacts are shown against the latest district responsible as at 30 June 2009.
- Persons with the contact reason 'significant person' are excluded as they do not receive direct services.

Responses to Child Protection Concerns

Table 52: Responses to child protection concerns by district in 2008-09

District	Investigations	Child-centred family support	Family support	No further action	In process	Total
Armadale	206	64	24	229	202	725
Cannington	172	2	176	288	68	706
East Kimberley	187	24	21	72	74	378
Fremantle	141	1	22	350	106	620
Goldfields	145	23	12	106	55	341
Great Southern	155	1	1	93	38	288
Joondalup	302	7	16	178	66	569
Midland	247	22	88	336	142	835
Mirrabooka	228	10	69	155	87	549
Murchison	413	16	129	133	93	784
Peel	107	7	5	249	80	448
Perth	269	8	37	112	39	465
Pilbara	328	23	100	191	135	777
Rockingham	180	3	22	326	94	625
South West	500	10	57	66	28	661
West Kimberley	150	5	47	142	107	451
Wheatbelt	181	4	28	186	108	507
Other work units	62	2	5	150	119	338
Total	3,973	232	859	3,362	1,641	10,067

Child Protection Investigations and Outcomes

Table 53: Child protection investigations and outcomes by district in 2008-09

District	Neglect	Emotional/psychological abuse	Physical abuse	Sexual abuse	No suitable caregiver	Total
Armadale						
Substantiated	27	16	19	13	*	76
Unsubstantiated	9	10	28	23	0	70
Unable to complete investigation	*	7	7	*	0	18
In process	7	4	11	11	*	34
No suitable caregiver	6	*	0	0	*	8
Total	51	38	65	49	3	206
Cannington						
Substantiated	42	9	24	16	*	93
Unsubstantiated	11	11	28	7	0	57
Unable to complete investigation	0	0	0	0	0	0
In process	13	0	*	6	0	21
No suitable caregiver	0	0	0	0	*	1
Total	66	20	54	29	3	172
East Kimberley						
Substantiated	24	16	25	14	*	80
Unsubstantiated	39	8	15	22	*	86
Unable to complete investigation	0	0	0	*	0	1
In process	7	*	*	4	0	15
No suitable caregiver	*	0	0	0	3	5
Total	72	25	43	41	6	187
Fremantle						
Substantiated	28	11	19	13	0	71
Unsubstantiated	17	7	10	16	0	50
Unable to complete investigation	0	0	*	0	0	1
In process	*	0	*	13	0	18
No suitable caregiver	*	0	0	0	0	1
Total	49	18	32	42	0	141

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District	Neglect	Emotional/ psychological abuse	Physical abuse	Sexual abuse	No suitable caregiver	Total
Goldfields						
Substantiated	31	9	15	8	0	63
Unsubstantiated	18	4	16	19	0	57
Unable to complete investigation	*	4	*	0	0	7
In process	4	4	*	*	0	12
No suitable caregiver	*	*	0	0	*	6
Total	58	22	33	30	2	145
Great Southern						
Substantiated	16	10	13	4	*	45
Unsubstantiated	29	22	21	19	0	91
Unable to complete investigation	8	*	0	6	0	17
In process	*	0	*	0	0	2
No suitable caregiver	0	0	0	0	0	0
Total	54	35	35	29	2	155
Joondalup						
Substantiated	27	31	22	18	0	98
Unsubstantiated	40	34	27	50	0	151
Unable to complete investigation	*	0	0	*	0	2
In process	4	15	7	22	0	48
No suitable caregiver	0	0	0	0	*	3
Total	72	80	56	91	3	302
Midland						
Substantiated	44	*	32	17	0	95
Unsubstantiated	29	6	39	34	*	110
Unable to complete investigation	0	0	8	0	0	8
In process	8	*	8	11	*	31
No suitable caregiver	*	0	0	0	*	3
Total	83	10	87	62	5	247
Mirrabooka						
Substantiated	41	17	19	15	*	94
Unsubstantiated	35	4	19	29	0	87
Unable to complete investigation	0	0	0	0	0	0
In process	6	15	*	23	0	47
No suitable caregiver	0	0	0	0	0	0
Total	82	36	41	67	2	228
Murchison						
Substantiated	23	11	24	8	*	67
Unsubstantiated	115	44	66	40	*	266
Unable to complete investigation	*	5	*	8	0	19
In process	31	*	21	6	0	59
No suitable caregiver	*	0	0	0	0	2
Total	174	61	114	62	2	413
Peel						
Substantiated	16	*	20	18	0	56
Unsubstantiated	5	5	14	13	0	37
Unable to complete investigation	0	0	0	*	0	1
In process	*	*	6	0	0	12
No suitable caregiver	0	0	0	0	*	1
Total	24	10	40	32	1	107
Perth						
Substantiated	47	14	20	21	*	103
Unsubstantiated	35	11	41	25	0	112
Unable to complete investigation	4	0	*	*	0	7
In process	12	13	14	8	0	47
No suitable caregiver	0	0	0	0	0	0
Total	98	38	77	55	1	269

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District	Neglect	Emotional/ psychological abuse	Physical abuse	Sexual abuse	No suitable caregiver	Total
Pilbara						
Substantiated	50	8	10	11	0	79
Unsubstantiated	74	24	40	62	6	206
Unable to complete investigation	12	*	0	6	0	19
In process	9	5	4	6	0	24
No suitable caregiver	0	0	0	0	0	0
Total	145	38	54	85	6	328
Rockingham						
Substantiated	17	7	13	21	*	59
Unsubstantiated	17	8	16	41	*	83
Unable to complete investigation	5	*	0	5	0	11
In process	11	0	6	9	0	26
No suitable caregiver	0	0	0	0	*	1
Total	50	16	35	76	3	180
South West						
Substantiated	47	28	25	25	0	125
Unsubstantiated	90	47	87	64	4	292
Unable to complete investigation	12	*	7	*	0	22
In process	27	0	13	21	0	61
No suitable caregiver	0	0	0	0	0	0
Total	176	76	132	112	4	500
West Kimberley						
Substantiated	20	7	9	19	*	56
Unsubstantiated	13	*	10	23	*	48
Unable to complete investigation	0	0	0	*	0	1
In process	8	6	16	14	0	44
No suitable caregiver	*	0	0	0	0	1
Total	42	14	35	57	2	150
Wheatbelt						
Substantiated	21	11	15	20	*	68
Unsubstantiated	30	*	31	16	0	79
Unable to complete investigation	0	0	0	0	0	0
In process	6	14	*	7	0	28
No suitable caregiver	5	0	0	0	*	6
Total	62	27	47	43	2	181
Other work units						
Substantiated	*	0	*	6	0	9
Unsubstantiated	16	11	5	9	0	41
Unable to complete investigation	0	0	0	1	0	1
In process	0	0	*	8	0	10
No suitable caregiver	0	*	0	0	0	1
Total	18	12	8	24	0	62
Overall Total	1,376	576	988	986	47	3,973

Note:

- The nature of concern may differ from the abuse type substantiated upon investigation.
- In order to preserve confidentiality, some cases have been replaced with *. While these cases are not presented separately, they are included in the total.

Protection Applications and Orders

Table 54: New protection applications made by district in 2008-09

District	Applications
Armadale	68
Cannington	50
East Kimberley	42
Fremantle	24
Goldfields	40
Great Southern	32
Joondalup	52
Midland	15
Mirrabooka	40
Murchison	24
Peel	41
Perth	46
Pilbara	17
Rockingham	23
South West	45
West Kimberley	12
Wheatbelt	54
Crisis Care	32
Total	657

Table 55: Protection orders issued by district in 2008-09

District	Until 18	Time limited	Supervision	Enduring parental responsibility	Other	Total
Armadale	25	31	9	1	1	67
Cannington	19	31	15	2	2	69
East Kimberley	6	15	10	0	0	31
Fremantle	25	19	11	5	0	60
Goldfields	6	21	1	3	0	31
Great Southern	2	6	0	1	0	9
Joondalup	8	35	17	0	0	60
Midland	20	7	0	0	0	27
Mirrabooka	29	45	3	0	1	78
Murchison	9	19	8	0	0	36
Peel	8	19	4	5	0	36
Perth	35	37	2	9	0	83
Pilbara	2	14	3	1	0	20
Rockingham	2	29	11	7	0	49
South West	3	25	7	2	0	37
West Kimberley	6	26	1	0	0	33
Wheatbelt	12	30	13	5	0	60
Other work units	1	0	0	2	22	25
Total	218	409	115	43	26	811

Note:

- Includes both new and revocation/replacement orders.
- Extensions have been excluded as they do not represent a change to a child's legal status.
- Orders granted in a financial year may relate to applications made in previous years.
- 'Other' order types are adoption, interstate transfer and immigration.

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Table 56: Children on care orders by district as at 30 June 2009

District	Aboriginal	Non-Aboriginal	Total
Armadale	114	160	274
Cannington	97	120	217
East Kimberley	84	0	84
Fremantle	64	130	194
Goldfields	54	29	83
Great Southern	47	41	88
Joondalup	64	109	173
Midland	84	124	208
Mirrabooka	88	169	257
Murchison	71	20	91
Peel	15	85	100
Perth	64	134	198
Pilbara	66	4	70
Rockingham	17	102	119
South West	35	122	157
West Kimberley	103	5	108
Wheatbelt	80	101	181
Fostering and Adoption Services	1	24	25
Total	1,148	1,479	2,627

Note:

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

Children Entering Care

Table 57: Age of children upon entering the CEO's care by district in 2008-09

District	Less than 1 year	1 to 4 years	5 to 9 years	10 to 14 years	15 to 18 years	Total
Armadale	22	28	16	18	1	85
Cannington	14	13	18	12	0	57
East Kimberley	19	19	9	6	0	53
Fremantle	6	11	4	6	0	27
Goldfields	7	19	16	13	1	56
Great Southern	5	11	20	5	1	42
Joondalup	9	19	22	16	2	68
Midland	11	10	6	11	3	41
Mirrabooka	12	22	16	8	3	61
Murchison	6	14	11	12	1	44
Peel	6	8	14	13	0	41
Perth	17	23	17	11	1	69
Pilbara	8	8	3	4	0	23
Rockingham	7	9	4	10	3	33
South West	12	16	18	14	1	61
West Kimberley	8	5	2	2	0	17
Wheatbelt	8	19	21	20	5	73
Fostering and Adoption Services	17	8	1	0	0	26
Other work units	0	1	1	3	2	7
Total	194	263	219	184	24	884

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Children in Care

Table 58: Children in the CEO's care by district as at 30 June 2009

District	Aboriginal	Non-Aboriginal	Total
Armadale	132	213	345
Cannington	123	132	255
East Kimberley	119	0	119
Fremantle	71	147	218
Goldfields	76	35	111
Great Southern	61	58	119
Joondalup	76	139	215
Midland	93	130	223
Mirrabooka	96	195	291
Murchison	89	20	109
Peel	28	112	140
Perth	70	166	236
Pilbara	89	7	96
Rockingham	22	141	163
South West	44	148	192
West Kimberley	116	5	121
Wheatbelt	87	124	211
Fostering and Adoption Services	1	30	31
Total	1,393	1,802	3,195

Table 59: Age of children in the CEO's care by district as at 30 June 2009

District	Less than 1 year	1 to 4 years	5 to 9 years	10 to 14 years	15 to 18 years	Total
Armadale	17	95	105	89	39	345
Cannington	14	70	81	56	34	255
East Kimberley	9	55	37	16	2	119
Fremantle	6	58	69	58	27	218
Goldfields	4	19	39	35	14	111
Great Southern	1	27	54	22	15	119
Joondalup	8	48	62	71	26	215
Midland	6	38	71	68	40	223
Mirrabooka	10	62	91	97	31	291
Murchison	3	29	38	29	10	109
Peel	4	30	46	43	17	140
Perth	11	73	70	62	20	236
Pilbara	3	30	28	30	5	96
Rockingham	7	40	51	45	20	163
South West	8	45	63	54	22	192
West Kimberley	4	42	40	30	5	121
Wheatbelt	5	40	61	65	40	211
Fostering and Adoption Services	7	18	2	3	1	31
Total	127	819	1,008	873	368	3,195

Children Leaving Care

Table 60: Age of children upon leaving the CEO's care by district in 2008-09

District	Less than 1 year	1 to 4 years	5 to 9 years	10 to 14 years	15 to 18 years	Total
Armadale	1	12	11	12	17	53
Cannington	1	11	12	8	14	46
East Kimberley	3	10	3	1	1	18
Fremantle	1	9	4	6	8	28
Goldfields	2	13	6	11	7	39
Great Southern	0	4	6	5	5	20
Joondalup	1	9	16	11	12	49
Midland	5	15	8	17	10	55
Mirrabooka	2	13	17	10	15	57
Murchison	2	14	13	16	5	50
Peel	0	7	5	4	3	19
Perth	2	16	18	14	13	63
Pilbara	1	2	0	2	3	8
Rockingham	0	5	10	9	13	37
South West	2	8	10	6	9	35
West Kimberley	3	2	3	2	0	10
Wheatbelt	3	5	8	8	7	31
Fostering and Adoption Services	4	18	3	0	0	25
Other work units	0	4	1	0	1	6
Total	33	177	154	142	143	649

Table 61: Length of time in care for children who left the CEO's care by district in 2008-09

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	10	10	5	6	10	12	53
Cannington	14	8	3	4	12	5	46
East Kimberley	10	5	0	2	1	0	18
Fremantle	2	2	4	4	7	9	28
Goldfields	14	9	1	4	6	5	39
Great Southern	10	3	2	1	2	2	20
Joondalup	14	4	14	7	5	5	49
Midland	21	5	0	5	12	12	55
Mirrabooka	16	6	6	0	18	11	57
Murchison	21	3	3	12	10	1	50
Peel	5	2	1	7	2	2	19
Perth	15	9	6	1	22	10	63
Pilbara	4	0	0	2	1	1	8
Rockingham	8	2	5	3	11	8	37
South West	13	4	4	3	7	4	35
West Kimberley	4	0	1	2	1	2	10
Wheatbelt	11	3	1	6	5	5	31
Fostering and Adoption Services	0	4	11	6	4	0	25
Other work units	1	2	1	1	0	1	6
Total	193	81	68	76	136	95	649

Note:

- A total of 684 children left care during 2008-09, however 35 returned to care in the same financial year. For those children with more than one period of care during the year, length of time is for the most recent period of 2008-09.

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Financial Assistance

Table 62: Instances of financial assistance provided by the Department by district in 2008-09

District	Number of instances
Armadale	668
Cannington	264
East Kimberley	166
Fremantle	614
Goldfields	181
Great Southern	884
Joondalup	353
Midland	512
Mirrabooka	425
Murchison	607
Peel	394
Perth	230
Pilbara	192
Rockingham	587
South West	880
West Kimberley	587
Wheatbelt	819
Crisis Care	961
Other work units	363
Total	9,687