

# child protection a fresh start

Progress report  
June 2018





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## Foreword

The 2016 *Child Protection Systems Royal Commission Report 'The life they deserve'* outlined the need to reform the South Australian child protection and wellbeing systems. In my first term as Minister for Child Protection, I am pleased to be taking responsibility for building a better system to protect vulnerable children and young people in South Australia.

As the second year of cross sector reform progresses for child protection in this State, I thank staff, the community and key partners for their engagement with this process and for their continued commitment to achieve positive outcomes for our children and young people.

As the vision for a reformed South Australian child protection system is yet to be realised, it's clear there is still work to do.

The Government of South Australia is committed to developing a high performing child protection system for the state that supports keeping children and young people safe and works in partnership with families, carers and partner agencies. Within this is, a commitment to achieving meaningful and measurable improvement through a child-centred and accountable approach to reform.

There remains a disproportionate representation of Aboriginal children and young people in the child protection system. The Government is committed to partnering with Aboriginal community leaders in establishing the newly created position of Commissioner for Aboriginal Children and Young People. The Commissioner will ensure more is done to protect Aboriginal children and young people so they can maintain the best connection to family, country, community and culture.

Research outcomes from the Early Intervention Research Directorate will provide a critical platform from which evidence-informed early intervention and prevention strategies and service responses can be developed. This will provide greater opportunity to intervene early and avoid involvement in the child protection system.

Recognising the critical role that carers play in supporting young people to transition into adulthood successfully and that exiting care is a time of vulnerability for many young people, the government has committed to extending support for young people leaving care.

By extending eligibility for foster and kinship carer payments until age 21, young people can remain in the family home with more time to consider further training, study or employment, making them future ready.

Our workforce is key to achieving successful reform. We are committed to reviewing the recruitment of skilled child protection staff to enable a broader range of professionals to undertake this important work. We all strive to provide the best service to children and young people, and by broadening the qualifications, we open up to a larger pool of multidisciplinary skills to help us to deliver better outcomes for children and young people.

Systemic reform requires continuous improvement, but my department and I cannot do this alone. Child protection is everybody's responsibility, and I look forward to working with other government agencies, the non-government sector, children and young people, carers, families and the community to improve how we do business, and create opportunities to ensure vulnerable children and young people and those in our care have the best chance to thrive and reach their potential. These partnerships and our ongoing reform of practice under *The life they deserve* and the new *Children and Young People (Safety) Act 2017* will encourage greater accountability and transparency to ensure we are all vigilant in our efforts to protect the safety and wellbeing of every child and young person.



**Hon. Rachel Sanderson MP**

Minister for Child Development

A handwritten signature in black ink that reads "R Sanderson". The signature is written in a cursive, flowing style.

# 1. Introduction

The 2016 *Child Protection Systems Royal Commission Report: 'The life they deserve'* outlined a clear need for change at every level in the South Australian child protection system. This is the second annual progress report where the government outlines implementation progress for all 256 accepted recommendations and the wider program of reform. The report includes information on legislative, practice, policy and structural change and highlights other activities undertaken to ensure the true intent of *The life they deserve* is achieved and we create a better system for vulnerable children and young people.

To date, reform has focused on developing and implementing the necessary legal and policy frameworks, as well as the workforce and practice supports that are now driving change and helping to achieve improved outcomes for vulnerable and at-risk families, children and young people. Throughout this time, our frontline workers continue to work with our families, children, young people and carers to keep an increasingly complex population of vulnerable children and young people safe.

Phase 1 of the *Children and Young People (Safety) Act 2017* has now commenced. The Act presents the legal framework for a new child protection system and is a key driver of practice and system improvement. The Act provides for a new way of responding to the risk of abuse and neglect and guides how families, carers, our government and non-government partners can work together to keep children and young people safe. The second phase of implementation is now underway and commencement of the full Act will occur in October 2018. We thank staff, the sector and key partners for their engagement with this process and our wider program of reform. We have worked to strengthen our relationships with our government and non-government partners, and enable a harmonised service response for families, children and young people.

To inform this approach, the State Government has invested in building an evidence-base for service design. The Early Intervention Research Directorate is guiding this work and brings together a consortium of leading child protection and child wellbeing research experts to deliver best practice strategies and advice to government to guide our investment in prevention and early intervention. This work includes a strong focus on reducing the over-representation of Aboriginal and Torres Strait Islander children in the child protection system.

The needs of Aboriginal families, children, young people and carers are at the forefront of our legislative reforms and our departmental strategic planning. We are working to embed Aboriginal decision-making and cultural safety in all policy and practice and are reviewing our approach to ensure genuine consultation and engagement with Aboriginal communities. Opportunities to further improve the design and delivery of services for Aboriginal children, young people, families and carers will be strengthened under the establishment of a Commissioner for Aboriginal Children and Young People.

Our frontline workers are pivotal to achieving meaningful reform. We are therefore investing in the development of a comprehensive strategy to support a skilled, confident and capable child protection workforce. Within this strategy, is a commitment to recognising a broader range of qualifications in the human service field and ongoing strategies to strengthen the professionalism of the department.

With new State Government leadership, our approach to reform is evolving from a recommendation-by-recommendation implementation approach, to delivering a coordinated program of continuous improvement to the broader child protection system. Underpinning this approach is a greater focus on prevention and early intervention, assessing success against measurable outcomes. The next phase of reform also brings with it new priorities and key programs of work, including additional investment and supports for foster and kinship carers and for young people transitioning from care. We will continue to promote the wellbeing of children and young people and our focus on child-centred quality practice, while encouraging a partnership approach between government, non-government organisations, families, carers and communities.

## 2. Our progress so far

The initial phase of reform has been focused on building the foundation to support systemic change for the child protection system whilst delivering the initial priority reforms.

Significant effort across the sector has been invested in establishing the foundation for change and developing the workforce, systems and partnerships required to support vulnerable children and their families.

The below table represents delivery of the 256 accepted recommendations<sup>1</sup> from *The life they deserve* report, of which many have now progressed to completion.

Implementation status	Total
Completed	76
Implementing	113
Planning	51
Not yet commenced	16
<b>Grand total</b>	<b>256</b>

The Appendix to this report provides a detailed update on the recommendations from *The life they deserve* as at June 2018.

### Key partners engagement, governance and working groups

As reform progresses the approach to engage with stakeholders has moved beyond the broad design of the system and has become focused toward the development and delivery of specific recommendations and programs.

Our key partners and stakeholders extend to government and non-government agencies across the child wellbeing and child protection continuum, and include oversight bodies, service providers, community leaders, academics and a range of advocacy groups for our carers and families. Given the over representation of Aboriginal children in the child protection system, we have a particular focus on strengthening partnerships with Aboriginal communities and organisations. Together we aim to deliver a connected, coordinated and effective child wellbeing and child protection system for vulnerable and at-risk children and families.

Key partners forums were held on 31 August and 6 December 2017 and included updates on:

- the role of prevention and early intervention services in the wider reform of the child protection service and using research and evidence to inform program design
- the *Children and Young People (Safety) Act 2017* and its impact on children, families and service providers
- progress in piloting the Child Safety Pathway and Multi Agency Assessment Unit.

The first forum for 2018 will focus on how we can improve outcomes for Aboriginal children and young people with a particular focus on the *Children and Young People (Safety) Act 2017*.

The Early Intervention Research Directorate held a public workshop on 13 December 2017 to seek comments on the draft *Prevention and Early Intervention Strategy*. The workshop invited feedback on the four strategic themes, whether anything was missing or unnecessary in the draft and what participants viewed as priority activities in prevention and early intervention. Conversations will continue through the actions included in the Strategy and in designing and shaping the Strategy's next phases.

The department has also delivered a number of information and training sessions to key partners and staff across the department to support implementation of the first phase of the *Children and Young People (Safety) Act 2017*.

The Child Safety and Wellbeing Advisory Panel met three times in 2017 and is the key group of non-government and government child protection agencies who seek to improve outcomes for children and young people by contributing to the implementation of the child protection systems reform.

The Child Protection Reform Portfolio Management Board (PMB) includes chief executives and senior executives from government agencies responsible for leading reform. The PMB continues to meet monthly to ensure a whole-of-government, integrated, effective and sustainable approach to reform implementation. The Department for Child Protection Chief Executive chairs the PMB.

<sup>1</sup> The 4 recommendations the Government did not accept are discussed in *A Fresh Start: Government of South Australia's response to the Child Protection Systems Royal Commission report: 'The life they deserve'*.

### 3. Legislative reforms

A number of legislative reforms have been developed to reflect the recommendations in *The life they deserve* and deliver a new way of responding to the risk of abuse and neglect. This suite of legislation includes:

- *Children and Young People (Safety) Act 2017*
- *Child Safety (Prohibited Persons) Act 2016*
- *Children and Young People (Oversight and Advocacy Bodies) Act 2016*
- *Public Sector (Data Sharing) Act 2016*.

#### *The Children and Young People (Safety) Act 2017*

The *Children and Young People (Safety) Act 2017* implements a number of *The life they deserve* recommendations and provides part of the legal framework to drive reform. Along with the *Children and Young People (Oversight and Advocacy Bodies) Act 2016*, it delivers a comprehensive and coordinated oversight and accountability system for child protection.

The new Act enshrines principles for early decision-making that support permanency and stability, increases focus on listening to and acting on the voices of children and carers, strengthens family group conferencing provisions and emphasises safe and nurturing placements. The key principles of the Act are summarised in the table below.

Child focused	Proactive intervention	Attachment	Permanence & stability	Recognition of carers
Recognition of importance of children and young people	Early family group conferences led by DCP	Placement – safe, nurturing, stable and secure environment. Preferred option is someone with an “existing relationship”	Timely decision-making	Approved carers can make representations in Court
Involvement in decision-making and right to information	Investigation in any “other circumstances”	Aboriginal and Torres Strait Islander Child Placement Principle	Assessment of likelihood of reunification before applying to Court	Increased involvement in decision-making
Right to be heard at Court and South Australian Civil and Administrative Tribunal	Department powers to direct parenting and drug and alcohol assessments	Desirable to maintain connection with biological family	Removal of 10 week rule – proceedings to be dealt with expeditiously	Right to information before and during placement
Support for care leavers	Alternative responses to notifications to address risk	Family group conferences	Reverse onus	Internal and external review avenues
Reverse onus	Require information from state authorities	Reverse onus	Long-term guardianship	Reverse onus
<b>Increased recognition of and reliance on professional judgment</b>				

The Act includes new functions and obligations for the Minister for Child Protection and the Chief Executive of the Department for Child Protection. Further supports for young people transitioning to adulthood are also included.

The Act passed Parliament in 2017 after amendments were made as a direct result of ongoing feedback from our child protection and child wellbeing sectors. Additional key changes included:

- the inclusion of a parliamentary declaration recognising the importance of children and young people in our State
- increased voice and involvement for children and young people in decision-making
- increased rights for carers, including the ability to apply to the South Australian Civil and Administrative Tribunal (SACAT) for review of certain decisions of the Chief Executive
- establishment of a Child and Young Person's Visitor Scheme
- ability for the Chief Executive to convene a family group conference
- powers for the Chief Executive to direct parents to undergo drug and alcohol assessments and parenting capacity assessments
- a requirement for the Minister to arrange assistance for eligible care leavers, including:
  - provision of education and training services
  - assistance finding accommodation, employment and accessing legal and support services
- requirement for those employed in licensed residential facilities, both government and non-government, to undergo psychological assessment of a kind determined by the Chief Executive.

These new laws underpin South Australia's child protection system and vastly improve the safeguards for vulnerable children and young people. This Act replaces the *Children's Protection Act 1993* and will significantly shift the way all partners work together across the sector to support at-risk families, children in care and carers.

### [Implementation of the Children and Young People \(Safety\) Act 2017](#)

The Department for Child Protection has commenced a two-phase implementation of the Act. The first phase commenced on 26 February 2018 and embeds the priorities and principles of the Act across the child protection sector. The sections commenced include those that:

- give greater voice to children and young people
- give carers greater rights and involvement in decision-making
- increase opportunities to provide assistance to care leavers
- improve information sharing provisions
- provide greater oversight of decision-making, including rights to internal and external review.

The early changes support existing practice reforms led by the Department for Child Protection and our key partners. The staged approach reflects our commitment to a considered sequencing of reform measures and ensures the Department for Child Protection can provide progressive training and support to staff and non-government service providers as we transition.

Training sessions and practice and procedure guidelines have been developed to assist staff in their operational requirements whilst working under both the *Children's Protection Act 1993* and the new *Children and Young People (Safety) Act 2017* between the implementation phases.

The second phase of implementation is now underway and commencement of the full Act will occur in October 2018. Among other changes, with full implementation we will see:

- increased powers and duties for child protection officers
- increased use of family group conferencing as a means to resolve concerns for children and families.

## Other milestone legislative reforms

### ***Child Safety (Prohibited Persons) Act 2016***

This Act defines a new working with children checks system for people working or volunteering with children in South Australia. Key parts include an ongoing monitoring system and moving from three-yearly to five-yearly checks. Importantly, checks will also be transferable between different jobs and volunteer positions.

### ***Children and Young People (Oversight and Advocacy Bodies) Act 2016***

This Act covers the statutory independent oversight and advocacy bodies, including the Guardian for Children and Young People, the Child Death and Serious Injury Review Committee (CDSIRC), the Commissioner for Children and Young People and the new Child Development Council.

### ***Public Sector (Data Sharing) Act 2016***

The *Public Sector (Data Sharing) Act 2016* provides for the sharing of data between public sector agencies, the Commonwealth, other States and Territories, local government and other entities (such as universities and non-government organisations) and provides protections relating to the sharing of data. The Act also established the Office for Data Analytics to coordinate data sharing across government and other entities, and to undertake data analytics work on public sector data.

The Information Sharing Guidelines (ISG) is a separate mechanism for sharing information, and the Guidelines provide a statewide approach to appropriate information sharing practices wherever there are threats to safety and wellbeing. Information sharing decisions under the ISG are made on a case-by-case basis and in specific circumstances related to individuals; whereas data sharing under the *Public Sector (Data Sharing) Act 2016* occurs on a project basis and covers a broad range of situations.

### ***Children's Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017***

This Act provides the technical transitional arrangements necessary to allow the Department for Child Protection to transfer or transition from the *Children's Protection Act 1993* to the new *Children and Young People (Safety) Act 2017*. It allows orders or actions made under the existing *Children's Protection Act 1993* to be recognised under the new Act. For example, if an investigation has commenced before the new Act commences.

## 4. Early Intervention

A number of government and non-government agencies and sector partners deliver services to vulnerable and at-risk children and families including prevention and early intervention, education and child development and child and maternal health services.

Promoting a whole-of-sector response to child protection creates greater opportunities to invest in prevention and early intervention. Supported by a new government, we are further integrating service provision across the sector to deliver a more cohesive service system for our vulnerable children and families.

The *Children and Young People (Safety) Act 2017* reinforces our responsibility to ensure that if we are intervening in a family, it is done so in a timely manner to optimise permanence and stability. A key priority of the Act focuses on earlier intervention where children and young people are identified as being at risk, and for government and key partners to promote and assist in the development of co-ordinated strategies for early intervention in cases where children and young people may be at risk of harm.

The *Children and Young People (Safety) Act 2017* also requires us to promote, support and adequately resource evidence-based programs delivering preventative and support services. As a government we are therefore strengthening supports to vulnerable families to maximise the wellbeing of children and young people and reduce child abuse and neglect.

## Early Intervention Research Directorate (EIRD)

EIRD was established as part of the response to *The life they deserve* and is supported by an External Expert Consortium of child protection and human services academics. The directorate works closely with the Office for Data Analytics who in addition to undertaking whole-of-government data analytics, facilitates the sharing of data between public sector agencies under the *Public Sector (Data Sharing) Act 2016*.

EIRD developed its Prevention and Early Intervention Strategy following extensive consultation, research and data analysis. The Strategy provides a framework for whole-of-government evidence-based action to support children and families vulnerable to child abuse and neglect. The Strategy recognises there are multiple, inter-connected risk factors that impact on the lives of families and children, and the need for shared responsibility and accountability. The Strategy contains four Strategic Themes to drive action:

- support our most vulnerable
- prioritise Aboriginal children, families and cultures
- strengthen the system
- build the evidence.

EIRD's work plan includes exploring social and health vulnerability, child development, early life interventions and the opportunities data provides to identify what works and how to deliver prevention and early intervention initiatives to improve outcomes for children and young people.

EIRD is examining service and system alignment to the needs of specific target groups, so that prevention and early intervention efforts are timely and effective. The External Expert Consortium completed a desktop evaluation of 100 early intervention programs to determine if they align with evidence and best practice. The findings from this work will be used to make improvements to the way in which early interventions are commissioned and provided to ensure they provide the best service possible for children, young people and families.

EIRD have commissioned 3 Case File Reviews. Study 1 was on pregnancy and the first 1000 days of life. Preliminary findings identified two distinct groups of families in the sample that made up almost 90% of parents of children in Unborn Child Concerns (UCC) reports. Group 1 was first time parents who had their own histories of abuse or neglect as children. Group 2 was parents who had at least one child who was known to child protection. The study demonstrated the high potential for prevention and early intervention, in particular, to intervene with first time parents to prevent intergenerational cycles of abuse<sup>2</sup>.

Study 2 was on children with repeat involvement in the child protection system. Preliminary findings identified that nearly 90% of families in the sample, had a level of re-reporting to child protection for different issues over the eight year period. Implications from the review include:

- repeat involvement with child protection services is very high and is associated with poor outcomes
- families with high levels of repeat involvement share many characteristics which may help inform prevention and early intervention support
- there is an intergenerational nature of child protection involvement
- incident-based reporting systems have limitations in identifying and responding to cumulative risk and harm<sup>3</sup>.

EIRD is also undertaking Case File Reviews about the over-representation of Aboriginal children and families in the child protection system. These reviews allow us to better understand and respond to concerns about unborn children and risk factors in families who may benefit from prevention and early intervention efforts. Findings along with other research and data analysis are being used to inform service design and future investment decisions.

EIRD and the Government are committed to building evidence about what works, aligning services to evidence from evaluations of existing programs, fostering innovation, and focusing on the most vulnerable and responses that address Aboriginal over-representation. EIRD will continue to provide an evidence-base to re-focus investment and guide decisions about prevention and early intervention.

2 South Australian Early Intervention Research Directorate (EIRD) Case File Review Research Policy Brief #1. Identifying early intervention and prevention pathways for child protection concerns raised in pregnancy: Preliminary Findings from Child Protection Departmental Case File Reviews. URL [http://www.unisa.edu.au/Global/EASS/Research/ACCP/ACCP\\_EIRD%20PolicyBrief1.pdf](http://www.unisa.edu.au/Global/EASS/Research/ACCP/ACCP_EIRD%20PolicyBrief1.pdf)

3 Arney, F. (2018). EIRD: Findings of the first two Case File Reviews. EIRD Forum 10 April 2018. Australian Centre for Child Protection

## 5. Aboriginal families and communities

Reducing the over-representation of Aboriginal children and young people in the child protection system continues to be a focus for the department and our partners. Additionally, our system must provide culturally responsive and safe practices to achieve better outcomes for Aboriginal children and young people across the statutory and early intervention system.

To achieve this, we have undertaken a number of initiatives in addition to recommendations from *The life they deserve* with an Aboriginal focus. We are committed to embedding Aboriginal decision-making and cultural safety across the reform agenda and ensuring that the reforms result in positive outcomes for Aboriginal children, young people, kin and community.

### National partnerships

As part of national efforts to improve outcomes for Aboriginal children, the Department for Child Protection is a signatory to the *Family Matters Statement of Commitment* – a national campaign to support Aboriginal children to grow up safe and cared for in family, community and culture. By collaborating with Family Matters and other Aboriginal service providers, peak bodies, and the community, we can better understand the issues and develop solutions together.

Under the *Protecting Children is Everyone's Business: National Framework for Protecting Australia's Children 2009–2020 — Third Action Plan 2015–2018*, we have commenced work on a Proof of Concept project to determine how agreed early intervention investment principles should be applied in practice, with a particular focus on Aboriginal and Torres Strait Islander children. The project will map early intervention pathways and propose evidence-based service reforms for Aboriginal and Torres Strait Islander children and their families. This will inform the implementation of place-based approaches and joint service planning and is due for delivery in late 2018.

### Policies and practice

The Department for Child Protection has recently undertaken significant steps to support much needed changes in the way we work with Aboriginal families, communities and organisations. This has included:

- recruitment of the Director, Aboriginal Practice and Principal Aboriginal Consultants in all service delivery directorates
- inclusion of Family Group Conferencing in the new *Children and Young People (Safety) Act 2017*
- establishment of the Aboriginal Family Scoping Unit
- shared support of the Aboriginal workforce through meaningful engagement and consultation, such as our State Wide Aboriginal Network (SWAN) and SA Senior Aboriginal Leaders Committee.
- inclusion of a commitment to 10% Aboriginal employment across the workforce in departmental recruitment and retention strategies.
- development of a Cultural Capabilities Framework and reviewing procedures to streamline the sources of internal cultural advice to the agency.

This work has also been supported by the new Out of Home Care Strategy and refreshed implementation of the Aboriginal and Torres Strait Islander Child Placement Principle as detailed in the new *Children and Young People (Safety) Act 2017*.

## Working together

Under refreshed leadership, we will change the way we work with at-risk Aboriginal children, families and communities. EIRD's desktop evaluation of early intervention services has identified the importance of cultural competency and the significant opportunities to improve cultural competency across the sector. Partnerships with Aboriginal communities and organisations will be developed and strengthened as we strive towards meaningful engagement.

EIRD's Prevention and Early Intervention Strategy prioritises Aboriginal children, families and cultures' role in implementing culturally effective approaches and services. New approaches are being informed by the Aboriginal Research Engagement Group and the SA Aboriginal Advisory Council. EIRD is committed to an ongoing focus on research to guide better practice for Aboriginal children and families, including rural and remote communities.

We must, improve outcomes for Aboriginal children and families in the child protection system. The Aboriginal and Torres Strait Islander Child Placement Principle in the new *Children and Young People (Safety) Act 2017* includes provisions for a recognised Aboriginal or Torres Strait Islander organisation in relation to the placement of an Aboriginal child or young person. This is an organisation the Minister, after consulting with the Aboriginal community or a section of the Aboriginal community, can declare by notice in the Gazette. Safety, cultural safety, social and emotional needs of Aboriginal children in care will be met and the number and over-representation of Aboriginal children in the child protection system is reduced.

## 6. Next steps

With the commencement of a new government, there is significant opportunity to review our work so far, and consider options to further strengthen the reform agenda and build upon the Government's strong plan for real change in the State.

Reform must deliver on the improved vision of the system set out in *The life they deserve* report in consultation with the community and stakeholders. Change must be provided in a cohesive and collaborative system. Children and those that care for them need substantial change to the way we support them.

In an effort to promote the safety and wellbeing of Aboriginal children in this State, the Government has commenced the establishment of a Commissioner for Aboriginal Children and Young People. The dedicated Commissioner with powers and functions to improve the safety and wellbeing of Aboriginal children and young people is a fundamental element of successful reform. A key priority of this role will be to ensure the voices of Aboriginal people greatly informs our new system and is embedded in all ongoing decision-making, policy and practice that affect all Aboriginal children and communities.

There is also a commitment by government to continue the support of at-risk young people exiting the system to successfully branch out into the workforce, attend university or gain further training through extending financial support to carers for a further three years.

Furthermore we can strengthen our focus on building the capacity of our workforce and growing a multi-disciplinary group of child protection practitioners across a diversifying sector.

The development of a framework will enable us to understand and evaluate the impact of initiatives and improvements for children, young people, families and carers as we continue to drive an agenda of reform.



Key programs of work will be introduced consolidating legislation implementation, evidence-based investment decision-making, and the strategic objectives of departments and agencies across the sector. We will continue to actively and genuinely listen to children, families and communities, involving them in service design and delivery.

With the new government, there is now opportunity to reset the stage for reform of the child protection system and ensure greater accountability, transparency and line of sight into performance, benefits and risks for projects and programs.

We will support our workforce to respond effectively to the changing and at times complex families and communities with whom we work. This includes working with children with disability and navigating the National Disability Insurance Scheme effectively.

We will also partner with interstate jurisdictions in response to the Royal Commission into Institutional Responses to Child Sexual Abuse including the calls for National Redress Scheme for Victims of Institutional Sexual Abuse, and work with our partners in the Northern Territory to capitalise on similar themes in the Royal Commission into the Protection and Detention of Children in the Northern Territory. A disproportionate number of young people who are in the justice system, are likely to have a history of abuse or neglect and to have been in Out of Home Care. There is a need to strengthen the partnership between child protection services and youth justice as these areas often support young people who are involved with both service systems concurrently. Discussions are ongoing between child protection, justice and law enforcement agencies to identify service gaps and develop flexible, multidisciplinary and collaborative responses to these young people with complex needs.

To achieve successful and ongoing transformation, reform requires us to learn from our progress so far. We will consider further opportunities to integrate current service provision across government and non-government partners to establish a system capable of early assessment and referral, and of providing trauma-informed, therapeutic responses, while maintaining our focus on providing high quality, child-focused Out of Home Care.

# Appendix

## Recommendations from *The life they deserve* and progress status

The following updates are current as at June 2018.

Recommendations can be viewed on the Department for Child Protection website.

#	RECOMMENDATION			
1	<p><b>Establish a protocol to govern eligibility for a grant of legal aid to carers, where the child's best interests would be better or more appropriately secured by obtaining Family Court orders, rather than by proceedings in the Youth Court. Further, that funding be provided to the Legal Services Commission and quarantined for this specific purpose.</b></p> <table border="1"> <tr> <td>Accepted in principle</td> <td>Phase 2</td> <td>Implementing</td> </tr> </table> <p><b>PROGRESS</b></p> <p>Under guidelines established by the Legal Services Commission to grant legal aid to carers in matters where the child's best interests would be better or more appropriately secured by obtaining Family Court orders rather than by proceedings in the Youth Court, five matters have received a grant of aid. The guidelines are activated where an application is made for legal aid by a carer, on the suggestion of the Department. All five applications were made in October and November 2017. Every application for such aid has been granted.</p> <p>The funding to be provided to the Legal Services Commission and quarantined for this specific purpose has not yet been established.</p>	Accepted in principle	Phase 2	Implementing
Accepted in principle	Phase 2	Implementing		
2	<p><b>Fund, subject to a protocol, any required filing costs where there is a need for Youth Court orders to be registered in the Family Court to improve the safety of the children to whom they relate.</b></p> <table border="1"> <tr> <td>Accepted in principle</td> <td>Phase 2</td> <td>Implementing</td> </tr> </table> <p><b>PROGRESS</b></p> <p>Where a Youth Court order requires registration in the Family Courts for proceedings for which a client has received a grant of legal aid, filing costs for that order to be registered in the Family Court will be waived.</p>	Accepted in principle	Phase 2	Implementing
Accepted in principle	Phase 2	Implementing		
3	<p><b>Support and promote for action, recommendation 5(a) of the Family Law Council interim report (June 2015), which advocates for the development of a national database of child protection and Family Court orders.</b></p> <table border="1"> <tr> <td>Accepted</td> <td>Phase 1</td> <td>Completed</td> </tr> </table> <p><b>PROGRESS</b></p> <p>The Department for Child Protection is supporting recommendation 5(a) of the Family Law Council interim report (June 2015), which advocates for the development of a national database of child protection and Family Court orders through the Family Violence Working Group (established by the National Law, Crime and Community Safety Council).</p> <p>This Group is considering options to implement an information sharing regime to improve the accessibility of family violence, child protection and family law orders, judgements, transcripts and other relevant documentation across the State, Territory and Commonwealth courts and other agencies. One of the principles guiding the development and implementation of this information sharing regime, is it should be compatible with, and able to be enhanced by technology, to ensure efficient and timely sharing of information.</p> <p>The department will continue to monitor and support the Working Group to progress this work and improve interactions across federal family law and State and Territory family violence systems.</p>	Accepted	Phase 1	Completed
Accepted	Phase 1	Completed		



4	<b>Reinstitute the court liaison role (CLR) as a strategic link between the agency, the Family Court and the Youth Court, to improve system interface and to develop service responses in accordance with the requirements of each jurisdiction.</b>
Accepted	Completed – reported December 2017
5	<b>Move the Office of Child Protection and the functions of Families SA out of the Department for Education and Child Development to establish a separate department that has the business of child protection as its primary focus, and which has elements and functions as set out in this report.</b>
Accepted	Completed – reported in <i>A Fresh Start</i>
6	<b>Appoint a Chief Executive of the new department who has strong leadership skills and recognised credibility in child protection work, and who has a direct line of ministerial responsibility.</b>
Accepted	Completed – reported in <i>A Fresh Start</i>
7	<b>Implement a structure in the new department that reduces the hierarchies between leadership and front-line workers.</b>
Accepted	Completed – reported December 2017
8	<b>Establish a refreshed leadership in the new department with emphasis on the attraction and retention of leaders who have recognised credibility in child protection work, and who have the capacity to lead a major reform of organisational culture.</b>
Accepted	Completed – reported December 2017
9	<b>Review the delegation of powers to enable decision-making to occur at the closest possible level to the child, subject to questions of fiscal responsibility and sensitivity or complexity of the issues.</b>
Accepted	Completed – reported December 2017
10	<b>Adopt a policy that gives a child’s caseworker the primary responsibility for case management and, except in special circumstances, ensures that the caseworker is made aware of all discussions and decisions that affect the child.</b>
Accepted	Completed – reported December 2017
11	<b>Conduct a formal review of Solution Based Casework™ (SBC) to critically examine whether the model is being used with fidelity to the original model in practice.</b>
Accepted	Completed – reported December 2017





**12 Provide an ongoing SBC consultation and training service to be delivered by principal social work staff and appropriately accredited trainers in SBC who remain within the agency.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>An ongoing training delivery model for staff led by Principal Social Workers has been developed and Solution Based Casework™ (SBC) training continues to be delivered. In order to ensure quality usage of SBC in practice, a plan for the ongoing leadership of SBC has been established.</p> <p>A <i>Manual of Practice</i> is being developed to align with the <i>Children and Young People (Safety) Act 2017</i>. The <i>Manual of Practice</i> will provide centralised access to policies, procedures, processes and tools to guide practitioners and embed best practice approaches to child protection.</p>		

**13 Audit the range of process and policy documents to identify and discard those that are out of date. Develop a single database that is accessible to all staff via the Agency’s intranet, to electronically file all current documents.**

Accepted	Phase 1	Completed
<p><b>PROGRESS</b></p> <p>An audit of departmental process and policy documentations has been completed. This audit provides a platform from which existing documents are being reviewed, updated or retired. A process to work through the list of documents requiring review is underway with priority being given for those affected by the new <i>Children and Young People (Safety) Act 2017</i>.</p> <p>A new Department for Child Protection (DCP) Policy Framework has been developed and implemented. The Framework supports consistent processes for effective governance and decision-making to ensure departmental policy is dynamic and supports best practice.</p> <p>A new DCP intranet is now in place and provides the platform for all staff to access departmental policies. Senior Executives have overarching responsibility to monitor, evaluate and review departmental documents as required, and to ensure that information and processes that guide business remain current.</p>		

**14 Employ administrative assistants at adequate levels of expertise to support casework teams to manage the administrative requirements of C3MS.**

Not accepted
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**15 Develop clear guidelines for recording information on C3MS, which identify those responsible for data entry and the categories under which data is entered. Rationalise available categories to limit inappropriate categorisation of important information.**

Accepted in principle	Phase 1	Planning
<p><b>PROGRESS</b></p> <p>The required work to deliver this recommendation is pending the outcome of the C3MS External Review being undertaken between April and June 2018 (refer recommendation 20).</p>		







**20 Conduct a review of the long-term viability of C3MS, and monitor research and developments in the area of electronic information management systems with a view to determining whether C3MS should be replaced with a more suitable and effective electronic information system.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>An external review of the case management system is being undertaken between April and June 2018. The following goals were established for the review of C3MS:</p> <ol style="list-style-type: none"> <li>1. understand how C3MS supports and limits staff in doing their work</li> <li>2. explore research and real world examples of child protection information systems</li> <li>3. identify what an ideal child protection information system would be capable of</li> <li>4. identify if C3MS is appropriate for our long term needs, or if we should consider options for replacement</li> </ol>		

**21 Establish a human resources unit in the agency that has sufficient specialist expertise and resources to develop and implement strategic workforce plans and to manage operational demands to ensure high quality child protection practice.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The Chief Human Resources Officer commenced in January 2017 with a Human Resources directorate organisational structure established.</p> <p>Phase 1 of the Human Resources structure was implemented following an internal consultation process. Phase 1 includes the Human Resources Performance and Operations (HRPO) team and the Employee Relations (ER) team.</p> <p>A Phase 2 proposal, providing resourcing for workforce strategy and organisational development has been approved with recruitment progressing. The Work Health and Safety structure is also now in place with recruitment finalised.</p> <p>A number of key appointments have also been made including an Aboriginal Employment Consultant, an Aboriginal Learning and Development Consultant and a Principal Workforce Planning Consultant.</p>		

**22 Establish a learning and professional development unit in the agency to lead training and professional development, for both professional and operational staff.**

Accepted	Phase 1	Planning
<p><b>PROGRESS</b></p> <p>The new organisational structure for the Department for Child Protection maintains the current practice development team for operational staff and introduces a new Organisational Culture and Capability for learning and development functions across all staff in the department.</p> <p>Following the appointment of the Manager of Organisational Culture and Capability, remaining appointments to the team will be finalised by the end of 2018. This team will work closely with the existing practice development team.</p> <p>An Aboriginal Learning and Development Consultant and an Online Learning Systems Administrator have been appointed to the Organisational Culture and Capability team, as well as a clinical Organisational Psychologist.</p> <p>The new Director Quality and Practice commenced in March 2018. A key aspect of this role includes reviewing the learning and development requirements of the Department’s practitioners in collaboration with the newly appointed Manager, Practice Development.</p>		





**23 Require professional staff in the agency to complete a minimum number of hours of professional development each year as a condition of their employment.**

Accepted in principle	Phase 2	Not yet commenced
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**24 Charge the executive of the agency, through the human resources unit, with a review of current practices and the development of evidence-based strategies relevant to:**

- a. workforce records and data management
- b. workforce qualification profiles, including requiring any staff holding a case load to be degree qualified in a discipline relevant to child protection
- c. the recruitment, selection, induction and retention of staff, including managing all recruitment and selection centrally
- d. career, including management, pathways
- e. workload management
- f. performance planning, support and monitoring for enhanced staff performance
- g. professional development requirements, opportunities and resourcing, including adopting a professional development reimbursement program modelled on that operating in SA Health.

Accepted in principle	Phase 1	Planning
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**PROGRESS**

The Department for Child Protection’s new Human Resources directorate established in 2017 includes the creation of a new recruitment team, under the supervision of a Team Leader who will be leading the review of recruitment, selection and induction of staff.

Phase 2 of the implementation of the Human Resources structure included the recruitment of a resource dedicated to workforce planning.

A review of current practices and the development of evidence-based strategies relevant to the identified areas within this recommendation is in progress. The review will inform Human Resource directorate’s forward program of work related to workforce strategy and planning. This will consider each aspect of this recommendation as well as aligning aspects from other related recommendations.

In line with the Government’s 100 day plan, the department has commenced consultation with the Public Service Association and staff regarding the proposal to implement a multi-disciplinary approach to recruitment. The scope includes the ability to consider candidates with human services, social sciences and other related degrees for vacancies. Social work qualifications will remain the preferred qualifications under the proposed model.

**25 Provide a psychological service to work with the executive to address the high levels of workplace stress in the agency.**

Accepted	Phase 1	Implementing
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**PROGRESS**

A Staff Wellbeing Unit has been established in the Department for Child Protection. The Unit is led by Manager, Organisational Culture and Capability. The Unit includes an organisational psychologist. The Unit provides a number of well-being services to staff and recommendations to executive to improve the general well-being of staff. The Unit works closely with the Work, Health and Safety manager and service delivery staff to support the wellbeing of the workforce.

In considering the requirements for wellbeing services into the future, the department is currently reviewing its Employee Assistance Program (EAP) service arrangements. Exploration of appointing an Aboriginal EAP service provider is a key element of the revised EAP service arrangements.





**26 Appoint clinical managers to each metropolitan hub and regional office of the agency and review professional line-management structures accordingly.**

Not accepted

**27 Invest in clinical management, supervision and practice improvement, including the development of a supervision framework.**

Accepted

Phase 1

Implementing

**PROGRESS**

A draft Clinical Governance Framework and a Capabilities Framework has been developed in the Department for Child Protection. A Supervision Framework for the department has also been developed. This outlines supervisory duties including the key principles of roles and responsibilities, recommended supervision frequency, guidance on documentation of supervision and linkages to ongoing professional development.

A comprehensive plan to support implementation of the Supervision Framework has been developed. Local plans will be developed to ensure the framework meets local requirements. Supervision is a key pillar of practice excellence and as such will be integrated in the *Manual of Practice*.

**28 Establish formal and regularly evaluated relationships between the agency and the tertiary education sector that are designed to:**

- a. enhance student and academic knowledge and experience of child protection practice**
- b. attract desirable graduates**
- c. expand and focus child protection practice research**
- d. ensure that the agency and its staff are kept abreast of contemporary professional research and literature.**

Accepted

Phase 1

Implementing

**PROGRESS**

The Department for Child Protection’s (DCP) HR directorate is working in partnership with the DCP Social Work Field Education Coordinator to ensure that students undertaking placements within Child Protection are provided with support and information on how to obtain ongoing employment within the department at the conclusion of their degree. A member of HR’s Recruitment Team presents to students twice a year on the recruitment process and opportunities for employment within the department. The Recruitment Team recently attended the University of South Australia’s 2018 “Big Meet” and Flinders University’s Career Expo to offer advice and information on DCP career opportunities to Social Work/Social Sciences graduating students.

More targeted promotion has been undertaken across the department of the SA Government Graduate Register, encouraging Managers to discuss with any current students or recent Graduates opportunities to access the register. Managers are being supported by the Recruitment Team to access the Register and secure the employment of suitable Graduates.

The department’s Aboriginal Employment Consultant is working in partnership with the Universities to explore opportunities to develop a cadetship program for Aboriginal students within DCP.





**29 Establish a postdoctoral fellowship program in conjunction with the tertiary education sector to advance areas of research relevant to the agency.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The Early Intervention Research Directorate (EIRD) continues to work with the consortium of internationally renowned researchers with expertise in population health, child protection and child development to support the evidence around effective service provision and the experience of vulnerable children and families. The post-doctoral fellowship program has incorporated three key research projects and case file reviews focusing on:</p> <ul style="list-style-type: none"> <li>→ the over-representation of Aboriginal children in the child protection system</li> <li>→ at-risk pregnancy and infancy</li> <li>→ children with repeat involvement in the child protection system.</li> </ul> <p>Collaboration between the Department of Child Protection and EIRD is ongoing to build and apply evidence to inform and support decision-making. After June 2018, the post-doctoral fellowship program will be renewed to align with EIRD's revised research agenda.</p>		

**30 Require the agency to take a lead role with other stakeholders to develop and implement a workforce strategy designed to improve staffing practices and performance across the broader child protection system.**

Accepted	Phase 3	Implementing
<p><b>PROGRESS</b></p> <p>In August 2017, the Child and Family Welfare Association was funded to plan and implement a non-government sector development strategy to improve resource planning, recruitment, retention, capability and performance across the non-government sector.</p> <p>The Department for Child Protection and the Child and Family Welfare Association have agreed to develop a set of shared principles for workforce development. These are currently being finalised.</p>		

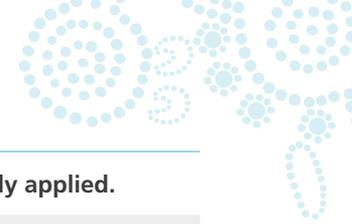
**31 Maintain the current mandatory reporting threshold set out in section 11 of the *Children's Protection Act 1993*.**

Accepted	Completed – reported June 2017
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**32 Review the screening and response priority tools to ensure they give due weight to cumulative harm, chronic neglect, social isolation, underlying causes of dysfunction, the need to conduct timely forensic medical assessments, and the expertise and experience of professional notifiers.**

Accepted	Phase 1	Planning
<p><b>PROGRESS</b></p> <p>Review and development of the Structured Decision-making (SDM) Screening and Response Priority Assessment tools is being progressed. The implementation of the tools and the associated training will be coordinated with the commencement of the remaining provisions (Phase 2) of the <i>Children and Young People (Safety) Act 2017</i>.</p>		





**33 Review screened-out notifications periodically to ensure the threshold is being correctly applied.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>A process to periodically review screened-out notifications is now in place and forms part of a broader performance framework to support accurate and consistent decision-making in the Department for Child Protection’s Call Centre.</p> <p>Findings from the review process are used to inform workforce development and procedural improvements. The new process will be evaluated after 12 months of operation.</p>		

**34 Invest in the professional development of the agency’s Call Centre practitioners, including, but not limited, to:**

- a. the implementation of case reading**
- b. regular clinical supervision**
- c. the introduction of a tailored induction program**
- d. ongoing training in the specific skills required of Call Centre practitioners.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>Significant investment to support the professional development of the Department for Child Protection’s Call Centre practitioners has occurred in the last 12 months.</p> <p>A case reading process has been designed and implemented with the findings used to support ongoing professional development. Additionally, systems to support Senior Practitioners and Supervisors to observe and listen back to calls to identify opportunities for improved assessment are now in place.</p> <p>All Call Centre Practitioners receive regular clinical supervision which is monitored through monthly performance reporting.</p> <p>A tailored induction program for new Call Centre practitioners and an annual training plan to support the ongoing development of existing practitioners is in place.</p> <p>A Principal Aboriginal Consultant located in the Call Centre has been appointed.</p>		

**35 Implement the automated call-back feature at the Call Centre for a trial period, followed by an assessment to determine whether its ongoing use is justified.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The Department for Child Protection has negotiated the service of a third party to support the phone system including development of a call-back feature and other system enhancements. The call-back system has been trialled. The trial is informing the development of the final technical solution due for implementation by the end of 2018.</p>		





**36 Staff the Call Centre at a level that would permit the achievement of the following service benchmarks:**

- a. a maximum waiting time of 30 minutes for a telephone call to be answered**
- b. a maximum of 24 hours to assess an eCARL notification**
- c. a maximum delay of 2 hours for a call back.**

Accepted in principle	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The Child Safety Pathway intake service model, implementation plan and supporting quality assurance and performance framework have been developed. The Electronic Log Sheet has been developed and is being rolled out in an iterative implementation process.</p> <p>All additional Call Centre practitioners have been appointed. An on-call roster system has been integrated into the staff rotation which ensures the Call Centre is never left unattended.</p> <p>More broadly, the Department for Child Protection is undertaking a review of its rostering arrangements. A staged approach is being adopted. Phase 1 includes the review of the Residential Care rostering system and to test the review methodology. Phase 2 includes the review of the Crisis Response Unit rostering system.</p> <p>Strategies to improve call wait and eCARL processing times are being implemented to achieve sustainable improvements.</p> <p>Average call wait times have improved significantly in the last 12 months from an average wait time of 38 minutes 02 seconds in March 2017 to 11 minutes 16 seconds in April 2018.</p> <p>The number of eCARLs that are responded to within 24 hours has increased to 31% as at April 2018 from an average of 13.9% in 2016/2017.</p>		

**37 Ensure that the Call Centre is never left unattended. Crisis Care staffing levels should be immediately increased to no fewer than 3 staff at each shift.**

Accepted	Phase 1	Completed
<p><b>PROGRESS</b></p> <p>The Child Safety Pathway intake service model, implementation plan and supporting quality assurance and performance framework have been developed.</p> <p>To build the capacity of the Call Centre, additional employees have now been recruited. An on-call roster system has been integrated into the staff rotation which ensures the Call Centre is never left unattended.</p>		

**38 Abandon the proposal to engage unqualified call agents to receive telephone notifications. Telephone calls from notifiers must only be taken by degree-level, tertiary qualified and experienced practitioners.**

Accepted	Completed – reported in <i>A Fresh Start</i>

**39 Update, as a matter of urgency, public information concerning the services offered by the Crisis Care service.**

Accepted	Completed – reported in <i>A Fresh Start</i>







- 44 Make mandatory notification training compulsory for:**
- a. registered teachers;
  - b. general medical practitioners;
  - c. police officers; and
  - d. other mandated notifiers who are employees of, or volunteer in, a government or non-government organisation that provides health, welfare, education, sporting or recreational, childcare or residential services wholly or partly for children, where the notifier either (a) is engaged in the actual delivery of those services to children or (b) holds a management position in the relevant organisation, the duties of which include direct responsibility for, or direct supervision of, the provision of those services to children.

Accepted in principle	Phase 2	Not yet commenced
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- 45 Restrict access to eCARL to notifiers who have completed mandated notifier training.**

Accepted in principle	Phase 2	Not yet commenced
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- 46 Include an interactive mandatory notifier guide at the start of eCARL.**

Accepted	Phase 1	Implementing
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**PROGRESS**

The Department for Child Protection is progressing development of a Mandatory Reporting Guide (MRG) and ensuring compliance with the *Children and Young People (Safety) Act 2017*. Options to integrate an interactive solution are currently being scoped.

- 47 Amend Part 4, Division 1, of the *Children's Protection Act 1993* to include a new provision permitting, but not requiring, a notifier to report concerns about an unborn child, regardless of the stage of pregnancy.**

Accepted	Phase 1	Implementing
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**PROGRESS**

The *Children and Young People (Safety) Act 2017* and the *Children's Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017* commenced in part on 19 December and 26 February 2018. The remaining sections of both Acts are to commence in October 2018, including section 31(3) of the *Children and Young People (Safety) Act 2017* at which recommendation 47 is implemented.

The staggered commencement will ensure a collaborative approach between agencies, allowing sufficient time for adequate planning and education in both the short and long term.

The *Children and Young People (Safety) (Transitional Provisions) Regulations 2017* commenced on 26 February 2018.

The *Children and Young People (Safety) Regulations 2017* commenced in part on 26 February 2018. The remainder of the regulations are suspended from operation in accordance with the delayed introduction of parts of the *Children and Young People (Safety) Act 2017*.

- 48 Abandon the policy restricting the recording of Report on Unborn (ROU) children to 34 weeks' gestation or later.**

Accepted	Completed – reported in <i>A Fresh Start</i>
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**49 Institute longer-term funding arrangements for prevention and early intervention services, subject to evaluation and performance criteria.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The External Expert Consortium has completed the desktop evaluation of 100 early intervention programs in 2 tranches. Actions from the findings of the first tranche of evaluations are being implemented to refine and improve service provision and inform investment decisions. This will result in services that are more efficient and targeted to populations in need as informed by the evidence-base. Responses to Tranche 2 evaluations are underway. The mapping of early intervention services and funding across SA Government services will be complete by 30 June 2018. Findings from the evaluations will also influence government procurement practices in the longer term.</p>		

**50 Establish an Early Intervention Research Directorate (EIRD) to:**

- a. prepare a prevention and early intervention strategy that is updated at least every five years:**
  - i. to identify service models that have proved effective or show promise in promoting the health, safety and wellbeing of children in South Australia**
  - ii. to serve as the basis of decisions by South Australian Government agencies to fund prevention and early intervention services**
  - iii. to form the basis of negotiations with the federal and local governments, with a view to coordinating funding priorities**
- b. establish research partnerships and fund evaluations of innovative service models to determine their effectiveness and value for money**
- c. focus on the prevention and early intervention investment priorities identified in this report.**

Accepted	Phase 1	Completed
<p><b>PROGRESS</b></p> <p>The Early Intervention Research Directorate (EIRD) developed its Prevention and Early Intervention Strategy, following extensive consultation, research and data analysis. The Strategy provides a high level framework for whole-of-government evidence-based action to support the State’s children and families vulnerable to child abuse and neglect. The Strategy contains four Strategic Themes through which action will be driven:</p> <ul style="list-style-type: none"> <li>→ support our most vulnerable</li> <li>→ prioritise Aboriginal children, families and cultures</li> <li>→ strengthen the system</li> <li>→ build the evidence.</li> </ul> <p>EIRD (established in December 2016) will continue to provide the SA Government with the evidence-base to guide decisions about prevention and early intervention for child abuse and neglect. EIRD’s partnership with the academic External Expert Consortium and the Office for Data Analytics ensures peer-reviewed national and international research, as well as locally-commissioned research and evaluations that are specific to the South Australian community and context build on the evidence-base to inform future decisions.</p>		





- 51 Establish child and family assessment and referral networks in each region of Greater Adelaide and regional South Australia that include:**
- a. a lead not-for-profit agency to manage, in partnership with the agency, a local entry point to services provided by partner agencies in the region, focusing on collaborative practice and coordinated, multi-service responses, when required
  - b. an annual local assessment of needs (LAN) prepared by the lead not-for-profit agency after mapping the needs of vulnerable families and children in each region. The LAN would inform funding decisions for services
  - c. child protection practitioners in each child and family assessment and referral network to support decision-making in relation to child safety including when to refer higher risk families for a statutory response by the agency.

Accepted in principle	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The Northern, Southern and Western CFARN teams are in operation and continue to work with children and families to provide a coordinated, targeted and culturally appropriate earlier intervention approach to improve the safety, health, development and education outcomes where risk factors exist.</p> <p>Planning continues for the implementation of the Mt Gambier CFARN, which is expected to be operational in the near future.</p>		

- 52 Employ qualified child wellbeing practitioners (CWPs) accessible to all staff in the department, but focusing on locations of greatest need, to consult with staff and to work directly with vulnerable families. CWPs should have on-site access to the agency’s electronic database.**

Accepted in principle	Completed – reported June 2017
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- 53 Equip relevant government agencies to support vulnerable families by appointing existing employees as child wellbeing assistants (CWA), in addition to their usual role, to provide staff guidance about options to support vulnerable families.**

Accepted	Phase 2	Planning
<p><b>PROGRESS</b></p> <p>Planning continues for this initiative. A Reference Group comprising all government agencies that support vulnerable families will be established in July 2018 to enable implementation of the Child Wellbeing Assistants (CWA), development of a common approach (recommendation 54) and CWA training and networking (recommendation 55).</p>		

- 54 Implement a simple, common assessment framework, such as ‘common approach’, for use by government and not-for-profit services who work with vulnerable children and families.**

Accepted	Phase 1	Planning
<p><b>PROGRESS</b></p> <p>The review of Solution Based Casework™ and the common approach will be discussed as part of the role of the Child Wellbeing Assistants (CWA) cross-government reference group to be established in July 2018. The Reference Group will enable implementation of the Child Wellbeing Assistants (CWA) initiative and comprise of all government agencies that support vulnerable families.</p> <p>The outcomes from the review of Solution Based Casework™ will inform the assessment framework to be established for CWAs across government.</p>		





**55 Convene regular cross-agency training and networking sessions for all CWP’s and CWAs in each local metropolitan and country region to increase their knowledge and support local inter-agency collaboration**

Accepted	Phase 2	Planning
<p><b>PROGRESS</b></p> <p>The implementation of recommendation 53 to equip relevant government agencies to support vulnerable families by appointing existing employees as Child Wellbeing Assistants (CWA) is required before this recommendation can be fully implemented.</p> <p>This recommendation will be discussed as part of the CWA reference group to be established in July 2018. The Reference Group will enable implementation of the Child Wellbeing Assistants (CWA) initiative and comprise of all government agencies that support vulnerable families.</p>		

**56 Amend the *Children’s Protection Act 1993* to permit mandated notifiers to discharge their obligations by: reporting to the agency’s Call Centre (Child Abuse Report Line); or to designated child wellbeing practitioners, or by referral to a child and family assessment and referral network where the notifier believes a child’s circumstances would be adequately attended to by a prevention or early intervention program.**

Accepted in principle	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The <i>Children and Young People (Safety) Act 2017</i> and the <i>Children’s Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017</i> commenced in part on 19 December and 26 February 2018. The remaining sections of both Acts are to commence in October 2018, including section 31(4) of the <i>Children and Young People (Safety) Act 2017</i> at which recommendation 56 is implemented.</p> <p>The staggered commencement will ensure a collaborative approach between agencies, allowing sufficient time for adequate planning and education in both the short and long term.</p> <p>The <i>Children and Young People (Safety) (Transitional Provisions) Regulations 2017</i> commenced on 26 February 2018.</p> <p>The <i>Children and Young People (Safety) Regulations 2017</i> commenced in part on 26 February 2018. The remainder of the regulations are suspended from operation in accordance with the delayed introduction of parts of the <i>Children and Young People (Safety) Act 2017</i>.</p>		

**57 Review procedures for strategy discussions to ensure they are convened promptly upon the receipt of notifications requiring investigation (and without delay when children present with physical injury). Discussions should include all relevant government and non-government participants and be reconvened as necessary.**

Accepted	Completed – reported in <i>A Fresh Start</i>
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**58 Provide the agency's practitioners with training, support and supervision to equip them to make realistic assessments of risks, particularly in areas of chronic maltreatment, cumulative harm, social isolation, drug and alcohol abuse, mental health, family violence, and attachment and care needs of young children, to consider the views of children and to develop appropriate safety plans.**

Accepted	Phase 2	Implementing
<p><b>PROGRESS</b></p> <p>The Assessment and Decision-making Learning program has been developed by the Department for Child Protection with range of learning modules already incorporated in staff training to support improved practice.</p> <p>A comprehensive program to support clinical supervision is currently being implemented. A <i>Manual of Practice</i> is being developed and will assist staff to make thorough assessments and make well-evidenced decisions.</p> <p>A Supervision Framework has been developed which outlines supervisory duties including principles, the supervisor's role and responsibilities, the supervisee's role and responsibilities, recommended supervision frequency, guidance on documentation of supervision and how it links to the ongoing professional development of staff.</p> <p>A comprehensive plan to support implementation of the Supervision Framework has also been developed and local plans will be developed for each office's leadership to ensure the Framework supports unique requirements for each office and its successful implementation. The practice of supervision is also being integrated in the <i>Manual of Practice</i>.</p> <p>Implementation of the <i>Manual of Practice</i> will be supported by an extensive implementation plan which will include professional development opportunities.</p>		

**59 Reconcile and integrate the agency's assessment tools and documentation (including Solution Based Casework™, the assessment framework and decision-making tools).**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The Department for Child Protection is developing a <i>Manual of Practice</i> to support the commencement of the remaining provisions (Phase 2) of the <i>Children and Young People (Safety) Act 2017</i>. The <i>Manual</i> will integrate the department's assessment tools and documentation (including Solution Based Casework™, Structured Decision-making tools). A contract has been entered into with the Children's Research Centre to review and revise the Structured Decision-making tools used by the field to ensure alignment with the <i>Children and Young People (Safety) Act 2017</i>.</p>		

**60 Amend section 20 of the *Children's Protection Act 1993* to delete section 20(2) and (3), and include a provision which empowers the agency to issue a written direction to parents, guardians or other persons requiring them to submit to a drug and alcohol assessment, with the results to be provided to Families SA.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The <i>Children and Young People (Safety) Act 2017</i> and the <i>Children's Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017</i> commenced in part on 19 December and 26 February 2018. The remaining sections of both Acts are to commence in October 2018, including section 36 of the <i>Children and Young People (Safety) Act 2017</i> at which recommendation 60 is implemented.</p> <p>The staggered commencement will ensure a collaborative approach between agencies, allowing sufficient time for adequate planning and education in both the short and long term.</p> <p>The <i>Children and Young People (Safety) (Transitional Provisions) Regulations 2017</i> commenced on 26 February 2018.</p> <p>The <i>Children and Young People (Safety) Regulations 2017</i> commenced in part on 26 February 2018. The remainder of the regulations are suspended from operation in accordance with the delayed introduction of parts of the <i>Children and Young People (Safety) Act 2017</i>.</p>		





**61 Ensure the agency responds to all screened-in notifications, either directly, or by appropriate referral, including responding promptly (including after hours) to notifications in which physical injuries are notified and the agency's assistance is required to facilitate a forensic medical assessment.**

Accepted in principle	Phase 3	Implementing
<p><b>PROGRESS</b></p> <p>The Multi Agency Assessment Unit (MAAU) is operational and is overseen by a Strategic Oversight Committee of members from the partnering agencies. Modelling has commenced to improve the identification of cases involving vulnerable families where there is the greatest opportunity to create a difference within the first '1,000 days' of a child's life. The referral pathway between MAAU and the Child and Family Assessment and Referral Networks (CFARNs) has been established, work continues to develop other key service pathways.</p> <p>Service pathways will be further strengthened with the commencement of the remaining provisions (Phase two) of the <i>Children and Young People (Safety) Act 2017</i>.</p> <p>Recruitment of backlog workers has been progressed creating additional investigative capacity in the system.</p> <p>Full implementation of this commitment will be dependent upon execution of the breadth of child protection reforms.</p>		

**62 Phase out the closure of intakes and files due to a lack of resources. This should occur over a period of no more than five years from the date of this report. In the interim, practitioners should be provided with clear guidelines as to the circumstances in which such closures are appropriate. There should be quarterly reports to the public on the rate of closures that are due to a lack of resources.**

Accepted in principle	Phase 3	Planning
<p><b>PROGRESS</b></p> <p>Acknowledging that implementation of this commitment will be dependent upon implementation of the breadth of reforms, planning and preliminary activity has commenced across government agencies with a focus on:</p> <ul style="list-style-type: none"> <li>→ driving whole of system reform required to support early identification and provide service responses for at-risk children and families before they require a tertiary child protection response (e.g. Early Intervention Research Directorate)</li> <li>→ formalising early referral pathways (e.g. Child and Family Assessment and Referral Networks; Multi-Agency Assessment Unit) and building the capacity for multi-disciplinary responses</li> <li>→ working with the domestic and family violence sector to consider opportunities for joined up case management responses</li> <li>→ pursuing alternative pathways for screened in notifications (e.g. Child Wellbeing Program)</li> <li>→ supporting decision-making through the delivery of the broader quality practice agenda and the development of clear practice guidelines</li> <li>→ building the capability and functionality of case management systems to better document and report on services and supports provided following a notification, but which sit outside the tertiary child protection response.</li> </ul>		





- 63 Amend section 19(1) of the *Children's Protection Act 1993* by deleting section 19(1)(b) thereof to provide that:**
- a. if the Chief Executive suspects on reasonable grounds that a child is at-risk, the Chief Executive must cause an assessment of, or investigation into, the circumstances of the child to be carried out or must effect an alternative response which more appropriately addresses the potential or actual risk to the child.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The <i>Children and Young People (Safety) Act 2017</i> and the <i>Children's Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017</i> commenced in part on 19 December and 26 February 2018. The remaining sections of both Acts are to commence in October 2018, including Chapter 5 Part 2 of the <i>Children and Young People (Safety) Act 2017</i> at which recommendation 63 is implemented.</p> <p>The staggered commencement will ensure a collaborative approach between agencies, allowing sufficient time for adequate planning and education in both the short and long term.</p> <p>The <i>Children and Young People (Safety) (Transitional Provisions) Regulations 2017</i> commenced on 26 February 2018.</p> <p>The <i>Children and Young People (Safety) Regulations 2017</i> commenced in part on 26 February 2018. The remainder of the regulations are suspended from operation in accordance with the delayed introduction of parts of the <i>Children and Young People (Safety) Act 2017</i>.</p>		

- 64 Ensure that the agency focuses on case management of protective intervention cases and that not-for-profit agencies provide direct service delivery to families. All protective intervention programs should be evaluated on a regular basis to ensure that all such programs have an established evidence base.**

Accepted	Phase 2	Implementing
<p><b>PROGRESS</b></p> <p>The Early Intervention and Research Directorate has coordinated the desktop evaluation of 100 government funded programs intended to address child maltreatment. The outcomes of the evaluations will be considered and inform future directions in relevant service provision across the government and non-government sectors.</p>		

- 65 Establish a Child Protection Service (CPS) unit at the Lyell McEwin Hospital.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>Recruitment of the leadership team for the Child Protection Service (CPS) unit is complete. Policies and procedures are being developed to ensure the CPS provides a broad range of services. The development of a child protection module for the SA Health Clinical Services Capability Framework is underway to assist in the consistent delivery of tertiary child protection services across SA Health.</p>		

- 66 Amend the *Children's Protection Act 1993* to provide an independent model of expert assessment in similar terms to the Children's Court Clinic in New South Wales.**

Accepted in principle	Phase 2	Not yet commenced
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- 67 Amend the *Children’s Protection Act 1993* with respect to the procedures relating to family care meetings (FCMs) as follows**
- a. amend section 27(1) to provide that the agency should consider causing an FCM to be convened whenever it is of the opinion that a child is at-risk but the risk appears capable of being addressed at an FCM**
  - b. repeal section 27(2)**
  - c. amends 36(6) to provide that an FCM decision would not be valid without the agreement of the relevant members of the family and the agency**
  - d. require the agency to give effect to FCM decisions, unless they are impracticable or inconsistent with the principles of the legislation, in which case the FCM should be reconvened or proceedings commenced in Court**
  - e. require FCM decisions to be reviewed after 3 months, but provide that any party to the decision may request an earlier and/or subsequent review, if required.**

Accepted

Phase 1

Implementing

**PROGRESS**

The *Children and Young People (Safety) Act 2017* and the *Children’s Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017* commenced in part on 19 December and 26 February 2018. The remaining sections of both Acts are to commence in October 2018, Chapter 4 Part 2 of the *Children and Young People (Safety) Act 2017* at which recommendation 67 is implemented.

The staggered commencement will ensure a collaborative approach between agencies, allowing sufficient time for adequate planning and education in both the short and long term.

The *Children and Young People (Safety) (Transitional Provisions) Regulations 2017* commenced on 26 February 2018.

The *Children and Young People (Safety) Regulations 2017* commenced in part on 26 February 2018. The remainder of the regulations are suspended from operation in accordance with the delayed introduction of parts of the *Children and Young People (Safety) Act 2017*.

**68 Review procedures and funding arrangements for the Youth Court Conferencing Unit:**

- a. to enable the unit to recruit and train a panel of child advocates for family care meetings (FCMs) – advocates should**
- b. to consider whether in an appropriate case a child’s foster parent should be invited to an FCM.**

Accepted

Phase 1

Implementing

**PROGRESS**

The Manager, Child Advocate Pool, Courts Administration Authority has developed a practice manual and policy framework to support the Child Advocates. All child advocates have the required child-related employment screening clearances, receive ongoing training, support and remuneration and comply with work health and safety frameworks when engaging with children and young people. The next phase of recruitment will focus on employing Aboriginal Child Advocates and Child Advocates in regional areas. Recruitment strategies are continually reviewed to target Child Advocates that can be responsive to the changing and complex needs of children and young people.

The Youth Conferencing Unit is considering practice to enable foster parent attendance and engagement in the family care meeting progress. It is anticipated that engagement with foster parents for the purpose of family care meetings will be incorporated into the conferencing unit practice benchmarking tool.





69 Amend the *Children’s Protection Act 1993*:

- a. to require the child’s lawyer to:
  - i. act in accordance with the child’s instructions to the extent the child is able and willing to give such instructions
  - ii. supplement those instructions with his or her own view of the child’s best interests to the extent the child is not able and willing to give instructions (provided the lawyer’s views do not contradict any instructions the child is able and willing to give)
  - iii. indicate the nature of the role to the child, in accordance with the child’s developmental capacity
  - iv. indicate to the court on which basis submissions are made
- b. permit the court to appoint a child’s representative or, in emergencies, to dispense with the need for a representative. In the latter situation, the court should only make interim orders and then adjourn the proceedings to enable a duly instructed lawyer to represent the child.

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The <i>Children and Young People (Safety) Act 2017</i> and the <i>Children’s Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017</i> commenced in part on 19 December and 26 February 2018. The remaining sections of both Acts are to commence in October 2018, including Chapter 6 Part 4 of the <i>Children and Young People (Safety) Act 2017</i> at which recommendation 69 is implemented.</p> <p>The staggered commencement will ensure a collaborative approach between agencies, allowing sufficient time for adequate planning and education in both the short and long term.</p> <p>The <i>Children and Young People (Safety) (Transitional Provisions) Regulations 2017</i> commenced on 26 February 2018.</p> <p>The <i>Children and Young People (Safety) Regulations 2017</i> commenced in part on 26 February 2018. The remainder of the regulations are suspended from operation in accordance with the delayed introduction of parts of the <i>Children and Young People (Safety) Act 2017</i>.</p>		





- 70 Amend the *Children’s Protection Act 1993* as follows:**
- a. repeal section 38(1)(a) which concerns the making of orders for supervision and undertakings and section 38(2)(a)
  - b. include as an object in the Act the importance of timely decision-making to promote stability and maintenance for a child
  - c. at the time of the commencement of care and protection proceedings the agency should assess whether there is a realistic possibility of reunification:
    - i. within 6 months for a child under 2 years
    - ii. within 12 months for a child over 2 years
  - d. if there is a realistic possibility of reunification within the timeframe specified in recommendation 70(c), the agency should seek an order placing the child under the guardianship of the Minister for a period of either 6 or 12 months (depending on the age of the child), and file a permanency plan setting out the proposals for reunification
  - e. if at the commencement of care and protection proceedings, or at any time thereafter, there does not appear to be any realistic possibility of reunification within the timeframe specified in recommendation 70(c), the agency should immediately apply for an order placing the child under the guardianship of the Minister until the age of 18 years and file a permanency plan setting out the proposals for the long-term placement of the child
  - f. if at any time special circumstances arise (particularly with respect to an older child) which make it necessary to extend the timeframes set out in recommendation 70(c) hereof the Court shall have the discretion to extend the timeframe for a period no longer than 6 months. In any such case the onus will be on the parties to demonstrate the need for such extension having regard to the child’s best interests and the potential risk to the child’s need for stability and permanence
  - g. amend section 39(a) to delete the requirement to commence a hearing within 10 weeks, but provide that all proceedings be heard and determined expeditiously and that once the hearing commences, without special reasons, it should continue until the conclusion of evidence with the judgement delivered as soon as practicable thereafter.

Accepted in principle	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The <i>Children and Young People (Safety) Act 2017</i> and the <i>Children’s Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017</i> commenced in part on 19 December and 26 February 2018. The remaining sections of both Acts are to commence in October 2018, including section 10 of the <i>Children and Young People (Safety) Act 2017</i>, at which recommendation 70 (parts b and g) is implemented.</p> <p>The staggered commencement will ensure a collaborative approach between agencies, allowing sufficient time for adequate planning and education in both the short and long term.</p> <p>The <i>Children and Young People (Safety) (Transitional Provisions) Regulations 2017</i> commenced on 26 February 2018.</p> <p>The <i>Children and Young People (Safety) Regulations 2017</i> commenced in part on 26 February 2018. The remainder of the regulations are suspended from operation in accordance with the delayed introduction of parts of the <i>Children and Young People (Safety) Act 2017</i>.</p>		



**71 Encourage lawyers employed by the Legal Services Commission and the Crown Solicitor's Office to undertake child protection training and require lawyers engaged through the Legal Services Commission to represent children in State child protection proceedings to hold a valid child-related employment screening clearance.**

Accepted

Phase 1

Implementing

**PROGRESS**

DCSI screening clearances have now been obtained for 208 Legal Services Commission (LSC) employees, with 8 pending. If a child requires legal representation, it remains that the matter will only be assigned to a legal practitioner who has obtained a DCSI screening clearance.

In January 2018, in-house staff, Family Dispute Resolution Chairperson's, and private Independent Children's Lawyers attended a training session conducted by the Department for Child Protection. Further training for both in-house and private Independent Children's Lawyers is scheduled for this calendar year.

The Crown Solicitor's Office (CSO) continues to deliver child protection training to relevant staff over the year using professionals from within the Department for Child Protection and other agencies. CSO staff have recently undertaken training on "Drugs and Drug Testing in the Family Law System" undertaken by Dr Chris Holmwood, Director, Clinical Consultation Liaison and Standards, Drug and Alcohol Services South Australia and Dr Helen Martin, Head of Toxicology, SA Pathology.

Planning is underway in regard to additional training to be scheduled to take place throughout the year.

**72 Ensure that contact arrangements meet the changing needs of children with respect to such matters as venue, transport arrangements and supervision, and that contact never occurs when the parent is or is suspected of being affected by drugs and/or alcohol.**

Accepted

Phase 1

Planning

**PROGRESS**

Policies and procedures to support and guide staff on family contact arrangements as prescribed under the *Children and Young People (Safety) Act 2017* are under development. These will be implemented as part of commencing the remaining provisions (Phase 2) of the Act. Further guidance will be provided in the *Manual of Practice*.

**73 Amend the *Children's Protection Act 1993* to exclude contact arrangements from orders of the court and require all contact arrangements be referred to the agency for determination in accordance with the best interests of the child. The permanency plan filed at court should include a provision as to the resolution of contact disputes, including mediation procedures wherever possible.**

Accepted

Phase 1

Implementing

**PROGRESS**

The *Children and Young People (Safety) Act 2017* and the *Children's Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017* commenced in part on 19 December and 26 February 2018. The remaining sections of both Acts are to commence in October 2018, including Chapter 7 Part 4 of the *Children and Young People (Safety) Act 2017*, at which recommendation 73 is implemented.

The staggered commencement will ensure a collaborative approach between agencies, allowing sufficient time for adequate planning and education in both the short and long term.

The *Children and Young People (Safety) (Transitional Provisions) Regulations 2017* commenced on 26 February 2018.

The *Children and Young People (Safety) Regulations 2017* commenced in part on 26 February 2018. The remainder of the regulations are suspended from operation in accordance with the delayed introduction of parts of the *Children and Young People (Safety) Act 2017*.



**74 Establish an independent standing expert Case Review Panel to review the issue of contact when mediation is unsuccessful and it is necessary to resolve any dispute as to contact arrangements.**

Accepted Phase 1 Planning

**PROGRESS**

The Contact Arrangements Review Panel will be established as part of commencement of the remaining provisions (Phase 2) of the *Children and Young People (Safety) Act 2017*.

**75 Review and republish Rapid Response with updated guidance as to the extent of priority access for children in care.**

Accepted Phase 1 Implementing

**PROGRESS**

The cross-government Rapid Response Working Group is continuing to progress the drafting of a revised Rapid Response strategy and is considering the development of an Outcomes Framework to align with other Department for Child Protection strategic documents e.g. the *Out of Home Care Strategy*. The Rapid Response project team has consulted with government key partners on their interface with child protection and to explore opportunities for new Rapid Response initiatives. Engagement with other government agencies is ongoing.

**76 Reinstatement of the inter-departmental committee overseeing Rapid Response to review its operation, at least biannually.**

Accepted Completed – reported in *A Fresh Start*

**77 Ensure that every child or young person in care has an allocated caseworker who has face-to-face contact with them once a month at a minimum.**

Accepted in principle Phase 2 Not yet commenced

**78 Assess all children who are currently receiving a differential response for eligibility for Other Person Guardianship.**

Accepted in principle Phase 2 Implementing

**PROGRESS**

The Other Person Guardianship (OPG) policy and procedures have been developed and are operational. A Senior Assessment Officer was recruited in 2017 and is now working with operational staff to identify families appropriate for OPG assessment. There were 36 OPG transfers in the 2017-18 financial year to 7 May 2018.

**79 Assess whether allocation of a primary and secondary worker to deliver guardianship case management would improve the continuity of relationships with children.**

Accepted Phase 2 Not yet commenced





**80 Review the policy guidance and all other documents used for annual reviews to ensure compliance with section 52 of the *Children's Protection Act 1993*, including requiring greater sharing of the information discussed at annual reviews.**

Accepted	Phase 2	Planning
<p><b>PROGRESS</b></p> <p>A <i>Manual of Practice</i> is being developed to align with the <i>Children and Young People (Safety) Act 2017</i>. The <i>Manual of Practice</i> comprises a chapter on annual reviews and highlights the importance of information sharing during the Annual Review process to interested parties.</p>		

**81 Require that all annual reviews be chaired by a suitably qualified person who is independent of the case.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The Department for Child Protection <i>Manual of Practice</i> is in development and comprises a chapter on annual reviews to reaffirm the requirement that all annual reviews for children in care are chaired by a suitably qualified person who is independent of the case.</p>		

**82 Give concurrent planning greater emphasis in case planning, especially for children during their active attachment period.**

Accepted	Phase 1	Completed
<p><b>PROGRESS</b></p> <p>In February 2018, a new practice guide, Promoting permanence and stability for children through timely decision-making, was released by the Department for Child Protection. This guide promotes the importance of early decision-making regarding reunification for children to support the development of attachment relationships. The practice guide includes a section on the value of concurrent planning in stabilising placements, and minimising disruption and uncertainty for children.</p> <p>More broadly, the new <i>Children and Young People (Safety) Act 2017</i> provides the legislative framework for case planning and a series of principles to guide placement decisions. Ongoing legislation implementation will be supported by the development of a <i>Manual of Practice</i> which will include practice direction and guidance around early planning and permanency to embed these principles in practice.</p>		

**83 Review all placement breakdowns to determine and correct identified system deficits.**

Accepted in principle	Phase 2	Implementing
<p><b>PROGRESS</b></p> <p>A point in time audit of kinship care placement breakdowns was undertaken in 2017 as part of the Department for Child Protection's commitment to review placement breakdowns each year. An ongoing process for placement breakdown review is under development.</p>		





**84 Provide therapeutic support to placements that are identified as being at-risk or under stress.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>Additional psychologists have been recruited by the Department for Child Protection to enable additional therapeutic support to placements. Support services including therapy are provided to children and carers where a placement is at risk or under stress. An initial 12 month contract to partner with a private provider to deliver specialised training and support to kinship carers has commenced. An evaluation of outcomes of this collaboration will be conducted in 2019 with findings informing future training and support models for kinship carers.</p> <p>More broadly the department has also established the Disability directorate to ensure children with a disability are assessed early and receive NDIS funding to meet their needs. Further, the department is working with SA Health to establish the Therapeutic Needs Assessment Panel (recommendation 86).</p>		

**85 Fund initial health assessment clinics at the Women’s and Children’s Hospital, Flinders Medical Centre (FMC) and Lyell McEwin Hospital to operate in accordance with the service model employed at FMC. This includes funding clinics at a level that enables a psychosocial component to be offered at every initial health assessment.**

Accepted in principle	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>Comprehensive health assessments at Women’s and Children’s Hospital, Flinders Medical Centre and Lyell McEwin Hospital operate in accordance with the SA Health Out of Home Care Clinic Model of Care. Out of Home Clinic Coordinators have been appointed at each site to ensure the psychological component is included within the comprehensive health assessment.</p>		

**86 Invest in the ongoing development of a therapeutic needs assessment panel led by Child and Adolescent Mental Health Services for children in care whose therapeutic needs are identified in their initial health assessment.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The Therapeutic Needs Assessment Panel has been implemented. A Memorandum of Administrative Arrangement has been established between SA Health and the Department for Child Protection on funding and the responsibilities of each agency to implement the service model. The service model will be evaluated to identify efficacy and sustainability.</p>		

**87 Develop an inter-agency panel modelled on the Exceptional Needs Unit’s management assessment panel to support case management of those children in care with complex needs who are not appropriately managed by existing services.**

Accepted in principle	Phase 2	Not yet commenced
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**88 Develop a mobile outreach service modelled on Yarrow Place’s mobile youth team for children and young people who frequently abscond from placement, and who are at-risk because of factors other than sexual exploitation.**

Accepted in principle	Phase 2	Not yet commenced
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**89 Improve the profile of Strategies for Managing Abuse Related Trauma (SMART) training for educational staff, requiring that to be part of professional development where appropriate.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The Department for Education has been actively promoting both individual training and a whole-school approach to raise the profile of trauma-informed practice.</p> <p>In February 2018, a Student Wellbeing Leaders (SWL) conference with a focus on trauma was held for SWL across all partnerships.</p> <p>In Terms 1 and 2 18 SMART professional development sessions are scheduled for a range of educators and care staff and offered in metropolitan and regional areas. The capacity to continually enhance the profile and reach of SMART for educational staff will be achieved by providing train the trainer sessions that have been booked to capacity.</p> <p>Professional development programs for school teams, to support a whole-school approach to trauma-informed practice were introduced in March 2018.</p> <p>Scholarships to complete the Graduate Certificate in Trauma will be offered to targeted school staff.</p> <p>A tender process has commenced to develop a preferred panel of providers for trauma-informed practice training and professional development to meet the diverse needs of educational staff and school communities.</p>		

**90 Review and promote the Department for Education and Child Development’s (DECD) policies regarding school suspension, exclusion and expulsion to ensure that they are used as strategies of last resort for children in care.**

Accepted	Phase 1	Planning
<p><b>PROGRESS</b></p> <p>Formative consultation on the Behaviour Policy and related suspension and exclusion procedures has been undertaken. The overarching Behaviour Support Policy framework for the use of suspensions and exclusions will be completed by December 2018.</p>		

**91 Regularly conduct an audit of children in care who are on reduced hours of attendance at school and ensure they have plans to re-engage them in mainstream education.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>A statewide audit commenced in Term 4 2017 and was completed in early 2018. The following data was obtained:</p> <ul style="list-style-type: none"> <li>→ enrolments</li> <li>→ reduced hours of attendance</li> <li>→ exemptions</li> <li>→ individual education plans (inclusive of attendance plans)</li> <li>→ referrals to Support Services</li> <li>→ access to funding for additional supports</li> <li>→ alternative education programs</li> </ul> <p>Summary reports, including specific partnership information regarding individual children and young people requiring support through individual education plans and tailored strategies for re-engagement, were provided to each Education Director.</p>		





**92 Require the Department for Education and Child Development to fund any in-school support needed by children in care.**

Accepted	Completed – reported in <i>A Fresh Start</i>
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**93 Recruit and train a panel of school services officers to support children with trauma-related behavioural challenges.**

Accepted	Phase 1	Implementing
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**PROGRESS**

The Department for Education has been actively promoting both individual training and a whole-school approach to raise the profile of trauma-informed practice.

As part of the 18 SMART professional development sessions scheduled in Terms 1 and 2 2018, school services officers and early childhood workers providing direct support to children and young people with trauma-related behavioural challenges were offered tailored training.

**94 Amend the practice guidelines regarding written directives to comply with the provisions of the *Children’s Protection Act 1993* and provide training to child protection workers to ensure that they understand them.**

Accepted	Phase 2	Implementing
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**PROGRESS**

A *Manual of Practice* is currently being developed by the Department for Child Protection and will be implemented as part of the commencement of the remaining provisions (Phase 2) of the *Children and Young People (Safety) Act 2017*. Process related written directives will be included in the *Manual of Practice*. Implementation of the *Manual of Practice* will be supported by a comprehensive implementation plan which will include professional development opportunities.

**95 Amend section 51 of the *Children’s Protection Act 1993* to include a requirement that in all decisions affecting the child that are made in accordance with an order for guardianship, the child must be included in the decision-making to the extent that they are capable and willing, and that the views of the child are given due weight in accordance with the age and maturity of the child.**

Accepted	Phase 1	Implementing
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**PROGRESS**

The *Children and Young People (Safety) Act 2017* and the *Children’s Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017* commenced in part on 19 December and 26 February 2018, including section 62 and 80 of the *Children and Young People (Safety) Act 2017*, at which recommendation 95 is implemented. The remaining sections of both Acts are to commence in October 2018, including section 85(3) (iii) of the *Children and Young People (Safety) Act 2017* at which this recommendation is also implemented.

The staggered commencement will ensure a collaborative approach between agencies, allowing sufficient time for adequate planning and education in both the short and long term.

The *Children and Young People (Safety) (Transitional Provisions) Regulations 2017* commenced on 26 February 2018.

The *Children and Young People (Safety) Regulations 2017* commenced in part on 26 February 2018. The remainder of the regulations are suspended from operation in accordance with the delayed introduction of parts of the *Children and Young People (Safety) Act 2017*.





- 96 **Require the agency to report quarterly to the Minister and to the Guardian for Children and Young People, and make public a report as to the following matters:**
- a. **compliance with the Standards of Alternative Care in South Australia 2.1, 2.2 and 2.6**
  - b. **the proportion of children entering care whose health needs are assessed in accordance with the requirements of the relevant health standards**
  - c. **the number and proportion of children and young people who have been reviewed in accordance with section 52 of the *Children’s Protection Act 1993* at the time the review falls due.**

Accepted in principle	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>Functional specifications have been developed by the Department for Child Protection to enable the reporting of compliance with Standards of Alternative Care in South Australia, Standard 2.2. Further enhancements are required to fully deliver on this commitment. Work will be planned and prioritised within the context of the outcomes of the C3MS Review (Recommendation 20) and commencement of the remaining provisions (Phase 2) of the <i>Children and Young People (Safety) Act 2017</i>.</p>		

- 97 **Amend the *Family and Community Services Act 1972* to include relative carers within the regulatory provisions of Part 4, Subdivision 3 and section 80. The definition of relative carers should include the categories of relatives who are currently excluded from the definition of foster parent in section 4 (step-parent, brother, sister, uncle, aunt, grandfather or grandmother), who care for children in the custody of, or under the guardianship of, the Minister.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The <i>Children and Young People (Safety) Act 2017</i> and the <i>Children’s Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017</i> commenced in part on 19 December and 26 February 2018. The remaining sections of both Acts are to commence in October 2018, including section 70 of the <i>Children and Young People (Safety) Act 2017</i> at which recommendation 97 is implemented.</p> <p>The staggered commencement will ensure a collaborative approach between agencies, allowing sufficient time for adequate planning and education in both the short and long term.</p> <p>The <i>Children and Young People (Safety) (Transitional Provisions) Regulations 2017</i> commenced on 26 February 2018.</p> <p>The <i>Children and Young People (Safety) Regulations 2017</i> commenced in part on 26 February 2018. The remainder of the regulations are suspended from operation in accordance with the delayed introduction of parts of the <i>Children and Young People (Safety) Act 2017</i>.</p>		



**98 Amend the *Family and Community Services Act 1972* to provide approved carers with a right to information for the purposes of caring for children in the same terms as in sections 143–145 of the *Children and Young Persons (Care and Protection) Act 1998 (NSW)*.**

Accepted

Phase 1

Implementing

**PROGRESS**

The *Children and Young People (Safety) Act 2017* and the *Children's Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017* commenced in part on 19 December and 26 February 2018. The remaining sections of both Acts are to commence in October 2018, including Chapter 7, Part 1 Division 4 of the *Children and Young People (Safety) Act 2017* at which recommendation 98 is implemented.

The staggered commencement will ensure a collaborative approach between agencies, allowing sufficient time for adequate planning and education in both the short and long term.

The *Children and Young People (Safety) (Transitional Provisions) Regulations 2017* commenced on 26 February 2018.

The *Children and Young People (Safety) Regulations 2017* commenced in part on 26 February 2018. The remainder of the regulations are suspended from operation in accordance with the delayed introduction of parts of the *Children and Young People (Safety) Act 2017*.

**99 Amend the *Family and Community Services Act 1972* to provide for approved carers to be involved in decision-making concerning a child in their care, in the same terms as in section 146 of the *Children and Young Persons (Care and Protection) Act 1998 (NSW)*.**

Accepted

Phase 1

Implementing

**PROGRESS**

The *Children and Young People (Safety) Act 2017* and the *Children's Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017* commenced in part on 19 December and 26 February 2018. The remaining sections of both Acts are to commence in October 2018, including section 82 of the *Children and Young People (Safety) Act 2017* at which recommendation 99 is implemented.

The staggered commencement will ensure a collaborative approach between agencies, allowing sufficient time for adequate planning and education in both the short and long term.

The *Children and Young People (Safety) (Transitional Provisions) Regulations 2017* commenced on 26 February 2018.

The *Children and Young People (Safety) Regulations 2017* commenced in part on 26 February 2018. The remainder of the regulations are suspended from operation in accordance with the delayed introduction of parts of the *Children and Young People (Safety) Act 2017*.

**100 Amend the *Family and Community Services Act 1972* to provide a specific right to approved carers to contribute to a child's annual review pursuant to section 52 of the *Children's Protection Act 1993*.**

Accepted

Phase 1

Implementing

**PROGRESS**

The *Children and Young People (Safety) Act 2017* and the *Children's Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017* commenced in part on 19 December and 26 February 2018. The remaining sections of both Acts are to commence in October 2018, including section 85 of the *Children and Young People (Safety) Act 2017* at which recommendation 100 is implemented.

The staggered commencement will ensure a collaborative approach between agencies, allowing sufficient time for adequate planning and education in both the short and long term.

The *Children and Young People (Safety) (Transitional Provisions) Regulations 2017* commenced on 26 February 2018.

The *Children and Young People (Safety) Regulations 2017* commenced in part on 26 February 2018. The remainder of the regulations are suspended from operation in accordance with the delayed introduction of parts of the *Children and Young People (Safety) Act 2017*.



**101 Amend section 80 of the *Family and Community Services Act 1972* to repeal the current requirement that foster parents care for a child for 3 years or more before delegations of powers can be made, and instead prescribe a minimum period of 12 months.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The <i>Children and Young People (Safety) Act 2017</i> and the <i>Children’s Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017</i> commenced in part on 19 December and 26 February 2018. The remaining sections of both Acts are to commence in October 2018, including section 76 of the <i>Children and Young People (Safety) Act 2017</i> at which recommendation 101 is implemented.</p> <p>The staggered commencement will ensure a collaborative approach between agencies, allowing sufficient time for adequate planning and education in both the short and long term.</p> <p>The <i>Children and Young People (Safety) (Transitional Provisions) Regulations 2017</i> commenced on 26 February 2018.</p> <p>The <i>Children and Young People (Safety) Regulations 2017</i> commenced in part on 26 February 2018. The remainder of the regulations are suspended from operation in accordance with the delayed introduction of parts of the <i>Children and Young People (Safety) Act 2017</i>.</p>		

**102 Outsource assessment and support of kinship carers to appropriately qualified non-government organisations in accordance with the service models which currently apply to foster care.**

Not accepted
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**103 Develop or purchase a comprehensive kinship assessment tool for assessing the safety and appropriateness of kinship placements.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>In 2017, the Department for Child Protection contracted the Association of Children’s Welfare Agencies (ACWA) to adapt the Step by Step 2016 kinship assessment and review resources for South Australia. This tool has now been purchased and adapted to the South Australian context. Implementation of the tool has commenced with full roll out anticipated by the end of 2018.</p> <p>Complementing this tool, in December 2017, the department also purchased the Winangay Aboriginal Kinship Care Assessment tool. The tool is currently being used in the Far North and Far West region as well by the Aboriginal Family Support Services organisation in related funded service provision.</p>		

**104 Invest resources in the Department’s Carer Assessment and Registration Unit to expand services to include consideration of applications for registration by kinship carers. These registrations would be in accordance with an appropriate assessment tool, and would authorise the carer to provide care to a specific child or children only.**

Accepted in principle	Phase 2	Completed
<p><b>PROGRESS</b></p> <p>The Department for Child Protection’s Carer Approval and Review Unit is now overseeing full kinship care assessments. The carer approval pathway is being reviewed for both foster and kinship care to enable streamlined screening and assessment.</p> <p>The Step by Step and Winangay Aboriginal Kinship Care Assessment tools have both now been adopted and implementation of the tools has commenced.</p>		







**111 Enter an administrative arrangement with the Department for Communities and Social Inclusion to provide priority screening clearances for carers where a child has been placed pursuant to an iREG process.**

Accepted	Phase 1	Planning
<p><b>PROGRESS</b></p> <p>The Department for Child Protection and the Department for Human Services are working together to formalise arrangements following full commencement of the <i>Children and Young People (Safety) Act 2017</i> in October 2018.</p>		

**112 Review initial orientation training for carers seeking approval to include training on recognising and managing trauma related behaviours, together with information as to availability of, and access to, therapeutic assistance if required.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>Shared Lives 2017 was adopted by all Department for Child Protection contracted non-government organisations providing foster care services in December 2017. This training aligns with the Step by Step foster and kinship care assessment tools and includes updated modules on trauma, attachment and responding to challenging behaviours. This material has been reviewed by the department, in partnership with the non-government organisations, to ensure the material is reflective of the South Australian context. The amended Shared Lives 2017 material, reflecting the current legislative requirements, has been disseminated and is now utilised by non-government organisations. An updated version has been drafted, in preparation for the commencement of the remaining provisions of the <i>Children and Young People (Safety) Act 2017</i> in October 2018.</p> <p>In addition, the department's Quality and Practice directorate provide regular information sessions for carers exploring issues of trauma for children in care.</p>		

**113 Include agency staff, children in care and existing foster parents and kinship carers in the delivery of preliminary information and training for new and prospective approved carers.**

Accepted	Phase 2	Not yet commenced
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**114 Develop a practice guide identifying the circumstances in which delegations pursuant to the amended section 80 of the *Family and Community Services Act 1972* should be made.**

Accepted	Phase 2	Planning
<p><b>PROGRESS</b></p> <p>This recommendation will be implemented as part of the commencement of the remaining provisions (Phase 2) of the <i>Children and Young People (Safety) Act 2017</i>.</p>		

**115 Develop a written document which sets out the role and duties of the supporter of carers (SOC), including their role if care concerns arise, and to whom various duties are owed. This document should be freely available to home-based carers.**

Accepted	Completed – reported December 2017
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**116 Fund Connecting Foster Carers, or an appropriate alternative agency, to deliver an advocacy service with paid staff to support carers to access and exercise their rights.**

Accepted	Phase 1	Completed
<p><b>PROGRESS</b></p> <p>A Department for Child Protection tender process to procure a carer advocacy service has been finalised and Connecting Foster Carers SA (CFC) will deliver the service from 1 July 2018.</p>		

**117 Fund the advocacy service to develop education material which clearly describes foster parents rights to contribute to decision-making, and their rights of review regarding decisions which affect them.**

Accepted	Phase 2	Planning
<p><b>PROGRESS</b></p> <p>Funding for the establishment of the carer advocacy service has been finalised and planning is underway regarding the development of education material to support foster parents' rights.</p>		

**118 Create an expert panel within the agency to consider the removal of children from long-term home-based placements.**

Accepted in principle	Phase 2	Planning
<p><b>PROGRESS</b></p> <p>A number of resources are in place to ensure all critical decisions by the Department for Child Protection regarding a child's care are made in consultation with appropriate experts. In addition to the department's commitment to support children and carers to participate in decision-making, professional support and expert advice is provided by Principal Social Workers and Principal Aboriginal Consultants appointed in each region, with review and oversight provided by Regional Directors.</p> <p>The new <i>Children and Young People (Safety) Act 2017</i> will provide the overarching legislative framework for decision-making in relation to children and young people. The Act promotes permanence and stability for children and young people. The Act also includes administrative appeal rights for foster parents. Full commencement legislation will be supported by the development of a <i>Manual of Practice</i> which will provide guidance on further embedding these principles in child protection practice.</p>		

**119 Review reimbursement rates to bring general foster rates with loadings for children with complex needs closer to rates payable to therapeutic carers.**

Accepted	Phase 2	Planning
<p><b>PROGRESS</b></p> <p>General foster carers are paid loadings based on children's care needs. A contract reform project has been established by the Department for Child Protection which includes investigation of a unit price funding model and tools that can be used to better identify children's placement and support needs.</p>		

**120 Develop a specific package of training for general foster parents which can lead to payment of additional skills based loadings.**

Accepted in principle	Phase 2	Not yet commenced
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**121 Support carers who are registered to general agencies to transfer to therapeutic agencies where the needs of children in their care require it.**

Accepted in principle

Completed – reported in *A Fresh Start*

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**122 Conduct a review of contractual conditions and payments to registered agencies to promote greater consistency of payments to agencies which support foster parents.**

Accepted

Phase 1

Implementing

**PROGRESS**

The Department for Child Protection has completed work on the development of a unit pricing model for general foster care and is currently working on a transition plan with the sector and supporting policy and procedure.

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**123 Update the Alternative Care Support Payments: *Manual of Practice* and make it available to all approved foster parents and kinship or relative carers.**

Accepted

Completed – reported in *A Fresh Start*

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**124 Monitor developments in professional models of foster care in other States with a view to adopting or adapting a proven model.**

Accepted

Phase 1

Implementing

**PROGRESS**

Interstate examples of professional models of foster care have been reviewed and developments will continue to be monitored. Pursuit of particular models are being considered as part of the development of new Models of Care for the child protection system which will be progressed as part of the implementation of the *Out of Home Care Strategy* which is currently being finalised.

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**125 Engage and support the Child and Family Welfare Association to develop more coordinated provision of training to carers.**

Accepted in principle

Phase 1

Planning

**PROGRESS**

CAFWA, now Child and Family Focus SA (CAFFSA), have been engaged by the Department for Child Protection to develop and deliver annual sector development training. The scope includes: an annual industry wide training calendar, delivery of accredited and non-accredited training, an annual workforce development conference, and annual evaluation report of the training. The training calendar is under development and other components are in progress.

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**126 Engage and support Child and Family Welfare Association to improve the coordination of respite provision to carers.**

Accepted

Phase 1

Planning

**PROGRESS**

CAFWA, now Child and Family Focus SA (CAFFSA), will prepare a project plan in the second half of 2018 to review existing respite provision services and referral pathways in South Australia, undertake consultation, develop a best practice service delivery model adapted for the South Australian context, and develop a budget estimate and schedule for implementation of a new service model.

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**127**      **Develop a centralised system for receiving and resolving complaints from carers, including informal mediation or escalation to executive staff where appropriate. Timely written responses should be made to complaints.**

Accepted

Completed – reported December 2017

**128**      **Phase out the use of commercial carers in any rotational care arrangements except in genuine short-term emergencies.**

Accepted

Phase 3

Implementing

**PROGRESS**

The Department for Child Protection’s *Out of Home Care Strategy* identifying key priority areas has been developed. The accompanying implementation plan and a stakeholder engagement plan has also been developed.

Residential Care Services have recruited to the FTE cap to reduce the use of commercial care. A staged strategy is being implemented to reduce the use of commercial care as well as an Immediate Response Model to provide a planned approach to manage short-term emergencies.

**129**      **Review service agreements with commercial agencies who supply emergency care staff to:**

- a. require the commercial agency to develop job and person specification and selection criteria which must be approved by Families SA**
- b. prohibit workers from undertaking shifts through more than one commercial care agency at a time when engaged by Families SA to look after children in care. This includes a prohibition on undertaking shifts for a commercial care agency at the same time as undertaking shifts for Families SA**
- c. require commercial care workers to be registered and approved by Families SA before their employment begins**
- d. require commercial agencies to report any information that reflects on the suitability of a care worker, to initiate tracking via the system outlined at recommendation 142.**

Accepted

Phase 2

Planning

**PROGRESS**

A new Department for Child Protection service agreement for emergency care staff is currently under development.

**130**      **Provide Families SA staff who work with commercial carers with access to relevant portions of service agreements to clarify work expectations and specific conditions of engagement.**

Accepted

Completed – reported June 2017





**131 Provide the residential care directorate with sole responsibility for engaging, supervising and supporting emergency care placements.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The expanded Intensive Placement Support Program is now operating and is providing additional placement support to children in commercial care and supporting a smooth transition for children to alternative placements.</p> <p>All P31 properties are under the supervision of Residential Care Services. A staged strategy has been developed and approved to transition children and young people to alternative placements as part of a broader strategy to support the reduction of children in emergency care placements.</p> <p>A comprehensive analysis of the care needs of children in emergency care has been undertaken to inform appropriate placements, transition plans and identify service gaps.</p>		

**132 Forthwith abandon single-handed shifts by commercial carers engaged through commercial agencies.**

Accepted	Phase 3	Implementing
<p><b>PROGRESS</b></p> <p>A number of safeguarding initiatives and policies have been developed to increase the safety of children in commercial care. It is anticipated these will all be finalised to support implementation of the commencement of the remaining provisions (Phase 2) of the —.</p> <p>The expanded Intensive Placement Support (IPS) Program is now operating. The IPS Program provides additional visits to children in commercial care and assist in the transition of children from commercial care into sustainable placements.</p> <p>More broadly, the Department for Child Protection is committed to the development of new Models of Care as part of its implementation of the <i>Out of Home Care Strategy</i>. These new Models of Care are intended to support increased capacity in the system for the provision of family based care through a variety of models.</p>		



- 133 **Reform the manner in which the use of force against children in residential care facilities is recorded and tracked by:**
- a. amending regulation 14 of the Family and Community Services Regulations to require any worker who participates in or witnesses an incident involving or leading to the use of force against a child to verify the accuracy of the written report of the incident or, in the alternative, where the accuracy of the written report is not verified, provide an independent written account with respect to the incident
  - b. amending the pro forma of the report to clarify the requirements of regulation 14(3)
  - c. requiring supervisors to reject any report that does not comply with regulation 14(3) in the absence of any adequate explanation for non-compliance. If a non-compliant report is accepted, the supervisor should specify the reason for acceptance in the absence of compliance
  - d. regularly audit reports to ensure compliance with the regulations.

Accepted	Phase 1	Planning
<p><b>PROGRESS</b></p> <p>The <i>Children and Young People (Safety) Act 2017</i> passed through Parliament in 2017 with phased commencement planned over 2018. Regulations are being developed in preparation for the full commencement of the Act in October 2018. As part of this effort, a review of policy and procedures will be undertaken to ensure documentation is consistent with this recommendation.</p> <p>The Office of the Guardian, in partnership with CREATE, are consulting with children and young people to develop proformas to record young people’s experiences following an incident. Feedback from these reports will inform support requirements and assist in monitoring compliance.</p> <p>Consultation with the Risk and Audit Unit, Department for Child Protection is underway to develop an internal audit framework to ensure compliance with regulations and continuous improvement.</p>		

- 134 **Amend section 56 of the *Family and Community Services Act 1972* to extend the operation of the section to children in all facilities (including emergency care) established by the Minister, and develop a specific and identifiable pathway to enable a child to make a complaint to the Chief Executive pursuant to that section.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The <i>Children and Young People (Safety) Act 2017</i> and the <i>Children’s Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017</i> commenced in part on 19 December and 26 February 2018. The remaining sections of both Acts are to commence in October 2018, including section 110 of the <i>Children and Young People (Safety) Act 2017</i> at which recommendation 134 is implemented.</p> <p>The staggered commencement will ensure a collaborative approach between agencies, allowing sufficient time for adequate planning and education in both the short and long term.</p> <p>The <i>Children and Young People (Safety) (Transitional Provisions) Regulations 2017</i> commenced on 26 February 2018.</p> <p>The <i>Children and Young People (Safety) Regulations 2017</i> commenced in part on 26 February 2018. The remainder of the regulations are suspended from operation in accordance with the delayed introduction of parts of the <i>Children and Young People (Safety) Act 2017</i>.</p>		

**135 Require the Chief Executive to provide a quarterly report to the Guardian for Children and Young People (GCYP) and the Minister with respect to the number of complaints received, and any recurring themes which emerge from those reports.**

Accepted in principle

Phase 2

Implementing

**PROGRESS**

The Department for Child Protection has established a central complaints unit within the Office of the Chief Executive. A complaints management framework, including reporting and resolution strategies has been developed in consultation with stakeholders. Reporting to the Guardian for Children and Young People and the Minister for Child Protection will occur at end 2018.

**136 Request the Guardian for Children and Young People to develop an education program for children in facilities run by the agency or non-government organisations (emergency and residential) to explain and promote their rights pursuant to regulation 14(3) of the Family and Community Services Regulations 2009 and section 56 of the Family and Community Services Act 1972.**

Accepted

Phase 1

Implementing

**PROGRESS**

The education program will convey the key messages of:

- ensuring children and young people are aware of their rights regarding the use of physical intervention in relation to them in residential care facilities and understanding how to ensure their views are recorded in these circumstances
- promoting children and young people's rights to make a complaint to the Chief Executive, Department for Child Protection
- educating on how to access various other complaint pathways.

CREATE has consulted with children and young people, the key stakeholder reference group and non-government organisations in the development of the key messages and exploring alternatives to providing feedback and making complaints only on paper. Consultation activities are ongoing.

Progress on developing the education program is impacted by the finalisation of complaints systems across the Department for Child Protection, the Ombudsman and the Office of the Commissioner for Children and Young People to ensure various complaints processes are correctly reflected in the resources. The process to roll out the final education program across residential care facilities is being considered.

**137 Legislate for the development of a community visitors' scheme for children in all residential and emergency care facilities.**

Accepted

Phase 1

Completed

**PROGRESS**

Chapter 9 in the *Children and Young People (Safety) Act 2017* provides for the Child and Young Person's Visitor scheme. The Guardian for Children and Young People was appointed as the Child and Young Person's Visitor, and this section of the Act is being implemented as part of Phase 1 implementation of the *Children and Young People (Safety) Act 2017*.

The Office of the Guardian for Children and Young People is currently developing a pilot model for South Australia as informed by various legislation, current youth advocacy and visitor schemes, other jurisdictions' models, and the evidence-base, in particular other Royal Commission reports and the "Oakden Report". The model will be trialled from mid-2018.

**138 Recruit child and youth support workers in accordance with the 2016 recruitment model, including a requirement that all applicants for those positions undergo individual psychological assessment.**

Accepted

Completed – reported June 2017

**139 Require all new child and youth support workers to complete a minimum six-month probationary period, to be followed by a rigorous performance review before approval for further employment.**

Accepted

Phase 2

Implementing

**PROGRESS**

In alignment with the *Public Sector Act 2009* and Commissioner's Determinations, all new public sector workers including Residential Care youth support workers are placed on a probationary period and are subject to performance reviews.

The Department for Child Protection's Human Resources Unit has developed a template designed to support Senior Child and Youth Workers and Supervisors to manage the probation periods for new Operational Services Stream (OPS) staff. This template is now being used in Residential Care.

**140 Require all child and youth support workers to complete ongoing professional development and training, particularly in the following areas:**

- a. the dynamics of abuse in institutional environments
- b. understanding children who are at-risk from institutional environments
- c. the way in which children react and respond to abuse
- d. how to respond to children whose behaviour or statements may indicate the possibility of abuse
- e. the early years child development, and caring for infants and young children (for selected workers).

Accepted

Phase 1

Implementing

**PROGRESS**

The Department for Child Protection is developing a learning and development strategy which will encompass training and professional development support for child and youth support workers.

A new Residential Care Practice Guide, "Safeguarding against abuse in residential care" is currently in the consultation phase. Pending approval, additional training to support implementation will be developed.

A local training calendar and monitoring system has been developed for Residential Care staff to track training completed.

**141 Review and clarify policies that guide the behaviour of workers, particularly in relation to:**

- a. physical contact with children (to provide clear and unambiguous guidance)
- b. recording observations in observation logs
- c. reporting lines for information about the wellbeing of children.

Accepted

Phase 1

Implementing

**PROGRESS**

A Safeguarding Practice Guide is currently being finalised. Related procedures will be developed and implemented to support the full commencement (Phase 2) of the *Children and Young People (Safety) Act 2017*.

A training calendar for Residential Care staff has been developed. Training includes specific consideration of safeguarding and reporting abuse and neglect.

The Office of the Guardian, in partnership with CREATE, are consulting with children and young people to develop proformas to record young people's experiences following an incident. These reports will inform support requirements and assist in monitoring compliance.



- 142 Develop a clear process for workers in the residential care directorate which:**
- a. obliges workers to report any concerning behaviours from other workers, including those behaviours that do not necessarily meet the requirements for a mandatory report**
  - b. obliges workers to report concerning behaviours from children in the absence of action by case management staff**
  - c. clarifies the availability of reporting pathways external to workers' immediate line of supervision.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The Department for Child Protection has reviewed procedures to ensure that all residential care staff are aware of the appropriate reporting pathways. These procedures are being revised to ensure alignment with the new Care Concern Management Model which is under development. Both are scheduled for finalisation in consultation with key stakeholders and will be operational by the end of 2018.</p>		

- 143 Create a specific unit and database to receive and track information about the conduct of staff from:**
- a. care concerns**
  - b. critical incident reports**
  - c. information from other staff**
  - d. complaints made by children.**

**This process should apply to staff employed by the directorate and those engaged through commercial agencies. Staff should be permitted to provide information directly to that unit.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The Department for Child Protection has implemented a records management system using Objective to ensure consolidation and coordination of the department's sensitive files in relation to care concerns, investigations, disciplinary processes and complaints. This initiative will support the implementation of the Care Concern Management Model currently in the final stages of development in consultation with key stakeholders and scheduled for implementation in 2018.</p>		

- 144 Review the conduct of the specific staff identified in Volume 2, Case Study 5: Shannon McCoolle and consider their ongoing suitability for employment in their role.**

Accepted	Completed – reported in <i>A Fresh Start</i>
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- 145 Develop a streamed model of residential care with the following elements:**
- a. short-term assessment**
  - b. long-term care for children who are not suitable for home-based care**
  - c. care for children with high therapeutic needs**
  - d. built-in measures of outcomes that can be used to evaluate performance of the model on a regular basis.**

Accepted	Phase 1	Planning
<p><b>PROGRESS</b></p> <p>To deliver on this and related commitments, the Department for Child Protection is developing an <i>Out of Home Care Strategy</i> which will include the development of new Models of Care for the child protection system. The new Models of Care will define the way in which the Out of Home Care system is organised and delivered, outlining best practice care and service provision for children and providing clear pathways across core elements. It will include clear guidelines for the use of emergency care and non-family based care, with a focus on ensuring every child is placed in care that is best equipped to meet the child's individual needs.</p> <p>A review of external residential care services has been completed with a review of internal residential services underway. Development of a therapeutic framework for children in care has commenced.</p>		

- 146 Identify and adopt a model of therapeutic care which is sufficiently flexible to be applied across all categories of residential care, and which promotes a consistency of approach and standard of care for all children.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>Development of a therapeutic framework for the Department for Child Protection's residential care provision has commenced. This will be finalised in the context of the <i>Out of Home Care Strategy</i> and the development of system wide Models of Care.</p>		

- 147 Replace operational services (OPS) 5 supervisors in residential care with allied health professional (AHP) or professional officer (PO) degree qualified staff, and recast the job and person specification to focus on the provision of staff with high level expert knowledge.**

Accepted in principle	Phase 2	Planning
<p><b>PROGRESS</b></p> <p>A review of the Department for Child Protection's organisational structures in Residential Care is currently being scoped in partnership with the Human Resources Unit to determine the appropriate leadership and clinical structure. In the interim, Principal Aboriginal Consultants and Allied Health Professionals have been employed to provide practice support and advice across the Residential Care directorate.</p>		





**148 Ensure that all youth workers in residential care have regular supervision as a means to promote their professional development and, where necessary, manage deficits in their performance.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>A Department for Child Protection Supervision Framework has since been developed which outlines supervisory duties including principles, the supervisor’s role and responsibilities, the supervisee’s role and responsibilities, recommended supervision frequency, guidance on documentation of supervision and how it links to the ongoing professional development of staff. Final approval and implementation is anticipated in 2018.</p> <p>A comprehensive plan to support implementation of the Supervision Framework has also been developed and local plans will be developed for each office’s leadership to ensure the framework meets the unique requirements for each office and its successful implementation.</p> <p>The practice of supervision is also being integrated in the <i>Manual of Practice</i>. Implementation of the <i>Manual of Practice</i> will be supported by an extensive implementation plan which will include professional development opportunities. Supervision is a key pillar of practice excellence and as such will be integrated in the <i>Manual of Practice</i>.</p>		

**149 Apply the following standards across residential care:**

- a. no child under 10 years to be housed in a residential care facility except where necessary to keep a sibling group together**
- b. no child to be housed in a facility with more than four children, except where necessary to keep a sibling group together.**

Accepted in principle	Phase 3	Planning
<p><b>PROGRESS</b></p> <p>The Department for Child Protection is developing an <i>Out of Home Care Strategy</i> which will include the development of Models of Care for the child protection system. The new Models of Care will define the way in which the Out of Home Care system is organised and delivered, outlining best practice care and service provision for children and providing clear pathways across core elements of the model. The Models are intended to support an increased capacity in the system to provide family based care options, and will provide clear instruction on the circumstances on when it is appropriate to place children in non-family based care settings.</p> <p>Development of the Models of Care will be informed by a review of Residential Care (including non-government and commercial care) which is underway, and the development of a therapeutic framework.</p>		





- 150 Recruit a sufficient complement of staff to:**
- a. cease using commercial carers in residential care facilities**
  - b. develop a casual list to provide staff who are available on a flexible basis**
  - c. abandon single-handed shifts.**

Accepted in principle	Phase 2	Implementing
<p><b>PROGRESS</b></p> <p>The Department for Child Protection is working with non-government providers to address challenges with the sector's ability to recruit and retain a high-quality workforce, with the skills required to work with vulnerable children and young people.</p> <p>The department has undertaken a significant recruitment campaign for Child and Youth Workers (OPS3). It is anticipated that a large number of candidates will be recommended for employment on an ongoing, temporary or casual basis as a result of recent effort, with a further campaign underway.</p> <p>Alongside delivery of this recommendation, several safety measures have also been developed for implementation to improve conditions for children in commercial care. These include:</p> <ul style="list-style-type: none"> <li>→ an easily searchable electronic observation logging system increasing safety and oversight in placements</li> <li>→ safeguarding practice guidance and the Reporting Child Abuse and Neglect operating procedure alongside a comprehensive training package.</li> </ul> <p>A review of internal residential care services has commenced and one of the key priorities of the review is to investigate the efficacy of and evidence for abandoning single handed shifts.</p> <p>The expanded Intensive Placement Support program has been fully implemented.</p>		

- 151 Abandon any plan to outsource any residential or emergency care service that is currently delivered by the agency.**

Accepted in principle	Phase 3	Not yet commenced

- 152 Develop a secure therapeutic care model, supported by legislation, to permit children to be detained in a secure therapeutic care facility but with an order of the Supreme Court required before a child is so detained. The model should include regular evaluation of outcomes for children.**

Accepted in principle	Phase 3	Not yet commenced
<p><b>PROGRESS</b></p> <p>The Guardian for Children and Young People has provided advice regarding framing principles that should be applied if imposing a secure therapeutic care order. Noting the importance of this issue, a decision has been made to bring planning forward on the reform agenda.</p>		



**153 Amend the *Children's Protection Act 1993* to enable carers to apply to be appointed an 'other person guardian' where children who are subject to long-term orders have been in their care for a minimum period of 2 years, or such lesser period as the court in its absolute discretion determines is appropriate in the circumstances.**

Accepted

Phase 1

Implementing

**PROGRESS**

The *Children and Young People (Safety) Act 2017* and the *Children's Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017* commenced in part on 19 December and 26 February 2018. The remaining sections of both Acts are to commence in October 2018, including Chapter 7 Part 3 of the *Children and Young People (Safety) Act 2017* at which recommendation 153 is implemented.

The staggered commencement will ensure a collaborative approach between agencies, allowing sufficient time for adequate planning and education in both the short and long term.

The *Children and Young People (Safety) (Transitional Provisions) Regulations 2017* commenced on 26 February 2018.

The *Children and Young People (Safety) Regulations 2017* commenced in part on 26 February 2018. The remainder of the regulations are suspended from operation in accordance with the delayed introduction of parts of the *Children and Young People (Safety) Act 2017*.

**154 Amend the *Children's Protection Act 1993* to provide that biological parents who oppose an application for the appointment of an 'other person guardian' bear the onus of proving to the court on the balance of probabilities why the order should not be made.**

Accepted

Phase 1

Implementing

**PROGRESS**

The *Children and Young People (Safety) Act 2017* and the *Children's Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017* commenced in part on 19 December and 26 February 2018, including section 59 of the *Children and Young People (Safety) Act 2017* at which recommendation 154 is implemented. The remaining sections of both Acts are to commence in October 2018.

The staggered commencement will ensure a collaborative approach between agencies, allowing sufficient time for adequate planning and education in both the short and long term.

The *Children and Young People (Safety) (Transitional Provisions) Regulations 2017* commenced on 26 February 2018.

The *Children and Young People (Safety) Regulations 2017* commenced in part on 26 February 2018. The remainder of the regulations are suspended from operation in accordance with the delayed introduction of parts of the *Children and Young People (Safety) Act 2017*.

**155 Establish an independent assessment panel to consider applications for other person guardianship, in accordance with the following procedures:**

- a. the application to be made by a foster parent in person or by a caseworker or foster care support worker on behalf of the carer
- b. an initial review be carried out by the assessment panel to determine the utility of referring the application for a full assessment
- c. the application to be referred to the caseworker or such other appropriate person as is available to carry out the assessment and prepare the case plan in a timely manner
- d. when the assessment has been completed and case plan prepared, the application to be referred back to the assessment panel for final determination
- e. all decisions of the assessment panel are to be final.

Accepted

Completed – reported December 2017



**156 Promote the use of section 80 of the *Family and Community Services Act 1972* for the delegation of decision-making to support potential applications for other person guardianship.**

Accepted	Phase 1	Planning
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**PROGRESS**

This recommendation will be implemented as part of the commencement of the remaining provisions (Phase 2) of the *Children and Young People (Safety) Act 2017*.

**157 Consider the question of adoption where that is in the best interests of the child and when an ‘other person guardianship’ order would not be appropriate.**

Accepted	Phase 3	Not yet commenced
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**158 Amend the *Children’s Protection Act 1993* to require the Minister to provide or arrange assistance to care leavers aged between 18 and 25 years. Assistance should specifically include:**

- the provision of information about services and resources
- financial and other support to obtain housing, education, training and employment
- access to legal advice and health care.

Accepted	Phase 1	Implementing
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**PROGRESS**

The *Children and Young People (Safety) Act 2017* and the *Children’s Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017* commenced in part on 19 December and 26 February 2018, including Chapter 7 Part 8 (section 112) of the *Children and Young People (Safety) Act 2017* at which recommendation 158 is implemented. The remaining sections of both Acts are to commence in October 2018.

The staggered commencement will ensure a collaborative approach between agencies, allowing sufficient time for adequate planning and education in both the short and long term.

The *Children and Young People (Safety) (Transitional Provisions) Regulations 2017* commenced on 26 February 2018.

The *Children and Young People (Safety) Regulations 2017* commenced in part on 26 February 2018. The remainder of the regulations are suspended from operation in accordance with the delayed introduction of parts of the *Children and Young People (Safety) Act 2017*.

**159 Expand financial counselling services to manage access to post-care financial support from the agency provided in accordance with recommendation 158.**

Accepted	Phase 1	Implementing
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**PROGRESS**

A new model for financial counselling within the Department for Child Protection has been developed and is currently being implemented following completion of the Financial Counselling Review in 2017. This model includes a focus on post-care services.

An additional five financial counselling and support workers have been recruited and have commenced in their roles. These positions are responsible for increasing service provision for young people transitioning to independence.





**160 Amend the *Children’s Protection Act 1993* to permit care leavers to access, free of charge, original and copy documents that relate to them from the agency, approved carers, and any non-government agencies contracted to provide care to them.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The <i>Children and Young People (Safety) Act 2017</i> and the <i>Children’s Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017</i> commenced in part on 19 December and 26 February 2018, including section 153 of the <i>Children and Young People (Safety) Act 2017</i> at which recommendation 160 is implemented. The remaining sections of both Acts are to commence in October 2018.</p> <p>The staggered commencement will ensure a collaborative approach between agencies, allowing sufficient time for adequate planning and education in both the short and long term.</p> <p>The <i>Children and Young People (Safety) (Transitional Provisions) Regulations 2017</i> commenced on 26 February 2018.</p> <p>The <i>Children and Young People (Safety) Regulations 2017</i> commenced in part on 26 February 2018. The remainder of the regulations are suspended from operation in accordance with the delayed introduction of parts of the <i>Children and Young People (Safety) Act 2017</i>.</p>		

**161 Continue to make modified payments to foster and kinship carers where the care leaver is engaged in tertiary education, apprenticeship, or any post-high school training, and where their best interests would be served by remaining in foster or kinship care until the qualification is completed.**

Accepted	Completed – reported December 2017
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**162 Review the Rapid Response policy to identify opportunities to expand priority services to care leavers up to the age of 25.**

Accepted	Phase 2	Planning
<p><b>PROGRESS</b></p> <p>Implementation of this recommendation is subject to the outcomes from recommendation 75. Work is continuing to include care leavers up to the age of 25 in line with Out of Home Care post-care services and the provision of assistance to care leavers as detailed in the <i>Children and Young People (Safety) Act 2017</i>.</p> <p>Broadly, the Department for Child Protection provides a range of assistance to care leavers. This includes modified payments available to eligible family based carers where a young person aged to 25 years old where a young person is engaged in full time education or a training qualification; increased access to support through the Financial Wellbeing Program and increased funding to Relationships Australia South Australia to provide post-care services including counselling, case management and mentoring.</p> <p>The Government has also recently announced its intention to make foster and kinship care payments available for young people up to the age of 21 years. Work has commenced to support delivery of this commitment.</p>		





**163 Prepare a new service model and work instruction for leaving care that incorporates the relevant elements of the National Approach, including specific reference to supporting care leavers who want to access further education and training.**

Accepted	Phase 1	Planning
<p><b>PROGRESS</b></p> <p>The Department for Child Protection has held 12 co-design workshops with young people, carers, staff and service providers to discuss the new service model. A review of inter-jurisdictional and international approaches to Transition to Adult Life has been finalised. The service model will build on this evidence and will incorporate all Transition to Adult Life initiatives already implemented in response to the Child Protection Systems Royal Commission. The new service model will be finalised to coincide with the commencement of the remaining provisions (Phase 2) of the <i>Children and Young People (Safety) Act 2017</i> in October 2018. The new Act provides specific provisions in relation to care leavers.</p> <p>The Government has also recently announced its intention to make foster and kinship care payments available for young people up to the age of 21 years. Work has commenced to support delivery of this commitment.</p>		

**164 Redeploy transition-from-care caseworkers to provide an add-on service for young people planning their move to independence.**

Accepted in principle	Phase 2	Planning
<p><b>PROGRESS</b></p> <p>A new service model for Transition to Adult Life is being developed as part of the response to recommendation 163, and to support implementation of the <i>Children and Young People (Safety) Act 2017</i> which includes specific provisions in relation to care leavers.</p>		

**165 Reach an administrative arrangement with the CREATE Foundation to provide it with the names and contact details of children entering care and/or their carers (as appropriate).**

Accepted	Completed – reported December 2017
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**166 Fund the development of a smartphone application that provides young people with up-to-date information about services and entitlements when leaving care.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>Development of the Sortli (sort your life out) smartphone application has been completed and user testing occurred in April and May 2018. A full launch of Sortli, including roll out to young people leaving care is expected by September 2018. The Department for Child Protection anticipates the application will provide young people transitioning to adulthood with information about managing their health, relationships, accommodation and finances.</p>		



**167 Review contractual conditions governing service specifications for non-government independent living programs to develop greater flexibility in the age of admission and the age of discharge from programs.**

Accepted

Phase 1

Planning

**PROGRESS**

The Department for Child Protection has established a contract reform project. This project will include review of the performance of all funded independent living service providers against current service agreement requirements and investigation of other jurisdictions' performance frameworks and contract management processes. This will form the foundation for the development of a performance framework and new service agreements that provide greater clarity around service responsibilities and reporting requirements and will be outcome focussed.

**168 Fund Housing SA to develop innovative housing models, particularly those that use supported share housing where appropriate for care leavers.**

Accepted in principle

Phase 1

Planning

**PROGRESS**

Through the Office for Data Analytics, analysis is currently occurring of across-government data.

This will provide an evidence-base of long term housing outcomes for children and young people leaving care in South Australia, which will inform the business case and support the development of the model.

The data matching exercise will be followed by a cross agency workshop.

**169 Fund a pilot program of intensive case management assistance for vulnerable care leavers, to be delivered by an agency with established relationships with vulnerable children in care.**

Accepted

Phase 1

Implementing

**PROGRESS**

A new service model for Transition to Adult Life is being developed by the Department for Child Protection as part of the response to recommendation 163, and to support implementation of the *Children and Young People (Safety) Act 2017* which includes specific provisions in relation to care leavers.

**170 Conduct a review of the needs of the population currently accessing Relationships Australia's services to identify the specific needs of service users.**

Accepted

Completed – reported June 2017

**171 Make a significant injection of funds into post-care services currently provided by Relationships Australia, to enable these to be delivered more flexibly and more assertively.**

Accepted

Phase 1

Completed

**PROGRESS**

The Department for Child Protection has provided additional funding to Relationships Australia South Australia to deliver post-care support services to children and young people to help achieve their goals through the delivery of information and planning services, case management, integrated specialist support, training, financial support and counselling.

The Government has also recently announced its intention to make foster and kinship care payments available for young people up to the age of 21 years. Work has commenced to support delivery of this commitment.

**172 Provide specialist training and documented guidance to staff within the agency, as well as home-based carers and carers engaged through commercial agencies, as to their roles and responsibilities with respect to identifying and reporting conduct that may amount to a care concern, and the processes that follow such a report.**

Accepted

Phase 1

Planning

**PROGRESS**

The Department for Child Protection's new Care Concern Management Policy is currently being developed and will be finalised in consultation with key stakeholders from across the sector. This will include a training component to ensure staff and carers are aware of their responsibilities with respect to identifying and reporting conduct that may amount to a care concern.

**173 Consider developing technology to provide children in care with a user-friendly mechanism to engage with caseworkers in the care team and other responsible adults about their experiences and concerns.**

Accepted

Phase 2

Implementing

**PROGRESS**

Viewpoint roll-out has continued to allow children and young people to share their experiences and concerns with case workers. Training is being delivered to Department for Child Protection caseworkers across the State. Work is also continuing on developing technology that allows children and young people to share their experiences and concerns with other responsible adults.

The new *Manual of Practice* is being developed and will be implemented alongside the commencement of the remaining provisions (Phase 2) of the *Children and Young People (Safety) Act 2017*. The new Act and the *Manual of Practice* will also provide practical guidance on ensuring the voice of the child is central in all decision making.

**174 Review and implement the Structured Decision-making® care concern screening criteria tool for use by call centre practitioners.**

Not accepted

**175 Establish a panel in the agency to determine the appropriate response pathway with respect to a care concern that is not diverted by the call centre to the field, but noting that all allegations that raise a suspicion of sexual abuse (except those which are historical in nature or have otherwise been addressed) must be investigated by the investigations unit.**

Accepted

Completed – reported December 2017

**176 Establish in the agency an investigations unit independent of the operations of the agency to investigate matters referred to it by the panel, and staff that unit with a multidisciplinary team of investigators with expertise in child protection and law enforcement, and provide training and guidelines as to the scope of their roles.**

Accepted

Phase 1

Implementing

**PROGRESS**

The Investigations Unit has been relocated to sit within the Department for Child Protection's Human Resources directorate. It has responsibility for the investigation of serious care concerns. It includes a multi-disciplinary capability, comprising staff with expertise in child protection and law enforcement. A program of targeted investigations training is being rolled out for staff.



- 177**      **Ensure that all care concern notifications are investigated in a timely manner:**
- a. investigations should commence within 48 hours of the receipt of a notification**
  - b. in the absence of ongoing criminal proceedings or special reasons, investigations should be completed within six weeks from receipt of the notification.**

Accepted	Phase 1	Planning
<p><b>PROGRESS</b></p> <p>Upon receipt of the care concern, the Care Concern Management Unit allocates the notification and undertakes a structured assessment process to determine the appropriate pathway to address care concerns, including those that warrant formal investigation. The Department for Child Protection is developing a transition plan to achieve the benchmarks set out in the recommendation.</p>		

- 178**      **Require a strategy meeting to be held at the start of all investigations undertaken by the investigations unit.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The Department for Child Protection is currently finalising a Care Concern Management Model and related procedures to guide practice. In the interim, and in any event, strategy discussions are taking place routinely at the start of serious care concern investigations.</p>		

- 179**      **Define the standards against which deficiencies in the care provided to a child in care should be assessed.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The Department for Child Protection’s Care Concern Management Policy is being developed and will be finalised in consultation with key stakeholders. The Standards of Alternative Care in South Australia is currently the principal reference that investigators use to assess deficits in care.</p>		

- 180**      **Clarify the powers available to investigators, including putting in place appropriate delegations and authorities pursuant to sections 45 and 47 of the *Family and Community Services Act 1972* and section 19 of the *Children’s Protection Act 1993*.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The <i>Children and Young People (Safety) Act 2017</i> and the <i>Children’s Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017</i> commenced in part on 19 December and 26 February 2018. The remaining sections of both Acts are to commence in October 2018, including Chapter 11, Part 2 of the <i>Children and Young People (Safety) Act 2017</i> at which recommendation 180 is implemented.</p> <p>The staggered commencement will ensure a collaborative approach between agencies, allowing sufficient time for adequate planning and education in both the short and long term.</p> <p>The <i>Children and Young People (Safety) (Transitional Provisions) Regulations 2017</i> commenced on 26 February 2018.</p> <p>The <i>Children and Young People (Safety) Regulations 2017</i> commenced in part on 26 February 2018. The remainder of the regulations are suspended from operation in accordance with the delayed introduction of parts of the <i>Children and Young People (Safety) Act 2017</i>.</p>		





<b>181</b>	<b>Ensure that staff are available in the investigations unit who are trained in forensic interviewing of children when this service is required.</b>	
Accepted	Completed – reported June 2017	

<b>182</b>	<b>Amend section 104 of the <i>Summary Procedure Act 1921</i> to permit the filing in committal proceedings of a transcript of a recorded interview with a child under the age of 14 years that has been verified by a person in attendance at the interview, other than an investigating officer as defined in the Act.</b>	
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Accepted	Phase 1	Completed
<b>PROGRESS</b>		
The <i>Summary Procedure (Indictable Offences) Amendment Act 2017</i> was passed by Parliament on 30 May 2017 and came into force on 5 March 2018.		
This recommendation is implemented in clause 111 of the Act.		

<b>183</b>	<b>Require investigators to record an outcome as ‘undetermined’ in any case in which there is insufficient evidence to make a definitive finding.</b>	
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Accepted	Completed – reported December 2017	
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<b>184</b>	<b>Establish a response unit within the directorate responsible for quality and practice to:</b>	
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- a. provide advice to front-line staff about care concerns
- b. provide a report to the Chief Executive of the agency outlining responses and intended actions to issues identified in an investigation report. This should be provided within four weeks of the response unit receiving the investigation report
- c. undertake a monitoring role in respect of all care concern notifications
- d. analyse trends in care concern data to proactively address systems issues and inform the management of staff and carers
- e. make recommendations to the Chief Executive of the agency as to proposed improvements in response to identified systems issues.

Accepted in principle	Phase 1	Implementing
<b>PROGRESS</b>		
The Department for Child Protection’s new Care Concern Management Policy is currently being developed and will be finalised in consultation with key stakeholders from across the sector. Implementation will be supported by the provision of practice guidance and supports provided through the newly established Quality and Practice and Aboriginal Practice directorates.		

<b>185</b>	<b>Establish a liaison function between the response unit and SAPOL, particularly with respect to identification of aspects of a care concern investigation that may be commenced by the agency while criminal proceedings are pending.</b>	
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Accepted	Phase 1	Implementing
<b>PROGRESS</b>		
The liaison point with SAPOL and a clear process for sharing information has been established. This will be formalised in departmental procedures.		





- 186**      **Require the agency to provide quarterly data to the Minister and the Guardian for Children and Young People about care concerns, including:**
- a. the number of care concern notifications received and their response pathway
  - b. how many care concern investigations have been completed
  - c. whether investigation timeframes have been met and the reasons for timeframes not being met
  - d. the outcomes of investigations
  - e. how identified systems issues are being addressed.

Accepted	Completed – reported December 2017
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- 187**      **Develop an Aboriginal recruitment and retention strategy in the agency as part of a broader workforce strategy.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The Department for Child Protection’s Human Resources directorate has recruited an Aboriginal Employment Consultant who together with the Director, Aboriginal Practice will play a critical role in the development of the Aboriginal Recruitment and Retention Strategy.</p> <p>A profile of the Department for Child Protection’s current Aboriginal workforce has commenced. A system has been put in place to ensure that candidates in the department’s Aboriginal Employment Register are considered for all vacancies.</p>		

- 188**      **Review procedures to streamline the sources of internal cultural advice to the agency.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>This recommendation is closely aligned to the implementation of the Aboriginal Recruitment and Retention Strategy (recommendation 187).</p> <p>The Department for Child Protection has established the Aboriginal Practice directorate which has developed a series of strategic principles to build the capacity for culturally inclusive and responsive policy and practice. The Aboriginal Practice directorate works alongside the Quality and Practice directorate to drive the quality practice agenda. Principal Aboriginal Consultant positions have been established and are allocated to the Child Abuse Report Line and centrally.</p> <p>Work continues to embed the Aboriginal Cultural Identity Support Tool into frontline practice. This tool ensures that cultural considerations are better incorporated into decision-making for Aboriginal children and young people. Work has commenced on the development of a Cultural Inclusion Framework and Clinical Governance Framework to further enhance the accessibility and impact of cultural advice.</p>		



- 189** Review practice guidance, funding arrangements and the range of declared agencies to ensure that a recognised Aboriginal agency is consulted on all placement decisions involving Aboriginal and Torres Strait Islander children, in accordance with the provisions of section 5 of the *Children's Protection Act 1993*.

Accepted

Phase 2

Planning

**PROGRESS**

The new *Children and Young People (Safety) Act 2017* provides the legislative framework for placement decisions with specific provision for the application of the Aboriginal and Torres Strait Islander Child Placement Principle and the recognition of Aboriginal and Torres Strait Islander organisations as "gazetted organisations". One organisation was gazetted at the time of commencement of the relevant provisions in February 2018 to ensure advice could be sought on placement decisions under the new Act. A policy is being developed in consultation with Aboriginal stakeholders that will guide decisions about "gazetted organisations" with a view to expand the number of organisations following the commencement of the remaining provisions of the Act (Phase 2).

- 190** Establish a dedicated family scoping unit.

Accepted

Completed – reported December 2017

- 191** Provide all practitioners in the child protection system with training, support and clinical supervision to give them the knowledge, skills and techniques to work effectively with Aboriginal children and families, including, where appropriate, the specific skills required to work effectively in remote Aboriginal communities.

Accepted

Phase 1

Implementing

**PROGRESS**

The Department for Child Protection has designed training to equip practitioners with the knowledge, skills and techniques to work effectively with Aboriginal children and families and is now available as a broader strategy to improve cultural competency across the workforce.

The Director Aboriginal Practice has now been appointed within the newly established Aboriginal Practice directorate. This position will play a critical role in leading the development of strategies to improve competence and confidence in working with Aboriginal children and families. The Aboriginal Practice directorate works alongside the Quality and Practice directorate to drive the quality practice agenda.

Additional Principal Aboriginal Consultants have now been appointed to ensure that cultural leadership is available in each region and practice directorate.

A review to consider how cultural competency is embedded into clinical supervision is currently underway.

- 192** Use the proposed Early Intervention Research Directorate to identify evidence-based service models for early intervention that meet the needs of Aboriginal children and families.

Accepted

Phase 1

Implementing

**PROGRESS**

The Early Intervention Research Directorate (EIRD) developed its Prevention and Early Intervention Strategy following extensive consultation, research and data analysis. The Strategy prioritises Aboriginal children, families and cultures to implement culturally-informed approaches and improve how the services work with Aboriginal children, families and communities.

The case file review of over-representation of Aboriginal children and families in the child protection system will be complete by 30 June 2018. In addition to other research and data analysis, findings will be used to guide service delivery and investment decisions. The evaluation of early intervention services has identified the importance of cultural competency and the significant opportunities to improve cultural competency across the sector. The next EIRD research agenda will also include a focus on interventions to best meet the needs of Aboriginal children and families.



**193 Outsource the services currently provided by Kanggarendi to an appropriately qualified and experienced non-government organisation.**

Accepted in principle	Phase 3	Not yet commenced
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**194 Commission not-for-profit agencies to develop service models that can respond to higher-risk Aboriginal families with multiple, complex needs.**

Accepted	Phase 1	Planning
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**PROGRESS**

The Early Intervention Research Directorate (EIRD) completed the desktop evaluation of 100 existing early intervention and prevention programs and services. This work examined the effectiveness of service delivery for Aboriginal children, young people and families and cultural competency across the sector.

The case file review of over-representation of Aboriginal children and families in the child protection system has identified opportunities to improve responses to Aboriginal communities.

EIRD's Prevention and Early Intervention Strategy prioritises responding to the over-representation of Aboriginal children, families and communities in the child protection system.

**195 Ensure that local assessments of needs (LANs) specifically consider the needs of Aboriginal children and families and consult with local Aboriginal people and service providers.**

Accepted in principle	Phase 1	Completed
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**PROGRESS**

Local assessments of needs (LANs) have been developed and distributed to all CFARN regions and are being used as planning and implementation tools within the Children's Centres, one of the backbone agencies for CFARNs, by the Community Development Coordinators

One of the expected outcomes from utilising the data within the LANs is to determine strategies to improving services and programs for Aboriginal families and communities within CFARN regions.

**196 Place local Aboriginal support services within child and family assessment and referral networks to promote service coordination and act as a visible point of entry.**

Accepted in principle	Phase 1	Implementing
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**PROGRESS**

Relationships with Aboriginal support services in CFARN regions continue to be a core service requirement for each of the CFARN models across the metropolitan regions.

A Family Led Decision-making model (based on Family Group Conferencing and the Aboriginal Family Decision-making Model from NSW) is being developed for families who will benefit from this approach within the Southern CFARN region.

Consultation with the Aboriginal community in the southern metropolitan region will commence to determine how this model can be developed in a culturally appropriate and safe way for families in the Southern CFARN region.







**201 Actively pursue joint training opportunities for agencies in remote communities and require operational managers from agencies to meet regularly to identify areas for collaboration and to resolve issues of concern.**

Accepted in principle Phase 2 Planning

**PROGRESS**

Work continues to explore joint training and collaboration opportunities between government agencies working on the APY Lands.

An initial meeting was held with senior government leaders in September 2017 and a further meeting in February 2018 with both senior leaders and their operational team leaders. The focus of these meetings has been to clarify roles and purpose of the Interagency Code of Practice and its implementation on the APY Lands, current agency service models and service clarification and to explore staff health and wellbeing living and working in remote areas. A review meeting has been scheduled for June 2018 at Umuwa. In moving to a more coordinated service response Child and Adolescent Mental Health Service (CAMHS) are now participating in strategy discussions and fortnightly team meetings are occurring between operational team leaders from the Department for Child Protection and CAMHS to share information and learnings. Other multi-agency meetings are also occurring to explore joint training opportunities.

A workplace learning calendar has been established for departmental staff via video conferencing with an open invitation to partner agencies to participate in sessions. The new Aboriginal Practice directorate within the department will prioritise remote community engagement as part of long term service planning.

**202 Ensure that at least one principal Aboriginal consultant has experience and expertise in remote Aboriginal communities, including in the APY Lands.**

Accepted Completed – reported December 2017

**203 Identify opportunities to develop strength in the interpreter service available in remote communities, and ensure that the agency’s practitioners use interpreters where possible. Consider the viability of interpreters accompanying the agency’s fly-in fly-out teams**

Accepted Phase 2 Planning

**PROGRESS**

Interpreters are being used for Family Care Meetings and on an as needs basis for other case management discussions. As part of the Department for Child Protection’s annual case review process, the need for the use of Aboriginal interpreters must be considered. In addition, interpreters are to be used during investigations of child abuse concerns where English is not the caregivers or extended family members’ first or second language.

A formal protocol will be developed to inform staff of available interpreter services and when to engage interpreter services.

**204 Ensure that the agency’s practitioners monitor children cared for in accordance with family care meeting agreements to ensure the safety of the child.**

Accepted Phase 1 Planning

**PROGRESS**

The provisions for family conferencing will be implemented by the Department for Child Protection as part of commencement of the remaining provisions (Phase 2) of the *Children and Young People (Safety) Act 2017*. As part of any model under the Act, the monitoring of the safety of the child will be a key component.





**205 Commission not-for-profit agencies to provide alternative care in areas close to the APY Lands, such as Alice Springs and Coober Pedy. Alternative care could include a mixture of foster care and residential care.**

Accepted in principle	Phase 3	Not yet commenced
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**206 Actively pursue joint training opportunities for agencies in remote communities and require operational managers from agencies to meet regularly to identify areas for collaboration and to resolve issues of concern.**

Accepted	Completed – reported December 2017
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**207 Ensure that approved carers in remote communities receive the same level of support as carers elsewhere in the State, recognising the particular challenges faced by carers in these remote areas.**

Accepted	Phase 1	Implementing
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**PROGRESS**

The Winangay assessment tool has been trialled in Coober Pedy and a number of carers are now fully approved. Kinship carer assessments are to commence imminently on the APY Lands using the Winangay Assessment tool with implementation in the Far West, Ceduna, Yalata and Oak Valley to follow.

All Department for Child Protection Lands Based Workers have now been recruited. Five out of the 6 staff recruited are Aboriginal and 3 are Anangu recruited from across APY and nearby communities. Part of the role of these workers is to provide support to carers living in remote communities.

An Aboriginal person has been recruited as the Far North Far West Carer Relationship Officer and is currently working with the Lands Based Workers on engagement strategies including the establishment of regular carers forums to build relationships between carers and child protection officers. It is expected that at least 3 carers forums will be held in key identified communities such as Amata and Pukatja where a number of Kinship carers reside.

**208 Ensure that the unit tasked with investigating care concerns offers a service in remote communities equivalent to that provided elsewhere in the State.**

Accepted in principle	Phase 2	Implementing
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**PROGRESS**

The Department for Child Protection is undertaking a review of the Care Concern system which will be finalised in consultation with stakeholders. This will inform the development of a Care Concern Management model tailored to the specific needs of the department.

An arrangement of travelling to remote communities to undertake investigations has commenced. This practice will continue as required, with further improvements to the service model to be considered.





**209 Provide secure, long-term funding for playgroups in remote Aboriginal communities, administered by a single agency**

Accepted in principle	Phase 2	Implementing
<p><b>PROGRESS</b></p> <p>The South Australian Government continues to work with the Commonwealth Government to optimise opportunities for funding for early childhood education and care services in remote Aboriginal communities, particularly in the context of implementation of the Commonwealth Government’s new child care package from 1 July 2018.</p> <p>The South Australian Government has confirmed with the Australian Government that Budget Based Funded (BBF) services that deliver childcare will be transitioned to the new Child Care Subsidy and will also be eligible to access funding through the Additional Child Care Subsidy and the Community Child Care Fund. BBF services without a child care component will be transitioned to the Indigenous Advancement Strategy and BBF non- childcare and non-Indigenous services will move to another Australian Government funding source.</p> <p>The South Australian Government has advocated for appropriate and additional supports to BBF services to manage the new child care package where relevant and the Australian Government has advised that extensive support has been provided to these services to support their transition to the new Child Care Subsidy.</p>		

**210 Establish an integrated administration information communication technology (ICT) system to allow access to a complete range of student data to children who move schools in remote Aboriginal communities.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The new data report has been implemented in the Education Dashboard and is available to schools with temporary enrolments in remote Aboriginal communities.</p> <p>Training on the use of the Education Dashboard focusing on the new report will be provided to the Far North and Anangu Partnerships.</p>		

**211 Provide additional funding to meet demand for the Walytjapiti program, and ensure that the agency keeps case files open for participants until satisfied about the child’s ongoing wellbeing over a sustained period.**

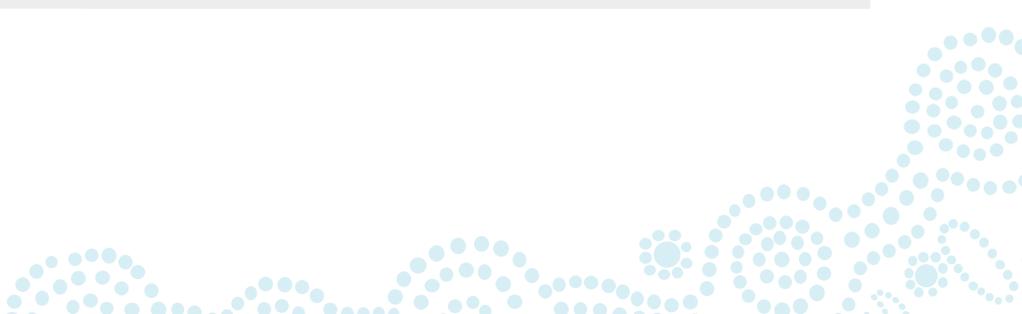
Accepted in principle	Phase 1	Planning
<p><b>PROGRESS</b></p> <p>The Department for Child Protection has initiated discussion with the NPY Women’s Council to identify service needs and gaps. This includes shaping of services so that they complement each other on the APY Lands.</p>		

**212 Commission an early intervention service for families in remote communities for whom the agency has lower level concerns and who could benefit from support to prevent escalation of issues.**

Accepted	Phase 2	Not yet commenced
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**213 Conduct an audit of services in remote Aboriginal communities to ensure access to adequate facilities to serve as a service hub for playgroups, preschools and other services that visit the community.**

Accepted	Completed – reported in <i>A Fresh Start</i>
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**214 Reform funding and structural arrangements to enable a single agency to oversee the service hub facilities across all communities. This agency should regularly map, in collaboration with the local community, the needs of children and families through an annual local assessment of needs.**

Accepted

Phase 1

Planning

**PROGRESS**

Ongoing discussions are occurring with the APY Lands Steering Group to progress the development of this recommendation.

**215 Establish a working group to promote collaborative practice between South Australian, Western Australian and Northern Territory agencies involved in the child protection system in the tri-border region, including working towards a crossborder legislative scheme for child protection across the three jurisdictions.**

Accepted

Phase 1

Planning

**PROGRESS**

South Australian senior executives have made contact with Western Australian and Northern Territory child protection authorities to discuss plans to establish a working group to address tri-border issues. In addition, the Chief Financial Officers of Western Australia, Northern Territory and South Australia met to discuss financial implications of tri-border coordination at the recent Child and Family Secretaries meeting in November 2017.

Regular meetings are also being held between the South Australian and Northern Territory Royal Commission implementation and reform teams to discuss opportunities to share and collaborate.

**216 Review child protection service provision in Ceduna, Yalata and Oak Valley, including the viability of introducing a fly-in fly-out service.**

Accepted

Completed – reported December 2017

**217 Develop strategies to improve Out of Home Care options in regional areas including:**

- a. focusing attention on the recruitment of foster parents, particularly in areas of need**
- b. identifying areas where there is a demand for residential care placements and develop facilities in those areas.**

Accepted

Phase 1

Implementing

**PROGRESS**

The Department for Child Protection is working with partner agencies to trial a regional placement referral service approach in Port Pirie and Mt Gambier. A range of other initiatives are also in place. These include the Choose to Care campaign which has been rolled out across the State. Regional modelling continues to inform areas of need for carer recruitment and resource allocation.

More broadly, the department is developing an *Out of Home Care Strategy* which will include the development of Models of Care for the child protection system. The new Models of Care will define the way in which the Out of Home Care system is organised and delivered, outlining best practice care and service provision for children and providing clear pathways across core elements of the models. With a focus on increasing the capacity for family based care options, the Models will include clear guidelines for the use of emergency care and of non-family based care, and ensuring every child is placed in care that is best equipped to meet the child's individual needs.







**222 Require the agency to develop attraction and retention strategies specific to building workforce sustainability in regional areas, including the use of financial incentives for staff.**

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The Department for Child Protection’s workforce strategy is currently being scoped as per recommendation 24 and 30 and will be complemented by the Aboriginal Recruitment and Retention Strategy as per recommendation 187.</p> <p>Implementation of the recommendations contained in the report developed by the Human Resource and Service Delivery and Practice directorates on “hard to recruit locations” is in progress. Implementation of the Workplace Flexibility Agreement has supported the recruitment of staff in remote areas.</p> <p>The Government has announced its commitment to a process of recruitment reform by recognising a broader range of qualifications in the human services field as eligible for child protection work. This multi-classification approach is proposed as an effective way of reducing vacancy rates, particularly in remote areas experiencing higher than average workforce shortages.</p>		

**223 Ensure that every child in care, or who enters care, and who is potentially eligible, applies to participate in the National Disability Insurance Scheme (NDIS). For children already in care, this must occur by 31 March 2017.**

Accepted in principle	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>Work continues in assessing every child in care for eligibility for the NDIS.</p> <p>Current children in care with a disability have been identified and a process to track their NDIS status on a monthly basis has been put in place.</p> <p>An escalation mechanism has been established with NDIA to support children in care to access the NDIS.</p> <p>The Disability Program team will be expanded to further support access and utilisation of NDIS funded services for children in care.</p>		

**224 Develop the function in C3MS to require caseworkers to input information when a child enters care, and for those children already in care, as to their potential eligibility for NDIS. This data should be extractable for analysis.**

Accepted in principle	Phase 2	Planning
<p><b>PROGRESS</b></p> <p>Documentation of system functional requirements has been completed by ICT &amp; Information Management. Pending the outcome of the C3MS review (Recommendation 20), the priority of the build of this will be considered with other C3MS changes.</p>		

**225 Determine and fund demand for specialist disability foster care placements in accordance with the available data about children in care who are eligible for NDIS.**

Accepted	Phase 2	Implementing
<p><b>PROGRESS</b></p> <p>Profiling of children with high and complex needs in commercial care has been completed. Children in residential care have also been profiled. The next step is to consider the population of children in family based care. This combined profile will inform the development of Models of Care to meet the population need.</p>		





**226 Employ specialist disability workers to consult across the agency in matters involving children with disabilities.**

Accepted Completed – reported June 2017

**227 Train agency caseworkers to recognise and respond to the needs of children with disabilities, particularly in accessing and maximising support services offered by NDIS.**

Accepted Phase 1 Implementing

**PROGRESS**

Training has been provided to staff in regional offices. Work is underway to embed training regarding the needs of children with disabilities and the NDIS into the ongoing staff training calendar.

**228 Ensure agency caseworkers, when participating in NDIS planning, prioritise the use of the Alternative Care Therapeutic Team program when appropriate to meet the therapeutic needs of a child in care.**

Accepted Completed – reported December 2017

**229 Develop clear guidelines on the role of home-based carers in planning and decision-making in NDIS for children in their care.**

Accepted Completed – reported in *A Fresh Start*

**230 Require child and family assessment and referral network members to provide support for families who are caring for children with disabilities, to enable them to engage with NDIS.**

Accepted in principle Phase 1 Planning

**PROGRESS**

The pathway is currently being negotiated with NDIS to link directly into CFARN Teams. This will provide an agreed referral pathway from CFARN to NDIS across both agencies for families and children with complex needs and disabilities.

**231 Require that the cultural background of children coming into contact with the child protection system be recorded on C3MS, including in the ‘life domains’ area, for all children in care who have a culturally and linguistically diverse background.**

Accepted in principle Phase 2 Planning

**PROGRESS**

The functional specifications and technical changes required in C3MS to record cultural background of children in line with this recommendation have been submitted by the Department for Child Protection for development in C3MS.

Pending the outcome of the C3MS review (Recommendation 20), the priority of the build of this will be considered with other C3MS changes.





**232 Analyse data collected regarding the cultural background of children coming into contact with the child protection system to determine how to best respond to children at-risk in culturally and linguistically diverse communities.**

Accepted Phase 2 Implementing

**PROGRESS**

Business analysis for making changes to C3MS to enable this recording and reporting has been completed. The Department for Child Protection is prioritising technical development to be able to implement this reporting function.

**233 Undertake a qualitative review of the capacity of the agency’s Multicultural Community Engagement Team (MCET).**

Accepted Phase 1 Implementing

**PROGRESS**

The Department for Child Protection engaged Flinders University to undertake the Multicultural Community Engagement Team (MCET) review. This report was finalised and handed over to the department in August 2017. The report outlines 18 recommendations, a number of which have now been implemented. This includes recommendations for the MCET to be brought together in one physical location; for MCET to be involved in ongoing training to develop cultural awareness and sensitivity training and to develop links with CALD community leaders.

Implementation of report recommendations is continuing.

**234 Evaluate the effectiveness of specialist Multicultural Community Engagement team (MCET) staff working together with front-line practitioners on child protection cases and assess the value of collocating MCET staff in the agency’s offices.**

Accepted Phase 1 Completed

**PROGRESS**

The Department for Child Protection engaged Flinders University to undertake the Multicultural Community Engagement Team (MCET) review. This report was finalised and handed over to the department in August 2017. The report outlines 18 recommendations, a number of which have now been implemented including recommendations for the MCET to be brought together in one physical location based on the author’s assessment of the value of co-location.

The Multicultural Services Team (formerly known as the Multicultural Engagement Team) are co-working with field staff providing cultural advice, case direction and scoping for family members for children entering and in Out of Home Care. This team is also connecting children and families from culturally and linguistic diverse backgrounds who would benefit from an alternative response.

**235 Assist staff and carers who work with children in care who have a culturally and linguistically diverse background to achieve culturally informed best practice through the development of practice guides.**

Accepted Phase 2 Implementing

**PROGRESS**

The Cultural Maintenance Support Tool (see recommendation 236) has been developed by the Department for Child Protection and implementation has commenced. An evaluation of the tool will take place in the 2018-19 financial year to inform ongoing use and training requirements.

The Multicultural Services Team (formerly known as the Multicultural Engagement Team) in partnership with the department’s Practice Development Team is providing training to department staff monthly on culturally competent practice. Practice guidance will also be incorporated in the *Manual of Practice* which is currently under development.





**236**      **Ensure that every child in care with a culturally and linguistically diverse background has a comprehensive cultural maintenance plan that is regularly reviewed, having regard to the child’s age and placement circumstances.**

Accepted	Phase 1	Implementing
<b>PROGRESS</b> The Cultural Maintenance Support Tool (CMST) and a detailed implementation plan have been developed and implementation has commenced. An evaluation of the tool will take place in the 2018-19 financial year to inform ongoing use and training requirements. Practice guidance will also be incorporated in the <i>Manual of Practice</i> which is currently under development.		

**237**      **Identify key performance indicators on the cultural competency of the agency’s workforce, and regularly review the effect of these recommendations on that competency.**

Accepted	Phase 1	Implementing
<b>PROGRESS</b> The Department for Child Protection’s Aboriginal Learning and Development Consultant and Aboriginal Employment Consultant have been recruited. A performance framework is being developed for the department which will incorporate expectations around cultural competency. This is being developed in consultation with the Aboriginal Practice directorate.		





- 238** Enact a stand-alone legislative instrument to regulate the screening of individuals engaged in child-related work which:
- a. declares that the paramount consideration in screening assessment must be the best interests of children, having regard to their safety and protection
  - b. invests powers in only one authorised government screening unit which is charged with maintaining a public register of all clearances and their expiration dates
  - c. empowers the screening authority to take into account in its assessments criminal offence and child protection history, professional misconduct or disciplinary proceedings, and deregistration as a foster parent or other type of carer under the *Family and Community Services Act 1972*
  - d. provides a clear definition of child-related work, including the meaning of incidental or usual contact
  - e. declares that the outcome of a screening assessment will be limited to either a clearance or a refusal and that all applications, even if withdrawn, will be assessed
  - f. requires individuals to seek and maintain a personal clearance, valid for a period of up to five years, through a card or unique electronic identifier system, which has portability across roles and organisations in the State; and to notify the screening authority of relevant changes in their offence, conduct or child protection circumstances
  - g. requires employers to ensure that all relevant personnel in their organisations, at all times, hold current clearances
  - h. precludes exemptions from screening requirements for
    - i. registered teachers
    - ii. applicants waiting on screening outcome decisions
    - iii. those working or volunteering with children who are in care
    - iv. those who have been refused a WWCC
  - i. details offences for individuals and organisations who fail to comply with the provisions of the legislation, including engagement in or for child-related work without a clearance, and dishonesty in the application process
  - j. permits appeals from decisions of the screening authority to the South Australian Civil and Administrative Tribunal or other independent body.

Accepted

Completed – reported in *A Fresh Start*

- 239** Establish a real-time monitoring system which ensures that changes in screened individuals' circumstances are communicated to the screening authority, that clearances are reviewed, and that changes are reflected in the register, and communicated to employers.

Accepted

Completed – reported December 2017





- 240 Charge the screening authority with:**
- a. ensuring that it has access to forensic expertise in child protection and behavioural indicators of risk
  - b. developing a consolidated set of standards, matrices, and weighting guidelines for use in screening assessments, that include substantiated and unsubstantiated criminal, child protection and disciplinary matters, and ensuring that assessors are appropriately trained in their application
  - c. developing guidelines for ensuring that applicants are afforded appropriate procedural fairness, including circumstances in which information may be withheld from applicants
  - d. developing and promulgating timeline benchmarks for screening outcomes, and procedures for informing applicants whose clearances may fall outside benchmarked times
  - e. developing information sharing protocols with interstate screening units.

Accepted	Phase 1	Planning
<p><b>PROGRESS</b></p> <p>Regulations under the <i>Child Safety (Prohibited Persons) Act 2016</i> were released for public consultation which closed on 6 April 2018.</p> <p>The Screening Unit, located within the Department of Human Services, continues to work with other States and Territories, via the appropriate intergovernmental forums, to facilitate the development of information sharing protocols between screening units in other States.</p>		

- 241 Develop an independent mechanism and evaluation process for reviewing the performance of the screening authority.**

Accepted	Completed – reported in <i>A Fresh Start</i>
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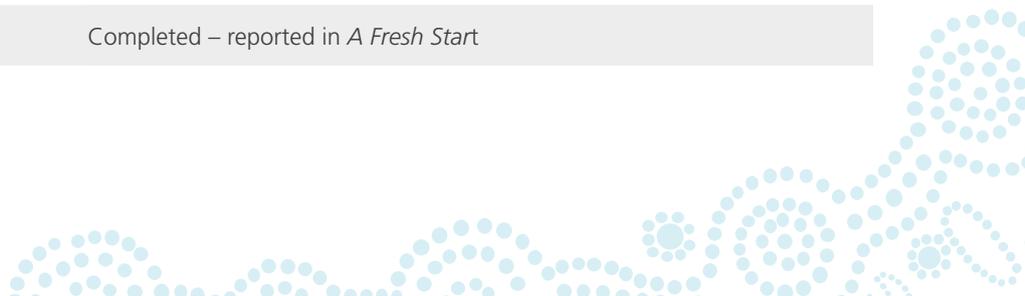
- 242 Amend the *Children’s Protection Act 1993*:**
- a. to permit and, in appropriate cases, require the sharing of information between prescribed government and non-government agencies that have responsibilities for the health, safety or wellbeing of children where it would promote those issues
  - b. to require prescribed government and non-government agencies to take reasonable steps to coordinate decision-making and the delivery of services for children.

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The <i>Children and Young People (Safety) Act 2017</i> and the <i>Children’s Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017</i> commenced in part on 19 December and 26 February 2018. The remaining sections of both Acts are to commence in October 2018, including Chapter 11 Part 3 of the <i>Children and Young People (Safety) Act 2017</i> at which recommendation 242 is implemented.</p> <p>The staggered commencement will ensure a collaborative approach between agencies, allowing sufficient time for adequate planning and education in both the short and long term.</p> <p>The <i>Children and Young People (Safety) (Transitional Provisions) Regulations 2017</i> commenced on 26 February 2018.</p> <p>The <i>Children and Young People (Safety) Regulations 2017</i> commenced in part on 26 February 2018. The remainder of the regulations are suspended from operation in accordance with the delayed introduction of parts of the <i>Children and Young People (Safety) Act 2017</i>.</p>		





243	<b>Require senior leaders from government and non-government agencies that have responsibilities for the health, safety and wellbeing of children to meet at least quarterly to identify strategic measures to promote inter-agency collaboration and information sharing.</b>
Accepted	Completed – reported December 2017
244	<b>Review procedures and employment arrangements so that Chief Executives of government agencies with responsibilities for the health, safety and wellbeing of children have a provision included in their performance agreements that obliges them to ensure inter-agency collaboration in child protection matters, and measure that performance.</b>
Accepted	Completed – reported in <i>A Fresh Start</i>
245	<b>Establish the statutory office of the Commissioner for Children and Young People and provide the Commissioner with the functions and powers referred to in this report.</b>
Accepted	Completed – reported in <i>A Fresh Start</i>
246	<b>Consolidate the legislation for the Children’s Commissioner, the Guardian for Children and Young People (GCYP), the Child Death and Serious Injury Review Committee (CDSIRC) and the Child Development Council in a single Act of Parliament.</b>
Accepted	Completed – reported in <i>A Fresh Start</i>
247	<b>Empower GCYP and CDSIRC to refer matters to the Children’s Commissioner, where they are of the view that escalation through processes available to the Children’s Commissioner is appropriate.</b>
Accepted	Completed – reported in <i>A Fresh Start</i>
248	<b>Empower the Children’s Commissioner to exercise its statutory powers and functions in relation to such matters, including employing the regime to monitor government responses to recommendations, and escalate the matter to the Minister and Parliament where necessary, at his or her sole discretion.</b>
Accepted	Completed – reported in <i>A Fresh Start</i>
249	<b>Collocate the Children’s Commissioner, Guardian for Children and Young People, Child Death and Serious Injury Review Committee and the Child Development Committee, and make arrangements for the sharing of some administrative functions.</b>
Accepted	Completed – reported December 2017
250	<b>Amend legislation to permit, but not require, GCYP, CDSIRC and the Children’s Commissioner to share de-identified data.</b>
Accepted	Completed – reported in <i>A Fresh Start</i>
251	<b>Amend legislation to empower the Children’s Commissioner or GCYP to make complaints to the Ombudsman and HCSCC on behalf of a child.</b>
Accepted	Completed – reported in <i>A Fresh Start</i>





**252** Amend the *Ombudsman Act 1972 (SA)* to ensure that complaints about the actions of government agencies, and other agencies acting under contract to the government, concerning child protection services, find principal jurisdiction with the Ombudsman, and not the Health and Community Services Complaints Commissioner, where the complaint is about an administrative act.

Accepted Completed – reported in *A Fresh Start*

**253** Amend the *Ombudsman Act 1972* to permit the Ombudsman to exercise the jurisdiction of Health Care and Community Services Complaints Commissioner (HCSCC) in appropriate cases.

Accepted Completed – reported in *A Fresh Start*

**254** Develop an administrative arrangement between the Ombudsman and HCSCC to determine matters in which the Ombudsman would exercise dual jurisdictions, including, but not limited to, child protection complaints.

Accepted Completed – reported December 2017

**255** Develop the capacity of the Ombudsman’s Office to respond specifically to child protection complaints.

Accepted Phase 1 Implementing

**PROGRESS**

On 18 December 2017 the provisions of the *Children and Young People (Oversight and Advocacy Bodies) Act 2016* providing the Ombudsman with principal jurisdiction for the oversight of child protection-related complaints commenced. Internal business rules have been developed to assist staff in responding to these complaints. In addition, 2 Legal Officers (Child Protection Investigations) have been advertised and shortlisting is in process.

**256** Develop a package of information regarding making complaints about child protection matters, including information and complaint forms which are suitable for children and young people.

Accepted Phase 1 Implementing

**PROGRESS**

The Department for Child Protection has met with the Commissioner for Children and Young People, the Guardian for Children and Young People, the Health and Community Services Complaints Commissioner and the Ombudsman to agree on the package of information. The department has also met with the CREATE Foundation. The framework and procedure as well as communication channels for making complaints have been communicated to all local offices for distribution to clients, including children and young people. The Complaints Unit has received complaints from children and young people since its establishment. The department is currently developing a further suite of communication tools specifically for children and young people in care.







260

Respond to the recommendations in this report as follows:

- a. on or before 31 December 2016, provide a report setting out —
  - i. the recommendations of the Commission that have been implemented either partly or in full
  - ii. the recommendations of the Commission that have been accepted, but have not yet been fully implemented, the manner in which they will be fully implemented and the intended timeframe for that implementation
  - iii. the recommendations of the Commission that will not be implemented and the reason for not implementing them;
- b. on or before 30 June 2017, provide a further report as to —
  - i. the recommendations that have been wholly or partly implemented and the manner in which they have been implemented
  - ii. if a decision has been made not to implement a recommendation that was to be implemented, the reason for not implementing that recommendation
  - iii. if a decision has been made to implement a recommendation that previously was not to be implemented, the reasons for that decision and the manner in which the recommendation will be implemented;
- c. for a period of not less than five years after the provision of the report referred to in paragraph 4(b) hereof, provide an annual report setting out —
  - i. the recommendations that have been wholly or partly implemented in the relevant year and the manner in which they have been implemented
  - ii. if, during the relevant year, a decision has been made not to implement a recommendation that previously was to be implemented, the reason for not implementing that recommendation
  - iii. if, during the relevant year, a decision has been made to implement a recommendation that previously was not to be implemented, the reasons for the decision and the manner in which the recommendation will be implemented;
- d. make reports publicly accessible, including being published online.

Accepted	Phase 1	Implementing
<p><b>PROGRESS</b></p> <p>The Department for Child Protection has drafted the second annual progress report in line with part c of this recommendation.</p> <p>The report was released on 29 June 2018.</p> <p>Reporting obligations under s156(1)(e) of the new <i>Children and Young People (Safety) Act 2017</i> state that recommendations must be reported on no later than 30 September each year, and tabled in Parliament within 6 sitting days after receipt.</p>		

