

INFORMATION SHEET



ACT
Government
Community Services

Freedom of Information Disclosure Log Publication Coversheet

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*

FOI Reference: **CSDFOI CSD 20/10 (PART 1 of 4)**

Full Disclosure Log entry at: <https://www.communityservices.act.gov.au/home/disclosure-log>

Disclosure Log content

Information to be published	Status
1. Subject: Final documents prepared for or used during the 2018-19 Annual Reports hearings; including but not limited to briefs prepared for Minister Stephen-Smith MLA and other witnesses, whether or not they appeared or were used and other entities that may hold relevant documents.	N/A
2. Notice of Decision	Published
3. Table of Contents 1 *Table of Contents 2-4 located at CSDFOI CSD 20/10 (PARTS 2-4)	Published
4. Fees	N/A
5. Processing time (working days) *at 'activation' point?	41 days
6. Ombudsman decision	N/A
7. Ombudsman decision – additional comments by Omb	N/A
8. ACAT decision	N/A
9. ACAT decision – additional comments by ACAT	N/A

Further Information

For more information, contact the Community Services Directorate on 133 427 or visit the CSD Disclosure Log directly at: <https://www.communityservices.act.gov.au/home/disclosure-log>

FREEDOM OF INFORMATION REQUEST – FOI REF: CSD-20/10

TABLE OF CONTENTS 1

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to FOI applicants may be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access. Personal information or business affairs information will not be made available. If you think the content of your request would contain such information, please inform the contact officer immediately. Information about what is published on open access is available online at: www.act.gov.au/open-access

Applicant	THE PARAMETERS OF THE REQUEST	File No
	<p><i>"I write to request under the Freedom of Information Act 2016 final documents prepared for or used during the 2018-19 Annual Reports hearings. These documents may include, but are not limited to, briefs prepared for Minister Stephen-Smith MLA and other witnesses whether or not they appeared or were used. I ask that my request be transferred to other entities that may hold relevant documents. Duplicate documents may be excluded."</i></p>	<p>Annual Report Briefing Pack for Minister Stephen-Smith - CYF</p>

No	Description	Date	Decision	Reason for non-release or deferral	Open Access release status
1-2	Table of Contents	12/11/2019	Full release		Full release
3	Annual Report Hearing Brief – Strategic Objective 2 and Strategic Indicator 2	Undated	Full release		Full release

UNOFFICIAL

No	Description	Date	Decision	Reason for non-release or deferral	Open Access release status
4-5	Annual Report Hearing Brief – Strategic Objective 7 and Strategic Indicator 7	Undated	Full release		Full release
6-7	Annual Report Hearing Brief – Strategic Objective 8 and Strategic Indicator 8	Undated	Full release		Full release
8	Annual Report Hearing Brief – Strategic Objective 9 and Strategic Indicator 9	Undated	Full release		Full release
9	Annual Report Hearing Brief – Strategic Objective 10 and Strategic Indicator 10	Undated	Full release		Full release
10-11	Annual Report Hearing Brief – Key Statistics – A step up for our Kids	6/11/2019	Full release		Full release
12-13	Annual Report Hearing Brief – Hot Issues – Child Development Service	6/11/2019	Full release		Full release
14-16	Annual Report Hearing Brief – Key Statistics – Child Protection	6/11/2019	Full release		Full release
17-20	Annual Report Hearing Brief – Hot issues – Child Protection	6/11/2019	Full release		Full release
21-23	Annual Report Hearing Brief – Key Statistics – Youth Justice	29/10/2019	Full release		Full release
24-26	Annual Report Hearing Brief – Jot Issues – Youth Justice	11/11/2019	Full release		Full release

UNOFFICIAL

No	Description	Date	Decision	Reason for non-release or deferral	Open Access release status
27-31	Annual Report Hearing Brief – Aboriginal and Torres Strait Islander Families including Our Booris, Our Way	5/11/2019	Full release		Full release
32-33	Annual Report Hearing Brief – ACT Together Consortium	5/11/2019	Full release		Full release
34-41	Annual Report Hearing Brief – Adoptions and Permanency	5/11/2019	Full release		Full release
42-44	Annual Report Hearing Brief – A step up for our kids – Mid-strategy Evaluation	5/11/2019	Full release		Full release
45-46	Annual Report Hearing Brief – Auditor-General’s Report – Referral processes for the support for vulnerable children (Report No. 7/2019)	10/10/2019	Full release		Full release
47-49	Annual Report Hearing Brief – Bradyn Dillon – Coronial Inquest	5/11/2019	Full release		Full release
50-51	Annual Report Hearing Brief – Carer Support	5/11/2019	Full release		Full release
52-56	Annual Report Hearing Brief – Child and Youth Protection Facts and Figures including A Step up for Our Kids	5/11/2019	Full release		Full release
57-58	Annual Report Hearing Brief – Children, Youth and Families Client Management System	5/11/2019	Full release		Full release

UNOFFICIAL

No	Description	Date	Decision	Reason for non-release or deferral	Open Access release status
59	Annual Report Hearing Brief – Decision making for children in care	5/11/2019	Full release		Full release
60-61	Annual Report Hearing Brief – Fair Work Commission Determination on Foster Carers	5/11/2019	Full release		Full release
62-64	Annual Report Hearing Brief – Family Matters Report	15/10/2019	Full release		Full release
65-66	Annual Report Hearing Brief – HACS Inquiry into Child and Youth Protection Services	5/11/2019	Full release		Full release
67-68	Annual Report Hearing Brief – Marymead Overpayment	5/11/2019	Full release		Full release
69-70	Annual Report Hearing Brief – Responses to Glanfield Inquiry	5/11/2019	Full release		Full release
71-72	Annual Report Hearing Brief – Safe and Connected Youth	10/10/2019	Full release		Full release
73-74	Question Time Brief – Staffing Issues – Community Services Directorate	10/10/2019	Full release		Full release
75-78	Annual Report Hearing Brief – ACT Human Rights Commission Annual Report 2018-19	5/11/2019	Full release		Full release

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No	Description	Date	Decision	Reason for non-release or deferral	Open Access release status
79-81	Annual Report Hearing Brief – Administration of Medications at Bimberi Youth Justice Centre	6/11/2019	Full release		Full release
82-88	Annual Report Hearing Brief – Bimberi Headline Indicators Report – September 2019	6/11/2019	Full release		Full release
89	Annual Report Hearing Brief – Bimberi use of force incident 9 March 2019	5/11/2019	Full release		Full release
90-94	Annual Report Hearing Brief – Bimberi Youth Justice Centre Incident of 26 August 2019	5/11/2019	Full release		Full release
95-98	Annual Report Hearing Brief – Complaints and concerns raised by detainees at Bimberi	5/11/2019	Partial release	Scheduled 2, section 2.2(a)(ii)	Partial release
99-100	Annual Report Hearing Brief – CT Article on Bimberi Youth Justice Centre 18 October 2019	21/10/2019	Full release		Full release
101-102	Annual Report Hearing Brief – Human Rights Commission – Commission initiated consideration (including therapeutic protection response)	5/11/2019	Full release		Full release
103	Annual Report Hearing Brief – Inspectorate of Correctional Services	10/10/2019	Full release		Full release

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No	Description	Date	Decision	Reason for non-release or deferral	Open Access release status
104-105	Annual Report Hearing Brief – Senior Practitioner for reduction and elimination of restrictive practices	1/11/2019	Full release		Full release
106-107	Annual Report Hearing Brief – Therapeutic Protection Orders	5/11/2019	Full release		Full release
108-110	Annual Report Hearing Brief – Youth Justice Facts and Figures including Blueprint	5/11/2019	Full release		Full release
111-112	Annual Report Hearing Brief – Child Development Service – Delay in Autism Assessments	5/11/2019	Full release		Full release
113- 114	Annual Report Hearing Brief – Early Support	10/10/2019	Full release		Full release
115-116	Annual Report Hearing Brief – National Redress Scheme	10/10/2019	Full release		Full release
117-119	Annual Report Hearing Brief – Translating Services in the ACT	8/10/2019	Full release		Full release
120	CSD staff portfolio	18/09/2019	Full release		Full release
121-122	Witness lists	12/11/2019	Full release		Full release
123	Privilege statement	20/05/2013	Full release		Full release

UNOFFICIAL

No	Description	Date	Decision	Reason for non-release or deferral	Open Access release status
124-136	Public Hearing Schedule	4-15/11/2019	Full release		Full release

TABLE OF CONTENTS

2018-19 Annual Report Hearing – 12:45pm-2:45pm, 12 November 2019

STANDING COMMITTEE ON HEALTH, AGEING AND COMMUNITY SERVICES

Ms Bec Cody MLA (Chair), Mrs Vicki Dunne MLA (Deputy Chair), Ms Caroline Le Couteur MLA

RACHEL STEPHEN-SMITH MLA

MINISTER FOR CHILDREN, YOUTH AND FAMILIES

OUTPUT CLASS 3: Children, Youth and Families

Output 3.1, 3.2 & 3.3 Children, Youth and Families (Children and Family Centres, Child Development Services, Children and Youth Protection Services)

Strategic Indicators

1. Strategic Objective 2 and Strategic Indicator 2
2. Strategic Objective 7 and Strategic Indicator 7
3. Strategic Objective 8 and Strategic Indicator 8
4. Strategic Objective 9 and Strategic Indicator 9
5. Strategic Objective 10 and Strategic Indicator 10

Overview Briefs

6. Key Statistics – A Step Up for Our Kids
7. Hot Issues – Child Development Services
8. Key Statistics – Child Protection
9. Hot Issues – Child Protection
10. Key Statistics – Youth Justice
11. Hot Issues – Youth Justice

Briefs

Child Protection:

12. Aboriginal and Torres Strait Islander Families including Our Booris, Our Way Recommendations
13. ACT Together Consortium
14. Adoptions and Permanency
15. A Step Up for Our Kids – Mid-Strategy Evaluation
16. Auditor-General's Report – Referral processes for the support of vulnerable children
17. Bradyn Dillon – Inquest
18. Carer Support
19. Child and Youth Protection Facts and Figures including A Step Up for Our Kids
20. CYF Client Management System
21. Decision making for children in care
22. Fair Work Commission Determination on Foster Carers
23. Family Matters Report

24. HACS Inquiry into Child and Youth Protection Services
25. Marymead Overpayment
26. Responses to Glanfield Inquiry
27. Safe and Connected Youth
28. Staffing Issues – Community Services Directorate

Youth Justice:

29. ACT Human Rights Commission Annual Report 2018-19
30. Administration of Medications at Bimberi Youth Justice Centre
31. Bimberi Headline Indicators Report
32. Bimberi Use of Force incident 9 March 2019
33. Bimberi Youth Justice Centre Incident of 26 August 2019
34. Complaints and Concerns raised by detainees at Bimberi
35. CT Article on Bimberi Youth Detention Centre 18 October 2019
36. Human Rights Commission - Commission Initiated Consideration (including Therapeutic Protection Response)
37. Inspectorate of Correctional Services
38. Senior Practitioner for reduction and elimination of restrictive practice
39. Therapeutic Protection Orders
40. Youth Justice Facts and Figures including Blueprint

Other:

41. Child Development Service - Delay in Autism Assessments
42. Early Support
43. National Redress Scheme
44. Translating Services in the ACT

Administration

45. CSD Staff Portfolio
46. Witness Lists
47. Privilege Statement
48. Program Schedule

Children, Youth and Families

ISSUE: Strategic Objective 2 and Strategic Indicator 2
Improve outcomes for children and families through the provision of coordinated locally based services

The Directorate aims to improve outcomes for children and families through the Child and Family Centres Program. The program has been developed on an evidence based, best practice model, offering a one-stop shop for services and programs for children and families. Services and programs are delivered in partnership with other ACT Government agencies and community-based organisations.

This indicator shows the number of occasions of service delivered at Child and Family Centres in partnership with early intervention and prevention services.

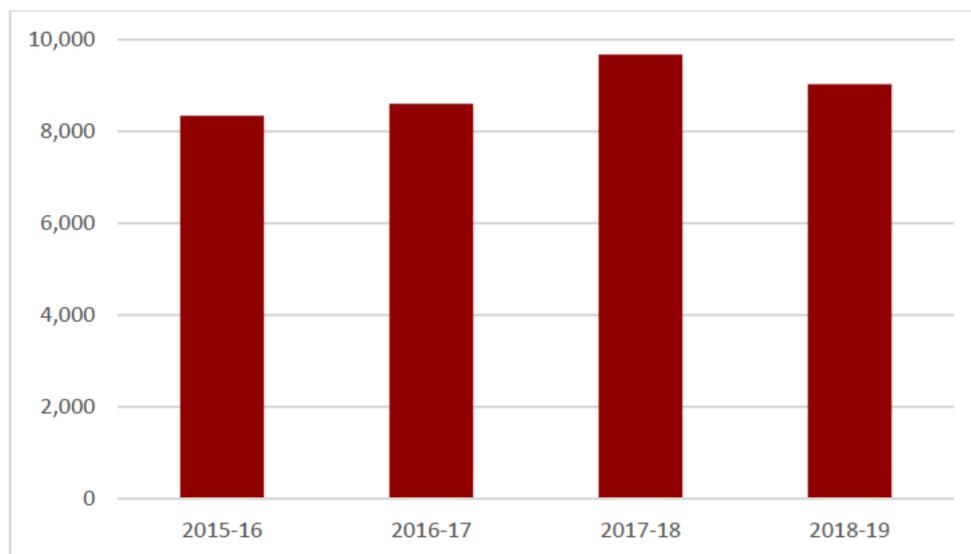
Strategic Indicator 2: Number of occasions of service to Child and Family Centre clients

Result- Strategic Indicator 2

Original Target	Actual Result	Variance
2018–19	2018–19	
8,000	9,037 ¹	13%

Note

1. Child and Family Centres are a voluntary service for the public. The higher than targeted outcome indicates an increased demand for intake services and case management support for families.

Strategic Indicator 2- four-year trend results for number of occasions of service to Child and Family Centre clients


Children, Youth and Families

ISSUE: Strategic Objective 7 and Strategic Indicator 7
Strategic Objective 7: Provision of services and interventions that reduce the risk of re-substantiated reports of abuse

The Directorate provides child protection services for children and young people. A reduced re-substantiation rate is an indication that assessment, evaluation of risk and action have been taken to minimise experiences of abuse and neglect to reoccur. Repeated occurrences of maltreatment, as indicated by re-substantiation, are an indicator of cumulative harm. This is a national indicator for child protection services.

Strategic Indicator 7: Re-substantiation rates

Table 1. Results- Strategic Indicator 7

	Original Target 2018–19	Actual Result 2018–19	Variance
	%	%	%
Re-substantiation Rate—Within 3 Months ¹	12%	4%	-67%
Re-substantiation Rate—Within 12 Months ¹	22%	16%	-27%

Note

1. This indicator is based on a national measure in the Report on Government Services. Small changes against a 'small number' target have a large impact on the increase and decrease in percentage. A reduction in this result is the desired outcome, but this figure fluctuates regularly and continues to be monitored closely. A lower re-substantiation rate may reflect access to appropriate services thereby reducing the risk of ongoing abuse and neglect within a family.

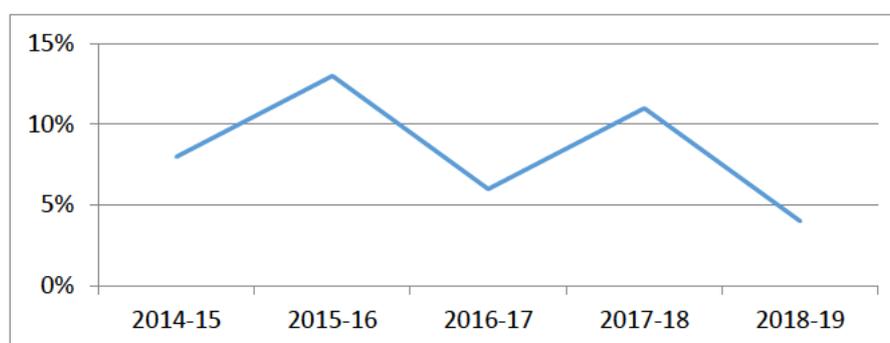
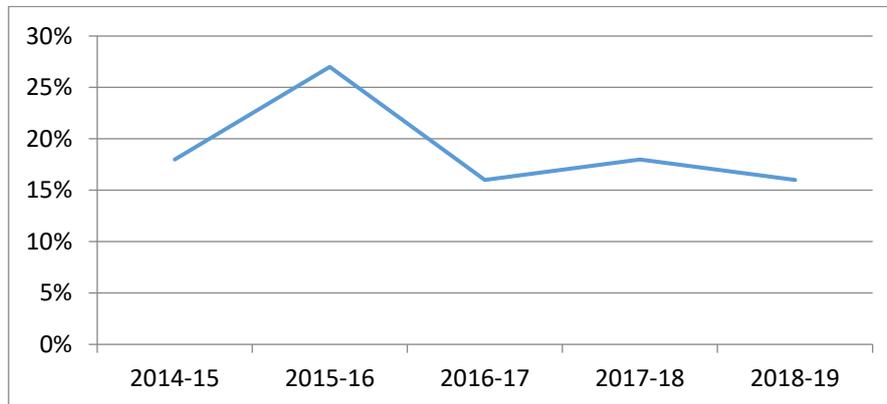
Figure 1. Strategic Indicator 7 – five-year trend results for re-substantiation within 3 months


Figure 2. Strategic Indicator 7- five-year trend results for re-substantiation within 12 months



ISSUE: Strategic Objective 8 and Strategic Indicator 8
Strategic Objective 8: Provision of services that improve outcomes for young people involved with the justice system

The Directorate aims to improve outcomes by providing support services to young people at risk and through the support and supervision of young offenders.

Recidivism rates measure the return of young people to the youth justice system, after receiving a final Court Order. They are an indicator of outcomes for young people, in particular whether interventions have been successful in assisting young people to exit the youth justice system.

Strategic Indicator 8: Recidivism of young people

Table 1. Result- Strategic Indicator 8

	Original Target 2018–19	Actual Result 2018–19	Variance
Recidivism of Sentenced Young People in Custody ¹	43%	27%	-37%
Recidivism of Young People on Community Based Orders ²	34%	39%	15%

Notes

1. This is a positive result. The low percentage of young people sentenced to custody, who are recidivist may be attributed to the focus in the ACT on active case management, targeted intervention and prevention programs and greater emphasis on diverting young people from the youth justice system. It should be noted that the small numbers involved in detention data may cause large fluctuations in the result.
2. The number of young people on sentenced community-based supervision orders has decreased significantly, which decreases the denominator for the recidivism count. Therefore, while the proportion has increased, the actual number of young people sentenced has decreased. The result shows that there is a greater emphasis on diverting young people from the youth justice system through access of early support and prevention programs and only young people who are serious and/or repeat offenders are receiving community-based orders which require supervision by Child and Youth Protection Services.

Figure 1. Strategic Indicator 8- five-year trend result for recidivism of sentenced young people in custody

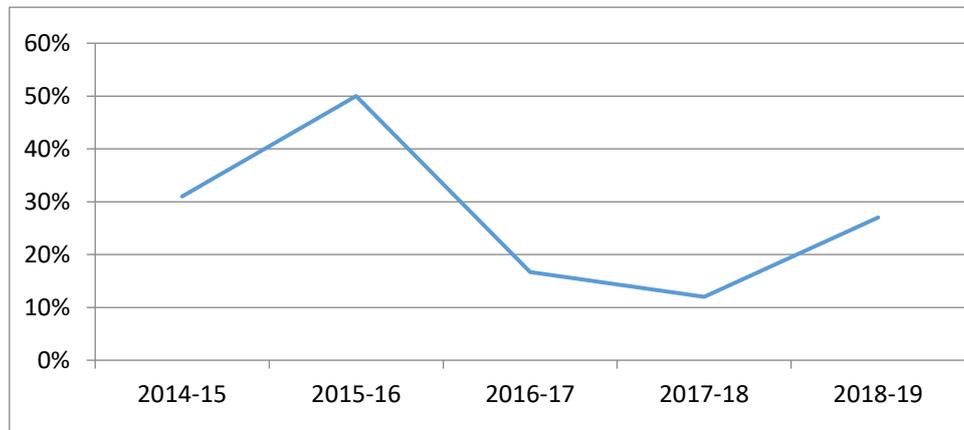
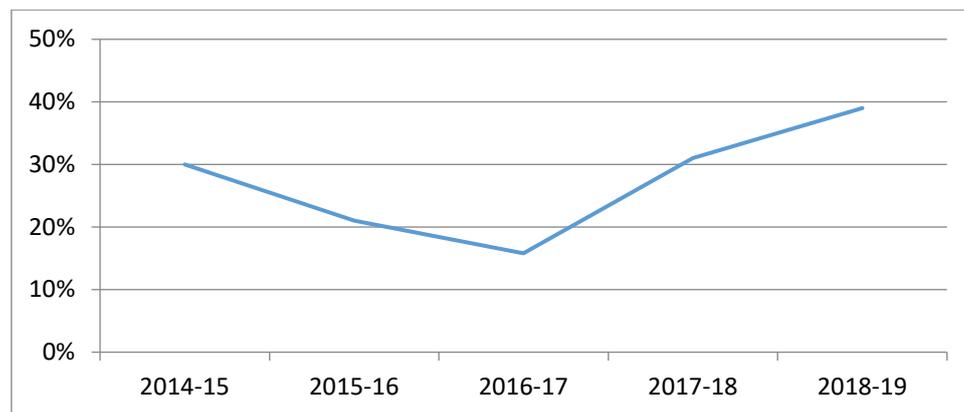


Figure 2. Strategic Indicator 8- five-year trend result for recidivism of sentenced young people on community based orders



Children, Youth and Families

ISSUE: Strategic Objective 9 and Strategic Indicator 9
Strategic Objective 9: Improve stability of children in care through case management and appropriate services and programs

The Directorate provides child protection services for children and young people by promoting their safety within the family unit. Where a child is at risk and cannot remain within the family home, the Directorate supports the child in out of home care.

Uninterrupted placements signal appropriately targeted intervention, stability and continuity of care. This maximises opportunities to achieve positive outcomes for vulnerable children and young people.

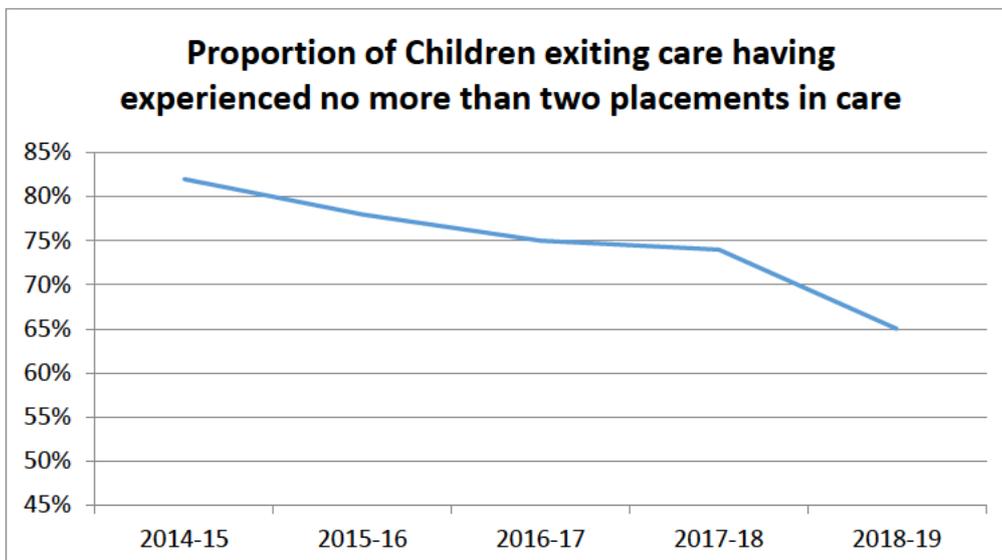
Strategic Indicator 9: Proportion of children exiting care having experienced no more than two placements in care

Table 13. Result- Strategic Indicator 9

Original Target 2018–19	Actual Result 2018–19	Variance
75%	65% ¹	-13%

Note

1. The small number of children exiting care each year means this result can fluctuate significantly over the course of the year. This result is monitored and may reflect placement changes arising from greater emphasis on reunification and alternative models under the continuum of care of *A Step Up for Our Kids Strategy*.

Figure 1. Strategic Indicator 9- five-year trend result for the proportion of children exiting care having experienced no more than two placements


Children, Youth and Families

ISSUE: Strategic Objective 10 and Strategic Indicator 10**Strategic Objective 10: Ensure the high quality of suitable entities for care and protection purposes**

The Directorate has responsibility for the oversight of suitable entities for care and protection purposes. This function requires that suitable entities in the ACT are financially sound, supported by robust governance structures and adhere to current best practice standards. Ongoing compliance monitoring is undertaken with providers. The Human Services Registrar engages more intensively with some higher risk providers, in line with a risk-responsive regulatory model.

Strategic Indicator 10: The proportion of suitable entities compliant with registration standards

Table 1. Result- Strategic Indicator 10

Original Target 2018–19	Actual Result 2018–19	Variance
100%	100%	-

Portfolio/s: Children, Youth and Families

ISSUE: KEY STATISTICS – A STEP UP FOR OUR KIDS**Key information:**Data from the Snapshot Report - Quarter 4 (June 2019)

- There has been a slowdown in the new entries into care – this quarter the year to date total was 122; it was 155 at the same point in 2017-18.
 - The proportion of Aboriginal and Torres Strait Islander new entries accounts for 20 per cent of new entries, compared with 32 per cent of new entries in the same quarter of 2017-18 and 30 per cent of new entries in 2016-17 (Measure 1).
 - What this means in terms of numbers is 25 Aboriginal and Torres Strait Islander children and young people entering care in 2018-19. This compares with 50 in 2017-18 and 59 in 2016-17.
- Exits from care are comparable to the last financial year at the same time with 139 leaving care as at 30 June 2019, compared with 132 at the same point in 2017-18 and 145 in 2016-17 (Measure 2).
- As at 30 June 2019, there were 809 children and young people in out of home care, this compares with 827 at the same point last year.
 - The proportion of children on order types has remained relatively steady over time.
 - The proportion of children in different placement types has remained stable over time (Measure 3).
- There have been six new entries to residential care this financial year, this compares with two last financial year (Measure 5).
- As at 30 June 2019 there were 45 children and young people in residential care, five were under 12.
 - The number of children under 12 years of age in residential care has reduced from nine children and young people at the end of the 2017-18 financial year.
 - There has been an increase of young people over 12 years of age in residential care across the last 12 months from 30 to 40 (Measure 6).
- This year to date (as at 30 June 2019) the number of Enduring Parental Responsibility (EPR) and adoptions completed is 15, which is higher than the total number completed for the 2017-18 financial year (11) (Measure 7).
 - This includes one adoption.
 - Three of these EPRs were for Aboriginal and Torres Strait Islander children and young people (Measure 7).

Cleared as complete and accurate: 06/11/2019
Cleared by: Executive Group Manager Ext: 56922
Contact Officer name: Claire Barbato Ext: 53659
Lead Directorate: Community Services
Cleared for release: Yes
Information Officer name: Helen Pappas Ext: 56922
TRIM Ref:

- As at 30 June 2019 there were 102 children and young people with a permanency order, with the number in kinship care arrangements stable at 53 per cent (Measure 8).
- There have been 83 new carers approved this financial year (Measure 9).
- This year to date (as at 30 June 2019) there has been 302,129 carer days used; this is an increase from 12 months ago where there were 298, 697 days used.
 - The proportion of care days between different care types has remained stable (Measure 11).
- Aboriginal and Torres Strait Islander children in the care of the Director-General with cultural plans in place as at 30 June 2019 was 91 per cent; this is lower than 12 months ago where it was at 94 per cent (Measure 12).
- Children and young people being supported through prevention services was 85, which is higher than in the 2017-18 financial year (79). The number not entering care within 12 months is also improving and is currently at 87 per cent for all children and young people supported, and 74 per cent for Aboriginal and Torres Strait Islander children (Measure 13).

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Portfolio/s: Children, Youth and Families

ISSUE: HOT ISSUES – CHILD DEVELOPMENT SERVICE**Child Development Service – Delay in Autism Assessments**

- The Child Development Service is currently funded for three fulltime psychology positions under a three-year agreement with the Education Directorate.
- The service has experienced ongoing recruitment issues, and from June 2018 to July 2019 there was no psychologist with the skills required to administer Autism Spectrum Disorder (ASD) assessments employed by the Child Development Service. Since July 2019, the Child Development Service has had a 0.4 fulltime equivalent employee (FTE) psychologist delivering these assessments.
- The Child Development Service has pursued several strategies to bring forward appointments and mitigate wait times, including:
 - re-advertising the Child Development Service psychologist positions at the higher Health Professional Level 4 (HP4) classification to attract candidates, however, this was unsuccessful; and
 - procurement of psychologist expertise from private providers so families can access appropriate ASD assessments as part of an ACT Government funded service offer.
- There were 111 ASD assessments conducted during the 2018-19 financial year, with the longest wait time being 12 months (as at 17 October 2019).

Child Development Service – CAYPELS

- The Child Development Service will continue operation of the Children and Young People Equipment Loan Service (CAYPELS) and oversee the feasibility project in consultation with the Education Directorate and Canberra Health Services.
- The CAYPELS provides specialised paediatric equipment and assistive technology to allied health professionals, clients and their carers for assessment, trial and loan to children and young people up to 16 years of age.
- Options to look at the future operations of the CAYPELS are being looked at in the context of the Commonwealth's implementation of assistive technology supports.

Sustainability of the Child Development Service

- The Child Development Service Sustainability Inter-Directorate Committee was stood up in October 2018 to examine sustainability issues.
- Membership comprises senior Community Services, Education and Canberra Health Services representatives.

Cleared as complete and accurate: 06/11/2019
Cleared by: Executive Group Manager Ext: 56922
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Lead Directorate: Community Services
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TRIM Ref:

ANNUAL REPORT HEARING BRIEF

- The Committee is considering lived experience of the service, now in its fourth year of operation; its role in the maturing early intervention service landscape; and options to inform future sustainable service delivery models.
- The Committee agreed to a consultancy project to undertake a review of the Child Development Service. Spring Green Consulting was engaged in late February 2019 to undertake this project. A draft report is being finalised that will outline findings and options going forward.

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Portfolio/s: Children, Youth and Families

ISSUE: KEY STATISTICS – CHILD PROTECTION**Key information:**Aboriginal and Torres Strait Islander Families

- The proportion of Aboriginal and Torres Strait Islander new entries into care accounts for 20 per cent of new entries, compared with 32 per cent of new entries in the same quarter of 2017-18 and 30 per cent of new entries in 2016-17 (A Step Up for Our Kids Measure 1).
 - What this means in terms of numbers is 25 Aboriginal and Torres Strait Islander children and young people entering care in 2018-19. This compares with 50 in 2017-18 and 59 in 2016-17.
- Aboriginal and Torres Strait Islander children in the care of the Director-General with cultural plans in place 91 per cent as at 30 June 2019; this is lower than 12 months ago where it was at 94 per cent (A Step Up for Our Kids Measure 12).
- For the period 1 July 2018 to 30 June 2019, 626 Aboriginal and Torres Strait Islander children and young people received support from Child and Youth Protection Services. Support includes individual children and young people receiving an appraisal, support and/or ongoing casework from Child and Youth Protection Services.
- From 1 July 2018 to 30 June 2019, the total out of home care days used by children and young people was 301,720. Of these, 90,502 days were used by Aboriginal and Torres Strait Islander children and young people.

Family Group Conferencing

- From the beginning of the pilot (November 2017) to 29 October 2019, 34 families have been involved in a Family Group Conference, involving 74 children. That is, 34 families making decisions about how to keep their children safe.
- Fifty-one Aboriginal and Torres Strait Islander children have not subsequently entered care following a Family Group Conference. For the remaining 23 children, decisions about the best care arrangements, other than with birth families, have been made by the extended family.

Child Protection Reports and Child Concern Reports

- From 1 July 2018 to 30 June 2019, a total of 18,578 Child Protection Reports and Child Concern Reports about children and young people were made to Child and Youth Protection Services.

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[Return to Index](#)

Child Protection Reports requiring appraisal

- From 1 July 2018 to 30 June 2019, a total of 2,160 Child Protection Reports required appraisal.

Care of the Director-General

- As at 30 June 2019, there were 774 children and young people for whom the Director-General held parental responsibility.

Out of Home Care

- From 1 July 2018 to 30 June 2019, the total out of home care days used by children and young people was 301,720. Of these, 90,502 days were used by Aboriginal and Torres Strait Islander children and young people.

Melaleuca Place

- As at 10 October 2019, 109 children have received intervention from Melaleuca Place; 46 were from an Aboriginal and Torres Strait Islander background.
- Currently there are 37 active clients who are being supported by Melaleuca Place; of these, 14 are from Aboriginal and Torres Strait Islander background.
- Melaleuca Place has serviced an additional 22 families through the Connect Program, which is a nine-week attachment-based parenting group program for kinship carers.

Official Visitors

- The Official Visitors made 154 visits to the out of home care residential places of care between 1 July 2018 and 30 June 2019.

CYF Community Engagement and Client Services

- The Community Engagement and Client Services Team received 22 complaint referrals during the period 1 April to 30 June 2019.
- Eight of these referrals were forwarded to ACT Together or Child and Youth Protection Services for a response, as per the Children and Young People/ ACT Together Complaints Handling Policy. The remaining 14 referrals were investigated by the Community Engagement and Client Services Team.

Report on Government Services – Child Protection data (released 22 January 2019)

- In 2017-18, 94.6 per cent of children exiting out of home care within 12 months were doing so after only one or two placements, significantly higher than the 2015-16 proportion of 76.7 per cent.
- The proportion of children in care who were placed with relatives or kin, rather than foster or residential care, improved to 56.5 per cent in 2017–18 from 54.4 per cent in 2016–17. This is a long-term positive trend with improving proportions since 2011–12. For Aboriginal and Torres Strait Islander children and young people there was an improvement to 60.8 per cent from 58.1 per cent.

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- The proportion of children and young people who were the subject of a decision not to substantiate during the year and were then also the subject of a subsequent substantiation within three months for 2017–18 was 4.6 per cent, down from 6.8 per cent in 2016–17 (actual numbers of 52 and 74 respectively).
- The proportion of children and young people who were the subject of a decision not to substantiate during the year and were then also the subject of a subsequent substantiation within 12 months for 2017–18 was 8.7 per cent, down from 14.3 per cent in 2016–17 (actual numbers of 98 and 156 respectively). This represents a downward trend, from a high of 17.6 per cent in 2011–12.

Family and domestic violence training for staff

- Child and Youth Protection Services has invested significantly in delivering high quality family and domestic violence training to staff. The training program is run in partnership with the Domestic Violence Crisis Service.
- As at 30 September 2019, a total of 203 Child and Youth Protection Services staff participated in the Working with Families Affected by Domestic and Family Violence training.
- To further support this important area, a one-day advanced session was delivered to 17 Child and Youth Protection Services leaders to provide them with a better understanding in this area, so they can further support staff when dealing with cases involving domestic and family violence.

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Portfolio/s: Children, Youth and Families

ISSUE: HOT ISSUES – CHILD PROTECTION**A Step Up for Our Kids**

- The ACT Government's five-year out of home care Strategy, *A Step Up for Our Kids*, continues to mature. Our aim of long-term, generational change can only be achieved through a collaborative and sustained focus on prevention, restoration, stability, permanency and trauma-informed practice.
- The governance of the Strategy provides an opportunity for all partners involved in the delivery of the Strategy to actively monitor outcomes and consider how the implementation of the reforms can continue to be strengthened.
- The 2019-20 Budget includes funding to support sustainable out of home care placements. The funding reflects the projected cost of placements until the end of the current *A Step Up for Our Kids*.
- Funding for out of home care placements is provisioned from 2020-21 and will be allocated based on demand and the development of the next iteration of *A Step Up for Our Kids*.

ACT Together Consortium

- The ACT Together consortium is led by Barnardos Australia in partnership with the Australian Childhood Foundation and OzChild.
- Premier Youthworks advised Barnardos of their intention to cease providing services in the ACT effective 14 August 2019.
- The safety and care of young people was and remains the priority for the Community Services Directorate, Barnardos and ACT Together during this change of care arrangements.
- A transition to another provider presents an opportunity to build on the work done to date and explore new opportunities to deliver targeted, therapeutic and trauma-informed residential care.

Aboriginal and Torres Strait Islander FamiliesOur Booris, Our Way responses

- Four sets of recommendations have been received to date (August 2018, December 2018, May 2019, September 2019).
- The final report is expected to be provided in December 2019.
- Work on implementing the recommendations continues, a progress report is provided to the Steering Committee each quarter.

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- Current focus is on policy, training and practice. Three Aboriginal staff have been recruited to progress this work alongside other CYPS staff.

Supports for Aboriginal and Torres Strait Islander Families

- The Children, Youth and Families Cultural Services team provides staff with support and advice when working with Aboriginal and Torres Strait children, young people and families. The team also provides assistance in engaging with other community agencies.
- Family Group Conferencing program continues with 73 children (33 families) involved as at 30 September 2019. Model is for Aboriginal and Torres Strait Islander families at risk of ongoing involvement with the child protection system.
- Functional Family Therapy is a partnership between Gugan Gulwan and OzChild. The aim of the trial is to reduce the number of Aboriginal and Torres Strait Islander children and young people entering, or remaining in out of home care, through interventions that strengthen families and communities.
- Growing Healthy Families is a community building program of the Government's three Child and Family Centres, in collaboration with local Aboriginal and Torres Strait Islander communities and service providers. The program offers a range of culturally safe and informed health, early childhood development and parenting services tailored to meet the needs and aspirations of families.

Adoptions and Permanency

- Keeping children safe with their families and restoring them to their home is the primary focus of intervention for Child and Youth Protection Services. When these options have been exhausted, finding children a safe and loving permanent home with extended family or foster carers is a priority for this government.
- Achievement of increased permanency arrangements is a fundamental aim of the *A Step Up for Our Kids* strategy.
- \$3.46m funding over four years was committed in the 2018-19 budget to support an increase in permanency for children and young people, where restoration is not possible, through an Enduring Parental Responsibility order or an adoption. Achievement of permanency orders is not always completed in a financial year.

Carer Support

- A Carer Handbook was launched in March 2019 and hard copies were distributed to all carers in June 2019. The handbook provides useful information about the role of carers in supporting children and young people.
- Content for the handbook was informed by consultation with foster and kinship carers, as well as advocacy groups. The handbook is available on the Community Services Directorate website.

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- A carer survey was conducted in 2018 to seek the views of carers on their experiences and identify opportunities for improvement in carer support, communication and training. The findings have been provided to carers and the full report has been made available. The findings will inform the workplan for the Carer Wellbeing Sub-Committee.

CYF Client Management System

- The first phase of the Child and Youth Record Information System (CYRIS) went live for Child and Youth Protection Services on 1 October 2019.
- The next stages of development will include expansion of CYRIS to the Child and Family Centres, the Child Development Service and Bimberi Youth Justice Centre.
- CYRIS will enable better information sharing and more effective case management for children and young people, their families and carers.
- The addition of portals in the system will digitally connect the community to the CYPS, fulfilling a commitment to make government support more accessible. Completion of this project will provide interactive portals for children in care, carers and services providers.

Oversight of Child Protection

- The child protection system is subject to independent monitoring and oversight through a number of bodies. This includes the:
 - The Public Advocate and Children and Young People Commissioner (PACYPC), who can provide individual advocacy for children and young people and direct oversight of critical actions of CYPS in the delivery of child and protection services.
 - Official Visitors, who have authority to visit and inspect Bimberi Youth Justice Centre and residential places of care, to receive and action complaints from children and young people and to report directly to the Minister.
 - The ACT Ombudsman, who is authorised to independently monitor, oversight and report on an organisation's investigations of allegations of reportable conduct.
 - The Children's Court is the decision maker about whether children are in out of home care. The Children's Court makes their independent decision based on evidence brought forward by parents, children's representatives, CYPS and other person who may become party to proceedings (ie: carers, Public Advocate).

Standing Committee Inquiry

- A motion was passed in the ACT Legislative Assembly on 16 May 2019 to commence a Standing Committee Inquiry into the circumstances of a family known to Child and Youth Protection Services and decisions made by the court to return the children in this family back into their parent's care.

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- As well as reviewing the specific details of this case, the Standing Committee on Health, Ageing and Community Services will also look into transparency and accountability in decision making and any broader systemic or cultural issues that may be identified.
- The ACT Government will provide all assistance as requested to the Standing Committee in relation to the Inquiry and submissions for the Committee are currently being prepared.
- It is important to maintain the privacy of individual children and young people, and the *Children and Young People Act 2008* has information on secrecy and sharing provisions to protect their identity. As a consequence, and quite appropriately, I am unable comment on individual matters in the Assembly.
- All decisions regarding the safety of a child or young person are made in accordance with the *Children and Young People Act 2008*. This legislation is consistent with child protection legislation across Australia.

Fair Work Commission Determination on Foster Carers

- A recent matter before the Fair Work Commission that considered how foster carers were defined under the *Work Health and Safety Act 2011*.
- The Community Services Directorate has reviewed the decision made by the Fair Work Commission and acknowledges that the Commissioner has considered this issue in the context of the applicant and their relationship with Barnardos Australia and has not determined, as a matter of principle, whether foster carers are workers more generally.
- The wellbeing of all carers is paramount and ACT Together have extensive systems in place to provide support for carers in caring for children. This includes training, case management support, therapeutic assessments for children in their care and specialist therapeutic advice from the Australian Childhood Foundation.

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Portfolio/s: Children, Youth and Families

ISSUE: KEY STATISTICS – YOUTH JUSTICE

Key information:

Bimberi Headline Indicators Report (tabled in September 2019 sitting period)

Incidents

- There were seven Category one incidents from July 2018 to June 2019. The Category one incidents relate to one young person who has significant trauma related complex needs.
- Category one incidents are defined as all serious incidents where the Director is to be notified immediately. This includes, but is not limited to attempted suicide, serious injury, serious health complaint, escape and serious assault.
- There were 144 Category two incidents from July 2018 to June 2019.
- Category two incidents are defined as all other incidents such as contagious disease, minor breach of security, assault, fights, significant disturbance to the good order of the Centre, and incidents involving visitors to the Centre, among other things.

Use of Force

- There were 152 instances of use of force for the period July 2018 to June 2019.

Drug Testing of Detainees

- Eight detainees were tested whilst in Bimberi during the period July 2018 to June 2019, one test returned a positive result. These were low level results and indicative of community-based use prior to being detained at Bimberi.
- There have been no incidents of drug overdoses of any young person whilst detained in Bimberi.

Searching Procedures

- No young people were strip searched upon induction at Bimberi during the period July 2018 to June 2019.

Operational Lockdowns

- There was a total of 22 operational lockdowns for the period of July 2018 to June 2019.

Segregations

- During the period July 2018 to June 2019, two segregation directions were made.

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Staffing, Recruitment and Training

- Bimberi has 71 funded fulltime equivalent employee positions. This includes youth workers, team leaders, unit managers, administration staff, facilities staff, cooks and management.
- All staff are required to participate in a seven-week comprehensive induction program prior to commencing at Bimberi. Upon the completion of the seven-week induction program, staff participate in two weeks of buddy shifts, so they are supported to implement their induction learnings within Bimberi.
- The Bimberi induction program includes trauma informed practice, cultural awareness, emergency operating procedures, responding to critical situations and a human rights e-Learning component.

Programs, Education and Community Engagement

- From July 2018 to June 2019, 100 per cent of young people at Bimberi were engaged in an education program. The programs include units such as the Year 10 and 12 certificates, horticulture, hospitality, Business Certificate II, asbestos awareness and introduction to IT.
- There were 35 agencies providing a service within Bimberi during July 2018 to June 2019. These services were focused on working towards rehabilitation of young detainees.
- There were 1508 visits by family and friends from July 2018 to June 2019. These visits are critical for young people in sustaining their connections to community whilst detained at Bimberi.

Quality Improvement Assurance

- From July 2018 to June 2019, the ACT Public Advocate and Children and Young People Commissioner visited Bimberi 62 times.
- During the period July 2018 to June 2019, the Official Visitors attended Bimberi on 59 occasions.

Report on Government Services – Youth Justice data (released 22 January 2019)

- The ACT had the lowest proportion of young people returning to sentenced youth justice supervision, at 13.3 per cent compared with 51.3 per cent nationally.
- The proportion of young people sentenced to a supervised community-based order with a case plan prepared or reviewed within six-weeks improved from 58.3 per cent in 2016–17 to 87.1 per cent in 2017–18.
- The proportion of young people sentenced to detention with a completed case plan improved from 69.2 per cent in 2016–17 to 90.5 per cent in 2017–18.

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- This data compares with national results improving from 84.1 per cent in 2016–17 to 85.2 per cent for young people commencing a community-based order, and 93.9 per cent in 2016–17 to 94.6 per cent for young people on a sentenced detention order.

Aboriginal and Torres Strait Islander over-representation

- In the ACT, Aboriginal and Torres Strait Islander young people are supervised in the community at a rate of 213.4 per 10,000 of the 10–17 year old population, an increase from 170.7 in 2016–17. The ACT has the second highest rate after Western Australia (233.0 per 10,000). These rates represent an increase in the average number of Aboriginal and Torres Strait Islander young people from 17 to 21 young people in 2016–17 and 2017–18 respectively.
- Aboriginal and Torres Strait Islander young people are detained in the ACT at a rate of 40.7 per 10,000 of the 10–17 year old population, an increase from 20.1 per 10,000 in 2016–17. The 2017-18 rate is the second highest rate after Western Australia, with the national average being 35.2, down from 36.0 in 2016-17.

Cost of Detention

- The ACT has been reported as having the most expensive detention centre in all Reports on Government Services.

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Portfolio/s: Children, Youth and Families

ISSUE: HOT ISSUES – YOUTH JUSTICE**Administration of Medications at Bimberi Youth Justice Centre**

- The *Mental Health, Justice Health and Alcohol and Drug Services* branch of Canberra Health Services are responsible for the provision of health services within the Bimberi Youth Justice Centre (Bimberi).
- When a young person enters Bimberi, a health assessment is conducted which may include the provision of prescription and non-prescription medication.
- Medication management training for Bimberi staff is conducted prior to any medications being administered by staff. This compulsory training is attended by Bimberi management, unit managers and team leaders, who are authorised to administer medications to young people following successful completion of this training.
- When administering medications to young people, Bimberi staff are required to follow specific practice guidelines.

Bimberi Youth Justice Centre incident of 26 August 2019

- On 26 August 2019, a major incident occurred at Bimberi that impacted on the functioning of the centre and involved a number of young people where all staff were required to respond.
- The Government appointed Mr Peter Muir to conduct an independent review into the circumstances of these incidents. Mr Muir has 40 years' experience in the human services sector, with specialty areas including out of home care, youth justice and child protection.
- I provided this Assembly with an update in a Ministerial Statement on 17 September 2019, and tabled Mr Peter Muir's Executive Summary from his Interim Report. The Interim Report notes several issues for further discussion and exploration and some identified areas for improvement, and the Community Services Directorate (the Directorate) will progress work on these findings.
- Mr Muir provided his final report of this incident to the Minister for Children, Youth and Families on 5 November 2019. The Executive Summary was released by the Minister on 8 November 2019.
- A total of 27 recommendations were made in relation to the review. Some recommendations have been omitted from the Executive Summary as they pose a risk to release due to containing personal and sensitive information and could compromise the security of the centre.
- In his final report, Mr Muir concluded that actions undertaken to respond to the incident were appropriate and staff acted in accordance with procedures and policy, showing a high degree of professionalism, courage and commitment. The report further indicates

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that there were no precursors to the incident to which Centre Management and staff should have responded to aside from procedures and actions that were already in place. The only known precursor was suspicious activity by young people in the hour leading up to the event. This was detected and acted upon appropriately by staff.

- The review did not find any significant failing in the systems of behaviour management over the young people involved in the incident or any breaches of policy and procedures - aside from a breach of the Safety and Security Policy and Procedures in relation to failure for a staff member to adequately secure their keys.
- The Government has commenced immediate steps to address the 27 recommendations which also includes the appointment of a range of specialist staff to support young people, staff and Bimberi operations. These positions include the introduction of an Intelligence Officer to assist with risks, classifications and behaviour breaches, a dedicated Work Health and Safety Advisor, a Training Officer and Principal Practitioner to provide forensic trauma informed advice to support young people.
- In addition, the Government will engage a consultant to review and update the emergency operating procedures and to provide negotiation training to staff.
- ACT Policing and WorkSafe ACT are conducting their own investigations, and the Directorate will continue to work closely with ACT Policing and WorkSafe ACT whilst these investigations are underway.

Bimberi Headline Indicators Report

- The Bimberi Headline Indicator Reports are tabled in the Assembly on a six-monthly basis. The reports provide data for measures in three areas: demographics; safety and security; and programs, education and community engagement. This allows ongoing objective scrutiny of a range of indicators relevant to the safety and care of young people in Bimberi.
- The data in the reports should be interpreted with caution, as it is mostly administrative, unpublished, has not been cleansed by an external agency and therefore may not be comparable with data from youth justice facilities in other jurisdictions. The new client information management system, CYRIS, will allow for improved extraction of data and more accurate analysis of trends over time.

Human Rights Commission – Commission Initiated Consideration

- The Human Rights Commission interviewed 39 individuals including young people who had been at Bimberi in the review period (2014-2017); family members; youth workers; managers; and Health and Education directorate staff.
- The Human Rights Commission reviewed extensive information obtained from the Directorate and other stakeholders, conducted physical inspections of the facility, reviewed and analysed data from registers of searches, use of force, segregation and complaints, and viewed CCTV footage and reports of several incidents.

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- All 15 recommendations made in the Report have been agreed to or agreed in-principle. The investigations did not reveal an entrenched culture of violence or disregard for human rights of young people in Bimberi.

Oversight of Bimberi

- There is day-to-day oversight of Bimberi through a range of mechanisms, including by the ACT Human Rights Commission and two Official Visitors, one of whom is a designated Aboriginal and Torres Strait Islander Official Visitor.
- There will also be a phased inclusion of Bimberi within the scope of the Inspectorate of Correctional Services from December 2019.
- The two Official Visitors are required under their guidelines to ensure an Official Visitor attends Bimberi at a minimum once a fortnight.
- Staff from the ACT Public Advocate visit Bimberi on a weekly basis to see young people, and monthly to inspect the timeout, incident, operational lockdown, segregation, use of force and strip search registers.
- Young people are provided with unlimited phone calls to the Official Visitors, the ACT Human Rights Commission and the Public Advocate, in addition to face to face visits.

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Portfolio Children, Youth and Families

ISSUE: ABORIGINAL AND TORRES STRAIT ISLANDER FAMILIES INCLUDING OUR BOORIS, OUR WAY**Key Information**Our Booris, Our Way

- On 15 June 2017, a review was announced to look into the circumstances of each Aboriginal and Torres Strait Islander child and young person involved in the child protection system, as at 31 December 2017, including those in out of home care.
- The “*Our Booris Our Way*” Review has a focus on systemic improvements needed to reduce the number of Aboriginal and Torres Strait Islander children and young people entering care; improve their experience and outcomes while in care; and where appropriate, exit children from care.
- The Review is divided into three cohorts. As at 11 September 2019, the review team completed all three cohorts: children residing in the family home (80 file reviews); children in short term care (47 file reviews); children in long term foster and kinship care (180 files reviewed).
- An interim report was released on 31 August 2018, with further recommendations made in December 2018, May 2019 and September 2019. The final report is due to be handed to the Minister on 17 December 2019.
- The next step for the Review Team is to undertake some comparative file review work to test whether the steering committee recommendations around uptake of the Aboriginal and Torres Strait Islander placement principles are delivering change for Aboriginal and Torres Strait Islander families. As at 16 October 2019, 92 comparative reviews have been completed.
- In keeping with the iterative nature of the review, the interim report identified initial recommendations relating to Child and Youth Protection Services which include themes in the areas of:
 - cultural proficiency of Child and Youth Protection Service staff;
 - implementation of the Aboriginal and Torres Strait Islander Child Placement Principles within policy and practice; and
 - access to Family Group Conferencing for Aboriginal and Torres Strait Islander families in the statutory system.

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- Work has commenced to progress improvements in these areas. Some of the immediate initiatives include:
 - the employment of a designated Aboriginal and Torres Strait Islander Practice Leader position within Child and Youth Protection Services. The Aboriginal and Torres Strait Islander Practice Leader has a key role in supporting the embedding of the Aboriginal and Torres Strait Islander Child Placement Principle;
 - continued support for staff to undertake the Child and Youth Protection Services Cultural Development Program which is designed to provide staff with an understanding of Aboriginal and Torres Strait Islander cultures and has a strong focus on collaboration and the establishment of positive working relationships;
 - engagement of SNAICC to undertake training for staff on the implementation of the Aboriginal and Torres Strait Islander Child Placement Principle in practice; and
 - the development of a practice guide for staff on the implementation of the Aboriginal and Torres Strait Islander Child Placement Principle in practice.
- Further recommendations were provided by the Our Booris, Our Way Steering Committee in December 2018, May 2019 and September 2019. The additional recommendations are:
 - Ensure full intent of Aboriginal and Torres Strait Islander child placement principle is reflected in the *Children and Young People Act 2008*;
 - Feasibility study for the establishment of an Aboriginal Child Care Association;
 - Aboriginal and Torres Strait Islander Children’s Commissioner to monitor and provide advice and advocacy on systemic and individual cases;
 - Culturally appropriate advocate service;
 - Early support programs available;
 - Access to legal representation and advocacy;
 - Access to supports for kinship carers;
 - Placement in kinship care as a priority;
 - Improved kinship care assessment processes;
 - Improve quality and monitoring of cultural plans;
 - Improved pathways to restoration;
 - Father inclusive practice;
 - Annual Health Assessments; and
 - The establishment of an Implementation Oversight Committee.

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- The committee has received responses to the December 2018 and May 2019 recommendations and a response to the last recommendation received in September 2019 is currently being considered by Government. The Government continues to work through each recommendation providing a progress report to the committee each quarter. The Steering Committee is publishing its recommendations and Government responses to these on the Strong Families website.
- As at the end of 2018, 93 per cent of Aboriginal and Torres Strait Islander children and young people in care had a cultural plan in place. Child and Youth Protection Services has considered the recommendations and feedback about cultural plans provided by the Steering Committee and how quality can be improved. A response to these recommendations was provided as part of the fourth quarter progress report and outlines the development of a revised Children and Youth Protection Services Aboriginal and Torres Strait Islander Cultural Plan, which includes a step by step guide to complete the Cultural Plan.
- Alongside the important work being undertaken through the review, the ACT Government has initiated key programs targeting Aboriginal and Torres Strait Islander families.

Family Group Conferencing

- The Family Group Conferencing model is for Aboriginal and Torres Strait Islander families at risk of ongoing involvement with the child protection system.
- The ACT Government invested \$1.433m in Family Group Conferencing in the 2018-19 Budget to divert families away from Children's Court processes and ensure all members of a child's family are contacted and encouraged to be involved in the decision-making process about their child's situation, and to keep their children safe, strong and connected to family and culture.
- The priority is working with the family to keep children at home or planning for the successful restoration of children back to their families following some time in out of home care. Where children are not able to stay safely at home, the team works with and supports the families to identify the most appropriate kinship options to ensure the children remain connected to family and community.
- From the beginning of the pilot (November 2017) to **29 October 2019**, **34** families have been involved in a Family Group Conference, involving **74** children. That is, **34** families making decisions about how to keep their children safe.
- **Fifty-one** Aboriginal and Torres Strait Islander children have not subsequently entered care following a Family Group Conference. For the remaining **23** children, decisions about the best care arrangements, other than with birth families, have been made by the extended family.

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Functional Family Therapy

- Gugan Gulwan Youth Aboriginal Corporation, in partnership with OzChild, are undertaking a trial of Functional Family Therapy for Aboriginal and Torres Strait Islander families at risk of ongoing involvement with the child protection system.
- The aim of the trial is to reduce the number of Aboriginal and Torres Strait Islander children and young people entering, or remaining in out of home care, through interventions that strengthen families and communities.

Red Cross Birth Families Advocacy Support Service

- Under the *A Step Up for Our Kids* strategy, the ACT Government has introduced services dedicated to providing support to Aboriginal and Torres Strait Islander families.
- The independent Birth Families Advocacy Support Service is operated by Australian Red Cross and provides support, information and advice to inform and empower birth families to effectively participate in the child protection process.
- This service includes supervision by an identified Aboriginal and Torres Strait Islander staff member to strengthen the cultural sensitivity of the service delivered to Aboriginal and Torres Strait Islander families.

Cultural Services Team

- The Children, Youth and Families Cultural Services Team provides support and advice to Child and Youth Protection Services staff when working with Aboriginal and Torres Strait Islander children, young people and their families. The team also provides assistance in engaging with other community agencies.

Growing Healthy Families

- Growing Healthy Families is a community building program of the Government's three Child and Family Centres, in collaboration with local Aboriginal and Torres Strait Islander communities and service providers.
- The program offers a range of culturally safe and informed health, early childhood development and parenting services tailored to meet the needs and aspirations of families.

Family Matters Statement of Commitment

- In September 2017, the ACT Government signed the Family Matters Statement of Commitment.
- *Family Matters: Strong Communities. Strong Culture. Strong Children* is Australia's national campaign to ensure Aboriginal and Torres Strait Islander children and young people grow up safe and cared for in family, community and culture. Family Matters aims to eliminate the over-representation of Aboriginal and Torres Strait Islander children in out of home care by 2040.

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Background Information

- On 26 May 2019, The Canberra Times published the article ‘Appalling results for children in care’. The article noted the third set of recommendations handed down by the Our Booris, Our Way committee, in particular the development of cultural care plans.
- Thirty-one per cent of children in out of home care in the ACT are Aboriginal and Torres Strait Islander children while representing only three per cent of the population of children in the ACT.
- Similar to other jurisdictions, over-representation in the ACT has steadily increased over the last decade. The specific reasons for the over-representation of Aboriginal and Torres Strait Islander children in child protection are complex. Over-representation is a legacy of the discrimination, disconnection and dislocation from country and culture that Aboriginal and Torres Strait Islander people have been subjected to.
- Past forced removal practices, the intergenerational effects of separation from family and culture, poor economic participation and lower educational achievement have contributed to the poor social, economic and health outcomes of Aboriginal and Torres Strait Islander people.
- The reason for the extended timeline (two years) of the review is that the review methodology is based on in-depth case analysis for all Aboriginal and Torres Strait Islander children involved with the child protection system. Similar reviews in Victoria and NSW have taken similar time periods.
- The review was staged into three phases. The first was the co-design phase which has incorporated formulation of the Steering Committee, which designed the governance, terms of reference, communication strategy and methodology. The first phase is complete.
- The second phase reviewed Aboriginal and Torres Strait Islander children and young people who were subject to case work with Child and Youth Protection Services, who were on a voluntary care agreement, a supervision order or an interim order as at 31 December 2017. An interim report following completion of this phase was released on 31 August 2018.
- The third phase, a review of Aboriginal and Torres Strait Islander children subject to an eighteen-year order is complete.
- The reason for the extended timeline (two years) of the review is to undertake comparative work to ensure that recommendations from Our Booris, Our Way have begun to influence child protection practice.
- Comparative work is now being undertaken and a final report will be handed to the Minister on 17 December 2019.
- Feedback has been provided to CYPs and ACT Together staff through a series of presentations. Final presentations will occur in December 2019.

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Portfolio Children, Youth and Families

ISSUE: **ACT TOGETHER CONSORTIUM**

Key Information:

- The ACT Together consortium is led by Barnardos Australia in partnership with the Australian Childhood Foundation and OzChild.
- On 5 July 2019, Barnardos advised the Community Services Directorate that Premier Youthworks intended to cease providing residential care services in the ACT effective 14 August 2019.
- Premier Youthworks was sub-contracted by Barnardos to provide therapeutic residential care services as part of the ACT Together consortium.
- Barnardos, as the ACT Together consortium leader, will continue to support and provide services to the young people who are currently in residential care.

Barnardos

- Barnardos is contracted by the ACT Government to deliver the Continuum of Care, or out of home care services, under *A Step Up for Our Kids 2015-2020*.
- Under the Strategy, the Continuum of Care aims to achieve positive life outcomes for children and young people who cannot live at home.

Withdrawal of Premier Youthworks from the ACT Together Consortium

- Premier Youthworks advised Barnardos of their intention to cease providing services in the ACT effective 14 August 2019.
- The safety and care of young people was and remains the priority for the Community Services Directorate, Barnardos and ACT Together during this change of care arrangements.
- Every effort has been made to retain current residential care staff within the ACT Together consortium so they can continue their trusted work with young people. Case Managers will continue working with every young person and their care team to support their individual needs.
- Barnardos is currently delivering residential care with the staff who have transitioned from Premier Youthworks, as well as identifying options for the long-term sustainable delivery of a residential care model that suits the ACT.
- A transition to another provider presents an opportunity to build on the work done to date and explore new opportunities to deliver targeted, therapeutic and trauma-informed residential care.

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TRIM Ref:

- Most of the housing for residential care in the ACT is owned by Housing ACT who are supporting all efforts to ensure that young people can remain in their existing accommodation.

Australian Childhood Foundation

- The Australian Childhood Foundation provides therapeutic services and training to staff to help develop their professional competency and practice including group supervision.

OzChild

- OzChild is sub-contracted by Barnardos to provide case management services for children entering care and children in kinship care as required.

Withdrawal of Relationships Australia from ACT Together Consortium

- Relationships Australia withdrew from the consortium effective 30 June 2018.
- Relationships Australia was sub-contracted by Barnardos to provide counselling and support services to children and young people in residential care, and to carers as required.
- Through this sub-contract, Relationships Australia was funded to provide one fulltime equivalent staff position.
- Service delivery has not been impacted by the withdrawal of Relationships Australia from the consortium. The Relationships Australia staff member has continued employment at the consortium.

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Portfolio Children, Youth and Families

ISSUE: ADOPTIONS AND PERMANENCY**Key Information:**

- Keeping children safe with their families, and restoring them home, is the primary focus of intervention for Child and Youth Protection Services.
- When these options have been exhausted, finding children a safe and loving permanent home with extended family or foster carers is a priority for this government. Increasing the number of permanent arrangements is a fundamental aim of the *A Step Up for Our Kids* strategy.
- The 2018-19 budget invested \$3.46m over four years to continue to support an increase in permanency for children and young people, where restoration is not possible, through an Enduring Parental Responsibility order, or an adoption.
- This investment funded dedicated resources within Child and Youth Protection Services and more resources to the Justice and Community Safety Directorate for legal services. The funding has seen an increase in the number of permanency orders achieved in the 2018-19 financial year.
- Child and Youth Protection Services and ACT Together are committed to achieving permanency for children and young people in out of home care and are working actively with families to progress adoption and Enduring Parental Responsibility assessments.

Adoption Reform

- A review was undertaken in 2016 to examine the timeliness of domestic adoption processes in the ACT. A report tabled in the Legislative Assembly in February 2017 noted that the process of adoption is highly individual to each child's circumstance and recommended exploring ways to improve the adoptions process.
- On 21 March 2017, the Government response was tabled, agreeing in full or in principle to all six recommendations, one of which was for dedicated resources in adoption and permanency.
- Work to implement the recommendations is ongoing and additional funding in the 2018-19 budget demonstrates this government's commitment to full implementation of the recommendations to improve permanency processes in the ACT.
- Consultation is currently underway on Recommendation 3. The ACT Government is seeking views and experiences from children, young people, families and professionals in two key areas:
 - Experiences of dispensing with parental consent in the domestic adoption process; and

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TRIM Ref:

- Identifying changes to dispensing with parental consent that may better respond to complex and challenging out of home care circumstances.
- Consultation seeking written and verbal submissions concluded on 31 March 2019. Over 40 submissions were received from individuals and organisations. Targeted consultation sessions will occur in late 2019.
- Decisions about permanency are life changing decisions and are not taken lightly by the Community Services Directorate, the families involved or the Courts, where final decisions are made. The best interests of the children and young people will remain front and centre in making such critical decisions. This investment will allow for a greater number of permanency orders where it is in a child's best interests.
- Consideration of what is culturally appropriate for a child or young person is crucial. Adoption is not the preferred form of permanency for Aboriginal and Torres Strait Islander children and young people. The issues that this raises for the Aboriginal Community will be discussed in detail with the Elected Body and Aboriginal and Torres Strait Islander Community representatives to develop a CSD Policy position.
- Enduring Parental Responsibility orders are therefore the preferred form of permanency for Aboriginal and Torres Strait Islander children in the ACT who are unable to be restored to their birth parents. This is consistent with the SNAICC Child Placement Principles.
- The ACT Government is committed to ensuring that all Aboriginal and Torres Strait Islander children grow up safe and happy in strong families and are connected to culture.

NSW Permanency Support Program

- The NSW Permanency Support Program was introduced in October 2017 and has three goals:
 - Fewer entries into care – by keeping families together;
 - Shorter time in care – by returning children home or finding other permanent homes for more children; and
 - A better care experience – by supporting children's individual needs and their recovery from trauma.
- Under the Permanency Support Program, caseworkers work with a child and the people who love and care for that child, to identify the best permanency goal and to attain that goal within two years. Achieving permanency for children and young people is the priority. Evidence demonstrates a permanent, safe and loving home gives a child or young person a better chance at leading an independent, successful life as an adult.
- The NSW Program, like the ACT, has a priority focus on keeping children and young people with their families when it is safe to do so.

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TRIM Ref:

- Where children are not able to stay safely at home, the team works with and supports the families to identify the most appropriate kinship options to ensure the children remain connected to family and community.

Re-activation of the Intercountry Adoption – India program

- In August 2018, the former Assistant Minister for Children and Families, the Hon Dr David Gillespie MP, wrote to State and Territory Ministers to advise of the decision to reactivate the India-Australia intercountry adoption program on a small scale.
- Since the program was placed on hold in 2010, India has implemented significant reforms to its domestic and intercountry adoption systems. The Australian Government has assessed that India's adoption reform has led to an improved legislative framework. This framework embeds standards and principles of the *Hague Convention on Protection of Children and Co-operation in Respect of Intercountry Adoption*.
- Any reactivated program will be introduced carefully, so that Australian authorities can closely monitor its operation and ensure that effective safeguards are in place.
- While the Australian Government has responsibility for establishing new overseas adoption arrangements, it is the decision of individual States and Territories whether to facilitate adoptions from a country.
- The ACT Government remains committed to an approach to intercountry adoption that carefully manages the possible risks to all parties. For this reason, the ACT plans to defer active participation in adoption arrangements with India to ensure the best interests of children and young people remain paramount however will remain engaged with other jurisdictions to support work in developing safer intercountry adoption processes.
- Australian authorities will work with India's Central Adoption Resource Authority (CARA), to establish processes to support any reactivated program.
- The ACT currently has adoption files in the following countries:
 1. Taiwan – a child travelled to Australia from Taiwan in August 2019. The Adoption Final Order was made in Taiwan. There is a post placement period ongoing and a Post Placement Report is due in February 2020.
 2. Chile – there is one file in Chile awaiting allocation.
 3. Thailand – there are three files in Thailand awaiting allocation.
 4. Philippines – there is one file in the Philippines awaiting allocation.
 5. South Korea – two children travelled to Australia from South Korea, one in June and the second in August 2019. The Adoption Final Orders were made in South Korea. There is a post placement period ongoing and the second Post Placement Report is due in November 2019. The Post Placement period ends 12 months after arrival.

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TRIM Ref:

- Countries the ACT is able to adopt from:
 1. Bulgaria
 2. Chile
 3. China
 4. Columbia
 5. Hong Kong
 6. Latvia
 7. Philippines (Currently on hold)
 8. Poland
 9. South Africa
 10. South Korea
 11. Sri Lanka
 12. Taiwan
 13. Thailand

Table 3.11: Known child adoptions, by state and territory, 2017–18

State/territory	Number ^(a)	%
New South Wales	186	79.8
Victoria	3	1.3
Queensland	5	2.1
Western Australia	25	10.7
South Australia	—	..
Tasmania	4	1.7
Australian Capital Territory	5	2.1
Northern Territory	5	2.1
Australia	233	100.0

(a) Number of adoptions includes children aged 18 and over (see Table S21).

Note: Percentages may not add to 100 due to rounding.

Source: AIHW Adoptions Australia data collection.

Background Information

- On 1 August 2019, data was provided in response to a media inquiry from News Pty Limited on the number of adoptions (local and intercountry) that took place in the ACT in 2018-19.
- On 27 March 2018, the House of Representatives Standing Committee on Social Policy and Legal Affairs established an inquiry into local adoption.
- The inquiry considered approaches to a nationally consistent framework for local adoption in Australia, with specific reference to:
 - stability and permanency for children in out of home care with local adoption as a viable option; and
 - appropriate guiding principles for a national framework or code for local adoptions within Australia.
- On 26 November 2018, the Committee tabled in Parliament its report *Breaking barriers: a national adoption framework for Australian children*.

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ANNUAL REPORT HEARING BRIEF

- The report makes seven recommendations in the key areas of legislative and policy framework; adoption as a viable option for children in out of home care; policy and practice barriers to adoption; and evidence-based decision making. The recommendations are available at [Attachment A](#).
- The Adoptions Taskforce report was completed in February 2017 and made the following recommendations:

No.	Recommendation	Government Response	Status
1	That the Community Services Directorate establishes a communication plan to identify key stages where communication with all parties should be supported.	Agreed	Complete
2	That the Community Services Directorate improves the availability of information online about the domestic adoption process.	Agreed	Complete
3	That the Community Services Directorate, with the support of the Justice and Community Safety Directorate, explores dispensation of consent provisions in the <i>Adoption Act 1993</i> to allow the ACT to better respond to the complexity of out of home care circumstances.	Agreed	Commenced
4	That the Community Services Directorate supports the provision of specialist resources within Child and Youth Protection Services to improve the assessment process and delivery of adoption services and support with, and between government directorates and the community sector.	Agreed in principle Response – the Government acknowledges that resourcing constraints within Community Services Directorate can affect the timeliness and responsiveness of the adoption process. This issue will be considered in the broader context of Community Services Directorate resource allocation and future budget processes.	Complete. Budget was provided in 2018-19 for dedicated resources. Recruitment has occurred and staff have commenced.
5	That the Community Services Directorate continues to transition the delivery of permanency support services to the community sector, as outlined under <i>A Step Up for Our Kids: One Step Can Make a Lifetime of Difference</i> (Out of Home Care Strategy 2015-20).	Agreed	Complete (Changes include community partners undertaking permanency assessments in addition to CYPS)
6	That the Justice and Community Safety Directorate, with the support of Access Canberra and the Community Services Directorate, explores integrated birth certificates to better support the recognition of both birth parents and adoptive parents and maintain the identity and heritage of children who are adopted.	Agreed	Commenced.

- Recommendations 1, 2, 4 and 5 are complete.

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ANNUAL REPORT HEARING BRIEF

- In 2018, the Community Services Directorate and the Justice and Community Safety Directorate established an additional working group to explore recommendations 3 and 6.
- The working group brings together relevant expertise to consider issues that may apply to both recommendations. This work will continue into 2019 with consultation to include key community members and to ensure the voices of children and young people are considered.

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ATTACHMENT A**Report of the House of Representatives Standing Committee on Social Policy and Legal Affairs – *Breaking barriers: a national adoption framework for Australian children*****List of recommendations****2 Legislative and policy framework***Recommendation 1*

The Committee recommends that the Commonwealth work with state and territory governments to achieve agreement, through the Council of Australian Governments, to develop and enact a national law for adoption.

Recommendation 2

The Committee recommends that a national adoption framework be adopted as the model and starting point for a uniform national law.

Key elements of a national framework regarded as essential for a uniform national law for adoption should recognise that:

- the best interests and safety of the child are paramount and override all other considerations;
- returning a child to parents or family/kin must only be an option when it is appropriate and safe;
- adoption should be considered before long-term foster care or residential care;
- family preservation and cultural considerations are important, but not more important than the safety and wellbeing of the child;
- legal permanency is key in providing stability and permanency for children;
- adoption from foster care is a viable option where a child has an established and stable relationship with an authorised carer and adoption will promote the child's welfare; and
- decisions on whether a child may be able to safely return to their birth parent(s) must be made within a legislated timeframe, such as six months of an interim care order for children under two years old, or within 12 months for older children.

3 Adoption as a viable option for children in out-of-home care*Recommendation 3*

The Committee recommends that, when it is determined that it is not safe for a child in out-of-home care to be reunified with their parent(s) or placed in the care of kin, open adoption should be considered and progressed as a viable option in the best interests of the child.

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4 Policy and practice barriers to adoption

Recommendation 4

The Committee recommends that a national law for adoption provides for 'open adoption' unless exceptional circumstances make an open adoption inappropriate.

Recommendation 5

The Committee recommends that a national law for adoption provides for integrated birth certificates that include the names of both birth parents and adoptive parents, while conferring full parental and legal responsibility for adopted children on the adoptive parent(s).

Recommendation 6

The Committee recommends that all states and territories improve the administration of adoptions and reduce the complexity and length of adoption processes.

5 Evidence based decision making

Recommendation 7

The Committee recommends that the Australian Institute of Health and Welfare continue to work with relevant Commonwealth, state and territory agencies to improve data collection on adoptions and child protection in Australia, including by:

- collecting unit record data rather than aggregate data;
- agreeing on nationally consistent definitions;
- collecting data on timeframes for finalising adoptions, sibling separation, parental consent (including dispensation of consent), adoption of Indigenous children, adoption of children with disabilities and special needs, and long-term outcomes for all adoptees; and
- maintaining registers of potential adoptive parents.

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Portfolio Children, Youth and Families

ISSUE: A STEP UP FOR OUR KIDS – MID-STRATEGY EVALUATION**Key Information:**

- The Mid-Strategy Evaluation Report was tabled in the Legislative Assembly on 1 August 2019 and is available on the Community Services Directorate website.
- The report includes some mixed findings. This reflects the timing of the report at the mid-point of significant reforms to out of home care in the ACT. The aim of long-term, generational change can only be achieved through a collaborative and sustained focus on prevention, restoration, stability, permanency and trauma-informed practice.
- The Joint Governance Group for *A Step Up for Our Kids* will continue to review the findings for improvements that can be made to the implementation of the Strategy. All partner organisations are committed to its success.
- There is clearly work to do to reduce the number of Aboriginal and Torres Strait Islander children involved with the child protection system. All partners involved in *A Step Up for Our Kids* support the *Our Booris, Our Way* review.
- The Mid-Strategy Evaluation Report contains data which is current to June 2018. The most recent Snapshot Report, which includes operational data up to 30 June 2019, is showing promising signs that will continue to be monitored.

Key findings in the 2017-18 financial year

- The number of children and young people in care has continued to grow on average by around five per cent per annum over the last decade. Whilst service demand has continued to grow, the latest Snapshot Report has identified that this is at a lower rate in 2018-19 than in previous years (from July 2018 to March 2019, 90 children and young people entered the out of home care system; this is 21 fewer than in the same period the previous year).
- There has been an increase in stability of placements since the Baseline Report, indicating that children and young people are experiencing fewer placement changes. The majority (83 per cent) of children and young people who were the subject of a permanency decision in the three years since Strategy implementation, had this decision made in less than two years following their entry into care.
- The number of children exiting care within 12 months with only one or two placements increased from 77 per cent at Strategy implementation, to 92 per cent in 2016-17. For those children exiting care after 12 months, 61 per cent in 2016-17 had one or two placements.

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- The number of children aged under 11 years being placed in residential care has continued to decrease since the implementation of the Strategy. No children aged under 11 years were placed in residential care during 2017-18.
- The number of new carers approved each year has remained stable since the implementation of the Strategy. There are more active kinship carer households than foster carer households. This is consistent with the intent of both the Strategy and the Aboriginal and Torres Strait Islander Placement Principle.
- There is an increase in the number of children remaining at home three months after completing prevention services. Further work is required to keep children and young people at home six and 12 months after the program.

Health Passports

- The Mid-Strategy Evaluations shows that, in 2017-18, 94 per cent of children who entered care had an initial health check completed (where required) within six weeks of entering care (p18, 50).
- The number of children and young people aged 0-17 years who entered care for the first time and had a health passport completed dropped from 68 per cent (153 children and young people) in 2015-16 to 47 per cent (53 children and young people) in 2017-18 (p18, 50).
- We are seeing a different picture 12 months on from the Mid-Strategy Evaluation. Operational data is showing that the number of children and young people had Health Passports issued increased to 89 in 2018-19.
- Operational data includes those children who have been in care previously. The Mid-Strategy Evaluation only captured children who entered care for the first time.
- A concerted effort to address what appears to be data lag means that so far in 2019-20, 109 health passports have been issued. (It is worth noting that operational data can change across reporting periods).
- The Community Services Directorate has improved the administration for the issuing of Health Passports for children in care and this will continue to be monitored.
- It is important to note that children entering care have health assessments that identifies any health needs to be addressed. This information is shared with carers, including those who provide care to young people in residential care.

Therapeutic Assessments

- The Mid-Strategy Evaluation identified a decrease in the percentage of children and young people in out of home care who had a therapeutic assessment and therapeutic plan completed from 64 per cent in 2014-15 to 22 per cent in 2017-18 (p20, 59).

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- The Community Services Directorate remains committed to ensuring all children and young people in out of home care have an initial therapeutic assessment completed and have engaged the Australian Childhood Trauma Group to facilitate the completion of approximately 270 therapeutic assessments by June 2020. There were 110 therapeutic assessments completed in 2017-18 and 229 in 2018-19.

Participation

- The Viewpoint Survey is a tool for tracking a child or young person's journey or experience whilst in out of home care. Of those children and young people who answered the regular Viewpoint survey in the first half of 2019, 66 per cent felt listened to and 69 per cent reported they had a say about what happened in their life. This finding is consistent with the Mid-Strategy Evaluation findings.

Background Information

- To demonstrate the impact of the reforms implemented under *A Step Up for Our Kids*, KPMG was engaged to develop an outcome-based evaluation framework, conduct an initial baseline review and perform a Mid-Strategy Evaluation.
- The Mid-Strategy Evaluation Report makes 22 recommendations that are being considered by the Joint Governance Group.

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This ARHB is subject to Open Access Information Scheme

Return to Index

ISSUE: Auditor-General's Report – Referral processes for the support of vulnerable children (Report No. 7/2019)**Key Information**

- The ACT Audit Office undertook an audit of referral processes for vulnerable children. The findings from this audit make up ACT Auditor-General's Report No. 7/2019 – Referral processes for the support of vulnerable children (the Report).
- The ACT Auditor-General tabled the Report in the Assembly on 27 June 2019.
- The Report contains findings and recommendations about referral processes for vulnerable children across a select number of universal early childhood and family services provided by the Community Services Directorate (CSD) and Canberra Health Services (CHS) and their linkages to more targeted services and interventions.
- The Report acknowledges the range of services and supports put in place by the audited agencies for children and families to address their specific needs and vulnerabilities.
- The audit provides recommendations on how referral processes could be strengthened by improving administrative and procedural guidance and by improving public reporting and accountability for the delivery of services to vulnerable children and their families.
- The Government will formally table its response to the Audit Report in the Assembly on 24 October 2019.
- Of the Audit Report's six recommendations, five have been agreed and one is agreed-in-principle. Where the Government position is agreed-in-principle, the Government supports the policy intent of the recommendation but recognises that important contextual information and resourcing constraints must be considered in ensuring responses are effective and targeted for vulnerable children and families.
- A Whole-of-Government Action Plan has been developed to monitor CSD and CHS implementation in response to agreed recommendations.
- Four recommendations are to be implemented by CHS, two by CSD and one jointly. All actions will be implemented by June 2022.
- Since the beginning of this Audit, the Government has progressed reforms and reviews that will give rise to system wide changes, which will contribute to improved referral pathways for vulnerable children and families.
- CHS has undertaken significant re-design of the Maternal and Child Health service to allow for local follow up; a workforce strategy to maintain service capacity; and relocation of clinical services to meet community need.

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- *Early Support: Changing Systems, Changing Lives* is a human services wide reform to shift the system from crisis focused to one that enables early support and wellbeing. Its key components are intended to enhance system, practice and service responses for vulnerable families to minimise barriers to access.
- One of the key components of the broader Early Support work is the development of the *Best Start For Canberra's Kids: the First 1000 Days* strategy. This will drive a collective and coherent approach that ensures Canberra's children have the best start in life.
- The *ACT Aboriginal and Torres Strait Islander Agreement 2019-2028* incorporates several Action Plans developed around core focus areas, one of which is Children and Young People. This area has a specific commitment to achieving the outcomes of delivering quality services that support positive development, health and wellbeing of children and young people and Aboriginal and Torres Strait Islander children growing up safely in their families and communities.
- These changes are intended to enable more families to have their needs met in the universal early support continuum, with non-stigmatising, culturally safe and effective referrals to best benefit families.

Background Information

- ACT Government agencies and funded organisations offer a range of universal programs and services to children and their families. The audit focussed on the Maternal and Child Health service, Child and Family Centres and the Child Development Service.
- A range of universal services provided by ACT Government and funded organisations were not considered by the audit.

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Portfolio Children, Youth and Families

ISSUE: BRADYN DILLON – CORONIAL INQUEST**Key Information**

- The first Directions hearing was held on 11 October 2018.
- The Coronial Inquest into the circumstances of Bradyn’s death commenced as of 2 September 2019. This phase of the inquest continued until 13 September 2019.
- On 13 September 2019, the matter was adjourned until 17 February 2020, and is set down for the period of 17-27 February 2020.
- The Community Services Directorate continues to provide all assistance as requested to the Court.
- The Coronial Inquest will be another important process to further examine the systems that are designed to protect the most vulnerable in our community.
- The government responded quickly to Bradyn’s death in 2016, commissioning a review by Laurie Glanfield AM into system level responses to family violence in the ACT. The review considered legislative frameworks, policy, practices and the operations of the Directorates and service providers who respond to family violence.
- The government provided a comprehensive response to the Glanfield Inquiry in the ACT Government Response to Family Violence. Regular progress reports against this response have been provided to the Assembly.
- There is significant community and media interest in relation to this matter which will be reflected through ongoing reporting. Ongoing support and debriefing services are being offered to Community Services Directorate staff members involved in this process.

Background Information

- The government has taken a number of actions in response to the recommendations from the Glanfield review, including:
 - dedicated funding for safer families initiatives, reflecting the community’s expectation that family violence can no longer be tolerated and is acting together to address it;
 - the appointment of the ACT Coordinator-General for Family Safety in October 2016, to lead the whole-of-government effort to identify areas for early intervention and improve outcomes for domestic and family violence victims;
 - the establishment of a Family Safety Hub to co-design new and better approaches to address domestic and family violence across government and community sectors;

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ANNUAL REPORT HEARING BRIEF

- funding to increase capacity in frontline crisis responses through the Domestic Violence Crisis Service, Canberra Rape Crisis Centre and Legal Aid; and
- setting up an innovative residential behaviour change program for men who use or are at risk of using violence.
- Part of the Glanfield Review specifically focused on Child and Youth Protection Services. The ACT Government acknowledges the significant effort of people working in the family violence, child protection and service sector every day.
- Training for frontline workers in domestic and family violence is already provided across the service system. Extensive training is available in key operating areas.
 - Child and Youth Protection Services in the Community Services Directorate delivers an intensive five-day training program in partnership with the Domestic Violence Crisis Service. The training equips staff with the understanding and skills to respond to family violence in the context of child protection and youth justice work. Day four of this training is dedicated to learning about engaging and working with fathers, and day five focuses on engaging with perpetrators of violence and exploring offender behaviour in the context of working with risk. These two days are facilitated by one of Australia's most noted policy advisors, trainers and consultants in family and domestic violence and perpetrator interventions.
 - ACT Policing provides frontline officers four days of face to face training to implement best practice procedures and policies when responding to family violence. The program includes specific training on the use of the Family Violence Evidence in Chief provisions; the Family Violence Risk Assessment Tool; Protection Orders; service supports for victim and perpetrators; and the impact on children.
- The establishment of the Case Analysis team in Child and Youth Protection Services in October 2016 has been a key platform for improving decision making and quality of case management. This team continues to provide independent analysis of individual cases at key decision-making points. Independent case analysis allows case managers to think about long-term cumulative impact of abuse and neglect and ensures the voice of the child is at the centre of the work. The case analysis also explores the risks and vulnerabilities to a child's safety.
- Collaboration is critical in order to address the complex needs, safety and wellbeing of children and young people. Child and Youth Protection Services has established practical liaison and referral points with other government agencies and community sector providers to enable more effective and integrated service delivery.
- In addition to well established co-located services with ACT Health and ACT Policing, additional partners commenced co-locating with CYPS in 2017. These partners include:
 - OneLink partnership which provides Child and Youth Protection Services staff with direct access to advice and facilitate more timely appropriate referrals into community-based support;
 - Canberra Rape Crisis Centre which provides face to face consultation on matters relating to child sexual abuse;

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- Domestic Violence Crisis Service attends Child and Youth Protection Services offices to consult with staff on matters relating to domestic and family violence and determine appropriate response to presenting issues, including referrals into specific the Domestic Violence Crisis Service programs; and
- An Education Liaison officer was established to improve coordination and collaboration across both organisations and to provide additional support to ACT schools and their interactions with the child protection system.
- In addition to key partners co-locating within Child and Youth Protection Services, the Community Engagement and Client Services Team (incorporating Child and Youth Protection Services, Child and Family Centres and the Child Development Service) was established to lead, contribute and assess collaboration between Children, Youth and Families and community and government agencies, and to inform continuous improvement of service delivery. The team focuses on improving critical partnerships and will develop and implement a community engagement plan.
- The ACT Government has committed funding to develop a new client management system for Child and Youth Protection Services, the Child and Family Centres and the Child Development Service. The system will be used to build connections with key government partners and will allow automated real time information exchange of risk, safety and wellbeing information about children and young people. The system will provide staff with improved access to information to case manage children and young people and help keep them safe.

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ISSUE: CARER SUPPORT**Key Information**

- A Carer Handbook was distributed to all carers in June 2019.
- The purpose of the handbook is to provide useful information, in one place, about the role of carers in supporting children and young people.
- The handbook was developed in partnership between Child and Youth Protection Services and ACT Together.
- Content was informed by consultation with foster and kinship carers, as well as advocacy groups.
- The handbook is available on the Community Services Directorate website and the Directorate has distributed hard copies to all carers.
- The handbook will continue to be provided to new carers as they become approved.
- The 2018 Carer Survey sought the views of carers on their experiences and identified opportunities for improvement in carer support, communication and training.
- Carers reported on the value of their relationships with other carers, the importance of having information about the child in their care and how beneficial it is to understand child protection processes. They also identified a number of areas for improvement including their involvement in decision making, communication and the level and type of support provided.
- The findings have been provided back to carers and the full report has been made available. The findings will also inform the workplan for the Carer Wellbeing Sub-Committee. The ACT Government is also committed to hearing from carers and acting on the feedback that they provide on their experiences.

Background

- *A Step Up for Our Kids* introduced a range of additional supports to carers to assist them in their caring role. These supports include:
 - training for kinship and foster carers on how to provide trauma-informed care to vulnerable children and young people;
 - providing children entering care with a therapeutic assessment, ensuring carers are provided with appropriate information and support right from the start of the placement;
 - the provision of Health Passports, ensuring that carers have access to key health information about the child or young person in their care; and
 - streamlining of the process to become an approved carer.

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- There are a variety of services available to support foster and kinship carers. These include:
 - high level support and case management services, including dedicated carer support workers who are independent of a child or young person's caseworker, provided by ACT Together;
 - an independent Kinship and Foster Carer Advocacy Service operated by Carers ACT, which provides information and advocacy support to foster and kinship carers, so they can be better supported in their caring role;
 - a dedicated Carer Liaison Officer to assist foster and kinship carers case managed by Child and Youth Protection Services, provided by Children, Youth and Families;
 - free family and individual counselling to kinship carers, provided by ACT Together; and
 - family support and children's services available through the ACT Government's Child and Family Centres.

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Portfolio: Children, Youth and Families

**ISSUE: CHILD AND YOUTH PROTECTION FACTS AND FIGURES
INCLUDING A STEP UP FOR OUR KIDS****Key Information:**Child Protection Reports and Child Concern Reports

- From 1 July 2018 to 30 June 2019, a total of 18,578 Child Protection Reports and Child Concern Reports about children and young people were made to Child and Youth Protection Services.

Child Protection Reports requiring appraisal

- From 1 July 2018 to 30 June 2019, a total of 2,160 Child Protection Reports required appraisal.

Number of Aboriginal and Torres Strait Islander children and young people receiving support during the year.

- For the period 1 July 2018 to 30 June 2019, 626 Aboriginal and Torres Strait Islander children and young people received support from Child and Youth Protection Services. Support includes individual children and young people receiving an appraisal, support and/or ongoing casework from Child and Youth Protection Services.

Care of the Director-General

- As at 30 June 2019, there were 774 children and young people for whom the Director-General held parental responsibility.

Out of Home Care

- From 1 July 2018 to 30 June 2019, the total out of home care days used by children and young people was 301,720. Of these, 90,502 days were used by Aboriginal and Torres Strait Islander children and young people.

Melaleuca Place

- As at 10 October 2019, 109 children have so far received intervention from Melaleuca Place; 46 were from an Aboriginal and Torres Strait Islander background.
- Currently there are 37 active clients who are being supported by Melaleuca Place; of these 14 are from Aboriginal and Torres Strait Islander background.
- Melaleuca Place has serviced an additional 22 families through the Connect Program, which is a nine-week attachment-based parenting group program for kinship carers.

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Official Visitors

- The Official Visitors made 154 visits to the out of home care residential places of care between 1 July 2018 and 30 June 2019.

Community Engagement and Client Services

- The Community Engagement and Client Services Team received 22 complaint referrals during the period 1 April to 30 June 2019.
- Eight of these referrals were forwarded to ACT Together or Child and Youth Protection Services for a response, as per the Children and Young People/ ACT Together Complaints Handling Policy. The remaining 14 referrals were investigated by the Community Engagement and Client Services Team.

A Step Up for Our Kids: Out of Home Care Strategy 2015-2020

Stability

- Reducing the number of placements experienced by children and young people in long-term placements reduces the impact of traumatic experiences and supports development and attachment.
- On 1 August 2019, the evaluation of *A Step Up for Our Kids 2015-2020: Mid-Strategy Evaluation Report* was tabled. This report includes data to June 2018 and showed:
 - There is an increase in stability of placements since the Baseline Report, indicating that children and young people are experiencing fewer placement changes. The majority (83 per cent) of children and young people who were the subject of a permanency decision in the three years since Strategy implementation, had this decision made in less than two years following their entry into care.
 - The number of children exiting care within 12 months with only one or two placements increased from 77 per cent at Strategy implementation to 92 per cent in 2016-17. For those children exiting care after 12 months, 61 per cent in 2016-17 had one or two placements.

Preservation

- A key focus of *A Step Up for Our Kids* has been the investment in intensive parenting and family preservation supports to prevent children and young people from entering out of home care.
- *A Step Up for Our Kids* facilitates a renewed focus on preservation and restoration and working closely with our community partners to support high risk families.

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- As outlined in Uniting Children and Families ACT Programs' quarterly report: from January 2016 to **September 2019**, Uniting's *Children and Families ACT Program*, for families who have children at risk of entering or who have entered care, has engaged with **330** families and **708** children. One hundred **and six** of these families identify as Aboriginal and/or Torres Strait Islander.
- As outlined in the Snapshot Report: as at 30 June 2019, **91 per cent** of children and young people who were being supported by prevention programs had not entered care within six months of support commencing. In addition, **87 per cent** of children and young people supported had not entered care within 12 months of support commencing.
- In the same period, **79 per cent** of Aboriginal and Torres Strait Islander children and young people supported by prevention programs had not entered care within six months of support commencing, and **74 per cent** of children and young people being supported had not entered care within 12 months of support commencing.

Reunification

- The first objective when children and young people enter care is for them to be safely reunited with their birth families as quickly as possible. For those that cannot safely go home, the focus is then on providing a secure, loving alternative family.
- Reunification services under *A Step Up for Our Kids* are provided through Uniting's programs. Uniting can work with families in their own homes, or at an alternative home-like environment, for up to 12–18 months. Uniting will tailor support to each family's specific needs, and supports parents to connect with education, mental health services or drug and alcohol programs.

Permanency

- Where a safe return to the birth family is not possible, the focus shifts to moving the child or young person into a permanent alternative family setting as quickly as possible. This can be through an Enduring Parental Responsibility order or adoption.
- Maintaining long-term stability of care through appropriate placements and permanency outcomes reduces the risk and impact of trauma that arises from multiple placements.
- The *Children and Young People Amendment Bill 2015 (No.3)* reduced the waiting period for an Enduring Parental Responsibility order from two years to one year for children under the age of two. Earlier consideration of permanency supports the best possible development outcomes for all children and young people.

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- Permanency decisions are life changing and are not taken lightly by the Community Services Directorate. As such, there is a thorough process to ensure all biological and kinship care options are considered, and children and young people are ‘matched’ to a suitable family. This occurs through established processes that involve carers, Directorate and agency staff, Cultural Services team and external advisers as appropriate.

Performance Management Framework

- Children, Youth and Families is currently developing a Performance Management Framework to monitor progress of *A Step Up for Our Kids* and to ensure that the services being provided under the Strategy are achieving the intended outcomes.

Report on Government Services (Child Protection data)

- The Productivity Commission’s 2019 Report on Government Services was released on 22 January 2019. The Report provides information to the community on the equity, effectiveness and efficiency of government services in Australia.
- The Report is released in seven parts, covering 17 services across the areas of community services, housing and homelessness, justice, emergency management, health, childcare, education and training.
- Placement stability is a key focus of the ACT’S five-year strategy *A Step Up for Our Kids* and has improved significantly since the strategy was introduced.
- In 2017-18, 94.6 per cent of children exiting out of home care within 12 months were doing so after only one or two placements, significantly higher than the 2015-16 proportion of 76.7 per cent.
- The proportion of children in care who were placed with relatives or kin, rather than foster or residential care, improved to 56.5 per cent in 2017–18 from 54.4 per cent in 2016–17. This is a long-term positive trend with improving proportions since 2011–12. For Aboriginal and Torres Strait Islander children and young people there was an improvement to 60.8 per cent from 58.1 per cent.
- The proportion of children and young people who were the subject of a decision not to substantiate during the year and were then also the subject of a subsequent substantiation **within three months** for 2017–18 was 4.6 per cent, down from 6.8 per cent in 2016–17 (actual numbers of 52 and 74 respectively).
- The proportion of children and young people who were the subject of a decision not to substantiate during the year and were then also the subject of a subsequent substantiation **within 12 months** for 2017–18 was 8.7 per cent, down from 14.3 per cent in 2016–17 (actual numbers of 98 and 156 respectively). This represents a downward trend, from a high of 17.6 per cent in 2011–12.

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- The investigation of allegations of abuse and neglect is complex with multiple risk factors often present. Investment in targeted prevention programs, such as Family Group Conferencing and those delivered under *A Step Up for Our Kids*, are expected to contribute to a reduction in the number of children who experience a substantiation after an earlier decision not to substantiate.

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Portfolio Children, Youth and Families

ISSUE: CHILDREN, YOUTH AND FAMILIES CLIENT MANAGEMENT SYSTEM**Key Information**

- The first phase of the Child and Youth Record Information System (CYRIS) **has gone live for Child and Youth Protection Services on the scheduled date of 1 October 2019.**
- **The implementation has gone smoothly to date and staff uptake of the system has been promising.**
- **Finalisation of requirements for Bimberi is underway. The go-live date for the system implementation into Bimberi has not yet been determined.**
- CYRIS will provide Child and Youth Protection Services case managers with significantly increased capability, including:
 - substantial reduction in the administrative overhead of duplicating information on all files for children in a family
 - the ability to customise views of information from both the perspectives of the case manager and the child or young person, supporting a “child centric” approach to the work
 - a more holistic view of the child or young person’s situation, including risk and safety issues, with a coordinated and collaborative approach to planning
 - increased visibility to culturally responsive practice with functionality to support referrals to the Cultural Services team and compliance to the Aboriginal Child Placement Principle
 - increased capability to identify compliance issues and accountability within documentation.
- Following the Go Live of CYRIS into Child and Youth Protection Services, the next stages of development will commence, as funded in the 2018-19 and 2019-20 budgets, and will include:
 - expansion of CYRIS to the Child and Family Centres and Child Development Service
 - portals for carers, children and young people and providers
 - connections with key government partners, including ACT Policing and the Education Directorate to allow automated real time sharing of risk, safety and wellbeing information about children and young people.

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- Summary of Budget
 - \$5.3 million provided in the 2015-16 budget
 - \$700,000 for data migration provided in the 2016-2017 budget
 - \$2.7 million provided in the 2018-19 budget
 - \$1.119 million provided in the 2019-20 budget.

Background Information

- The recent 2019-20 funding will fund the development of four discrete portals which will improve direct engagement with our stakeholders and clients. The portals include:
 - The **Online Child Concern Reporting Portal** which will integrate securely with the new CYRIS system, ceasing the need to transfer information from Access Canberra online reporting to Community Services Directorate, making reporting easier for community and government partners (Health, Education and Police).
 - The **Carer Portal** which will provide a secure and improved way for carers (foster and kinship carers) to communicate with case workers efficiently and easily, upload important information (eg: working with vulnerable people checks, invoices etc) directly with Child and Youth Protection Services staff and receive information about children and young people.
 - The **Children and Young Person's Portal** which will enable children and young people to message their case workers about their needs easily and securely using a web interface on their phones and view important and meaningful information about themselves.
 - The **Provider Portal** which will be a direct link for key stakeholder and business partners such as ACT Together and Uniting who work with Child and Youth Protection Services, to provide services for children and young people and allow easier exchange of information.

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Portfolio: Children, Youth and Families**ISSUE:** Decision making for children in care**Talking points:**

- It is important to maintain the privacy of individual children and young people, and the *Children and Young People Act 2008* has information on secrecy and sharing provisions to protect their identity. As a consequence and quite appropriately, I am unable comment on individual matters.
- Decision making by Child and Youth Protection Services can be contentious and complex and is guided by the principles of the *Children and Young People Act 2008*. These principles focus decision making on the best interests of children and young people; with their needs, protection, safety and wellbeing considered paramount over the needs of others involved.
- In making decisions about the care of a child, Child and Youth Protection Services and ACT Together work closely with the child's care team. This care team may include the child's parents, the child's carer and professionals including teachers, counsellors and support services.
- There are a number of independent and external systems in place that review decisions at different points. These systems include the Children's Court, the Human Rights Commission and ACT Civil and Administrative Tribunal.

Background Information

- A parent of children in care of the Director-General has been blogging and posting on social media about their involvement with Child and Youth Protection Services and in their opinion the perceived failings of the system.
- The *Criminal Code 2002* makes it an offence for a person to disclose, without lawful authority, information about a child or young person who is the subject of a care and protection order made under the *Children and Young People Act 2008*.

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Portfolio Children, Youth and Families

ISSUE: FAIR WORK COMMISSION DETERMINATION ON FOSTER CARERS**Key Information:**

- Carers are the backbone of the out of home care system. They provide critical love, care and support to children that they welcome into their families.
- The Community Services Directorate is aware of a recent matter before the Fair Work Commission that considered how foster carers were defined under the *Work Health and Safety Act 2011*.
- The Community Services Directorate has reviewed the decision made by the Fair Work Commission and acknowledges that the Commissioner has considered this issue in the context of the applicant and their relationship with Barnardos Australia and has not determined, as a matter of principle, whether foster carers are workers more generally.
- The Fair Work Commission also noted in their finding that the applicant is a worker within the meaning of S.7 (1) of the *Work Health and Safety Act 2011*, this should not be confused with a finding that he is employed by Barnardos Australia or is anything other than a volunteer worker. This is an important decision.
- The Community Services Directorate has met with the ACT Work Safety Commissioner to discuss the Fair Work Commission decision and will continue to provide information to the Commissioner as required.
- The Community Services Directorate will continue to monitor this case and consider any implications that may arise, as it proceeds. The wellbeing of all carers is paramount and ACT Together have extensive systems in place to provide support for carers in caring for children. This includes training, case management support, therapeutic assessments for children in their care and specialist therapeutic advice from the Australian Childhood Foundation.
- The Carer Wellbeing Sub-Committee is part of the governance for *A Step Up for Our Kids*. The Sub-Committee has an important role as it reports on the wellbeing of carers, provides advice on strategies to support carers, and monitors how *A Step Up for Our Kids* impacts on the carer experience. The Sub-Committee is Chaired by Barnardos and the membership includes foster carers and kinship carers as well as representatives from the Community Services Directorate and Carers ACT.

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Background Information

- In the ACT, all foster carer recruitment is undertaken by Barnardos directly as the leading non-government agency.
- On 22 September 2019, the Canberra Times reported on a decision by the Fair Work Commission to consider an applicant (Foster Carer) as a voluntary worker. A copy of the article titled Foster system failing families: carers can be found at:
<https://www.canberratimes.com.au/story/6392640/foster-system-failing-families-in-canberra-say-carers/>

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ANNUAL REPORT HEARING BRIEF

ISSUE: **Family Matters Report**

Key Information

- The Family Matters Report 2019 (the Report) is a collaborative report written by the Secretariat of National Aboriginal and Torres Strait Islander Child Care (SNAICC), the University of Melbourne, Monash University and Griffith University.
- The Report notes that across all jurisdictions, Aboriginal and Torres Strait Islander children are over-represented at almost every decision-making point in the child protection system.
- The Report notes these promising initiatives underway in the ACT to improve self-determination and participation of Aboriginal and Torres Strait Islander families in decision making, including:
 - Pilot of Family Group Conferencing with \$1.44m funding commitment for four years and promising early outcomes;
 - Promising results of the Functional Family Therapy program in partnership with Gugan Gulwan Youth Aboriginal Corporation and OzChild;
 - Improved placement with Aboriginal and Torres Strait Islander carers in one year (38.6 per cent to 41.2 per cent);
 - The *Our Booris, Our Way* review overseen by an Aboriginal steering committee, with some reform recommendations progressed;
 - Provision of Aboriginal and Torres Strait Islander Child Placement Principle training to front line workforce in line with *Our Booris, Our Way* recommendation; and
 - Broad commitment and partnership through ACT Aboriginal and Torres Strait Islander Agreement.
- Over-representation of Aboriginal and Torres Strait Islander children and young people in the care and protection system is an issue for all jurisdictions. The ACT Government is committed to continuing to understand and address the cultural and historical context that contributes to this.
- The ACT has seen a positive trend across the last few years of Aboriginal and Torres Strait Islander young people in care being placed with relatives or kin rather than in foster or residential care.
- Since 2016, the implementation of *A Step Up for Our Kids*, the ACT's out of home care strategy, has strengthened the ACT's commitment to prioritise placements with kin over every other form of available care for children and young people and the ACT continues to focus on ensuring children and young people are connected to kin, community and culture.

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- Around 60% of Aboriginal and Torres Strait Islander children and young in 2017-18 were placed with relatives or kin, rather than foster or residential care.
- In 2017-18, 39.6 per cent of Aboriginal and Torres Strait Islander children and young people in care were placed with Aboriginal and Torres Strait Islander relatives or kin. This is the second highest after Victoria, with 43.1 per cent, and above the national average of 33.4 per cent.
- The Report incorporates a Report Card that identifies state and territory trends across several indicators aligned with the four building blocks of the Family Matters Roadmap. The building blocks are:
 - Building Block 1: Universal and targeted services (ACT rated as very poor);
 - Building Block 2: Participation, control and self-determination (ACT rated as poor);
 - Building Block 3: Culturally safe and responsive systems (ACT rated as poor); and
 - Building Block 4: Accountability (ACT rated as promising/improving).
- The 2019 Report is the first time that the ACT has received the ‘promising/improving’ rating against one of the building blocks. Only two other states (Queensland and Victoria) achieved the ‘promising/improving’ or ‘stronger practice/outcomes’ in one or more of the building blocks.
- The *Our Booris Our Way* independent review of Aboriginal and Torres Strait Islander children in the child protection system is providing both short and long term guidance on how to address over-representation. The ACT Government has also invested in Family Group Conferencing and Functional Therapy with OzChild and Gugan Gulwan to divert children and young people away from care.
- The ACT is leading national work to develop national principles to support the investment, expansion and development of Aboriginal and Torres Strait Islander Community Controlled Organisations to deliver child protection and family support services. The ACT is committed to the establishment and support of Aboriginal and Torres Strait Islander Community Controlled Organisations under the ACT Aboriginal and Torres Strait Islander Agreement.
- In areas for improvement, the Report notes that in the ACT:
 - Aboriginal and Torres Strait Islander children are 16.3 times more likely to be residing in out of home care than non-Indigenous children, increasing from 13.9 times in the previous year. The ACT continues to have the third highest rate of over-representation behind Western Australia (17.8 times) and Victoria (16.4 times); and
 - spending on family support and intensive family support services comprised 13.4 per cent of total funding spent on child protection and investment in Aboriginal and Torres Strait Islander community-controlled organisations remains very low (6 per cent).

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Background Information

- Family Matters is an initiative of SNAICC and is supported by a strategic alliance of over 150 Aboriginal and Torres Strait Islander and non-Indigenous organisations, leading academics and prominent educational institutions.
- *Family Matters – Strong Communities. Strong Culture. Strong Children* is a national campaign to ensure Aboriginal and Torres Strait Islander children and young people grow up safe and cared for in family, community and culture. Family Matters aims to eliminate the over-representation of Aboriginal and Torres Strait Islander children in out of home care by 2040.
- The inaugural Family Matters Report was released in 2016 and has been released annually. The report measures the extent to which states, territories and the Australian government are successful in keeping Aboriginal and Torres Strait Islander children safe and well in their families, cultures and communities.
- Input and data from the ACT on efforts to address the over-representation of Aboriginal and Torres Strait Islander children and young people in out of home care was provided to SNAICC in August 2019.
- Key national-level findings from the report include:
 - Aboriginal and Torres Strait Islander children are over-represented at almost every decision-making point in the child protection system;
 - Aboriginal and Torres Strait Islander children are now as likely to attend preschool as their non-Indigenous peers;
 - Aboriginal and Torres Strait Islander children are ten times more likely to be in out of home care and seven times more likely to be on a third-party parental responsibility order than non-Indigenous children;
 - the proportion of Aboriginal and Torres Strait Islander mothers attending at least one antenatal care session in the first trimester of pregnancy has risen between 2012 and 2017 from 50.5 per cent to 62.9 per cent; and
 - the proportion of Aboriginal and Torres Strait Islander children placed with family, kin or other Aboriginal and Torres Strait Islander carers has continued to decrease from 74.8 per cent to 64.5 per cent in 2018.

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Portfolio Children, Youth and Families

ISSUE: HACS Inquiry into Child and Youth Protection Services**Key Information:**

- On 30 October 2019, the Minister for Children, Youth and Families and officers from the Community Services Directorate appeared before the Health, Ageing and Community Services Committee at an in-camera [private] hearing.
- The ACT Government will continue to provide all assistance as requested to the Standing Committee in relation to the Inquiry and submissions for the Committee are currently being prepared.
- It is important to maintain the privacy of individual children and young people, and the *Children and Young People Act 2008* has information on secrecy and sharing provisions to protect their identity. As a consequence, and quite appropriately, I am unable comment on individual matters in the Legislative Assembly.
- All decisions regarding the safety of a child or young person are made in accordance with the *Children and Young People Act 2008*. This legislation is consistent with child protection legislation across Australia.
- Emergency action is taken as a last resort to ensure a child or young person's safety. The ACT Children's Court has the jurisdiction and is the appropriate forum to hear and make determinations on the evidence provided in relation to care matters for children and young people.
- Any decision made to remove a child from immediate risk and for their own safety, is the subject of an application to the ACT Children's Court within two working days of taking that decision. From this time, it is a decision of the Court that determines if the child is in need of care and protection.
- The Public Advocate is informed of all such applications and has the power to intervene in proceedings. The child is also separately represented from both their parents and Child and Youth Protection Services to ensure their best interests are at the centre of decisions of the court.
- It is recognised that seeking to intervene in family life to ensure a child's safety, impacts on people's human rights. That is why a comprehensive oversight system is in place which includes the Human Rights Commission, the ACT Ombudsman and the Public Advocate, who can seek access to information held by Child and Youth Protection Services on such matters.

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- The child protection system of voluntary and mandatory reporting of concerns about children, is built on a foundation of confidentiality. The confidentiality of reporters is paramount in ensuring the confidence of the community at large to make reports of concerns about children. Without such protections this confidence could be compromised and with it the safety and welfare of children and young people. This is not unique to the ACT and is consistent across child protection systems in Australia and internationally, where mandatory reporting exists.
- Children and young people also have a right to the confidentiality of their information.

Background Information

- On 17 February 2019, the Canberra Times reported two articles. The first article titled '*ACT child protection secrecy nation's most restrictive*' and the second '*Court finds it was wrong for government to take children, five years on*'.
- The *Criminal Code 2002* makes it an offence for a person to disclose, without lawful authority, information about a child or young person who is the subject of a care and protection order made under the *Children and Young People Act 2008*.
- On 16 May 2019, the Legislative Moved a motion to refer the matter to the Standing Committee on Health, Ageing and Community Services for an inquiry. The Assembly requested the Committee consider two issues:
 - First issue, to provide an analysis of the decisions of the ACT Court of Appeal in the case of *CP v Director-General of Community Services Directorate (ACTA 32)* and to identify potential systemic issues that may need to be addressed.
 - Second issue, to inquire into the ability to share information in the care and protection system in accordance with the *Child and Young People Act 2008*, with a view to maintain community confidence in the ACT's care and protection system.
- The Committee is due to report on the first part of the Inquiry by no later than March 2020.
- The Committee is due to report on second part of the Inquiry by no later than July 2020.

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Portfolio Children, Youth and Families

ISSUE: MARYMEAD OVERPAYMENT**Key Information**

- The ACT Government values the work Marymead does for some of the most vulnerable people in our community.
- The Community Services Directorate funded Marymead to provide out-of-home care services for children and young people through a Service Funding Agreement until the end of June 2016, when services transitioned to new providers established as a result of the *A Step Up for Our Kids* procurement process.
- Marymead was paid quarterly in advance so that continuity of service and continuity of business could be guaranteed at the time. Marymead and the Community Services Directorate were then required to reconcile the payment against services provided by Marymead. This was particularly important as the out-of-home care system transitioned to new service providers.
- The Community Services Directorate worked closely with Marymead to coordinate the transition to new services in a supportive manner so that children, carers and employees of Marymead were able to transition into new arrangements as smoothly as possible.
- Some aspects of Marymead's service were transitioned to new providers sooner at the request of Marymead, for example the residential care element of the Service Funding Agreement.
- The Service Funding Agreement sets out the responsibilities of each party and how public funds can be used. Funds not used in accordance with the Service Funding Agreement must be returned to the ACT Government.
- As a result of the reconciliation of the Service Funding Agreement, there is an amount that is required to be repaid by Marymead. The Community Services Directorate continues to work with Marymead in relation to the final quantum owed.
- We look forward to continuing our productive working relationship with Marymead.

Background Information

- A tender process was undertaken in 2015 to commission a panel of service providers to deliver services under the 'Strengthening High-Risk Families' and 'Continuum of Care' areas of *A Step Up for Our Kids*.
- One outcome from this process was that Marymead Child and Family Centre (a provider of out-of-home care up to that point) was a non-preferred respondent in the procurement process.

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ANNUAL REPORT HEARING BRIEF

- Marymead has provided representations to the Community Services Directorate seeking to reduce the amount owing. A letter was provided to Marymead on 10 May 2019 outlining details and the rationale on the costs that were and were not agreed to.
- This letter requested a payment of outstanding monies owed within 28 days. To date no payment has yet been received.
- Marymead met with the Director-General in July 2019 to continue to progress discussions on this matter.
- Further meetings have been held in reviewing information in order to make a decision on the way forward.

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Portfolio Children, Youth and Families

ISSUE: RESPONSES TO GLANFIELD INQUIRY**Key Information:**

- On 20 May 2016, the ACT Government released three reports on the impact of family violence and how our system responds to this serious issue.
- As part of the Government's response to family violence, a Coordinator-General for Family Safety was appointed. The Coordinator-General for Family Safety and her team is coordinating efforts across government and with the community to prevent family violence.
- Several recommendations in the *Review into the system level responses to family violence in the ACT* report by Mr Laurie Glanfield relate directly to Child and Youth Protection Services. Key themes included decision making, quality assurance and oversight.

Appraisal following a child concern report

- In August 2018, the ACT Legislative Assembly amended the *Children and Young People Act 2008*. The amendments clarify that there are four pathways available to the Director-General, Community Services Directorate, to proceed with an appraisal following a child concern report. The four pathways are:
 - with agreement from at least one parent or person with daily care responsibility, with reasonable steps taken to notify any other parent or person with daily care responsibility;
 - with an appraisal order (Court Order);
 - without agreement of either parent, where it is in the best interests of the child or young person (under section 370); and
 - where the Director-General has daily care responsibility for the child or young person or shares it with another person.

Case Analysis

- The establishment of the Case Analysis team has been a key platform for improving decision making and the quality of case management. This team provides independent analysis of individual cases at key decision-making points.
- An independent case analysis allows case managers to think about long-term cumulative impact of abuse and neglect and ensures the voice of the child is at the centre of the work. The case analysis also explores the risks and vulnerabilities to a child's safety.

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Training for staff

- Child and Youth Protection Services has invested significantly in delivering high quality family and domestic violence training to staff. The training program is run in partnership with the Domestic Violence Crisis Service. A range of other partners also present at the training program, including the Australian Federal Police, Legal Aid, Office of the Coordinator-General for Family Safety and ACT Corrections.
- The training dedicates a day to learning about engaging and working with fathers, and a further day dedicated to learning about engaging and working with perpetrators of violence and exploring offending behaviour.
- As at 30 October 2019, a total of 217 Child and Youth Protection Services staff have participated in the Working with Families Affected by Domestic and Family Violence training.
- One further session is scheduled to occur in late 2019.
- To further support this important area, a one-day advanced session was delivered to 17 Child and Youth Protection Services leaders to provide them with a better understanding in this area, so they can further support staff when dealing with cases involving domestic and family violence.

Community Engagement

- The Children, Youth and Families Division (which incorporates Child and Youth Protection Services including Bimberi, Child and Family Centres and the Child Development Service) has established the position of Community Engagement and Client Services officer. This position has a focus on improving critical partnerships and will develop and implement a community engagement plan.

Background Information

- \$21 million in funding was included in the 2016–17 ACT Budget as part of the Safer Families package across Government of which funding the CYPS Case Analysis Team was included.
- With 2019-20 being the fourth year of funding for the first phase Safer Families initiatives it is time to review the initiatives' impact and consider future priorities.
- Some of the early initiatives, such as the CYPS Case Analysis, that have been funded through the Safer Families package will be transitioned out of the package after 2019-20.
- During this financial year CSD will be reviewing this initiative to determine the best approach for the future.
- The CYPS Case Analysis Team is embedded into the CYPS structure as a key quality assurance and practice improvement identification system and will continue to operate.

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ANNUAL REPORT HEARING BRIEF

ISSUE: **Safe and Connected Youth**

Key Information

- The Safe and Connected Youth project is a collaborative undertaking between the Community Services Directorate (CSD), Youth Coalition and three nominated Non-Government Organisations (Conflict Resolution Service, Woden Community Services and Northside Community Services).
- The project will define the extent to which the current service system can meet the needs of young people at risk of coming into contact with tertiary services, and design future service models required to support young people and their families in order to divert crisis interventions.
- The primary focus for this project is children and young people in the “middle years” (defined by the Project Reference Group as 8-15 years of age) who are at risk of homelessness or coming into contact with the statutory care and/or youth justice systems.
- Youth Coalition will also work with the nominated organisations over 12 months to enhance their services to enable them to offer additional service delivery to young people; and to test flexible approaches to service delivery such as family reconnect, practical assistance, school engagement and respite.
- A process to collect information from young people receiving new enhancements will be developed to assist in providing input from young people as to what support is needed into the future.
- CSD will work in partnership with Youth Coalition and the NGO sector to provide government oversight and track progress against the project plan deliverables.
- A total of \$480,000 (excluding GST) has been allocated to initiate work between Government and the four non-government agencies, to align flexible service enhancements, and build a better response for young people. This includes:
 - \$180,000 for Youth Coalition to coordinate and deliver the project in 12 months;
 - \$90,000 for enhancements to the Conflict Resolution Service - Family Tree House service to deliver therapeutic supports to young people and families;
 - \$170,000 for Woden Community Services and Northside Community Services (\$85,000 each) to undertake casework and case co-ordination with young people who remain on waiting lists and have not yet received assistance; and
 - \$40,000 brokerage funds to develop crisis and short term care arrangements if required, on a case by case basis.

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- To date, Youth Coalition has established a Project Reference Group, consisting of CSD and community organisation representatives to steer this work. The group is chaired by Dr Justin Barker (CEO, Youth Coalition) and is meeting regularly.

Background Information

- Results of a quantitative analysis undertaken by CSD in May 2018 outlined that there were approximately 2,700 children in the ACT at that time experiencing the risk factors that lead to homelessness.
- A research proposal was developed to enable a better understanding of the circumstances of ACT young people aged 12-15 who experience homelessness. The research proposal was also asked to provide an estimate of the number of young people aged 12-15 experiencing identified risk factors leading to homelessness.
- The subsequent report *Nowhere to go: investigating homelessness experiences of 12-15 year olds in the ACT (2018)*, was funded by CSD and partially undertaken through a contractual arrangement with the Australian Catholic University.
- The report consists of the accounts of 10 young people, aged 16 to 19 years, reflecting on their experience of homelessness when they were aged 12 to 15 years.
- Report findings highlight the issues faced by young people before and during their homelessness and illustrate the challenges they faced in locating and navigating the services system to find safety, security and happiness.
- Sections of the report are critical of the way services had been delivered to the cohort by Government, including CSD.
- The report does not provide any context on the service system that existed at the time this cohort were homeless.
- The Safe and Connected Youth project was formerly titled the 'Youth at Risk' project.

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Children, Youth and Families

ISSUE: STAFFING ISSUES - COMMUNITY SERVICES DIRECTORATE**Key points:**

- The Community Services Directorate (CSD) takes all allegations of inappropriate behaviour seriously and encourages staff who have concerns to come forward to provide information.
- In cases where an allegation of inappropriate behaviour is made, the Directorate will initiate a Preliminary Assessment under the relevant Enterprise Agreement. The Preliminary Assessment is a decision-making tool to determine what action, if any, should be taken in relation to the matter.
- The Preliminary Assessment is undertaken by the relevant manager/supervisor or referred to the appropriate Human Resources Manager for assistance. If it is determined that a matter is serious enough to warrant a formal investigation, it is then referred to the Professional Standards Unit within the Chief Minister, Treasury and Economic Development Directorate for formal investigation.
- The Preliminary Assessment is an evidence gathering process, which can include speaking to witnesses and taking statements, gathering physical evidence, and assessing all evidence for the delegate to make a decision.
- CSD has a robust Preliminary Assessment process which includes a written report for the delegate to consider the appropriate action required.
- Where the CSD delegate determines that the allegations of inappropriate behaviour do not warrant formal investigation, the matter will be finalised. Both the complainant(s) and the respondent(s) will be notified of the delegate's decision in relation to themselves, and any remedial action that the delegate has deemed appropriate, in accordance with the Enterprise Agreement.
- Due to the *Information Privacy Act 2014*, CSD does not provide any particulars regarding what course of action, if any, is taken by the Directorate against either party.

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- When parties are notified that a matter has been finalised, they are directed by the delegate not to discuss the details relating to the matter with Directorate staff or clients, other than their manager. If staff wish to discuss matters in further detail, they are encouraged to contact the Director or Deputy Director, People Management Branch within CSD or their representative, as appropriate.
- When an employee writes to their Minister, the matter is referred to the appropriate person within the Directorate to either prepare information for the Minister to respond or the Minister may ask the Directorate to respond directly to the staff member making the complaint.
- It would be unusual for a Minister to become involved in staff issues as it is the Directorate's responsibility to address these concerns.
- I am unable to comment on any individual staff issues due to the *Information Privacy Act 2014*.

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ISSUE: ACT HUMAN RIGHTS COMMISSION ANNUAL REPORT 2018-19**Key Information**

- The Public Advocate and Human Rights Commissioners play an important role in the monitoring of child protection and youth justice services in the ACT.
- Child and Youth Protection Services remains committed to the continual improvement of services to children and young people. An open and ongoing dialogue with oversight agencies contributes to this ongoing improvement.
- The Joint Operational Protocol between Child and Youth Protection Services and the Public Advocate continues to support effective and efficient communication processes between the agencies. Child and Youth Protection Services and the Public Advocate meet regularly to address issues as they arise.

Annual Review Reports

- Child and Youth Protection Services and ACT Together are committed to the continual improvement of Annual Review Reports for children who require one to be prepared annually.
- In the ACT Human Rights Commission Annual Report 2018-19, the Public Advocate and Children and Young People Commissioner has acknowledged the improvement in timeliness in the provision of Annual Review Reports within the agreed lodgement times.
- The Annual Review Reports play an important role in helping children and young people understand their life story whilst in care. They are written with the child at the centre.
- Child and Youth Protection Services and ACT Together look forward to hearing from the Public Advocate directly about any concerns and will continue to work together to monitor the quality of the reports.

Reports under Section 507

- The Community Services Directorate establishes a high standard of care for children in the care of the Director-General and undertakes thorough investigations when there are allegations of abuse of a child in a care arrangement.
- In addition, the Directorate provides information about these instances to the ACT Ombudsman and Access Canberra to fulfil its obligations under the Reportable Conduct and Working with Vulnerable People schemes.
- Child and Youth Protection Services and ACT Together provide ongoing support to carers so that they are able to respond to and parent children appropriately, particularly children who have experienced complex trauma.

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Reports under Section 879

- Section 879 requests allow the Public Advocate to seek additional information and clarification regarding children and young people. Section 879 requests are the formal mechanism by which Child and Youth Protection Services and the Public Advocate share information so that the Public Advocate can fulfil their role. The Public Advocate has unfettered access to relevant information through this mechanism.
- Another mechanism available to the Public Advocate to obtain information and contribute to improved outcomes for children is through their involvement in care teams. The Public Advocate can seek to attend and be a member of care teams. Where they choose to participate, they can inform discussions and contribute to decision making about individual children and young people.

Responding to high risk young people and young people with complex high needs

- Responding to the individual needs of children and young people and the circumstances they are in, is a complex one. In deciding on the most appropriate support, Child and Youth Protection Services is guided by the object of the *Children and Young People Act 2008* that takes into account the responsibilities of parents, families, the community and the whole of government, to care for them.
- Under *A Step Up for Our Kids* the ACT Government has recast the out of home care system as a therapeutically orientated, trauma informed system of care.
- It has done this by investing in preservation and restoration services, including Uniting and Karinya House; providing therapeutic assessment for children and young people in care; and enabling ACT Together to undertake case management, meaning that decision making occurs closer to the child and carer. In addition, the Australian Childhood Foundation, the Australian Childhood Trauma Group and Melaleuca Place all provide expertise in responding to children with high and complex needs.
- The Public Advocate is invited to and participates in care team meetings to respond to the complex circumstances that children and young people are facing. These care team meetings involve high levels of interagency collaboration and cooperation towards agreed goals.
- The ACT Human Rights Commission Annual Report 2018-19 identified a number of positive outcomes relating to support for children and young people during the reporting period. The Commission also highlights several areas of concern.
- The Report provides specific comment regarding the quality and timeliness of information provided to the Public Advocate, as required under the *Children and Young People Act 2008*. This includes the provision of Annual Review Reports, section 507 reports, and section 879 requests.

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Annual Review Reports

- The Public Advocate and Children and Young People Commissioner identified areas for improvement in the preparation of Annual Review Reports for each child and young person. Specific focus was on the reflection of child-centred, trauma-informed and rights-based practice reflected in each Annual Review Report.
- Previous Annual Reports have seen commentary regarding the delays in the timely provision of Annual Review Reports to the Public Advocate and Children and Young People Commissioner.

Reports under Section 507

- The Public Advocate and Children and Young People Commissioner noted that 74 Section 507 reports were lodged in the 2018-19 financial year. These reports include information on abuse in care allegations and detail the action the Director-General has taken in response to these allegations.
- Of the 74 reports, there were substantiations recorded in respect to eleven children.
- The number of substantiated abuse in care reports remains relatively low and fluctuates year to year.

Reports under Section 879

- A significant number of these requests from the Public Advocate – 46 per cent – were to follow up information after receiving abuse in care information from Child and Youth Protection Services.

Responding to high risk young people and young people with complex high needs

- The Public Advocate and Child and Young People Commissioner has commented on several matters where they believe Child and Youth Protection Services has not appropriately responded to young people under 16 years, at risk of harm, including sexual exploitation.
- Child and Youth Protection Services provides support to families through the appraisal and in the period afterwards by undertaking case conferences, providing advice and support to parents, and engaging young people with community supports.
- The Public Advocate and Children and Young People Commissioner raises concerns about the number of children and young people with extreme trauma behaviours that pose a significant risk to themselves or others. The Report asserts that the service response has been inadequate to meet these needs.

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Bimberi Youth Justice Centre

- In 2018-19, activity in relation to Bimberi accounted for 11 (17 per cent) of the Public Advocate and Children and Young People Commissioner's further enquiries under section 879 of the *Children and Young People Act 2008*, as follows:
 - five related to the use of force
 - four were in relation to the timeout register
 - one was in relation to what was considered to be an inadequate level of observation for a young person prior to a significant attempt at self-harm by strangulation
 - the final enquiry was to seek clarification on the circumstances that led to a young person being administered five times the prescribed dosage of medication. A full account was included in the Commission's 2019 Bimberi report. Further information on this matter is provided in a separate Question Time Brief.
- The ACT Human Rights Commission Annual Report 2018-19 includes information relating to strip searches, segregation, use of lockdown, timeout, use of force and CCTV footage.
 - The Report notes the pleasing results in relation to a significant decrease in the number of strip searches being conducted.
 - The Report notes the decrease in the incidents of segregation of detainees.
 - The Report notes the significant reduction in the number of records of the use of lockdown.
 - The Report highlights concerns in relation to the use of timeout, with a significant increase in the number of occasions in the reporting period. The Public Advocate and Children and Young People Commissioner has indicated they will explore this issue further in 2019-20.
 - In relation to instances of use of force, the Report notes a spike in number in October and November 2018, with the majority of instances relating to altercations between young people and/or staff.
 - The Report raises concerns at the number of blind spots in the CCTV coverage at Bimberi, however notes that the upgrade in the surveillance system will improve this.

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Portfolio Children, Youth and Families

ISSUE: ADMINISTRATION OF MEDICATIONS AT BIMBERI YOUTH JUSTICE CENTRE**Key Information**

- Young people in Bimberi Youth Justice Centre have a right to receive a health service and for their health information to be confidential, except where information is required for their wellbeing, safety and security.
- Mental Health, Justice Health and Alcohol and Drug Services of Canberra Health Services are responsible for the provision of health services within Bimberi Youth Justice Centre. When a young person enters Bimberi, a health assessment is conducted which may include the provision of prescription and non-prescription medication.
- Bimberi unit managers and team leaders may administer medications as prescribed, under the direction of Justice Health Service.
- Medication management training for Bimberi staff is conducted prior to any medications being administered by staff. This compulsory training is attended by Bimberi management, unit managers and team leaders who are authorised to administer medications to young people following successful completion of this training.
- When administering medications to young people, Bimberi staff are required to follow specific practice guidelines.
- Bimberi staff are required to undertake a number of checks such as ensuring all medication is issued at the correct time and interval; the verification of a young person's allergies; undertake an identity check to confirm the medication is administered to the correct young person and ensure the young person has consumed their required medication.
- All medication administered to young people by Bimberi staff is recorded and maintained on the medication log.
- In the event of a circumstance which could have resulted, or did result in unintended or unnecessary harm, complaint, loss or damage or deviation from plans or processes, Justice Health Services manage these incidents consistent with the ACT Health Risk Management Policy.
- Bimberi Youth Justice Centre and Justice Health liaise regularly with the Human Rights Commission through the Bimberi Oversight Group.

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Background Information

- On 22 February 2019, an ABC reporter requested information relating to the administration of medications at Bimberi specifically young people being given the wrong medication.
- The Community Services Directorate and ACT Health wrote on 27 February 2019, a joint response to the Human Rights Commission outlining the circumstances of the incident and the role each agency plays in the administration of medication to young people at Bimberi. The letter also included what actions had been undertaken to ensure young people were not at risk as well as the outcome from the assessment conducted by both Directorates. No further response was received by the Human Rights Commission in respect of the matters responded to.
- In responding to the issues raised, the Community Services Directorate and Mental Health, Justice Health and Alcohol and Drug Services agreed to review medication procedures and report on progress through the Bimberi Oversight Group.
- The Bimberi Oversight Group was established in February 2019 to encourage strong collaboration between Bimberi and the specific bodies tasked with oversight roles and functions. Membership consists of the Aboriginal and Torres Strait Islander Children and Young People Official Visitor, the Children and Young People Official Visitor, the Public Advocate and Children and Young People Commissioner, Discrimination, Health Services, Disability and Community Services Commissioner, Inspector of Correctional Services, Deputy Inspector of Correctional Services, Director Student Engagement, Operational Director, Mental Health, Justice health and Alcohol and Drug Services, the ACT Ombudsman and the Community Services Directorate. Meetings are held on a bi-monthly basis.
- The Canberra Health Service procedure *Medication Diversion: Management in the Custodial Environment Clinical Procedure* was sent to all members of the Bimberi Oversight Committee on 28 October 2019. The development of this procedure was done in conjunction with the installation of an Automated Tablet Packing Machine (ATPM) for custodial settings. ATPM's are known to reduce medication packing errors and improve medication safety. The ATPM was installed in September 2019.
- The Justice Health Service (JHS) Clinical Educator provides training to youth workers on medications. All Bimberi staff received training in September 2019 from JHS and Pharmacy on how the medications will look due to the new Automated Tablet Packing machine. Further changes and training will be required when the software solution for medication delivery sign off is developed.
- The final two recommendations of the review, being the review of guidelines for clinical observations of clients following a medication error and the review of process of communicating changes to client medication requirements to Bimberi youth workers, are currently in process. Justice Health have been providing regular updates at each meeting of the Bimberi Oversight Group.

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FOI Information

- CSD received an FOI application on 15 March 2019, relating to incident reports regarding incorrect administration of medications within Bimberi during the timeframe of November 2017 to 15 March 2019.
- The scope of the application comprised of two components:
 - “all critical incident reports between 1 November 2017 and today [15 March 2019] that include errors in giving medication to detainees at Bimberi Youth Justice Centre. I understand that, because of privacy issues, these reports will be thoroughly anonymised.
 - I also request a copy of the internal review that was completed in response to these incidents, including its six recommendations.”
- The first component relates to documents held by CSD and the second relates to documents held by the Health Directorate.
- All CSD documents were found to be contrary to the public interest to disclose under Schedule 1, section 1.3 (2) of the *Freedom of Information Act 2016* (FOI Act).
 - s 1.3 (2) of the FOI Act states that it is contrary for protected information, as defined by the *Children and Young People Act 2008*, section 844, to be disclosed.
 - s 1.3 (2) permits the disclosure of protected information to whom the information relates, in this instance the requestee did not fall into this category.
- All access applications and decisions are recorded, and subsequently published, on an online disclosure log which is accessible by the public at:
<http://www.communityservices.act.gov.au/home/disclosure-log>.

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Portfolio/s Children, Youth & Families

ISSUE: BIMBERI HEADLINE INDICATORS REPORT – SEPTEMBER 2019**Key Information**Incidents

- There were seven Category one incidents from July 2018 to June 2019. The Category one incidents relate to one young person who has significant trauma related complex needs.
- Category one incidents are defined as all serious incidents where the Director is to be notified immediately. This includes but is not limited to attempted suicide, serious injury, serious health complaint, escape and serious assault.
- There were 144 Category two incidents from July 2018 to June 2019.
- Category two incidents are defined as all other incidents such as contagious disease, minor breach of security, assault, fights, significant disturbance to the good order of the Centre, and incidents involving visitors to the Centre, among other things.
- Bimberi is a highly regulated environment with strict protocols and procedures in place to ensure the safety and wellbeing of young people.
- Young people in Bimberi often have multiple and complex needs. These can include drug and alcohol, mental health concerns and/or a trauma background that has resulted in difficulty regulating their behaviour when they get stressed or angry.
- All incidents are recorded in a register in accordance with the Records and Reporting Policy and Procedure. Appropriate follow-up occurs following each incident, including medical and mental health review where appropriate, as well as staff debriefing.
- The ACT Public Advocate reviews the incident register and can seek further information about any incident that has occurred.

Use of Force

- There were 152 instances of use of force for the period July 2018 to June 2019.
- The use of restrictive strategies, such as the use of force, is an option of last resort to restore safety, de-escalate an incident and manage situations, after all other interventions and strategies have been employed.
- All staff receive training on appropriate use of force at induction and are provided refresher training.

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- Use of force is the physical effort applied by one person to another person, to reduce an immediate risk to safety and/or security of the person, other young people and visitors to the centre.
- Use of force includes any bodily contact and the use of instruments of physical restraint. The amount of physical effort applied must be the minimum necessary and reasonable to reduce the immediate risk to safety and/or security and achieve the purpose of which the force is being used.
- The *Children and Young People Act 2008* and the *Human Rights Act 2004*, prescribe permanent minimum standards be applied to all young people in detention. Bimberi maintains these standards; particularly when exercising use of force, by providing clear policies and procedures that are compliant with legislation, for staff to follow.
- The ACT Public Advocate provides oversight of the Use of Force register.

Drug Testing of Detainees

- Out of the eight detainees tested whilst in Bimberi during the period July 2018 to June 2019, one test returned a positive result. These were low level results and indicative of community-based use prior to being detained at Bimberi.
- Young people who have only recently been admitted to Bimberi may present with symptoms of recent drug use which may be evident in drug test results.
- There have been no incidents of drug overdoses of any young person whilst detained in Bimberi.

Searching Procedures

- No young people were strip searched upon induction at Bimberi during the period July 2018 to June 2019.
- Bimberi operates within a legislative and policy framework that puts the best interests of the child or young person first.
- Bimberi is one of the few centres in Australia that does not routinely strip search young people when they enter custody. This result is indicative of continued risk assessment by staff to inform the basis of the most appropriate searches upon induction.
- A register is maintained of all searches conducted and this is reviewed by the ACT Public Advocate, consistent with the Children and Young People (Records and Reporting) Policy and Procedures 2015.
- Procedures and guidelines for staff at Bimberi do not require and have not ever required that young people either squat or cough during a strip search.

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TRIM Ref:

Operational Lockdowns

- There was a total of 22 operational lockdowns for the period of July 2018 to June 2019.
- The decision to undertake an operational lockdown can only be authorised by a member of the senior management team.
- Lockdowns are structured in a way that still enables the maximum amount of time outside of cabins for young detainees. Lockdowns may be for a minimal period to enable staff meal breaks. In the event they are for a longer period of time, they are 'rolling', which means young people alternate between spending one hour in their cabin and one hour out of their cabin.
- Young people have access to television, reading materials and school work whilst lockdowns are occurring.
- At Bimberi this financial year, as at 5 September 2019, there has been:
 - eight 10-hour rolling lockdowns
 - one six-hour rolling lockdown
 - three four-hour rolling lockdown
 - one three-hour rolling lockdown
 - nine two-hour lockdowns and
 - six one-hour lockdowns.
- The ACT Public Advocate reviews the operational lockdown register.

Segregations

- During the period July 2018 to June 2019, two segregation directions were made.
- The separation of young people from other young people in the ACT is known as 'segregation'. The decision to issue a segregation direction is not taken lightly and can only be authorised by a member of the senior management team.
- Segregation involves restricting a young person's contact with other detainees, or access to parts of Bimberi and participation in Bimberi's everyday routines. Segregation is only used to ensure the safety of a young person, the safety of other young people and the safety of staff from injury and harm.

Cleared as complete and accurate: 06/11/2019
Cleared by: Executive Group Manager Ext: 56922
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Lead Directorate: Community Services
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Staffing, Recruitment and Training

- Bimberi has 71 funded fulltime equivalent employee positions. This includes youth workers, team leaders, unit managers, administration staff, facilities staff, cooks and management.
- It is vital that staff recruited to Bimberi have the right temperament and training to work in such a complex but rewarding environment. Recruitment at Bimberi includes a written application, a psychometric assessment, a comprehensive health screening and an interview.
- All staff are required to participate in a seven-week comprehensive induction program prior to commencing at Bimberi. Upon the completion of the seven-week induction program, staff participate in two weeks of buddy shifts so they are supported to implement their induction learnings within Bimberi.
- The Bimberi induction program includes trauma informed practice, cultural awareness, emergency operating procedures, responding to critical situations and a human rights e-Learning component.
- The Community Services Directorate seeks specialist expertise from a number of external sources to provide components of the training. These include ACT Health, Australian Childhood Foundation, Canberra Institute of Technology and NSW Juvenile Justice, as well as the Community Services Directorate's internal Workforce Development section.
- Three youth workers commenced the Bimberi induction program in the week of 13 May 2019.
- Refresher training is provided to staff to ensure fundamental skills are maintained and that best practice standards are applied.
- As at 9 September 2019 there is one unit manager, three team leader and six youth worker positions available to be filled.
- Nine new staff were employed with eight commencing induction training on Monday 21 October 2019 (one staff member employed was an existing casual therefore had already completed induction training).
- This round of induction training finishes on 12 December 2019 with staff immediately available for shifts.
- A new recruitment process is underway with two information sessions having occurred (on 3 October and 10 October).
- 157 applications have been received through this most recent recruitment process and are currently being assessed for suitability.
- Next round of induction training will commence on 13 January 2020.

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- From time to time Bimberi experiences staffing absences including unplanned sick leave. Strategies to deal with this include calling in casual and other staff not on duty, utilising the management team who are all trained and able to undertake youth worker functions, use of lockdowns, and the reduction or cancellation of non-critical visits to the centre.
- These strategies are used and reviewed as needed. The safety of young people and staff are the priority when making these decisions.

Programs, Education and Community Engagement

- One hundred per cent of young people at Bimberi are engaged in an education program. The programs include units such as the Year 10 and 12 certificates, horticulture, hospitality, Business Certificate II, asbestos awareness, and introduction to IT.
- There were 35 agencies providing a service within Bimberi during July 2018 to June 2019. These services were focused on working towards rehabilitation of young detainees.
- There were 1508 visits by family and friends from July 2018 to June 2019. These visits are critical for young people in sustaining their connections to community whilst detained at Bimberi.

Quality Improvement Assurance

- In 2017, the Blueprint for Youth Justice Taskforce was established involving key stakeholders to take stock of how far we have come, identify emerging issues and establish the direction for the next five years of the Youth Justice Blueprint.
- In May 2019, the Taskforce released its final report which included 10 recommended focus areas for the continued improvement of the ACT youth justice system. The ACT Government is now considering its response.
- The Human Rights Commission has recently finalised an independent review into allegations raised about Bimberi Youth Justice Centre.
- The Government Response to the review was tabled in the Assembly on 7 June 2019 where all 15 recommendations were 'Agreed' or 'Agreed in Principle'.

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- The Auditor-General has also finalised a performance audit of the recognition and implementation of obligations under the *Human Rights Act 2004*. The audit places primary emphasis on the critical matter of human rights compliance in detention centres. In relation to Bimberi Youth Justice Centre the report identifies minor opportunities to further strengthen human rights compliance providing two recommendations to the Community Services Directorate.
- Both processes are in addition to the day-to-day oversight of Bimberi, including by the ACT Public Advocate and Children and Young People Commissioner, and the Official Visitors.
- From July 2018 to June 2019, there were 59 visits by an Official Visitor and 62 by the ACT Public Advocate and Children and Young People Commissioner.
- The Official Visitors can inspect Bimberi registers, including searches, use of force and segregations. The Official Visitors report quarterly to the Minister.
- The ACT Public Advocate visits Bimberi regularly and young people at Bimberi can contact them at any time. The ACT Public Advocate is required to inspect Bimberi registers including searches, use of force, and segregation at Bimberi.
- The Inspector of Correctional Services will commence their role in respect of Bimberi by December this year.

Charter of Rights

- The Charter of Rights for young people in Bimberi Youth Justice Centre has been embedded into practice since it was launched in August 2017. The Charter of Rights provides an easy guide for young people at Bimberi, setting out how young people should expect to be treated and how they should treat others whilst at Bimberi.
- All young people at Bimberi receive a copy of the Charter of Rights on induction and are provided with an opportunity to discuss it with staff.
- The Charter of Rights is prominently displayed throughout the centre and is also visible in all the accommodation units and in the school setting.
- Young people have an opportunity to discuss the Charter at any time with staff. During the school holiday program, the Sports and Recreation Officer facilitates a Charter of Rights quiz and bingo program for all the young people in the Centre.

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Background Information

- There were seven Category One incidents from July 2018 to June 2019.
- There were 144 Category two incidents from July 2018 to June 2019.
- There were 152 instances of use of force for the period July 2018 to June 2019.
- There were 22 operational lockdowns occurred for the period July 2018 to June 2019.
- From July 2018 to June 2019, there were 59 visits by an Official Visitor and 62 by the ACT Public Advocate and Children and Young People Commissioner.
- The first Bimberi Headline indicators report was tabled in the Assembly in March 2018.
- The second Bimberi Headline indicators report was tabled in the November 2018 sitting period.
- The third Bimberi Headline indicators report was tabled in the April 2019 sitting period.
- The fourth Bimberi Headline indicators report was tabled in the September 2019 sitting period.

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Portfolio Disability, Children & Youth

ISSUE: BIMBERI USE OF FORCE INCIDENT 9 MARCH 2019**Key points:**

- There was an incident at Bimberi Youth Justice Centre on 9 March 2019.
- The safety of young people and staff members at Bimberi is the priority. All matters are acted upon swiftly to ensure the safety of young people in the centre.
- Bimberi is a highly regulated environment with strict protocols and procedures in place to ensure the safety and wellbeing of the young people.
- The Community Services Directorate followed processes set out in the relevant Enterprise Agreement.
- Bimberi provides the highest standard of care to the young people and was the first youth justice facility in Australia to operate within a human rights framework.
- To protect the privacy of the young people and the staff members involved, specifics of this incident cannot be discussed.

Background Information

- Following the incident, Bimberi Youth Justice management undertook an operational review resulting in the matter being referred to the Directorate's People Management Branch.
- Preliminary assessments were undertaken under the terms of the relevant Enterprise Agreement, with a delegated officer determining on the basis of these assessments that the action of some staff members should be more closely scrutinised through formal investigation by the Professional Standards Unit.
- Reportable conduct allegation notifications for those staff members were also made to the ACT Ombudsman in accordance with the requirements of the Reportable Conduct Scheme.
- The staff members involved have been informed in writing that actions they took during the incident are being investigated and that the ACT Ombudsman has been notified of reportable conduct allegations.
- The staff members have been stood down with pay until investigations of their actions are completed and findings considered.
- When the Professional Standards Unit provides the Directorate with its investigation reports, the Directorate will follow the Enterprise Agreement and Reportable Conduct Scheme process in finalising these matters.

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ISSUE: BIMBERI YOUTH JUSTICE CENTRE INCIDENT OF 26 AUGUST 2019**Key points:**

- On 26 August 2019, a major incident occurred at Bimberi Youth Justice Centre (Bimberi) that impacted on the functioning of the centre and involved a number of young people where all staff were required to respond.
- Earlier that day, another incident occurred where a young person, who was on escorted medical leave, escaped from custody while at The Canberra Hospital. This young person was later located by police and returned to Bimberi.
- The ACT Government appointed Mr Peter Muir to conduct an independent review into the circumstances of these incidents. Mr Muir has 40 years' experience in the human services sector, with specialty areas including out of home care, youth justice and child protection.
- I provided this Assembly with an update in a Ministerial Statement on 17 September 2019, and tabled Mr Peter Muir's Executive Summary from his Interim Report.
- Mr Muir's Interim Report includes provisional findings of six out of seven issues he has been asked to consider. Mr Muir did not find that there were any precursors which the Centre Management or staff should have responded to above the systems and actions that were already in place. Mr Muir has not found any significant failing in systems of behaviour management over the young people involved in this incident.
- Mr Muir notes that during the incident there is evidence of staff showing a high degree of care and restraint in their dealings with the young people involved. He believes staff responded to the emergency in accordance with the procedures and did so with professionalism.
- As I noted in my Ministerial Statement, the Interim Report notes several issues for further discussion and exploration and some identified areas for improvement, and the Community Services Directorate will progress work on these findings.
- Both the Australian Federal Police and WorkSafe ACT are undertaking separate investigations into the circumstances at Bimberi and the Community Services Directorate will continue to work closely with these agencies whilst these investigations are underway.
- Staff at Bimberi provide support to some of the most complex and vulnerable young people in the ACT and strive to provide the highest standard of care. The safety of young people and staff members remains the key priority.

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Recruitment

- Bimberi has robust employment standards, and whilst there is always high levels of interest in the role of youth worker, it is important that we attract suitably experienced and capable staff to the roles. The Community Services Directorate continue to consider a range of ways to attract potential youth workers.
- Recruitment for staff had commenced prior to the incident on 26 August 2019. The new induction process for this recruitment round commenced on 21 October 2019.
- Nine new staff were employed with eight commencing the induction on 21 October 2019, (one staff member employed was an existing casual therefore had already completed induction training).
- This round of induction training finishes on 12 December 2019 with staff immediately available for shifts.
- A new recruitment process is underway with two information sessions having occurred on 3 October and 10 October 2019.
- 157 applications have been received through this most recent recruitment process and are currently being assessed for suitability.
- The next round of induction training will commence on 13 January 2020.

Lockdowns

- An operational lockdown at Bimberi Youth Justice Centre is where a decision has been made to secure all or some young people in their cabins for a period of time. Lockdowns occur for the minimum amount of time possible to ensure the safe operation of the Centre.
- This action is taken to ensure the safety of young people and staff at the Centre and is determined based on a number of factors including:
 - the number of young people in the Centre at the time;
 - cohorts of young people and their risk classification, co-offenders, gender, age, victims and social dynamics;
 - the activities and appointments of young people in the Centre; and
 - the number of staff on site to accommodate the number of young people in the Centre.
- The decision to undertake an operational lockdown is not taken lightly, it can only be authorised by a member of the senior management team.
- During a lockdown, while in their rooms, young people have access to television, reading, recreational activities and educational material.

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- Lockdowns occur for the minimum amount of time possible to ensure the safe operation of the Centre.
- Since the incident on 26 August 2019, there have been lockdowns ranging in length from one hour to ten hours. It is important to note that lockdowns occur on a rotational basis, meaning that in a ten-hour lock down period, an individual young person will be in their cabin for half of the total lockdown period, generally in one or two hour blocks of time.

Visits

- Every young person in Bimberi may have a visit by family members or significant person each week. Bimberi prioritises visits with family and significant others given the importance of maintaining family connection for young people whilst they are in Bimberi. There have been 272 visits by family and friends between July and September 2019.
- A small number of approved visits have been rescheduled due to operational requirements. Bimberi has minimised any disruptions to family visits to the greatest extent possible. For example prior to the incident there were 101 family and friends visits in the month of July. In the month of September, 92 family and friend visits occurred.
- After the major incident on 26 August 2019, the Centre was required to be secured on the 27 August 2019 as per emergency operating procedures whilst staff responded worked to restore operations.
- Since then, there has been a need to postpone or reschedule some visits on 5 days. On these occasions approved visits were postponed or rescheduled as a result of the staff needing to respond to codes at the time of the scheduled visits, because the visitor was not an approved visitor or the need to induct a new arrival into the Centre.
- On two occasions, visits were postponed or rescheduled as a result of the available staff needing to maintain the operations of the Centre. On one of these days the morning visits progressed and the rescheduling was limited to those visits planned for the afternoon.
- The decision to reschedule or postpone visits is not taken lightly and every effort is made to accommodate them as planned. Where this cannot occur, visits are rescheduled to the soonest available opportunity.

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Education

- Prior to 26 August 2019 young people had been attending Murrumbidgee Education and Training Centre (METC) every day.
- After the major incident on 26 August 2019, the Centre was required to be secured on 27 August 2019 as per emergency operating procedures whilst staff worked to restore operations. Young people did not attend school on this day.
- Bimberi and the METC have worked constructively to maximise young people's engagement in education since the incident.
- Noting that there has been two weeks of school holidays since the incident, there have been a small number of occasions where the Centre, or Units of the Centre have received their education within the METC, contrary to reporting.
- When this is not possible, young people are provided with education packs and supported by METC staff and Bimberi staff to complete their work in their Units.
- During the holidays recreational programs occurred with the PCYC attending on four occasions, two sessions of hip-hop workshops, two full days of graffiti art sessions and access to the pool, gym and resource room for X-box and movies.

Background Information

- On 24 October 2019, the Canberra Times reported an article titled 'Bimberi inmates locked up for 22 hours a day since August riot due to staff shortages'. A copy of the article can be located at: <https://www.canberratimes.com.au/story/6454545/bimberi-inmates-said-to-be-spending-up-to-22-hours-a-day-locked-in-cells/?cs=14225>

Incident at Bimberi

- The incident involved several young people and staff members. Other young people in the centre were kept separate for their safety and to ensure all staff were available to respond to the incident.
- There were 11 staff including the Centre Director at the time of the incident, and 15 young people in custody.
- At approximately 6.20pm, five young people from one unit sought to overpower the staff in their unit. This was an unprovoked and violent attack, in an attempt by some young people to access keys and escape Bimberi.
- As soon as the incident commenced, the Control Room operator instigated a code and all staff on site responded to gain control of the unit. The young people resisted being secured in their cabins, however staff managed to secure all but one young person in this unit by approximately 6.30pm.

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- During the incident, one young person gained access to keys, left the unit and made his way to another unit in the Centre where he released one other young person. These two young people then entered the facilities area of the Centre.
- Staff continued to monitor these young people closely during this time. It was while these two young people were in the facilities area of the Centre that a decision was made to seek assistance from ACT Policing.
- Bimberi staff contacted ACT Police at 6.51pm seeking assistance. ACT Policing attended Bimberi at 7pm, and three police officers entered the Centre to assist staff and negotiated with the two young people. ACT Police considered the Centre secure at 7.40pm and the Incident was concluded at 7.45pm.
- Seven staff members presented to hospital, four attended The Canberra Hospital and three self-presented at Calvary. Staff members were provided appropriate medical care and were able to leave the hospital on the same night.
- CSD staff have met with key stakeholders who have oversight of Bimberi. This includes the Children and Young People Commissioner, and the Official Visitors.
- All young people were visited by a GP on the night of the incident to ensure they had access to medical assessment following the incident. No young person required hospital treatment.
- As a result of this incident and high demand experienced throughout the day at The Canberra Hospital, a Code Brown was called at approximately 8pm.
- The Emergency Department at The Canberra Hospital was on ambulance bypass from approximately 8.30pm for two hours. No ambulances were required to be diverted from The Canberra Hospital during the Bypass.
- The day after the Incident, the Client Services Manager and the Family Engagement Officer contacted the families of the young people at Bimberi to reassure them that all the young people were safe and that Bimberi's operations would return to normal as soon as possible.

Incident involving a young person's escape from custody

- A young person was on escorted medical leave and a scan was undertaken by hospital staff.
- While leading back to the car the young person managed to evade staff. Staff contacted the AFP immediately who attended the site and a search commenced for the young person.
- The young person was later recovered and returned to Bimberi.

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TRIM Ref:

Portfolio Children, Youth and Families

ISSUE: COMPLAINTS AND CONCERNS RAISED BY DETAINEES AT BIMBERI**Key Information:**Process for staff investigations

- Staff investigations are thorough to ensure the safety and wellbeing of young people and staff are maintained to the highest standard.
- Investigations can be difficult for staff members involved. During this process, the workplace provides appropriate support to affected staff based on their circumstances. Support can include referral to the Employee Assistance Program and in some instances, arranging for the provision of support to be brought to the workplace.
- The preliminary assessment commences the investigation process and is used as a decision-making tool to determine what action, if any, should be taken. If it is determined that a matter warrants a formal investigation, it is then referred to the Professional Standards Unit within the Chief Minister, Treasury and Economic Development Directorate for formal investigation. The staff member is notified in writing of the misconduct allegations and informed that the matter is to be investigated.
- Misconduct allegations can also fall within the Reportable Conduct legislation, which requires a notification to be provided to the Ombudsman's office within 30 days. Allegations are investigated through the above process and staff are notified through separate correspondence.
- The formal investigation process involves speaking to witnesses and taking statements, gathering physical evidence and assessing all the evidence to write an investigation report for the delegate. This report presents findings of fact for the delegate to consider. A separate investigation report is provided for reportable conduct allegations.
- Following consideration of the investigation report, a delegated officer makes a proposed determination as to whether or not misconduct has occurred and advises the affected employee of that proposed determination in writing. In doing so the delegate provides the affected employee with their reasons for the proposed determination and a copy of the investigation report (unless that would be inappropriate) and allows the affected employee at least 14 calendar days to provide a response for the delegate's consideration.

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- The delegate does not make a final determination as to whether or not misconduct has occurred until after the time, they have allowed the employee to respond and after they have considered any response made by the employee within that time period.
- If the final determination of the delegate is that misconduct has occurred, a delegate (who may be a different delegate) will then write to the affected employee to inform them of the disciplinary action it is proposed to take, allowing the employee seven calendar days to respond to that proposal. The delegate does not make a final decision on disciplinary action until after the time they have allowed the employee to respond and after they have considered any response made by the employee within that time period.
- Disciplinary action that may be taken against an employee ranges from a written reprimand to termination of employment.
- Due to the complexity of these matters and the high volume of information that is considered when investigating misconduct, this process can be quite time consuming.
- Where the misconduct allegation/s relate to matters that may jeopardise safety and wellbeing of young people, staff may be suspended from duty until the investigation is complete.
- The safety of young people and staff members at Bimberi is our main priority. All matters are acted upon swiftly to ensure the safety of young people in the centre.
- Bimberi Youth Justice Centre operates within a legal and policy framework that is human rights compliant and holds the best interests of the child or young person as paramount.
- The Directorate takes all allegations of misconduct seriously and encourages staff who have concerns to come forward to provide information.
- The ACT Human Rights Commission released its report on allegations raised about Bimberi Youth Justice Centre from 2014 to September 2017.
- Young people coming into Bimberi often have multiple and complex needs. These can include drug and alcohol issues, mental health concerns and/or a trauma background that has resulted in difficulty regulating their behaviour when they get stressed or angry.

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Official Visitors

- There is day-to-day oversight of the Bimberi Youth Justice Centre through a range of mechanisms, including by the ACT Human Rights Commission and Official Visitors, one of whom is a designated Aboriginal and Torres Strait Islander Official Visitors.
- The Children and Young People Official Visitors carry out an important role in providing a voice for, and advocacy on behalf of vulnerable children and young people in the ACT.
- The Official Visitors are required under their guidelines to ensure an Official Visitor attends Bimberi at a minimum once a month. During the period 1 July 2018 to 30 June 2019, they visited on 59 occasions.
- Official Visitors report quarterly to the Minister, providing an overview of issues raised by young people at Bimberi during the relevant reporting period, and actions taken in response to issues raised.
- Young people also have direct access to call the Official Visitors from their units.
- When issues are raised by a young person to staff, management, or the Official Visitors, Bimberi staff work as quickly as they can to resolve the matter. If a resolution cannot be reached, the matter is escalated accordingly.
- Official Visitor reports continue to provide assurance of the high quality of Bimberi Youth Justice Centre's work.

Background Information

Use of force

- Use of force is a lawful intervention by an appropriately trained and delegated officer that is regulated by policy and overseen by appropriate bodies. An assault would therefore not be considered a use of force.

FOI Request

- On 2 October 2018, Community Services Directorate received an application under section 30 of the *Freedom of Information Act 2016* (FOI Act) **Sched 2.2 (a)(ii) FOI Act 2016** **S ch**
- **Sched 2.2 (a)(ii) FOI** sought access to:
 - *All complaints or concerns raised by detainees at the Bimberi Youth Justice Centre to the Official Visitor(s) from January 2017 to October 2018.*
 - *All reports produced by the Official Visitor(s) in relation to the Bimberi Youth Justice Centre in the same timeframe.*

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- The Information Officer for the application made the decision to partially refuse to give access to a number of documents as the information is contrary to the public interest information under s 35(1)(c) of the FOI Act. Further, some of the documents within the scope of the request contain information about third parties, including personal information about young people within Bimberi Youth Justice Centre.
- Some information was also determined to be outside scope, as it relates to Premier Youth Works and not Bimberi Youth Justice Centre.
- Official Visitors were consulted during the processing of the application.

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Portfolio Children, Youth and Families

**ISSUE: CT ARTICLE ON BIMBERI YOUTH DETENTION CENTRE
18 OCTOBER 2019****Key Information**

- Due to privacy provisions under the *Children and Young People Act 2008* comments cannot be made on the circumstances of individual matters. All young people are entitled to have their information remain confidential.
- As the first youth justice facility in Australia to operate within the framework of human rights legislation, the safety and wellbeing of young people, and staff members continues to be the main priority.
- When making a decision about placement of young people in the Centre, there are a range of factors required to be considered, such as the separating males from females, separating younger detainees from older detainees, including those over 18 years of age, as well as considering the behaviour of the young person in custody.
- In a small number of specific circumstances, it is challenging in a small Centre such as Bimberi to ensure the necessary separations and provide opportunities for mixing and socialisation. Community Services Directorate will review placement procedures to ensure that this balance is correct.
- Anyone with concerns or feedback about Bimberi's operations are encouraged to raise these matters with the Community Services Directorate or the Human Rights Commission so they can be fully considered.
- There are a number of reporting mechanisms in place separate from Bimberi and the Community Services Directorate, which includes oversight agencies that support a young person in lodging a complaint should they wish to do so. This includes the Official Visitors and the Public Advocate who attend Bimberi on a regular basis to discuss any concerns young people may have.

Background Information

- On 18 October 2019, the Canberra Times reported on the matter in an article titled *ACT Government apologises to Aboriginal girl who was isolated for two months at Bimberi Youth Detention Centre, promises change*. The article advises that a girl in custody at Bimberi had been isolated for a period of two months. A copy of the article can be found at:

<https://www.canberratimes.com.au/story/6424910/territory-apologises-to-aboriginal-girl-who-was-isolated-for-two-months-at-bimberi/>

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Contact Officer name: Jodie Robinson Ext: 54086
Lead Directorate: Community Services
Cleared for release: Yes
Information Officer name: Helen Pappas
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Return to Index

- ABC News also reported on the matter on 18 October 2019 in an article titled *Bimberi Youth Justice Centre apologises to Indigenous detainee over alleged human rights breach*. A copy of the article is available at: <https://www.abc.net.au/news/2019-10-18/bimberi-youth-detention-centre-apologises-to-indigenous-detainee/11613754>
- Following an investigation into the circumstances of the matter a determination was made that further guidance (under the *Children and Young People Act 2008* or by way of administrative directions) will be provided to give greater clarity around the considerations of placement of a young person that separates them from other young people, and in effect is experienced as a segregation.
- As a result of this determination, the Community Services Directorate will be undertaking a review of the policies and procedures around the placement and mixing of adult young offenders so that where they are placed in a unit apart from other young offenders, careful consideration is given to how they can continue to mix and associate.

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TRIM Ref:

Portfolio Children, Youth and Families

ISSUE: HUMAN RIGHTS COMMISSION – COMMISSION INITIATED CONSIDERATION (INCLUDING THERAPEUTIC PROTECTION RESPONSE)**Key Information:**

- On 7 June 2019, the Government response to the ACT Human Rights Commission, Commission Initiated Review titled *Allegations Regarding Bimberi Youth Justice Centre* was tabled in the Legislative Assembly.
- Work in response to the recommendations has already commenced. The ACT Government announced \$907,000 capital funding over four years in the 2019-20 Budget to strengthen security and CCTV facilities at Bimberi Youth Justice Centre to ensure a safe and secure environment for young people in custody, staff and visitors. The procurement process for this work is currently underway.
- The ACT Government has also extended the role of Principal Practitioner to Bimberi Youth Justice Centre, providing expert clinical guidance on positive behaviour support to build capacity to respond to challenging and complex behaviours of young people.
- The Human Rights Commission Report looked at the period from 2014 to 2017 and gathered information from staff, young people, client records and CCTV footage where it was available. The Human Rights Commission had unfettered access to all relevant material.
- The Human Rights Commission stated that it found no evidence of an entrenched culture of violence or disregard for the human rights of young people in Bimberi. The Commission identified evidence of some incidents and is satisfied that Bimberi management has generally treated issues seriously, conducted reviews of all incidents and taken appropriate action where misconduct has been established.
- Notwithstanding this, the Commission has made 15 recommendations, and these have been carefully considered with a view of continuing to deliver high quality services to young people in Bimberi that the community can be proud of. All recommendations were agreed or agreed in-principle.
- The Commission reported on improvements that they have seen over the course of undertaking this consideration, such as the reduction in strip searching and operational lockdowns. These, and other operational matters, will continue to be reported on in the assembly through the Bimberi Headline Indicators Report.

Cleared as complete and accurate: 05/11/2019
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- The safety and security of young people and staff members at Bimberi is the priority. The report indicates that young people spoke highly of most staff members at Bimberi and the Commission was impressed with the sensitivity, care, and commitment demonstrated by many staff working with young people, given that many of the young people coming into Bimberi have multiple and complex needs.
- Bimberi strives to provide the highest standard of care to the young people and was the first youth justice facility in Australia to operate within a human rights framework.
- Work will continue with young people, Bimberi staff, key partners in youth justice and oversight agencies as we move forward in undertaking work to respond to the recommendations over the next two years to maintain a youth justice service that the community can continue to be confident in.

Background Information

- Under the *Human Rights Commission Act 2004*, the ACT Human Rights Commission has the power to consider any matter relating to the Commission's functions, including services for children and young people.
- In September 2017, the Human Rights Commission commenced a Commission Initiated Consideration into allegations raised about Bimberi Youth Justice Centre.
- The Commission Initiated Consideration terms of reference included:
 - induction processes for young people entering Bimberi;
 - policy, procedures and operations related to the safety and security of young people in Bimberi, including searches, use of force, segregation and lockdowns;
 - programs and services available at Bimberi, including access to health care;
 - Category One and Category Two reportable incidents related to serious assaults, escape, serious misconduct by a staff member, assaults and fights;
 - staff induction and training; and
 - any other relevant matter as brought to the Commission's attention.

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ISSUE: INSPECTORATE OF CORRECTIONAL SERVICES**Key Information**

- The *Inspector of Correctional Services Act 2017* was enacted in 2017.
- There will be a phased inclusion of the Bimberi Youth Justice Centre within the scope of the Inspectorate, to occur by December 2019.
- The phased implementation will enable the Inspector to accommodate and understand the needs of young people, including the need to understand trauma-informed practice and the operation of a human rights compliant youth justice facility.

Background Information

- Section 40 and Schedule 1 of the *Inspector of Correctional Services Act 2017* are still awaiting commencement. These relate to the commencement of provisions in the *Children and Young People Act 2008* to bring youth detention centres under the scope of the Inspectorate.
- Funding for the Inspectorate has been provided through the 2017-18 ACT Budget for ACT Corrective Services managed facilities only. It does not include the cost of inspection of youth detention centres (Bimberi).
- Future cost implications for a phased implementation of Bimberi will need to be considered in consultation with the Justice and Community Safety Directorate.

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Portfolios: Disability

Children, Youth and Families

ISSUE: Senior Practitioner for reduction and elimination of restrictive practices**Key Information**

- The *Senior Practitioner Act 2018* (the Act), which commenced on 1 September 2018, provides a formal framework for the reduction and elimination of restrictive practices by service providers in the ACT. It also provides the powers and functions of the Senior Practitioner.
- The Act outlines a positive behaviour support framework that aims to deliver better outcomes for people with behaviours of concern, and their families. One of the strengths of the Act is that it facilitates a whole-of-government and cross-sector approach – ‘one person, one plan’.
- The Senior Practitioner’s role is to work with providers to inform and assist in developing strategies that ensure best practice in the ACT.
- On 16 May 2019, guidelines came into effect to support the sectors in the development of Positive Behaviour Support Plans and to establish Behaviour Support Panels for the review of those plans.
- Following a period of community consultation, the Act was amended on 15 June 2019. The amendments addressed implementation issues raised by community and sector stakeholders, including relevant unions. This includes delaying the commencement of the offences provisions to ensure the Senior Practitioner and the sectors have time to engage and develop capacity to comply.
- Engagement has occurred with a broad range of sector and community stakeholders including: disability service providers; care and protection providers; schools and other organisations including the Child Development Unit; unions; Sexual Health and Family Planning ACT; and Beyond Blue. The Senior Practitioner has assisted providers by conducting site visits, delivering whole of service staff training sessions, triaging restrictive practices, and testing a reporting tool.

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Background Information

- The ACT Government committed over \$1.8 million over four years in the 2017-18 Budget for the establishment and operation of the ACT Senior Practitioner.
- The Act regulates the use of specific restrictive practices by entities providing education (including education and care), care and protection of children, or disability services. As at 30 June 2019, there were 724 entities defined as ‘providers’ under the Act in the ACT. The legislation protects the rights of all individuals in these settings, not just those with a disability. The ACT is the only jurisdiction to have a Senior Practitioner overseeing all of these sectors. All uses of restrictive Practices must be reported to the Senior Practitioner.
- The Senior Practitioner is also continuing to present regular information sessions in partnership with the ACT Human Rights Commission. Since July 2018, more than 1,086 people have registered to attend 35 information sessions. These sessions are an opportunity for service providers to learn more about the role of the Senior Practitioner and the whole-of-government approach to reducing and eliminating restrictive practices.
- In addition, the Senior Practitioner has established a regular Seminar Series, which is being offered free of charge. Four such events have been held to date – on 2 November 2018, 8 February 2019, 31 May 2019 and 16 August 2019 – which have showcased current Australian research and evidence-based practice for the reduction and elimination of restrictive practices in schools, disability services and out-of-home care settings. Approximately 250 people registered to attend the fourth event in the Series, which focused on Education and Care Services. The next Seminar event has been scheduled for 15 November 2019.

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Portfolio Children, Youth and Families

ISSUE: THERAPEUTIC PROTECTION ORDERS**Key Information:**

- The Community Services Directorate works to manage the behaviours of children who pose a risk to themselves and others through close collaboration with mental health services and other therapeutic treatment providers.
- The Directorate seeks to not use restrictive practice in response to behaviours of concern and follows the formal positive behaviour support framework, set out in the *Senior Practitioner Act 2018*.
- The Community Services Directorate supports an individualised therapeutic response for each child or young person who requires an intensive service response as a result of their complex behaviour. This involves a wraparound therapeutic care team that works closely with the child and their family and/or carers, to ensure that appropriate supports are in place. This includes managing the safety of children and the community.
- The Government established multiple service responses under *A Step Up for Our Kids* to support and respond to children who have experienced significant trauma as a result of abuse and neglect, including:
 - Melaleuca Place, the ACT's Trauma Recovery Centre for children 12 years of age and under;
 - ACT Together, specifically the Australian Childhood Foundation who provide specialist trauma informed guidance to staff and carers;
 - therapeutic assessors who develop therapeutic plans for children and young people in care; and
 - therapeutic care teams to provide children who require intensive support with 24-hour a day, seven days a week care and support.
- Strategies implemented to reduce serious behaviours can include 24-hour support in a residential setting, individually tailored behavioural support plans, mental health assessments and increased supervision.
- Some elements of therapeutic protection, as described in the *Children and Young People Act 2008*, do not align with the current best practice in trauma informed support for young people.
- The Community Services Directorate, in collaboration with the ACT Human Rights Commission, will review the therapeutic protection provisions as currently provided for in the *Children and Young People Act 2008*, to develop options that align with best practice and contemporary knowledge.

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- The Community Services Directorate also continues to monitor the emerging evidence base around supporting children and young people who have experienced trauma and seek expert professional advice to inform care and safety plans for individual children and young people.
- This work will consider recommendations made by the Royal Commission into Institutional Responses to Child Sexual Abuse. It will also take into account the establishment of the Office of the Senior Practitioner for reducing and eliminating restrictive practices and the work of the Office to foster positive alternatives to restrictive practices through the provision of education and support.

Background Information

- Prior to the establishment of *A Step Up for Our Kids*, the ACT Government sought to procure a suitable provider for a Therapeutic Protection Place in 2008 and 2010. No suitable proposals were received. A decision was made to discontinue the tender process as the Community Services Directorate was planning to adopt an alternative service delivery model.
- The *Children and Young People Act 2008* allows for a Therapeutic Protection Place to provide 24-hour support for up to two children and provide appropriate support services.
- Therapeutic Protection Orders authorise:
 - the confinement of a child at a therapeutic protection place for a period of time;
 - the transfer of daily care responsibility to the Director-General for the period of confinement;
 - placing conditions on the child by the Children’s Court, considered necessary to prevent the child from engaging in harmful conduct;
 - close or constant supervision of the child and they may only leave a therapeutic protection place under escort; and
 - use of force.
- A Question on Notice was received in February 2019 (QON-19/8) in relation to therapeutic protection orders and therapeutic protection places. The response to the Question on Notice confirmed the following:
 - There were no applications made for a therapeutic protection order in the years 2013-14 to 2018-19 to date.
 - There are no therapeutic protection places in the ACT, as defined by the *Children and Young People Act 2008*.
 - No locations have been declared as therapeutic protection places in the years 2013-2019.

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Portfolio Children, Youth and Families

ISSUE: YOUTH JUSTICE FACTS AND FIGURES INCLUDING BLUEPRINT

Key Information:

Blueprint for Youth Justice in the ACT 2012-22

- The *Blueprint for Youth Justice in the ACT 2012–22* sets the strategic direction for youth justice in the ACT.
- The ten-year strategy focuses on reducing youth crime by addressing the underlying causes and promoting early intervention, prevention and diversion of young people from the youth justice system.
- A Taskforce was established in August 2017 with key youth justice stakeholders to monitor progress, identify emerging issues and establish the direction for the remaining years of the Blueprint.
- The Taskforce met on 10 occasions, including two half-day workshops and released a communiqué following each meeting. The Communiqués are available on the Community Services Directorate website.
- The Taskforce has identified key themes and explored these themes in two targeted workshops. This includes Aboriginal and Torres Strait Islander outcomes, intergenerational transmission of offending, early adolescence and risk of offending, disability and through care.
- The final report from the Taskforce was tabled in the Legislative Assembly on 16 May 2019. This is now being considered and the Government will respond to the Taskforce’s final report by the end of 2019.

Report on Government Services – Youth Justice data

- The Productivity Commission’s 2019 Report on Government Services was released on 22 January 2019. The Report provides information to the community on the equity, effectiveness and efficiency of government services in Australia.
- The Report is released in seven parts, covering 17 services across the areas of community services, housing and homelessness, justice, emergency management, health, childcare, education and training.
- The ACT Government has made significant progress in youth justice through the *Blueprint for Youth Justice in the ACT 2012–22*, ensuring the ACT has a youth justice system that focuses on rehabilitation and provides opportunities for young people.

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- The ACT had the lowest proportion of young people returning to sentenced youth justice supervision, at 13.3 per cent compared with 51.3 per cent nationally.
- The proportion of young people sentenced to a supervised community-based order with a case plan prepared or reviewed within six-weeks improved from 58.3 per cent in 2016–17 to 87.1 per cent in 2017–18.
- The proportion of young people sentenced to detention with a completed case plan improved from 69.2 per cent in 2016–17 to 90.5 per cent in 2017–18.
- This data compares with national results improving from 84.1 per cent in 2016–17 to 85.2 per cent for young people commencing a community-based order, and 93.9 per cent in 2016–17 to 94.6 per cent for young people on a sentenced detention order.

Aboriginal and Torres Strait Islander over-representation

- There remains an over representation of Aboriginal and Torres Strait Islander young people in the youth justice system, which is why it is a priority for the Blueprint for Youth Justice Taskforce.
- Aboriginal and Torres Strait Islander young people are supervised in the community at a rate of 213.4 per 10,000 of the 10–17, year old population, an increase from 170.7 in 2016–17. The ACT has the second highest rate after Western Australia (233.0 per 10,000). These rates represent an increase in the average number of Aboriginal and Torres Strait Islander young people from 17 to 21 young people in 2016–17 and 2017–18 respectively.
- Aboriginal and Torres Strait Islander young people are detained in the ACT at a rate of 40.7 per 10,000 of the 10–17, year old population, an increase from 20.1 per 10,000 in 2016–17. The 2017-18 rate is the second highest rate after Western Australia, with the national average being 35.2, down from 36.0 in 2016-17.
- The Blueprint for Youth Justice Taskforce continues to address the disproportionate representation of Aboriginal and Torres Strait Islander young people in all stages of the youth justice system as a priority, with a view to improving long term outcomes.

Cost of Detention

- The ACT has been reported as having the most expensive detention centre in all Reports on Government Services.
- The ACT Government is committed to a human rights' compliant youth detention facility, and this impacts on the operating costs of Bimberi. The *ACT Children and Young People Act 2008* and the *ACT Human Rights Act 2004* stipulate that young people must be separated according to the basis for their detention (remand or sentenced) and their gender and age (if it is in their best interests). This can add significantly to staffing costs.

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- The combination of sustained low demand and the high quality of care provided at Bimberi means the ACT appears less competitive on a cost per bed basis, compared to other jurisdictions. This type of key performance indicator is susceptible to fluctuations due to the small sample size in the ACT, which can lead to inaccurate conclusions when this measure is relied upon solely to measure financial performance and efficiency.

Background Information

- All 45 actions first agreed under the Blueprint have been completed.
- Ms Jodie Griffiths-Cook, Public Advocate and Children and Young People Commissioner was co-chair of the Taskforce, continuing the constructive involvement of the ACT Human Rights Commission in improving services for vulnerable Canberrans.

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Portfolio Children, Youth and Families

ISSUE: CHILD DEVELOPMENT SERVICE – DELAY IN AUTISM ASSESSMENTS**Key Information**

- In June 2018, the Child Development Service commenced a two-stage procurement process to purchase private psychology services. Stage one involves psychologists completing Autism Spectrum Disorder (ASD) assessments as part of a Child Development Service multidisciplinary assessment process. Stage two involves providers completing ASD assessments on behalf of the Child Development Service.
- The procurement process resulted in seven private providers commencing work from late July 2018, both as part of a Child Development Service multidisciplinary team, and as a private psychologist working on behalf of Child Development Service to deliver single discipline psychology ASD assessments.
- Utilising these private providers to work with, or on behalf of the Child Development Service, as well as working collaboratively with community and private paediatricians as diagnosticians, allowed 111 families to access an ASD assessment for their child in 2018-19.
- This approach has been extended until the end of 2019 and will allow children referred to the Child Development Service for an ASD assessment to access an appropriate assessment as part of an ACT Government funded service offer; and reduce waiting times for assessment.
- The Child Development Service Sustainability Inter-Directorate Committee was stood up in October 2018 to examine sustainability issues. Membership comprises senior Community Services, Education and Canberra Health Services representatives.
- The Committee agreed to a consultancy project to undertake a review of the Child Development Service to consider the lived experience of the service; its role in the maturing early intervention service landscape; and to inform a future sustainable service delivery model. Spring Green Consulting was engaged in late February 2019 to undertake this project and is currently preparing a report on findings and outlining options going forward.

Background Information

- The Child Development Service was formed in 2016 as a collaboration between the Community Services, Health and Education Directorates.
- The Child Development Service is jointly resourced by the Health, Education and Community Services' Directorates.

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- The Child Development Service was established to provide a seamless assessment and referral service to support ACT families that have concerns about their child's development.
- Currently the Child Development Service is the only ACT Government funded psychology service providing developmental assessment for children under school age and/or autism spectrum disorder diagnostic assessment for children up to 12 years of age. The other option for families is to seek private services for a diagnosis assessment.
- The Child Development Service offers a unique comprehensive, multidisciplinary autism assessment service that includes use of interviews, diagnostic assessment tools and observations of the child in a natural social setting, for example school.
- Due to the comprehensive assessment approach, the Child Development Service is a service of choice for referrers, particularly for children with a complex developmental presentation.
- The Child Development Service is currently funded to December 2019 for three full-time psychology positions under an agreement with the Education Directorate. The service has experienced ongoing recruitment issues that have subsequently impacted wait times for families seeking autism assessments.
- Community Services Directorate is in discussion with the Education Directorate about arrangements to fund psychology positions post December 2019.
- The Child Development Service has pursued several strategies to bring forward appointments and mitigate wait times. Actions included re-advertising the Child Development Service psychologist positions at the higher Health Professional Level 4 (HP4) classification to attract candidates, however this was unsuccessful.

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ISSUE: EARLY SUPPORT**Key Information**

- The Government has committed to a ten-year plan to shift the human service system to an early support environment, including enhancing immediate early support capacity via four Implementation Initiatives in the first instance. These are: child protection diversion, sustained nurse home visiting, youth justice diversion and a place-based initiative.
- The implementation initiatives will adopt a try, test, and learn approach and develop innovative policy and practice responses, test the approaches, and build understanding about what early support works in the ACT.
- The implementation initiatives are a key demonstration of the approach to reinvestment underpinning the *Early Support* initiative. By providing earlier support or diverting people from crisis services, over time a better evidence base is developed to inform future targeted investment for additional early support, including quantifying the reduced demand and associated cost impact on tertiary services.
- A core component of *Early Support* is the establishment of an Aboriginal and Torres Strait Islander Policy and Practice Co-Design Forum. The Forum will be a key mechanism to ensure policy and practice advice on changes to the service system are developed and led by the Aboriginal and Torres Strait Islander community. This is in line with Government's commitment to self-determination for Aboriginal and Torres Strait Islander peoples.
- The term 'early support' represents a shift in language from 'early intervention.' Community engagement in 2018 identified that there are negative connotations associated with the term 'intervention', particularly for the Aboriginal and Torres Strait Islander community.
- All aspects of *Early Support* will be developed utilising a co-production approach. Co-production involves an equal and ongoing partnership between people with lived experience and professionals working towards shared goals. It is a transformative process requiring deeper involvement from community members in all aspects of a service – the planning, development, implementation, delivery and evaluation.
- We have been working with a number of Aboriginal and Torres Strait Islander people with lived experience of the service system to bring their voices and perspectives into the co-production process.

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Background Information

- *Early Support* is an initiative of the Human Services Cluster, comprising ACT Health, Education, Justice and Community Safety, and Community Services Directorates. The Cluster arrangement acknowledges that no single organisation acting alone can improve outcomes for Canberra's most vulnerable.
- The long term objective of the Human Services Cluster is to improve life outcomes in three priority areas: vulnerable children and their families, with a focus on early childhood; Aboriginal and Torres Strait Islander families and children; and families who have experienced domestic and family violence.

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ISSUE: NATIONAL REDRESS SCHEME**Key Information**

- The Attorney-General has responsibility for the implementation of the National Redress Scheme in the ACT. The Community Services Directorate is working closely with the Justice and Community Safety Directorate to deliver the best outcomes for survivors of child sexual abuse.
- The ACT Government was one of the first jurisdictions to sign up to the scheme, which will provide support to people who were sexually abused as children while in the care of an institution.
- Every state and territory government has now joined the scheme along with several non-government organisations including the Catholic Church, Anglican Church, Uniting Church, Salvation Army, Scouts, Barnardos Australia and YMCA.
- This means that over 92 per cent of survivors of child sexual abuse across Australia will be covered under the scheme.
- The scheme is operated by the Australian Government Department of Social Services. The Attorney-General, through the Justice and Community Safety Directorate, is leading the implementation of the scheme for the ACT.
- The Commonwealth has started to receive applications.
- The ACT is continuing to work with the Commonwealth Department of Social Services - the Scheme Operator - to ensure that applications in relation to ACT Government institutions are responded to effectively.
- This includes work being undertaken by the Justice and Community Safety Directorate, together with the Community Services Directorate and other ACT Directorates to manage the identification of relevant information to respond to requests for information about an application.
- Victim Support ACT will be coordinating the provision of counselling services where a survivor accepts counselling support as a component of redress in relation to abuse that occurred in ACT government institutions.
- The Restorative Justice Unit is supporting the provision of direct personal responses from representatives of ACT government institutions.

Background Information

- A person can choose to apply to the National Redress Scheme, if they:
 - experienced sexual abuse when they were a child and that abuse happened before 1 July 2018;
 - experienced that sexual abuse while in the care of a participating institution which was responsible for bringing the person into contact with the perpetrator of the abuse;

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- were born before 30 June 2010;
 - are an Australian citizen or permanent resident; and
 - apply between 1 July 2018 and 30 June 2027.
-
- A person cannot apply to the scheme if a court has already ruled that the relevant institution pay compensation or damages (although the person can apply in relation to other institutions).

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ISSUE: Translating Services in the ACT**Talking points:****ACT Language Services Policy**

- The ACT Language Services Policy (the Policy) was tabled in the Legislative Assembly on 30 October 2018.
- The Policy provides an overarching framework for the ACT Government's key directions and priorities in relation to addressing language barriers for Canberrans who communicate in a language other than English.
- The Policy is being delivered by the ACT Government through:
 - funding for the 24 Hour Emergency Interpreter Service for Auslan speakers;
 - funding for the National Accreditation Authority for Translators and Interpreters (NAATI);
 - engagement of certified interpreters and translators in individual circumstances for people who experience difficulties communicating effectively in English;
 - provision of translated information on government policies, services and guidance;
 - training for ACT public service staff on working with interpreters; and
 - adoption of the National Interpreter Symbol, to indicate where a person with low English proficiency can ask for help to communicate in their own language.
- All ACT Government Directorates are required to have an agency specific Language Services Plan by November 2019.
- The Community Services Directorate (CSD) has commenced work to support all directorates to deliver on their language plans and ensure across the ACT Government baseline requirements for language service delivery meet the needs of all Canberrans.
- The Policy ensures the ACT Government has a consistent and effective approach to language services including procedures and guidance on the use and delivery of language services for all services and programs.

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National Accreditation Authority for Translators and Interpreters (NAATI)

- NAATI is the national standards and certifying body for accreditation and recognition of translators and interpreters in Australia.
- The Policy states that NAATI-credentialed professional interpreters should be engaged when interpreting services are required.
- NAATI provides an essential community service in supporting Australian residents who are not fluent in English to access settlement and mainstream services by setting and maintaining quality standards for translators and interpreters.
- The ACT Government funds NAATI through CSD in a funding agreement which spans from 1 July 2017 to 30 June 2020. During the term of the agreement with NAATI, the ACT Government committed:
 - \$10,411 (GST exclusive) for 2017 to 2018;
 - \$10,546 (GST exclusive) for 2018 to 2019; and
 - \$10,683 (GST exclusive) for 2019 to 2020.

Translation and Interpreting services available in the ACT

- There are a range of translation services available in the ACT:
 - The national Translation and Interpreting Service (TIS) <https://www.tisnational.gov.au/> is funded by the Commonwealth Government to provide subsidised translation and interpreting service, on-site and by phone via an online booking system. Government and other services register to be a client of TIS National and book services for their clients. Service clients receive translation and interpreting services free of charge.
 - The 24 hours ACT Emergency Service (24h EIS) for the Deaf community is operated by Sign Language Communications NSW/ACT working in partnership with DEAFACT.
 - The National Auslan Interpreter Booking and Payment Service (NABS) is free to people who are not eligible for the National Disability Insurance Scheme to provide interpreters for deaf, deafblind and hard of hearing people who use sign language and would like an interpreter for private health care appointments. Sign language

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ANNUAL REPORT HEARING BRIEF

services to Deaf Indigenous people are provided for both public and private health care appointments.

- The National Relay Service (NRS) is a phone solution for people who are deaf or have a hearing or speech impairment. The NRS consists of a Relay Service Provider which runs the call centre where relay officers relay calls to other people and an Outreach Service Provider which runs the outreach service to provide support and information about the use of the NRS.
- In addition to these services, LanguageLoop gives non-English speakers access to everyday services. Remote and onsite Interpreting Services in over 160 languages provide flexibility to meet the needs of businesses and to deliver an interpreter where needed.
- The National Interpreter Symbol indicates where someone can ask for language assistance. The symbol indicates that a person with low English proficiency can ask for help to communicate in their own language. All government service organisations are encouraged to use the free symbol and promote it to their members and clients.

Key Information

- All ACT Government directorates and agencies are required to report progress under the ACT Language Services Policy annually against actions in the *ACT Multicultural Framework 2015-2020* (the Framework).
- Work has commenced to determine appropriate performance measures and set baselines, as required in the first twelve months of the ACT Language Services Policy, taking into account actions under the Second Action Plan of the Framework.
- CSD has commenced work to assist all directorates to develop practical guidelines to implement the ACT Language Services Policy.

Background Information

- The ACT Language Services Policy was informed by community forums held in 2016 and more current consultations with the National Accreditation Authority for Translators and Interpreters, as well as the Commonwealth, States and Northern Territory through the Senior Officials Settlement Outcomes Group.
- The ACT Language Services Policy supports the ACT Government's commitment to strengthen policies and practices to build a socially cohesive and inclusive community, acknowledging that social and cultural factors can lead to marginalisation and disadvantage.

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Cleared by: Executive Group Manager Ext: 75046
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Lead Directorate: Community Services
Cleared for release: Yes
Information Officer name: Jacinta Evans
TRIM Ref:

Approved – C. Murray

CSD Staff Portfolio (as at 18 September 2019)**CSD total number of staff – 989 / FTE – 920.00**

Workforce Profile	Headcount	FTE
Permanent	802	760.56
Temporary	174	154.53
Casual	13	4.91
Total	989	920.00

Employment Status	Headcount	FTE
Full Time	783*	775.94
Part Time	198	137.84

Diversity Profile	Headcount	%	
Gender			
Female Staff	738	74.6%	
Male Staff	250	25.3%	
Indeterminate / Intersex / Unspecified	1	0.1%	
Age Range			
Under 25	43	4.3%	
25-34	257	26.0%	
35-44	257	26.0%	
45-54	264	26.7%	
55 and over	168	17.0%	
Length of Service			
Less than 1 year	154	15.6%	
1-5 years	313	31.6%	
5-10 years	215	21.7%	
10-20 years	249	25.2%	
Above 20 years	58	5.9%	
Diversity			Target Headcount June 2020
People with Disability	55	5.6%	Unable to provide, targets have not been released yet
Aboriginal and/or Torres Strait Islander	45	4.6%	Unable to provide, targets have not been released yet
Culturally and linguistically diverse background	163	16.5%	N/A

* The numbers of full-time headcount and FTE should be the same. However, the figures are different by 7 (6.22 FTE) people because they include 'final monies' for 7 exiting staff members who may be owed a payout of unused leave, application of a salary increases etc.



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON HEALTH, AGEING AND COMMUNITY SERVICES
BEC CODY MLA (CHAIR), VICKI DUNNE MLA (DEPUTY CHAIR), CAROLINE LE COUTEUR MLA

WITNESS LIST FOR COMMITTEE AND HANSARD
ANNUAL AND FINANCIAL REPORTS 2018-19

To assist the Committee with its records and Hansard in recording the appearance of all officers who are likely to give evidence to the Committee, you are requested to provide the following information. Please return this information electronically to the Committee Secretary.

Committee Name: Health, Ageing and Community Services	
Hearing Date & Time: 12:45-2:45, Tuesday 12 November 2019	
Title / Full name / Position / Branch or Division / Department or Agency	Portfolio area
Ms Rachel Stephen-Smith, Minister for Children, Youth and Families	Children, Youth and Families
Ms Rebecca Cross, Director- General, Community Services Directorate	Children, Youth and Families
Ms Anne-Maree Sabellico, Deputy Director- General, Community Services Directorate	Children, Youth and Families
Ms Robyn Calder, Executive Group Manager, Corporate Services, Community Services Directorate	Children, Youth and Families
Ms Helen Pappas, Executive Group Manager, Children, Youth & Families, Community Services Directorate	Children, Youth and Families
Ms Jacinta Evans, Executive Group Manager, Inclusion & Participation, Community Services Directorate	Children, Youth and Families
Ms Amber Shuhyta, Executive Group Manager, Strategic Policy, Community Services Directorate	Children, Youth and Families
Ms Jodie Robinson, Executive Senior Branch Manager, Practice and Performance, Community Services Directorate	Children, Youth and Families
Ms Anita Chettur, Executive Branch Manager, CYPS Operations, Community Services Directorate	Children, Youth and Families
Ms Melanie Saballa, Executive Branch Manager, Children and Families, Community Services Directorate	Children, Youth and Families
Ms Claire Barbato, Executive Branch Manager, Strategy and Governance, Community Services Directorate	Children, Youth and Families



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STANDING COMMITTEE ON HEALTH, AGEING AND COMMUNITY SERVICES
BEC CODY MLA (CHAIR), VICKI DUNNE MLA (DEPUTY CHAIR), CAROLINE LE COUTEUR MLA

Committee Name: Health, Ageing and Community Services	
Hearing Date & Time: 12:45-2:45, Tuesday 12 November 2019	
Title / Full name / Position / Branch or Division / Department or Agency	Portfolio area
Ms Tina Brendas, Executive Branch Manager, Bimberi Youth Justice Services, Children, Youth & Families, Community Services Directorate	Children, Youth and Families
Ms Christine Murray, Executive Branch Manager, People Management, Corporate Services, Community Services Directorate	Children, Youth and Families
Mr Peter Podnar, Executive Branch Manager, Chief Financial Officer, Corporate Services, Community Services Directorate	Children, Youth and Families
Ms Sally Gibson, Executive Branch Manager, Quality, Complaints & Regulation, Community Services Directorate	Children, Youth and Families
Dr Louise Bassett, Executive Branch Manager, Policy Service and Design, Strategic Policy, Community Services Directorate	Children, Youth and Families
Mr Garry Taylor, Executive Branch Manager, Performance and Systems, Strategic Policy, Community Services Directorate	Children, Youth and Families
Ms Megan Valler, Senior Project Officer, Children, Youth & Families, Community Services Directorate	Children, Youth and Families
Ms Jessica Summerrell, Executive Branch Manager, Social and Community Inclusion, Inclusion & Participation, Community Services Directorate	Children, Youth and Families
Ms Jenny Wells, Senior Director, Multicultural Affairs, Community Recovery and Youth Engagement, Inclusion & Participation, Community Services Directorate	Children, Youth and Families
Ms Katherine Parker, Acting Senior Manager, Child Development Services, Children, Youth & Families, Community Services Directorate	Children, Youth and Families



LEGISLATIVE ASSEMBLY

FOR THE AUSTRALIAN CAPITAL TERRITORY

COMMITTEE SUPPORT OFFICE

PRIVILEGE STATEMENT

The Assembly has authorised the recording, broadcasting and re-broadcasting of these proceedings.

All witnesses making submissions or giving evidence to committees of the Legislative Assembly for the ACT are protected by parliamentary privilege.

“Parliamentary privilege” means the special rights and immunities which belong to the Assembly, its committees and its members. These rights and immunities enable committees to operate effectively, and enable those involved in committee processes to do so without obstruction, or fear of prosecution.

Witnesses must tell the truth: giving false or misleading evidence will be treated as a serious matter, and may be considered contempt of the Assembly.

While the Committee prefers to hear all evidence in public, it may take evidence in-camera if requested. Confidential evidence will be recorded and kept securely. It is within the power of the committee at a later date to publish or present all or part of that evidence to the Assembly; but any decision to publish or present in-camera evidence will not be taken without consulting with the person who gave the evidence.

Amended 20 May 2013



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

COMMITTEE SUPPORT OFFICE

PUBLIC HEARING SCHEDULE

Inquiry into Annual and Financial Reports 2018–19

(As at 3 October 2019)

DAY ONE – MONDAY 04 NOVEMBER 2019

Committee	Time	Witness	Office	Annual Report
Economic Development and Tourism	9.15am-10.30am (1 hour 15 minutes)	Mr Barr	Chief Minister	CMTEDD Portfolio Government Policy Reform Coordinated Communication and Community Engagement Digital Strategy
10.30am-10.45am – Morning Tea				
Economic Development and Tourism	10.45am-11.45am (1 hour)	Mr Barr	Treasurer	CMTEDD Portfolio Infrastructure Finance and Capital Works Venues
Economic Development and Tourism	11.45am-12.15pm (30 minutes)	Mr Barr	Minister for Trade, Industry and Investment	CMTEDD Portfolio Innovate, Trade and Investment
Economic Development and Tourism	12.15pm-12.45pm (30 minutes)	Mr Barr	Ministry for Tourism and Special Events	CMTEDD Portfolio Visit Canberra Events
12.45pm-2.00pm – Lunch				
Public Accounts	2.00pm-3.00pm (1 hour)	Mr Barr	Treasurer	CMTEDD Portfolio - Treasury Revenue Management Financial Management Economic Management
Public Accounts	3.00pm-4.00pm (1 hour)	Mr Barr	Treasurer	CMTEDD Portfolio – Treasury Superannuation Provision Account Territory Banking Account ACT Compulsory Third Party Insurance Regulator Office of the Nominal Defendant of the ACT
4.00pm-4.15pm – Afternoon Tea				

	Committee	Time	Witness	Office	Annual Report
	Public Accounts	4.15pm-4.45pm (30 minutes)	Mr Barr	Chief Minister	CMTEDD Portfolio – Chief Minister Workforce, Capability and Governance State of the Service Report
4.45pm – Close					

DAY TWO – TUESDAY 05 NOVEMBER 2019

	Committee	Time	Witness	Office	Annual Report
	Public Accounts	9.00am-9.45am (45 minutes)	Mr Barr	Treasurer	Icon Water Limited
	Public Accounts	9.45am-10.15am (30 minutes)	Mr Barr	Treasurer	Independent Competition and Regulatory Commission
10.15am-10.30am – Morning Tea					
	Public Accounts	10.30am-10.45am (15 minutes)	Mr Barr	Treasurer	Lifetime Care and Support Fund
	Public Accounts	10.45am-11.15am (30 minutes)	Mr Barr	Chief Minister	CMTEDD Portfolio – Chief Minister ACT Executive Director of Territory Records
11.15am-12.30pm - Lunch					
	Public Accounts	12.30pm-1.15pm (45 minutes)	Ms Orr	Minister for Government Services and Procurement	CMTEDD Portfolio Shared Services ACT Insurance Authority
	Public Accounts	1.15pm-2.00pm (45 minutes)	Ms Orr	Minister for Government Services and Procurement	CMTEDD Portfolio – Chief Minister Goods and Services Procurement
	Public Accounts	2.00pm-2.15pm (15 minutes)	Ms Orr	Minister for Employment and Workplace Safety	CMTEDD Portfolio Default Insurance Fund
2.15pm-2.30pm – Afternoon Tea					
	Public Accounts	2.30pm-3.00pm (30 minutes)	ACT Auditor- General	ACT Auditor-General	ACT Auditor-General
	Public Accounts	3.00pm-3.30pm (30 minutes)	ACT Ombudsman	Office of the Legislative Assembly	ACT Ombudsman
	Public Accounts	3.30pm-4.00pm (30 minutes)	Madam Speaker	Speaker, ACT Legislative Assembly	Office of the Legislative Assembly
AC	Health, Ageing and Community Services	4.00pm-5.00pm (1 hour)	Mr Ramsay	Minister for Seniors and Veterans	Community Services Directorate Seniors and Veterans
5.00pm – Close					

DAY THREE – WEDNESDAY 06 NOVEMBER 2019

	Committee	Time	Witness	Office	Annual Report
	Justice and Community Safety	9.00am-9.30am (30 minutes)	Mr Ramsay	Attorney-General	ACT Gambling and Racing Commission JACSD Portfolio Gaming Policy
Minister for Business and Regulatory Services (if required for regulatory matters)					
	Justice and Community Safety	9.30am-9.50am (20 minutes)	Mr Ramsay	Attorney-General	JACSD Portfolio Courts and Tribunals
	Justice and Community Safety	9.50am-10.45am (55 minutes)	Mr Ramsay	Attorney-General	JACSD Portfolio Legislative Drafting and Publishing Services Policy Advice and Justice Program Legal Services to Government Parliamentary Counsel
10.45am-11.00am – Morning Tea					
	Justice and Community Safety	11.00am-12.15pm (1 hour 15 minutes)	JACSD Statutory Office Holders		ACT Human Rights Commission Legal Aid Commission Public Trustee and Guardian Inspector of Correctional Services Solicitor-General for the ACT
12.15pm-1.15pm - Lunch					
	Justice and Community Safety	1.15pm-1.40pm (25 minutes)	JACSD Statutory Office Holders		Director of Public Prosecution
	Justice and Community Safety	1.40pm-2.00pm (20 minutes)	ACT Electoral Commissioner	ACT Electoral Commission	ACT Electoral Commission
	Justice and Community Safety	2.00pm-3.30pm (1 hour 30 minutes)	Mr Gentlemen	Minister for Police and Emergency Services	JACSD Portfolio Emergency Services ACT Policing
3.30pm-3.45pm – Afternoon Tea					

	Committee	Time	Witness	Office	Annual Report
	Justice and Community Safety	3.45pm-4.45pm (1 hour)	Mr Rattenbury	Minister for Justice, Consumer Affairs and Road Safety	JACSD Portfolios: Protection of Rights
	Justice and Community Safety	4.45pm-5.45pm (1 hour)	Mr Rattenbury	Minister for Corrections and Justice Health	JACSD Portfolio – Community Safety Corrective Services Sentence Administration Board of the ACT
5.45pm - Close					

DAY FOUR – THURSDAY 07 NOVEMBER 2019

	Committee	Time	Witness	Office	Annual Report
	Planning and Urban Renewal	9.00am-9.15am (15 minutes)	Acting Minister on behalf of Mr Ramsay	Minister for Building and Quality Improvement	Architects Board of the ACT
	Planning and Urban Renewal	9.15am-10.30am (1 hour 15 minutes)	Mr Barr	Chief Minister	CMTEDD Portfolio – Chief Minister City Renewal Authority
10.30am-10.45am – Morning Tea					
	Planning and Urban Renewal	10.45am-12.45pm (2 hours)	Mr Gentlemen	Minister for Planning and Land Management	EPSDD Portfolio Land Strategy Planning and Building Policy (including policies related to building quality improvement – regulatory aspects covered under Minister for Building Quality Improvement) Planning Delivery
12.45pm- 1.45pm – Lunch					
	Planning and Urban Renewal	1.45pm-3.00pm (1 hour 15 minutes)	Ms Stephen-Smith	Minister for Urban Renewal	EPSDD Portfolio Urban Renewal Suburban Land Agency - relating to urban renewal sites including Kingston Arts Precinct and Canberra Brickworks
	Planning and Urban Renewal	3.00pm-3.15pm (15 minutes)	Ms Orr	Minister for Employment and Workplace Safety	EPSDD Portfolio Loose Fill Asbestos Insulation Eradication Scheme
3.15pm-3.30pm – Afternoon Tea					
	Planning and Urban Renewal	3.30pm-5.00pm (1 hour 30 minutes)	Ms Berry	Minister for Housing and Suburban Development	EPSDD Portfolio Suburban Land Agency Public Housing Renewal (Task Force)
5.00pm - Close					

DAY FIVE – FRIDAY 08 NOVEMBER 2019

	Committee	Time	Witness	Office	Annual Report
	Education, Employment and Youth Affairs	9.00am-9.30am (30 minutes)	Mr Barr	Minister for Tertiary Education	ACT Building Construction Industry Training Fund Authority
	Education, Employment and Youth Affairs	9.30am-10.45am (1 hour 15 minutes)	Mr Barr	Minister for Tertiary Education	Canberra Institute of Technology (2018) Higher Education, Training and Research (please note University of Canberra will be appearing on the 14 th November)
10.45am-11.00am – Morning tea					
	Economic Development and Tourism	11.00am-12.00pm (1 hour)	Ms Orr	Minister for Government Services and Procurement	CMTEDD Portfolio ACT Government Procurement Board Procurement ACT Property Services
	Economic Development and Tourism	12.00pm-12.30pm (30 minutes)	Ms Orr	Minister for Community Services and Facilities	CMTEDD Portfolio Community Facilities – including property services and charging policy
12.30pm-1.30pm – Lunch					
	Economic Development and Tourism	1.30pm-3.30pm (2 hours)	Acting Minister on behalf of Mr Ramsay	Minister for Business and Regulatory Services	CMTEDD Portfolio – Chief Minister Access Canberra
				Minister for Building Quality Improvement	ACT Construction Occupations Planning and Building Policy (policy aspects covered under Minister for Planning and Land Management)
3.30pm-3.45pm – Afternoon tea					
	Economic Development and Tourism	3.45pm-4.15pm (30 minutes)	Acting Minister on behalf of Mr Ramsay	Minister for the Arts, Creative Industries and Cultural Events	CMTEDD Portfolio Arts Engagement
	Economic Development and Tourism	4.15pm-4.45pm (30 minutes)	Acting Minister on behalf of Mr Ramsay	Minister for the Arts, Creative Industries and Cultural Events	CMTEDD Portfolio Cultural Facilities Corporation
4.45pm - Close					

DAY SIX – MONDAY 11 NOVEMBER 2019

	Committee	Time	Witness	Office	Annual Report
	Health, Ageing and Community Services	9.00am-10.30am (1 hour 30 minutes)	Ms Stephen-Smith	Minister for Health	Canberra Health Services / Health Directorate ACT Care Coordinator Calvary Health Care Ltd Human Research Ethics Committee Radiation Council
10.30am-10.45am – Morning Tea					
	Health, Ageing and Community Services	10.45am-12.30pm (1 hour 45 minutes)	Ms Stephen-Smith	Minister for Health	Canberra Health Services / Health Directorate ACT Local Hospital Network Health Directorate Population Health Rehabilitation, Aged and Community Care
12.30pm-1.45pm – Lunch					
	Health, Ageing and Community Services	1.45pm-3.15pm (1 hour 30 minutes)	Ms Stephen-Smith	Minister for Health	Canberra Health Services / Health Directorate Cancer Services Acute Services Alcohol and Drug Services
3.15pm-3.30pm – Afternoon Tea					
	Health, Ageing and Community Services	3.30pm-5.00pm (1 hour 30 minutes)	Mr Rattenbury	Minister for Mental Health	Canberra Health Services / Health Directorate Mental Health Justice Health Office for Mental Health and Wellbeing Chief Psychiatrist
5.00pm - Close					

DAY SEVEN – TUESDAY 12 NOVEMBER 2019

	Committee	Time	Witness	Office	Annual Report
	Health, Ageing and Community Services	9.00am-9.45am (45 minutes)	Ms Orr	Minister for Disability	CSD Portfolio NDIS Implementation Office for Disability Quality, Complaints and Regulation (Senior Practitioner for Restrictive Practitioners; Human Services Registrar – Disability Services, OV Disability, NDIS Quality Safety Guards)
	Health, Ageing and Community Services	9.45am-10.30am (45 minutes)	Ms Orr	Minister for Community Services and Facilities	CSD Portfolio Inclusion and Participation Strategic Policy (shared responsibility with Minister for CYF) Quality, Complaints and Regulation (WWVP Act)
10.30am-10.45am – Morning Tea					
	Health, Ageing and Community Services	10.45am-11.15am (30 minutes)	Mr Steel	Minister for Multicultural Affairs	CSD Portfolio Multicultural Affairs
	Health, Ageing and Community Services	11.15am-11.45am (30 minutes)	Ms Stephen-Smith	Minister for Aboriginal and Torres Strait Islander Affairs	CSD Portfolio Aboriginal and Torres Strait Islander Affairs
11.45am-12.45pm – Lunch					
	Health, Ageing and Community Services	12.45pm-2.45pm (2 hours)	Ms Stephen-Smith	Minister for Children, Youth and Families	CSD Portfolio Strategic Policy (shared responsibility with Minister for CSF) Early Intervention Services Child and Family Centres Child Development Service Child and Youth Protection Services Quality, Complaints and Regulation (Human Services Registrar – Care and Protection Organisations, Child Death Review Committee, Child and Youth Protection Quality Assurance and Improvement Committee)
2.45pm-3.00pm – Afternoon Tea					
	Health, Ageing and Community Services	3.00pm-3.30pm (30 minutes)	Ms Berry	Minister for Women	CSD Portfolio Women
	Health, Ageing and Community Services	3.30pm-4.30pm (1 hour)	Ms Berry	Minister for Housing and Suburban Development	CSD Portfolio Housing ACT Quality, Complaints and Regulation (Human Services Registrar – Community Housing agencies)

	Committee	Time	Witness	Office	Annual Report
	Health, Ageing and Community Services	4.30pm-5.30pm (1 hour)	Ms Berry	Minister for Preventing of the Domestic and Family Violence	CSD Portfolio Safer Families Family Safety Co-ordinator-General
5.30pm - Close					

DAY EIGHT – WEDNESDAY 13 NOVEMBER 2019

	Committee	Time	Witness	Office	Annual Report
	Environment and Transport and City Services	9.30am-10.30am (1 hour)	Mr Gentleman	Minister for Environment and Heritage	CMTEDD Portfolio Environment Protection Authority
10.30am-10.45am – Morning Tea					
	Environment and Transport and City Services	10.45am-12.00pm (1 hour 15 minutes)	Mr Gentleman	Minister for Environment and Heritage	EPSDD Portfolio Conservator of Flora and Fauna Environment Conservation and Land Management
	Environment and Transport and City Services	12.00pm-1.00pm (1 hour)	Mr Gentleman	Minister for Environment and Heritage	Heritage ACT Heritage Council
1.00pm-2.00pm – Lunch					
	Environment and Transport and City Services	2.00pm-3.15pm (1 hour 15 minutes)	Mr Rattenbury	Minister for Climate Change and Sustainability	EPSDD Portfolio Climate Change Council Climate Change and Sustainability
3.15pm-3.30pm – Afternoon Tea					
	Environment and Transport and City Services	3.30pm-4.30pm (1 hour)	Mr Rattenbury	Minister for Climate Change and Sustainability	EPSDD Portfolio Energy Efficiency (Cost of Living) Improvement Administrator Office of the Commissioner for Sustainability and the Environment
4.30pm - Close					

DAY NINE – THURSDAY 14 NOVEMBER 2019

	Committee	Time	Witness	Office	Annual Report
	Education, Employment and Youth Affairs	9.00am-9.30am (30 minutes)	University of Canberra		University of Canberra
	Education, Employment and Youth Affairs	9.30am-10.45am (1 hour 15 minutes)	Ms Orr	Minister for Employment and Workplace Safety	CMTEDD Portfolio ACT Long Service Leave Authority Public Sector Workers Compensation Fund Workforce Injury Management and Industrial Relations Policy
10.45am-11.15am – Morning Tea					
	Education, Employment and Youth Affairs	11.15am-12.30pm (1 hour 15 minutes)	Ms Orr	Minister for Employment and Workplace Safety	Workforce Injury Management and Industrial Relations Policy continued.. Worksafe Commissioner
12.30pm-1.45pm – Lunch					
	Education, Employment and Youth Affairs	1.45pm-3.30pm (1 hour 45 minutes)	Ms Berry	Minister for Education and Early Childhood Development	EDU Portfolio ACT Teacher Quality Institute Board of Senior Secondary Studies Public Primary School Education Public High School Education Public Secondary College Education Disability Education in Schools Non-Government School Education
3.30pm-3.45pm – Afternoon Tea					
	Education, Employment and Youth Affairs	3.45pm-4.45pm (1 hour)	Ms Berry	Minister for Education and Early Childhood Development	Education continued...
4.45pm - Close					

DAY TEN – FRIDAY 15 NOVEMBER 2019

	Committee	Time	Witness	Office	Annual Report
	Environment and Transport and City Services	9.00am-9.45am (45 minutes)	Ms Berry	Minister for Sport and Recreation	CMTEDD Portfolio Sport and Recreation TCCS Portfolio Sport grounds
	Environment and Transport and City Services	9.45am-10.45am (1 hour)	Mr Steel	Minister for Roads and Active Travel	TCCS Portfolio – City Services Roads and Infrastructure
10.45am-11.00am – Morning Tea					
	Environment and Transport and City Services	11.00am-11.45am (45 minutes)	Mr Steel	Minister for City Services	TCCS Portfolio ACT Public Cemeteries Authority ACT Veterinary Practitioner’s Board Animal Welfare Authority
	Environment and Transport and City Services	11.45am-12.30pm (45 minutes)	Mr Steel	Minister for Recycling and Waste Reduction	Waste and Recycling
12.30pm-1.30pm – Lunch					
	Environment and Transport and City Services	1.30pm-3.15pm (1 hour 45 minutes)	Mr Steel	Minister for Transport	TCCS Portfolio – Transport Canberra Transport Canberra
3.15pm-3.30pm – Afternoon Tea					
	Environment and Transport and City Services	3.30pm-5.00pm (1 hour 30 minutes)	Mr Steel	Minister for City Services	TCCS Portfolio – City Services City Services Libraries City Maintenance and Services Capital Linen Service
5.00pm - Close					