



Keep Them Safe

Child Protection Advisory Group minutes

		Meeting Date:
		22 February 2011
Meeting Location:		Meeting Time:
Meetings Room G1 & G2 , Community Services Head Office, Ashfield		10:00 am – 12:00 pm
Attending Members:		
<p>Gillian Calvert (Deputy Chair), Judy Cashmore (Assoc Professor, University of Sydney), Steve Turner (PSA), Vicki Papa representing Danielle Domanski (CREATE), Andrew McCallum (ACWA), Alison Peters (NCOSS), Bill Pritchard (AbSec), Rey Reodica (YAPA), Sue Richards (Family Services), Jennifer Mason (Human Services), Annette Gallard (Community Services), Elizabeth Callister (DET), Joanne Young representing Cathrine Lynch (NSW Health), Ian Day (COTA), Rita Fenech representing Sue O'Connor(FPSN), Sam Joseph representing Bill Pritchard (AbSec), Joanne Young representing Cathrine Lynch (NSW Health).</p>		
Also in attendance:		
<p>Julie Minion (Office of the Minister for Community Services), Nazli Munir (Department of Premier and Cabinet), Jenny Marshall (NSW Health), Anne Campbell, Linda Mallett and Helen Freeland (Community Services), Dr Roberta Ryan (Urbis), Maggie Smyth (DHS), Toni Allan and Kathy Karatasas (Secretariat).</p>		
Apologies:		
<p>NSW Minister for Community Services Linda Burney, Vicki D'Adam (Department of Premier and Cabinet), Cathrine Lynch (NSW Health), Kerryn Boland (NSW Children's Guardian), Emeritus Professor Jacqueline Goodnow (Macquarie University), Sue O'Conner (FPSN), Kate Lee (ASU), Brian Smith (LCSA).</p>		
Minutes:		
Agenda #	Item discussed	Action by
1	<p>Welcome and Apologies</p> <p>The meeting was opened by Deputy Chair Gillian Calvert, representing the Minister.</p> <p>Apologies were accepted for the Minister, Vicki D'Adam (Department of Premier and Cabinet), Cathrine Lynch (NSW Health), Danielle Domanski, Kerryn Boland (NSW Children's Guardian), Emeritus Professor Jacqueline</p>	

	<p>Goodnow (Macquarie University), Sue O’Conner (FPSN), Kate Lee (ASU), and Brian Smith (LCSA).</p> <p>Members welcomed COTA CEO Ian Day, and congratulated ACWA CEO Andrew MacCallum on his Order of Australia for “service to the community in a range of leadership roles in the social justice sector, particularly supporting the welfare of children and their families”.</p> <p>Other attendees welcomed to the meeting included Dr Roberta Ryan of Urbis Consultants, and DHS CWU Director Maggie Smyth.</p>	
<p>2</p> <p>Agenda Paper</p>	<p>Minutes and actions from previous meeting</p> <p>The minutes from the 17 December meeting had been circulated to members, endorsed and posted on the Community Services website.</p> <p>The majority of action items from 17 December had been completed. Currently in progress were:</p> <ul style="list-style-type: none"> ▪ Judy Cashmore’s critique of the WA Income Management Evaluation ▪ the Crown Solicitor’s advice regarding implications for Human Services on the new <i>Government Information (Public Access) Act 2009</i>, and ▪ the NSW Guardian’s advice on whether OOHC standards can require agencies to partner with Aboriginal services. ▪ Jenny Marshall (NSW Health) advised that the Department was awaiting the <i>Keep Them Safe</i> Change Management Plan before finalising the NSW Health Culture Change Plan ▪ Elizabeth Callister (NSW Department of Education and Training) advised that the Department was awaiting the ‘sign off’ of the <i>Keep Them Safe</i> Change Management Plan before revising the next phase (IV) of the Department’s Culture Change Plan. 	
<p>3</p> <p><u>Tab 3</u></p>	<p>Pathways of Care Longitudinal Study</p> <p>Linda Mallett (Community Services) spoke to an agenda paper outlining the purpose and operation of the large-scale longitudinal study Pathways of Care, which will involve children and young people aged 0-17 years entering OOHC across NSW for the first time by way of final Children’s Court orders.</p> <p>She outlined the study’s key challenges, which included continuity of both subjects and study staff. The normative population for comparison would be the group of children participating in the longitudinal Australian Institute Family Study promoted via the <i>Life at 1</i>, <i>Life at 3</i> and <i>Life at 5</i> documentaries screening on ABC TV.</p>	

	<p>CREATE had volunteered to help develop suitable questions for older children, and members were advised that subjects would be drawn from both foster and kinship care.</p> <p>A stakeholder liaison plan was in place, and fact sheets were being finalised prior to publication on the Community Services website. Updates on the study would also be reported in various (existing) newsletters in the sector.</p> <p>Judy Cashmore advised the study had passed through a UNSW ethical framework review, and commended A/Director of Research, Margot Barr, for shepherding the study through this complex and demanding process.</p> <p>The Chair suggested Community Services give early consideration to the mechanism and criteria they would use to act on the findings as each wave was analysed; that end users (eg policy and practice experts) be included in the governance, arrangements; and that it would be worth building regular reports to CPAG into the governance process. She also congratulated Ms Mallett and Ms Barr for their success in preparing the study for rollout in NSW.</p>	<p>Pathways of Care Longitudinal Study Program Management Group to consider a mechanism and criteria for acting on findings early and including end users, and incorporating regular reports to CPAG into study's governance structure.</p>
<p>4</p> <p>No Paper available</p>	<p>KTS Evaluation Implementation Plan</p> <p>In October 2010 the Department of Premier and Cabinet (DPC) commissioned Urbis consultants to review a KTS Evaluation Framework developed by the UNSW Social Policy Research Centre (SPRC), and to develop an implementation plan. The plan was required to allow the NSW Government to effectively measure the overall performance of the KTS system, within the KTS evaluation budget, through realistic timeframes and performance indicators. Urbis were also asked to propose a governance model to manage the implementation process.</p> <p>Dr Roberta Ryan of Urbis spoke to the new Evaluation Implementation Plan, which streamlines SPRC's seven result logics to four, and included activities, methodology and governance arrangements.</p> <p>Jennifer Mason (DHS) said it was imperative that a landing be reached on the evaluation, in order to demonstrate positive outcomes from KTS. She also raised concerns that the streamlining process appeared to have removed a focus on outcomes for Aboriginal families. Dr Ryan advised that the evaluation of Aboriginal outcomes had now been woven through each of the frameworks in order to ensure it was an inherent component of the evaluation. Urbis was subsequently asked to include a statement to clarify the process of reporting Aboriginal outcomes if the document was to be further distributed.</p> <p>Alison Peters (NCOSS) asked about the capacity for further feedback on potential indicators contained within</p>	<p>Urbis to include a form of words clarifying the interweaving of Aboriginal outcomes throughout the various frameworks in the KTS Evaluation Implementation Plan, if further distributed.</p> <p>Members to lodge expressions of interest in attending performance indicator workshop with Nazli Munir (DPC).</p>

	<p>the document, and Nazli Munir (DPC) advised members that a full-day workshop on evaluation performance indicators would be held on 18 March with experts in developing performance measures. The Chair proposed that members liaise with DPC to lodge expressions of interest in attending the workshop.</p> <p>Ms Munir indicated the outcomes of the workshop would be incorporated into a paper and presented to the Justice and Human Services CEOs for endorsement. The KTS Evaluation implementation Plan would then be placed on the KTS website. Until this endorsement had been granted the document would only be available on a confidential basis.</p> <p>Members who wanted to provide feedback to the DPC were asked to do so by February 28.</p> <p>Members were invited to flag if they wanted a copy of the detailed implementation plan.</p>	<p>Members to provide feedback on the provided plan summary to DPC by Feb 28.</p> <p>DPC to distribute copies of the detailed implementation plan to Judy Cashmore, Jacqueline Goodnow, Rey Reodica and Gillian Calvert.</p>
<p>5</p> <p><u>Tab 5</u></p> <p><u>PPT</u></p>	<p>CWU Presentation</p> <p>Maggie Smyth (DHS CWU Director) advised members there were more than 22,000 contacts to Child Wellbeing Units between 1 July and 31 December 2010.</p> <p>She said mandatory reporters were adapting well to the new system of reporting and using the Mandatory Reporter Guide, with feedback about contacts with their CWU generally positive.</p> <p>Calls received by the Human Services CWU:</p> <ul style="list-style-type: none"> ▪ are mainly about young people 5-11 years, followed by 12-15 years ▪ more than 25% Aboriginal ▪ involve a high proportion of children and young people with intellectual and other disabilities. <p>The major reported child protection concerns were neglect, and families often have child protection history. The report may be close to the threshold and the level of risk and family strengths fluctuate.</p> <p>On questioning from members, Ms Smyth advised communication between CWUs was working well. She said CWUs each had their own methods of feeding information back into their agency – eg DHS CWU met regularly with operations executive staff to ensure they were properly briefed on emerging issues etc.</p> <p>Elizabeth Callister (DET) advised members that DET CWU team leaders met once per term with Student Education Directors to discuss the nature of reports being made, issues arising, and potential professional development opportunities. Team leaders in DET CWUs also delivered regional workshops to school principals.</p> <p>Jenny Marshall (NSW Health) said her department’s CWU</p>	

	<p>coordinators were regionally-based and working as “change agents” with health staff to build capacity on working with families who fall below the ROSH threshold. There was a direct link from CWUs through to the Department’s Senior Advisory Board. Health was also soon to release a detailed document available to staff as an everyday KTS resource.</p> <p>The Chair suggested that the NSW Police Force CWU might be followed up to determine the feedback links they had established to ensure the information gathered by the CWU was fed back into the agency and reflected in practice, program settings and policy settings.</p> <p>Rey Reodica (YAPA) asked how the relationship between CWUs and Family Referral Services (FRS) would operate. Ms Smyth said all CWUs had developed protocols with the pilot FRS’s at a very early stage and this was working well.</p> <p>Steve Turner (PSA) sought an update on the impact CWUs had on the Child Protection Helpline, and was referred to the annual and quarterly statistical reports found online at the Community Services website, which contain trend lines and report categories.</p> <p>Judy Cashmore asked how the information gathered by CWUs would feed into the KTS Evaluation Implementation Plan, and was advised that CWUs were now working on the analysis of data collected in the first year of operation and how it could be best fed back. The Chair referred to the Urbis KTS Evaluation Implementation Plan and noted a number of points at which the information could be incorporated into the evaluation process.</p>	<p>Secretariat to seek update from NSW Police Force CWU on feedback loops and operation.</p>
<p>6 Tab 6</p>	<p>Cross Agency Implementation Update</p> <p>This standing item was largely dealt with by exception.</p> <p>Nazli Munir advised the KTS Change Management Plan, developed by Bendelta in consultation with NGOs and the KTS Senior Officers Group, had been endorsed by the Justice and Human Services CEOs forum. The endorsed Plan was tabled (see Tab 6a).</p> <p>Rey Reodica asked how the Family Referral Services locations had been selected and why the augmented models had been chosen for implementation. Jenny Marshall (NSW Health) advised the Illawarra and New England regions had been selected after the development of a matrix of need, analysis of capacity to test the services, and consultation with NGOs, DPC Regional Coordinators and child protection records. The augmented model was selected because pilots had demonstrated that the majority of families had complex needs. Ms Marshall added that the pilot evaluation was due to conclude at the end of April.</p>	<p>NSW Health to provide more frequent and extensive project updates on FRS and Whole Family Teams to CPAG.</p>

	<p>The Chair requested that there be more frequent and extensive updates provided to the CPAG on KTS projects led by NSW Health.</p> <p>Alison Peters (NCOSS) noted the proliferation of KTS pilot projects in various regions across NSW, and commended a Reference Guide to New Initiatives developed by DPC. She recommended that the document be circulated to CPAG members to assist them in keeping up to date with KTS activity.</p> <p>Nazli Munir advised that letters would be sent out regarding proposals to expand the KTS SOG meeting every second month to incorporate non-government representatives for key discussion issues. There was discussion regarding suitable CPAG representatives at these meetings. It was noted that ACWA, FaMS, AbSec and NCOSS had been attending on an invitation basis. Members discussed expanding that list to include YAPA and CREATE. The Chair noted that the final make up of the SOG would influence the CPAG role.</p> <p>Ms Peters (NCOSS) noted it would also be important for the NGO peaks to discuss how they could best facilitate communication from these meetings throughout the sector</p> <p>Nominations were sought for two CPAG members to sit on the SOG Communications Sub-Group. Sue Richards (FaMS) accepted the first nomination, with YAPA and CREATE agreeing to discuss potential representation on this sub-group. Jenny Marshall (NSW Health) suggested it may also be appropriate to have an Aboriginal representative on the sub-group, and nominated AbSec. Sam Joseph (AbSec) said she would discuss potential representation within her organisation and advise DPC.</p>	<p>Secretariat to circulate DPC Quick Reference Guide to New Initiatives to members</p> <p>Sue Richards (FaMS) to serve as CPAG representative on KTS SOG Communications Sub-Group. YAPA and CREATE to discuss youth representation out-of-session and advise DPC. AbSec to discuss representation with DPC.</p>
<p>7</p> <p><u>Tab 7</u></p>	<p>Brighter Futures Council Update</p> <p>The first meeting of the newly established Brighter Futures Council was held 21 January 2011, and was chaired by Minister Burney.</p> <p>Annette Gallard (Community Services) advised members that a number of agreements had been reached to commence initial work to implement key operational program changes, including program targeting, referral pathways, information exchange and service delivery.</p> <p>It was agreed that program evaluation and capacity building were also priorities for discussion, with advice regarding other potential agenda priorities being provided by members out of session. The Council had sought a budget breakdown which would be provided at the next meeting.</p> <p>Andrew MacCallum said Council members displayed some scepticism about putting a lot of effort into the Council in an election climate. He said the fact that the</p>	

	<p>transfer of the program to NGOs was not on the agenda remained a significant issue for many members, particularly given this was a recommendation of the Special Commission of Inquiry.</p> <p>Sue Richards (FaMS) said there was strong agreement amongst Council members that the investment in Brighter Futures was important. She said there appeared to be some differences in the performance of various service providers and she would like to see more work done in this area.</p>	
<p>8</p> <p>Tab 8</p>	<p>Case Management Transfer</p> <p>As at December 2010, Community Services' cases occupied a total of 2,095 funded placements with contracted NGOs and case management had been transferred in 1,053 cases. There were a further 390 matters recommended for CMT, with 129 of these in negotiation.</p> <p>The remaining 652 matters were not currently eligible for case management transfer: approximately 50% of these matters were not eligible as they involved children and young people in the High Needs Kids program. The other 50% were cases at a stage where they were <u>not yet</u> eligible for transfer, for example, where the case was still before the Court and final orders not yet in place. Many of these cases were likely to be suitable for transfer at a later date.</p> <p>Annette Gallard (Community Services) said she would like in future to explore whether case management could be transferred prior to a final court order, in a bid to improve continuity and stability for the child.</p>	
<p>9</p> <p>Tab 9.1</p> <p>Tab 9.2</p>	<p>Keeping It Together Update report</p> <p>YAPA and FaMS advised members that their key focus at present was 18 road show sessions about the new Early Intervention and Placement Prevention (EIPP) models. To date the two peaks had made comment on the models since their release, made suggestions to overcome unintended consequences; informed the development of performance measures; answered many questions from organisations and continued to develop value-added resources for organisations to invest their transition funds and improve their work. Funding for the KIT Project was scheduled to end at 30 June but both organisations were keen to continue their role in change management with renewed funding.</p> <p>ACWA advised it had sought feedback from non-government agencies on key implementation issues by visiting regional areas such as Wagga Wagga, Port Macquarie, Coffs Harbour, Dubbo, Hunter/Central Coast, and the Far North Coast. A series of recommendations had been developed from this feedback and provided to</p>	

	<p>Community Services, including:</p> <ul style="list-style-type: none"> ▪ a continuation of regional visits ▪ development by ACWA of a regional media kit to increase community awareness about KTS ▪ further updating of the peak's KTS webpage, and provision of a contact point for NGOs with enquiries about KTS. <p>FaMS, YAPA and ACWA advised they had joined with the Local Community Services Association (LCSA) to commission new Child Protection Policy Guidelines that accurately reflect new legislation, practice and models. The Guidelines are expected by the end of April.</p> <p>Nazli Munir (DPC) and the Chair asked how the Policy Guidelines linked to the existing Child Wellbeing and Child Protection Interagency Guidelines. Sue Richards (FaMS) explained that the policy guidelines being developed were designed to assist individual management committees and boards. Instead of demonstrating how to work within the sector, they would canvas how to work within a small, autonomous organisation. It was agreed that a copy would be made available to DPC, Community Services and NSW Health once the commissioned consultant was able to provide the copy.</p> <p>Rey Reodica (YAPA) advised there had been some staff turnover within the LCSA on the project, which may have flow-on effects for YAPA and require a more intense focus on the road shows by YAPA in the immediate future.</p>	<p>KIT agencies (ACWA, FaMS and YAPA) to make a copy of policy guidelines available to interested government agencies once complete.</p>
<p>10</p>	<p>Other Business</p> <p>2011 Meeting Schedule</p> <p>The Chair advised members that uncertainties associated with the approaching State Election made it difficult to finalise the meeting calendar for 2011. However as an early indication a list of three dates had been provided on a tentative basis:</p> <ul style="list-style-type: none"> ▪ Next meeting to be advised ▪ Thursday 30 June (10.00am – 12.00pm) ▪ Tuesday 23 August (10.00am – 12.00pm). <p>Members were asked to contact the secretariat by 22 March should any of these dates pose problems for them.</p>	<p>Members to contact secretariat prior to 22 March to advise if proposed dates for future meetings are unsuitable.</p>
	<p>Next Meeting TBC</p>	