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# APPENDICES

A: RELEVANT LEGISLATION	615
B: THE COMMISSION	617
C: EXPERT ADVISORY PANEL PROJECT METHODOLOGY	633



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**APPENDIX A—  
RELEVANT LEGISLATION**

## APPENDIX A RELEVANT LEGISLATION

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### AUSTRALIAN

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#### SOUTH AUSTRALIA

*Adoption Act 1988*  
*Anangu Pitjantjatjara Yankunytjatjara Land Rights Act 1981*  
*Child Development and Wellbeing Bill 2014*  
*Children's Protection Act Amendment Act (No. 49 of 1969)*  
*Children's Protection Act 1993*  
*Children's Protection (Miscellaneous) Amendment Act 2005*  
*Children's Protection Regulations 2010*  
*Commission of Inquiry (Children in State Care and Children on APY Lands) Act 2004*  
*Commissioner for Children and Young People Bill 2014*  
*Child Sex Offenders Registration Act 2006*  
*Controlled Substances Act 1984*  
*Disability Services Act 1993*  
*Evidence Act 1929*  
*Family and Community Services Act 1972*  
*Health and Community Services Complaints Act 2004*  
*Independent Commissioner Against Corruption Act 2012*  
*Legal Practitioners Act 1981*  
*Mental Health Act 2009*  
*Ombudsman Act 1972*  
*Public Sector Act 2009*  
*Royal Commissions Act 1917*  
*South Australian Civil and Administrative Tribunal Act 2013*  
*Spent Convictions Act 2009*  
*Summary Offences Act 1953*  
*Summary Procedure Act 1921*  
*Teachers Registration and Standards Act 2004*  
*Young Offenders Act 1993*  
*Youth Court Act 1993*

#### ACT

*Human Rights Commission Act 2005*  
*Working With Vulnerable People (Background Checking) Act 2011*

#### COMMONWEALTH

*Family Law Act 1975*

### NEW SOUTH WALES

*Children and Young Persons (Care and Protection) Act 1998*

*Child Protection (Working With Children) Act 2012*

*Ombudsman Act 1974*

### NORTHERN TERRITORY

*Care and Protection of Children Act 2007*

*Children's Commissioner Act 2013*

### QUEENSLAND

*Commission for Children and Young People Act 2000*

*Public Guardian Act 2014*

*Working With Children (Risk Management and Screening) Act 2000*

### TASMANIA

*Children, Young Persons and Their Families Act 1997*

*Registration to Work with Vulnerable People Act 2013*

### VICTORIA

*Children, Youth and Families Act 2005*

*Working With Children Act 2005*

### WESTERN AUSTRALIA

*Children and Community Services Act 2004*

*Children and Community Services Amendment (Reporting Sexual Abuse of Children) Act 2008*

*Commissioner for Children and Young People Act 2006*

*Working With Children (Criminal Record Checking) Act 2004*

### INTERNATIONAL

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#### NEW ZEALAND

*Children, Young Persons, and Their Families Act 1989*

#### UNITED KINGDOM

*Care Standards Act 2000*

*Children Act 1989*

*Children's Commissioner for Wales Act 2001*

*Children's Commissioner for Wales Regulations 2001*

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## **APPENDIX B— THE COMMISSION**

<b>APPROACH AND CONDUCT OF THE COMMISSION</b>	<b>618</b>
Establishment	618
Call for submissions	618
Response to call for submissions	618
Consultations, site visits and witnesses	619
Hearing procedure	619
Case studies	619
<b>STAFF</b>	<b>620</b>
Legal staff	620
Administration staff	620
<b>EXPERT ASSISTANCE</b>	<b>620</b>
Expert Advisory Panel	620
Other expert assistance	621
<b>INFORMATION GATHERED BY THE COMMISSION</b>	<b>622</b>
Submissions, non-confidential	622
Consultations	625
Site visits	626
Witnesses, non-confidential evidence	626
Witnesses, case studies	629
Other statistical information	631

## APPENDIX B—THE COMMISSION

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### APPROACH AND CONDUCT OF THE COMMISSION

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#### ESTABLISHMENT

On 15 August 2014, the Commission and the relevant Terms of Reference were formally published in the Government Gazette. Staff appointed to the Commission immediately began making the practical arrangements necessary to begin operations.

The Commission occupied premises located at Level 9, 50 Grenfell Street, Adelaide from October 2015, and set up a free call 1800 number (1800 826 866), GPO mail box, generic email address and website. The website contained information on the work of the Commission, including practice directions, frequently asked questions, a fact sheet for government employees, and information sheets on procedure at hearings. Later, some submissions received on a non-confidential basis were published on the website for the benefit of the public.

#### CALL FOR SUBMISSIONS

On 21 October 2014 a media release advised the public that the Inquiry had begun and that in due course, submissions would be sought from any person or organisation with information relevant to the Terms of Reference. It advised that the schedule of work for the Commission would include hearings where evidence would be taken. It was anticipated that, initially, hearings would be in private, but there was power to hold public hearings in certain circumstances. The release pointed out that individual cases would not be investigated as part of the Commission work, except where they highlighted systemic problems relevant to the Terms of Reference. It also advised that any criminal matters identified during the investigation process would be referred to the appropriate authorities.

On 1 November 2014, a Public Notice published in the *Advertiser* newspaper invited submissions through the website or by post. The notice was also published in other selected metropolitan and country newspapers during November. At the same time, letters were written to relevant stakeholders, individuals and organisations inviting them to make submissions.

#### RESPONSE TO CALL FOR SUBMISSIONS

The response to the initial media release and newspaper advertisements was disappointing. The Commissioner undertook a number of media engagements and also wrote to people/organisations identified as key stakeholders inviting them to make submissions. Initially, this request also had a limited response. The modest early response to the call for submissions was concerning and was attributed to a number of causes. The establishment of this Commission coincided with hearings by the federal Royal Commission into Institutional Responses to Child Sexual Abuse.

In addition, a State Parliamentary Select Committee on Child Protection had begun an inquiry on child protection issues on 21 May 2014 and had also called for submissions. There was a degree of confusion in the community about the organisation to which submissions should be directed. A number of individuals/organisations indicated an erroneous impression that a submission made to the Parliamentary Select Committee would automatically be made available to this Commission. Of particular concern was the lack of response from workers currently employed by Families SA who the Commission believed would be able to provide first-hand information as to relevant system issues. The reticence on the part of current workers to contact the Commission was in part attributed to a concern that to do so might constitute a breach of the Code of Conduct under the *Public Sector Act 2009*. That difficulty was, to some extent, resolved by the Deputy Chief Executive for Child Protection issuing an advice to all Families SA employees that the Commission would be visiting offices to discuss its work and to talk directly with staff about their work. He encouraged staff to attend those meetings and, if they wished, to participate in the Commission inquiry process.

The situation appeared to have been further exacerbated by the Coronial Inquiry into the death of Chloe Valentine, which began on 14 August 2014 and continued over a number of months. The Coroner's findings and recommendations were delivered on 9 April 2015. That inquiry was the subject of intense media attention; certain employees of Families SA were identified by name and had their photographs appear on television and in the newspapers. Several staff were pilloried in the press as a result of perceived inefficiencies in their work practices. It became clear that there was an apprehension among Families SA workers generally that anyone electing to give evidence before the Commission would be similarly identified and subjected to adverse comment and publicity.

In order to dispel such concerns, members of the Commission visited metropolitan and country offices of Families SA. Workers were reminded of the advice from the Deputy Chief Executive and were informed about the nature of this inquiry and the procedures that would be followed to gather evidence. They were reassured about the ability to give evidence and/or make submissions on a confidential basis. In performing this service, lawyers from the Commission were assisted by Di Gursansky, a member of the Expert Advisory Panel.

Eventually, the Commission received a total of 374 submissions, either online or in writing, many on a confidential basis. The Commission also invited 72 individuals and organisations to make submissions. Of that group, 30 responded to the invitation.

## CONSULTATIONS, SITE VISITS AND WITNESSES

As part of the Inquiry the Commission engaged in a number of consultations and informal meetings with relevant stakeholders and other interested parties. None of these people gave evidence on oath nor were required to make an affirmation. The information obtained in the course of such meetings and consultations was not therefore treated as evidence before the Commission but was used to inform the Commission about relevant matters and to assist further enquiries. However, most of those consulted subsequently became witnesses and gave evidence on oath or affirmation. The Commission also visited some sites to better understand some of the evidence given in the course of hearings.

On 2 July 2015, Counsel Assisting, together with a senior solicitor made a presentation about the work of the Royal Commission to legal staff of the Criminal Law Section at the Legal Services Commission. The Commissioner and Counsel Assisting also presented to Judges of the Supreme, District and Magistrates Courts at the Judicial Development Day held in November 2015. Judges from the Federal Circuit Court were also in attendance.

In the course of this Inquiry the Commission took evidence from a total of 381 people, including evidence taken in private hearings and the five case studies. Some witnesses were obliged to give evidence more than once because of overlapping issues particularly with the case studies. For statistical purposes, they have been counted only once in calculating the above figure. Witnesses who gave evidence in the course of the case studies numbered 76 for McCoolle and 66 for the other four. The remaining witnesses gave evidence in private hearings.

## HEARING PROCEDURE

The first formal hearing of the Commission was held on 5 November 2014. This included an opening statement by Counsel Assisting as to the future work of the Commission. This was followed by some formal evidence from Shirley Smith, the Redesign Program Manager for Families SA, whose evidence was primarily concerned with the organisational structure of the Office for Child Protection and Families SA, its operational arm. The transcript of the opening by Counsel Assisting was subsequently published on the Commission website. Thereafter, hearings were adjourned until submissions closed at the end of January 2015.

Hearings commenced at the beginning of February 2015 and continued through to March 2016. With the exception of the formal case studies and some more formal hearings, all metropolitan hearings took place in the hearing room at the Commission premises, 50 Grenfell Street, Adelaide.

During the week beginning 1 June 2015 the Commission travelled to Mount Gambier and conducted hearings at Mount Gambier Courthouse. In the week beginning 13 July 2015, the Commission conducted hearings at Port Augusta Courthouse. The Commission considered travelling to the APY Lands for hearings but decided to take evidence from relevant witnesses using audio-visual links. This technology was also used to take evidence from witnesses in the Northern Territory and New South Wales.

Most witnesses were served with a summons before giving their evidence and witnesses either gave evidence on oath or made an affirmation to tell the truth.

In accordance with the Commission's Practice Directions, all of these hearings were held in private. From time to time a list of witnesses and the dates and times on which they were due to give evidence was published on the Commission's website. No applications were received to have any of these hearings declared open to the public.

## CASE STUDIES

The evidence at each of the case study hearings was not confidential but those hearings were also held in private to protect the identities of the young people who were the subject of the relevant case study. However, the Commission took the view that the high level of public interest in McCoolle's activities required a different approach. Nevertheless, the evidence in McCoolle referred extensively to the names of children in care, their residential locations and in some cases details of their abuse. In those circumstances, it was not considered appropriate that the hearing be open to the public at large. The balance between the public interest in these proceedings, and the need to protect the privacy of the children concerned, was resolved by permitting accredited media to be present during hearings and to report as to evidence, subject to undertakings and/or orders as to non-publication of sensitive details.

In the course of the hearings, non-publication orders were made on the names of some witnesses who established in evidence that they would suffer hardship by reason of publication of their name and/or image, as well as some items of evidence of a sensitive nature.

## APPENDIX B—THE COMMISSION

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### STAFF

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A total of 29 staff were employed at the Commission; not all staff worked for the whole term of the Inquiry.

#### LEGAL STAFF

Emily Telfer was appointed as Counsel Assisting the Commissioner. Ms Telfer has been employed by the Office of the Director of Public Prosecutions (ODPP) for many years and as a Senior Prosecutor has had extensive experience managing a team of trial prosecutors working on complex trials. This included trials involving the abuse of children and solicitor's work in country areas including the APY Lands. In earlier employment with the Legal Services Commission, Ms Telfer had experience in criminal defence work acting for children and young people charged with criminal offences. Ms Telfer undertook counsel work in hearings, as well as supervision and management of legal and research staff.

Counsel assisting support was provided by Melissa Wilkinson, who also has extensive experience as a prosecutor in the ODPP. They were ably supported by a legal team of:

Kate Hodder (Senior Solicitor)  
Lisa Duong (Senior Solicitor)  
Samuel Whitten (Senior Solicitor)  
Julia Beauchamp (Solicitor)  
Scarlett Schumacher (Solicitor)  
Ruxandra Voinov (Solicitor)  
Natalie Wade (Solicitor)  
Rebecca Millwood (Legal Research)  
Melissa Keys (Legal Research)  
Edward Barson (Legal Research)  
Sarah Draper (Legal Research)  
Jordan Phoustanis (Legal Research)  
Melanie Ellis (Special Investigator)  
Julie Bertossa (Witness Assistance Officer)

#### ADMINISTRATION STAFF

Angel Williams was appointed Director of the Commission office; she oversaw strategic direction and managed financial, administrative and human resource matters, including being the key conduit to government. The Commission was ably assisted by the following team of experienced business, administration, information and records management and communications personnel:

Christina Papapavlou (Senior Communications Officer)  
Snezana Savic (Business and Information Manager)  
Aleksandra Wragg (Business and Information Manager)  
Jane Caperna (Senior Administration Officer)  
Jackie O'Brien (Executive Assistant to the Commissioner)  
Amelia Greer (Administration Officer/Legal Support)  
Nora Willis (Administration Officer/Legal Support)  
Linda Knights (Administration Officer/Legal Support)  
Karen McDiarmid (Administration Officer/Legal Support)  
Margaret Hough (Administration Officer/Legal Support)  
Sophia Karakousis (Administration Officer/Legal Support)

Rowena Austin undertook the enormous editing task of the Commission report, assisted by consultant editors Karen Disney and Kathie Stove.

#### EXPERT ASSISTANCE

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##### EXPERT ADVISORY PANEL

###### DR DIANA HETZEL

Dr Diana Hetzel brings an important perspective to the Commission, with her public health background, medical experience, research skills and specialist knowledge in population health. Dr Hetzel has a long history as an advocate for children and families, and has strongly supported early intervention and interdisciplinary strategies in child protection. She has a clinical medical background in child health; and over 30 years' experience in the health and welfare sectors, including public health research; service planning and program evaluation; and policy development. Her current research interests are in the areas of health inequalities; the socioeconomic determinants of population health; and the impact of disadvantage and violence on the health and wellbeing of infants, children and young people. She has chaired the SA Council for the Care of Children, and been a member of the SA Children's Interests Bureau, SA Child Health Council, and the SA Child Death and Serious Injury Review Committee. She has also served as a non-executive member on a number of boards of organisations, which provide health and education-related services to children and young people.

#### MS ROSEMARY KENNEDY

Rosemary Kennedy is a registered psychologist also admitted as a practitioner of the Supreme Court of South Australia. Ms Kennedy worked for several years as a psychologist in mental health and disability institutions, and in the management of secure and community based residential care services for children at risk and young offenders. Ms Kennedy worked for many more years as a Senior Lecturer at the University of South Australia teaching social workers, a wide range of human service workers, and psychologists. In this role she also consulted and researched in the areas of human service law and ethics, human service training, employment and regulation, human service practice, and service delivery arrangements including case management. She has published several books on case management, law and human services and human service failures. She has undertaken adverse events and integrity allegations reviews for a range of organisations. Ms Kennedy now works part-time in her own psychology consultancy and part-time for the Australian Health Practitioner Regulation Agency. Ms Kennedy maintains an interest in human service research, and has been a member of several organisational research ethics committees including that of the Department for Communities and Social Inclusion.

#### MS DI GURSANSKY

Di Gursansky is a social worker who has been actively involved in professional practice with government and non-government agencies, social work and human service education and both state and national leadership of the Australian Association of Social Workers. Ms Gursansky has had a long-standing interest in issues relating to children, particularly those identified as 'at risk' or children in the care of the Minister.

She has held ministerial appointments previously to the Children's Interests Advisory Committee and is currently appointed to the SA Child Death and Serious Injury Review Committee. Over the period of ten years on this latter committee Ms Gursansky has undertaken many in-depth reviews where there has been neglect, abuse and/or complex medical and disability issues. Ms Gursansky has a strong interest in practice research, evaluation and has written texts on case management. Ms Gursansky has conducted organisation and program reviews in relation to children's services in South Australia and interstate. She has extensive experience of administrative law settings in particular through her previous role with the Social Security Appeals Tribunal and currently with her appointment to the South Australian Civil and Administrative Tribunal.

#### OTHER EXPERT ASSISTANCE

In addition to support from the expert advisory panel, the Commission relied on research support provided by the Australian Centre for Child Protection (ACCP), based at the University of South Australia. It is the only national centre dedicated to child protection research, policy and practice development. The relationship with the ACCP provided the Commission access to leading researchers in the area of child protection, and provided valuable guidance in contemporary best practice. Professor Fiona Arney, ACCP Director, Dr Sara McLean and Dr Kerry Lewig, provided particular assistance.

The following research papers prepared by ACCP for the Commission are available online at [www.agd.sa.gov.au/child-protection-systems-royal-commission](http://www.agd.sa.gov.au/child-protection-systems-royal-commission)

- The implementation of recommendations made by independent child protection inquiries in South Australia;
- The effectiveness of child protection income management in Australia;
- Report of therapeutic residential care; and
- Report on secure care models for young people at risk of harm.

The federal Royal Commission into Institutional Responses to Child Sexual Abuse is responsible for commissioning and managing a formidable body of research in the area of child abuse prevention and response. The Commission has benefitted from the cooperation and assistance of the federal Royal Commission's Policy and Research Branch, in particular providing access to results of research, including research in progress and research not yet publicly available.

Other researchers assisted the Royal Commission from time to time. Professor Paul Delfabbro, based at the University of Adelaide's School of Psychology provided access to his vast research portfolio concerning child protection and out of home care. Dr Philip Gillingham, from the School of Social Work and Human Services at the University of Queensland similarly assisted by enabling the Commission to access his research about the use of information and communication technology in social work.

Luke Broomhall, a clinical psychologist working in private practice at Broomhall Young Psychology gave expert assistance to the Commission by evaluating psychometric tools employed in the selection of staff to positions in the child protection system.

## APPENDIX B—THE COMMISSION

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### INFORMATION GATHERED BY THE COMMISSION

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#### SUBMISSIONS, NON-CONFIDENTIAL

##### ORGANISATIONS

Aboriginal Family Support Services  
AnglicareSA  
Anglicare Tasmania  
Anglicare Youth 180 Program  
Australian Association of Infant Mental Health (AAIMHI)  
Australian Association of Social Workers (AASW)  
The Australian Centre for Social Innovation (TACSI)  
Australian National University, Regulatory Institutions Network  
Baptist Care (SA) Inc  
Barnardos Australia  
BoysTown  
Bravehearts Inc  
Centacare Catholic Family Services Adelaide  
Centacare Catholic Family Services Country SA  
Child and Family Welfare Association of South Australia (CAFWA)  
Child Death and Serious Injury Review Committee  
Child Focussed Practice Operational Group, Domestic Violence and Homelessness Sector  
Connecting Foster Carers SA Inc.  
Council for the Care of Children  
Courts Administration Authority (CAA), Family Conferencing Unit  
CREATE Foundation Ltd  
Fairness in Religions in School (FIRIS), SA  
Fighters Against Child Abuse Australia (F.A.C.A.A)  
Flinders Medical Centre, Child Protection Service  
Foster Care Family Advocacy Inc  
Government of South Australia  
Gowrie South Australia  
Guardian for Children and Young People, Office of the Health and Community Services Complaints Commissioner (HCSCC), South Australia  
Junction Australia  
Law Society of South Australia  
Legal Services Commission of South Australia  
Life Without Barriers  
Lutheran Community Care (South Australia and Northern Territory)

Ngaanyatjarra Pitjantjatjara Yankunytjatjara (NPY)  
Women's Council, Aboriginal Corporation (NPYWC)  
People Against Intentional Neglect (P.A.I.N.)  
Psychologists Association SA Branch  
Public Service Association of SA Inc.  
Royal District Nursing Service (RDNS), SA  
Relationships Australia South Australia Ltd, Post Care Services  
Salvation Army—Australian Southern Territory  
South Australian Aboriginal Advisory Council (SAAAC)  
South Australian Council of Social Service (SACOSS)  
Southern Area Local Health Network (SALHN), Flinders Medical Centre Emergency Department  
Southern Domestic Violence Service  
Time for Kids  
Uniting Care Wesley, Country SA  
Uniting Communities  
Winangay Resources Inc  
Women's & Children's Hospital, Department of General Medicine  
Women's & Children's Hospital, Department of Paediatric Emergency

##### INDIVIDUALS

Abokamil, Hala  
Abraham, Karen  
Aitchison, Gillian  
Andary, Angela  
Anson, Ron and Sally  
Arnold, Gillian  
Arnold-Moore, Dr Timothy  
Atchison, Nicola  
Balek, Peter  
Barton, Judith  
Bastian, Carmela  
Bean OAM, John  
Beltman, Marc  
Bennett, Nicola  
Berginetti, Nadia  
Bicknell, Peter  
Biggs, John  
Bishop, Lewis  
Bobridge, Jennifer and Sonia  
Boemia, Kimberli

Bolton, John  
 Bowden, Graeme and Jacqueline  
 Briggs AO, Emeritus Professor Freda (deceased)  
 Brock, Peter  
 Brooks, Christine  
 Burley, Lindsay  
 Cappo AO, Monsignor David  
 Caputo, Jacquelyn  
 Chisari, Alex  
 Cobb, Victoria  
 Collings, Caroline  
 Collins, Carl  
 Connell, Daniella  
 Cooper, Professor Lesley  
 Coppin, Dr Brian  
 Coralive, Christin  
 Coulston, Liam  
 Cowie, Danielle  
 Davis, Angela  
 Denley, Louise (Lou)  
 Denton, Michelle  
 Dunne, Gareth and Kate  
 Dunne, Margaret  
 Dunstan, Sandra  
 Dyer, June  
 Edwards, Dr Jane  
 Ehrke, Sean  
 Ejderos, Hanna (group submission with 13 contributors)  
 Ekert, Kath  
 Ellis, Marjorie (Marj)  
 Flesher, Alison  
 Flynn, Samantha  
 Ford, Darlene  
 Forde, Karen  
 Foster-Holland, Shona  
 Franks MLC, Hon. Tammy  
 Gilbertson, Bradley (Brad)  
 Goodall, Dr Kenneth  
 Gorman, Melanie  
 Gorman, Melanie (group submission with 7 contributors)  
 Goss, Steven  
 Gribble, Dr Karleen  
 Gunter, Troy and Budgen, Sarah  
 Hale, Avril (group submission with 8 contributors)  
 Hale, Emily (group submission with 6 contributors)  
 Hall, Rosemary  
 Hawthorne-Jackson, Dawn  
 Hewson, Janet (Jan)  
 Hoffmann, Shae  
 Holland, Benjamin  
 Holler, Bianca  
 Holmes, Sharon  
 Hood, Dr Mary and Tomlian, Kim  
 Horgan, Claire  
 How, Christopher  
 Ibis, Hakan  
 Jackson, Allen and Sandra  
 Jackson, David  
 Jacobs, Julie-Anne  
 Jaspers, Susan  
 Jezeph, Toni  
 Johnston, Alan (Bruce)  
 Jones, Jillian  
 Jones, Kenneth (Brian)  
 Jukes, Christine  
 Justice, Ingrid  
 Kaipara, Sue  
 Kakoschke, Gregor (Greg)  
 Kay, Matt  
 King, Elizabeth (Libby)  
 King, Sue  
 Knox, Amanda  
 Kyriacou-Balopitos, Elsa  
 Kyrkou, Dr Margaret  
 Latella, Michelle  
 Leeder, Tim  
 Lindblom, Fiona  
 Liston, Tara  
 Little, Dannielle  
 Lloyd, Rosalyn  
 Luethen, Paula  
 Lunn, Dawn  
 Madden, Paul  
 Maddigan, Simone

## APPENDIX B—THE COMMISSION

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Maragkos, Anna  
Marshall, Julie  
Martin, Sandra  
McCarron, Declan  
McDermott, Telisha  
McGregor OAM, Margaret  
McInness AM, Dr Elspeth  
Mechielsen, Pieter  
Melvin, Kate  
Michael, Sally  
Miers AM, Sue and Miers, Tony  
Mignonne, Margot  
Miller, Phillip  
Mortier, Nicole (Nikki)  
Munday, Melissa  
Munyard, Steve  
Murdey, Adam  
Myers, Nigel  
Nesci, Nick  
Neville, Alicia  
Nicholls, Susan (group submission with 2 contributors)  
O'Loughlin, Joe  
O'Neill AM, Dr Marie  
Osborn, Rachel (group submission with 5 contributors)  
Page, Gail  
Page, Steven  
Palachicky, Ruth  
Papageorgiou, Andrew  
Paton, Allison  
Paxton, Philippa  
Pearce, Hazel  
Pirgousis, Jacqueline  
Quinn, Steve  
Raikiwasa, Sera  
Rainford, Irma  
Ramsell, Geraldine (Gerry)  
Rayment, Patricia  
Rayment, Patrica and Simmons, Claire  
Rhodes, Sally  
Richards, Jodie  
Richter, Pia  
Riggs, Dr Damien  
Roberts, Lynda  
Rootsey, Raymond (Ray)  
Ryan, Louise  
Saunders, Pamela  
Schneider, Heidi  
Schofield, Mark  
Scott OAM, Emeritus Professor Dorothy  
Scroop, Beryl and Trevor  
Sephton, Lynda (Lyn) (group submission with undisclosed contributor number)  
Shephard, Helen  
Silvestri, Leo  
Stanway, Rebecca  
Starke, Serena  
Stevens, Julie  
Stewart, Leanne  
Stewart, Dr Nigel  
Stuckey, Thelma  
Summers, Terri and Scott, Kevin  
Sutton, Gayl  
Symons, Victor (Vic)  
Taplin, Anne-marie  
Teo, Kean and Fox, Greg  
Ternezis, John  
Thelning, Stuart  
Thomas, Narelle and Robert  
Thomas, Owen  
Thomson, Jillinda  
Thorpe, Emeritus Professor Rosamund  
Thorsen, Shiree  
Titley, Rachel  
Truskewycz, Eleonora  
Vince, Carrie  
Wade, Janet  
Walker, John  
Wallace, John  
Walters, Karen  
Ward, Martin (group submission with 6 contributors)  
Warren, Christine  
Weber, Micheal  
Weber, Peter  
Wendt, Rebecca

White, David  
Whitfield, Professor Dexter  
Whittaker, Ann  
Wiederkehr, Angelika  
Williams, Alan  
Williams, Joseph  
Williams, Pauline  
Wills, Racheal  
Willson, Rachel  
Wood, Catherine  
Wood, David

*# 122 individual names withheld*

*# 1 organisation name withheld*

## **CONSULTATIONS**

### **ACADEMIA**

Australian Centre for Child Protection:

Arney, Professor Fiona  
Bromfield, Leah

School of Social Work and Social Policy, Trinity College,  
Dublin, Ireland:

Buckley, Associate Professor Helen

Flinders University:

Hallahan, Associate Professor Lorna (Head of Social  
Work, and Chair of Social and Behavioural Research  
Ethics Committee)

### **JUSTICE SECTOR**

Youth Court of South Australia

Broderick SM, Mr Philip  
McEwen, His Honour Senior Judge

Family Drug Treatment Court, Victoria

Buggy, Elisa, Program Manager  
McPherson, Kay, Magistrate

Family Court of Australia

Dawe, The Honourable Justice, Senior Judge

Courts Administration Authority

Doherty, Carolyn, Family Care Meetings

Judicial Education Committee

McIntyre, Her Honour Judge, Chair

## **NON-GOVERNMENT ORGANISATIONS**

Berry Street Childhood Institute

Brunzell, Tom, Senior Advisor, Teacher & Learning,  
McCluskey, Trish, Director, Gippsland

Life Without Barriers/ Northern Country Region

Fielder, Anya, Manager

Connecting Foster Carers

Jarvis, Josephine

Aboriginal Family Support Services, Ceduna

Micka, Katharine, Manager

CREATE Foundation

Scalzi, Claudine, SA State Coordinator

## **SA GOVERNMENT ORGANISATIONS**

Child, Death and Serious Injury Review Committee

Eszenyi, Dymphna (Deej), Chair  
Watts, Sharyn, Executive Officer

Department for Communities and Social Inclusion (DCSI)

Tattersall, Kelly, Director, Screening Procurement and  
Stanton Institute

Department of Education and Child Development (DECD)

Kummerow, Dr Liz, Manager/ Families SA,  
Psychological Services

Lovegrove, Trevor, Director, Office for Resources  
Operations and Assurance

Richards, Dr Jane, Project Director HR Reform, Human  
Resources and Workforce Development

Riedstra, Julieann, Formerly Deputy Chief Executive  
(Resources) Office for Child Safety

Scheepers, Etienne, Deputy Chief Executive, Office for  
Child Safety

Simmons, Claire, Principal Clinical Psychologist,  
Families SA, Executive Services

Stasiak, Nicole, Director, Families SA, Residential Care

Health and Community Services Complaints  
Commissioner

Tully, Steve, Commissioner

## APPENDIX B—THE COMMISSION

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### Office of the Guardian for Children and Young People

Shaw, Amanda, Guardian  
Simmons, Pamela (Pam), Former Guardian

### Ombudsman SA

Hall, Peter, Manager Administration Improvement (Education)  
Mayhew, Donna, Principal Advisor Information Sharing  
Norton, Sharon, Legal Officer  
Philpot, Megan, Acting SA Ombudsman

### South Australia Police (SAPOL)

Dickson, Assistant Commissioner Paul, and members of the Special Crimes Investigation Branch  
Shanahan, Detective Superintendent Joanne, and McLean, Detective Inspector Deborah: Multi-Agency Protection Service (MAPS)

### Women's and Children's Hospital

Donald, Dr Terry, Former Specialist Paediatrician, WCH (now in private practice)

### SITE VISITS

#### GOVERNMENT AND NON-GOVERNMENT ORGANISATIONS

DCSI Screening Unit  
Child Abuse Response Line (CARL)  
Lochiel Park Residential Care Unit (decommissioned)  
Families SA large residential care facilities (three facilities; locations suppressed)  
Mount Gambier Children's Centre  
Anglican Community Care, Mount Gambier  
Helen Mayo House, Glenside  
FamilyZone Community Centre, Ingle Farm  
Ruby's Reunification Program, Therapeutic Youth Services, Thebarton  
Wiltja Residential Program (Secondary Schooling Boarding), Northgate  
Multi-Agency Protection Service, SAPOL  
Ethical and Professional Standards Branch, SAPOL

### FAMILIES SA—METROPOLITAN

Southern Assessment and Support  
Southern Protective Intervention  
Southern Guardianship  
Central Assessment and Support  
Central Guardianship  
Northern Assessment and Support  
Northern Protective Intervention  
Northern Guardianship

### FAMILIES SA—COUNTRY

Mount Gambier  
Berri  
Mount Barker  
Port Augusta  
Port Pirie  
Kadina  
Ceduna

### WITNESSES, NON-CONFIDENTIAL EVIDENCE

#### ORGANISATIONS

##### Academia

The University of Adelaide  
De Crespigny, Professor Charlotte  
Delfabbro, Professor Paul  
Malvaso, Catia  
University of South Australia  
Arney, Professor Fiona, Australian Centre for Child Protection  
Segal, Professor Leonie

##### Expert

Gursansky, Dianne (Di)  
Hetzl, Dr Diana  
Kennedy, Rosemary  
Solution Based Casework, Social Services Associates, LLC, Santa Fe, New Mexico, USA  
Christensen, Dr Dana

### **Non-government organisations**

Aboriginal Family Support Services

Guppy, Warren

Williams, Sharron

Anglicare SA

Press, Joanne

Sandeman, Reverend Peter

The Australian Centre for Social Innovation (TACSI)

Curtis, Carolyn

Shen, Dana

Baptist Care (SA) Inc.

Brown, Jeremy

Gassner, Lee-Anne

Santillo, Teresa

Centacare Catholic Family Services Adelaide

Drew, Kirsty

Centacare Catholic Family Services Country SA

Munn, Dr Peter

Ward, Elizabeth

Child and Family Welfare Association of South Australia

Barelds, Albert

Connecting Foster Carers SA Inc.

Jarvis, Josephine

Ryan, Kelly

CREATE Foundation Ltd

Evans, Pam

Scalzi, Claudine

Junction Australia

Briggs, Dawn

O'Rafferty, David

Phillips, Sue

Key Assets

Davies, Gareth

Life Without Barriers

Jeffreys, Dr Helen

Longbottom, Jane

Mayfield, Dr Belinda

Lutheran Community Care (South Australia and Northern Territory)

Lane, Susan

Lockwood, Helen

Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women's Council (NPYWC)

Balmer, Liza

Kean, Melissa

Nganampa Health Council Inc.

Busuttil, David

Kelly, Dr Martin

Psychologists Association South Australia Branch

Tustin, Dr Richard (Don)

Relationships Australia South Australia Ltd

Cross, Judith

Ray, Mergo

Salvation Army, Australian Southern Territory

Brettig, Karl

Elvin, Andrew

Uniting Communities

Hillier, Cheryl

Schrappel, Simon

Uniting Care Wesley, Country SA

Pavy, Anthea

Winangay Resources Inc.

Blacklock AM, Aunty Sue

Bonser, Gillian

Hayden, Paula

### **SA Government organisations**

Child Death and Serious Injury Review Committee

Eszenyi, Dymphna (Deej)

Courts Administration Authority, Youth Court of SA

Doherty, Carolyn

Radhakrishnan, Manoj

SA Health

*APY—Women's and Children's Health Network*

Sawyer, Bobbi-Jo

*Drug and Alcohol Services South Australia (DASSA)*

Ali, Professor Robert

## APPENDIX B—THE COMMISSION

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### *Child Protection Service, Flinders Medical Centre*

Beall, Dr Jacqueline

Molden, Kerri

Thorpe, Kiaran

### *Department of Psychological Medicine, Women's and Children's Health Network*

O'Rourke, Patricia

McEvoy, Dr Prudence

### *Helen Mayo House, Women's and Children's Health Network*

Hollamby, Sharron

Swift, Dr Georgina

### *Lyell McEwin Hospital*

Nozza, Dr Josephine

### *Yarrow Place Rape & Sexual Assault Service, Women's & Children's Health Network*

Dee, Katrina

Kolarz, Vanessa

### *Women's and Children's Hospital*

Jenkins, Alan (Mary Street, Adolescent Sexual Abuse Prevention Program (ASAPP))

John, Melissa

Ketteridge, Dr David

Rosser, Dr Jane

### Department for Communities and Social Inclusion (DCSI)

#### *Child and Youth Services, Disability Services*

McAuley, Karen

#### *Exceptional Needs Unit, Disability SA*

Gillissen, Monique

O'Loughlin, Richard

Tregenza, Bronwyn

#### *NDIS Reform, Disability SA*

Nowak, Zofia

#### *Northern Connections*

O'Brien, Dr Beverley

Davidson-Tear, Jeremy

### Department for Education and Child Development (DECD)

Barry, Karen

Bennett, Anthony

Brooks, Tamara (Tammy)

Guerin, Lyn

Haddad, Leanne

Kelly, Clare

Kelly, Laura

Keogh, Caroline

Kranz, Jacqueline

Macdonald, Sue

Marquard, Ann

Matschoss, Garry

Newman, Paul

Niehuus, Sally

O'Leary, Susan

O'Loughlin, Phillip

Pamminger, Melina

Richards, Dr Jane

Rudd, Mark

Sanderson, Benjamin

Scheepers, Etienne

Skilbeck, Robyn

Smith, Shirley

Starrs, Rebecca

Stasiak, Nicole

Whitten, Rosemary

Williams, Kelly

### Legal Services Commission of SA

Chester, Lana

Croser, Robert

English, Andrew

### Ombudsman SA

Hall, Peter

Norton, Sharon

Philpot, Megan

### Guardian for Children and Young People, Office of the Simmons, Pamela (Pam)

### South Australia Police (SAPOL)

McLean, Deborah (Multi-Agency Protection Service (MAPS))

Shanahan, Joanne (MAPS)

**Individuals**

Abokamil, Hala  
Adams, Philip  
Bastian, Carmela  
Beltman, Marc  
Birchmore, Kristina  
Brooks, Christine  
Caputo, Jacquelyn  
Champion, Marion  
Clark, Michelle  
Cranney, Julia  
De Kievit, Jenni  
Edwards, Dr Jane  
Ellis, Marjorie (Marj)  
Flesher, Alison  
Fluin, Kathryn (Kate)  
Gaffney, Philippa (Pip)  
Goss, Steven  
Gunter, Troy and Budgen, Sarah  
Hood, Dr Mary  
Hutson, Tania  
Jackson, David  
Johnston, Alan (Bruce)  
Kakoschke, Gregor (Greg)  
Kay, Helen  
Kemp, Anthony (Tony)  
Kyrkou, Dr Margaret  
Lindblom, Fiona  
Madden, Paul  
Miers AM, Sue and Miers, Tony  
Miller, Phillip  
Nicholls, Susan  
Palachicky, Ruth  
Paxton, Philippa  
Pearce, Colby  
Robertson, Judi  
Ryan, Louise  
Squires, Rodney (Rod)  
Stewart, Dr Nigel  
Summers, Terri  
Thompson, Helen  
Tomlian, Kim

Turvey, Simon  
Valentine, Belinda  
Walker, John  
Ward, Heather  
Weber, Peter  
Wiederkehr, Angelika  
Williams, Alan  
Williams, Pauline  
Worsman, Christine (Chris) and Paul

*\*\*81 names withheld*

**WITNESSES, CASE STUDIES**

*Witness names are not included here if they are listed elsewhere or a non-publication order was made over their name.*

Abela, Ann (Marie)  
Andrews, Keiron  
Bament, Danielle  
Bateson, Holli  
Beames, Vanessa  
Birchmore, Megan  
Borgas, Mignon  
Braham, Catherine  
Calvert, Darren  
Cole, Tanya  
Cookes, Samantha  
Crawford, Kate  
Creek, Julie  
Cross, Peter  
Curyer, Graham  
Dale, Wendy  
Davis, Angela  
Decoster, Katherine  
Dennis, Wendy  
Dimond, Josie  
Donald, Dr Terry  
Elliott, Amber  
Emmerton, Peter  
Evans, Jodie  
Feeney, Keryn  
Fisher, Natalie  
Franklin, Nadine

## APPENDIX B—THE COMMISSION

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Frick, Daniel	O'Hare, Dorothy
Gray, Robert	Ogloff, Professor James
Gregg, Andrew	Osborn, Rachel
Gregory, Janet	Packer, Roslyn
Griffin, Robert	Pinos, Jessica
Grigg, Megan	Player, Jan
Groat, Annette	Plush, Leila
Hall, Margaret	Purton, Louise
Hammond, Simone	Rawlinson, Kirsty
Hams, Corinne	Reedman, Narelle
Harman, Catherine	Reilly, Adam
Harmston, Wendy	Rhodes, Sally
Hawke, Kate	Riedstra, Julie-Ann
Heinrich, Dorle	Ritchie, Kalari
Hodges, Jacqueline	Roberts, Karen
Hoffmann, Shae	Rogers, Lincoln
Holmes, Noel	Rowley, Melissa
Hurley, Linda	Ruddell, Aleesha
Jeffer, Debra	Shard, Carol
Jezeph, Toni	Short, Jewell
Johnston, Jayne	Simmons, Claire
Kevesevic, Danijel	Sorensen, Tanya
Knight, Daniel	Steffensen-Smith, Helen
Kuehn, Kristin	Sterzl, Shane
Lamont, Julia	Strachan, Patricia (Trish)
Lane, Margaret	Taheny, Katrina
Lawson Hall, Julie	Thompson-Francis, Alice
Lawson, Katie	Turner, Jayne
Mackie, Carmel	Vajdic, Srdjan
Manderson, Christina	Vidovic, Mirjana
Mares, Dr Sarah	Wallis, Wendy
Martin, Bernadette	Waterford, William (David)
McCooole, Shannon	Whitehorn, Grant
McCulloch, Maree	Williams, Don
McKenna, Danielle	Willsmore, Russell
McLean, Noel	Willson, Rachel
McLeish, Patricia (Kelly)	Wood, Catherine
Mitchell, Diane	Worth, Trudy
Nelson, Lisa	Ziegeler, Anne
Nicholson, Shelby	
Nicolaou, Anne	
Norman, Lee	

## **OTHER STATISTICAL INFORMATION**

### **SUMMONSES**

The Commission issued 680 summonses in the course of this Inquiry, 280 to produce documents and 400 to witnesses to appear at hearings. Summonses to produce documents brought more than 11,000 records before the Commission.

### **EXHIBITS**

The total number of exhibits received by the Commission, for all hearings, was 1028, including 78 exhibits for the McCoolle case study and 149 for the other four case studies.

### **WEBSITE**

The Commission website went live soon after the commission was established. It housed information including the Terms of Reference, practice directions, hearing schedules and instructions on how to make a submission online. At the time of writing, the website had received 12,034 visits over the course of the Inquiry.



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## **APPENDIX C— EXPERT ADVISORY PANEL PROJECT METHODOLOGY**

THE PROJECTS	634
Review of screening assessments	634
Usual Practice review	634
Cumulative Harm review	634
Intake review	635

### THE PROJECTS

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To increase the Commission's understanding of practice quality, members of the Expert Advisory Panel (see Appendix B) reviewed selected files across four areas of interest:

- How the Screening Unit in the Department of Communities and Social Inclusion (DCSI) completed assessments as part of child-related employment screening.
- How Families SA responded to child protection notifications, including assessments and case planning, as recorded in C3MS files—the Usual Practice review.
- How Families SA responded to the possibility of children suffering cumulative harm—the Cumulative Harm review.
- How Families SA Call Centre practitioners screened notifications (whether they were assessed as requiring a response and, if so, what form of response)—the Intake review.

The results of the reviews have been referred to throughout this report. A summary of the methodology applied in the reviews follows.

#### REVIEW OF SCREENING ASSESSMENTS

This project involved a qualitative review of 150 screening assessment briefings from 2013/14 that contained negative information about the applicant for child-related employment. Samples of assessment outcomes from each decision-making level in the Screening Unit, including those of the Complex Assessment Panel, were selected and reviewed. Thematic analyses of the outcomes within and across samples focused on the following broad issues:

- compliance with standards;
- management of discontinued criminal charges;
- management of child protection notifications, including those not investigated or substantiated;
- engagement of the applicant and weight given to their responses;
- elicitation and use of information from additional sources;
- weighting of information in decision making;
- cancellation of clearances;
- expertise of assessors;
- appropriateness of 'rules'; and
- appropriateness of specific clearances.

'Rules' refers to the material used by the Screening Unit to guide its screening assessments. The rules were taken to consist of the following:

- *Children's Protection Act 1993 (SA)*, Division 3
- Children's Protection Regulations 2010 (SA)
- DCSI, Assessment Procedure for Dealing with Criminal History Information: Child Related Employment, including Matrix for Assessing Criminal History Information, 1 October 2014 (internal unpublished document)
- DCSI, Approvals Authorisation: Child-related Assessment, including Approval Authority Matrix, 11 September 2014 (internal unpublished document)
- Department for Education and Child Development (DECD), Standards for Use of Child Protection Information in the Assessment of an Applicant's Relevant History Pursuant to the *Children's Protection Act 1993*, issued 1 July 2014 (internal unpublished document)
- DECD, Standards for Dealing with Information Obtained about the Criminal History of Employees and Volunteers who Work with Children, issued July 2012.

#### USUAL PRACTICE REVIEW

This project involved a review of 60 Families SA child protection C3MS files from 2013/14, picked at random. The reviewers used a checklist containing a set of broad indicators of good practice derived from the literature and practice experience to review each child's file. The reviewers sought evidence in each file of the child's point of view, the influence of theoretical underpinnings and practice approaches to decision making, supervision and professional judgements. They reviewed the screening of the notification, assessment, case planning, intervention, monitoring and case closure practice as presented in the files. They also looked at the use and contribution of C3MS to case management and decision making.

#### CUMULATIVE HARM REVIEW

This review examined a selection of cases to consider how Families SA assessed and responded to the risk of cumulative harm to children. The Commission provided 19 cases to two members of the Expert Advisory Panel, who examined each case in the context of a number of research articles, their practice and professional knowledge, and consideration of the long-term effects of cumulative abuse and neglect on children's wellbeing.

### INTAKE REVIEW

This review examined 120 notifications taken by the Families SA Call Centre over five months, from 1 July to 1 December 2014. Of the notifications, 20 were classified as Tier 1, 20 as Tier 2, 20 as Tier 3, 20 as Notifier Only Concern, 20 as No Grounds for Intervention and 20 as Adolescent at Risk. The 20 notifications of each type were provided by the Agency and therefore their selection was not necessarily random.

For each notification, the Commission staff extracted from C3MS and tabulated the following information:

- the child's date of birth;
- the child's Aboriginal or non-Aboriginal status;
- the method of notification—Child Abuse Report Line (CARL) or eCARL;
- the date of allegation;
- any previous child protection concerns relating to the child;
- the identity of the notifier for eCARL notifications;
- the designation/profession of the notifier;
- the weight given to the notifier's status;
- the provision or otherwise of diversionary options in response to the allegation;
- the rationale for the decision made; and
- any other noteworthy observations.

These areas were decided by Commission staff in consultation with two members of the Expert Advisory Panel, who then reviewed the material and provided commentary on each case. The commentary was structured on the following issues, which were decided by Commission staff in consultation with the experts:

- the quality of information;
- the diversionary responses that appear to have been warranted;
- the appropriateness or otherwise of the notification; and
- the appropriateness of the chosen tier rating.

The experts then drew general conclusions about intake processes evidenced by the project sample.

## SHORTENED FORMS

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AAR	Adolescent at Risk
AASW	Australian Association of Social Workers
ACCP	Australian Centre for Child Protection
ATSICPP	Aboriginal and Torres Strait Islander Child Placement Principal
ACTT	Alternative Care Therapeutic Team
ADHD	Attention deficit hyperactivity disorder
AEDC	Australian Early Development Census
AFP	Aboriginal family practitioner
AFSS	Aboriginal Family Support Services
AHP	allied health professional
AHP+PDRP	Allied Health Professionals plus Professional Development Reimbursement Program
AHPRA	Australian Health Practitioner Regulation Agency
AIFP	Australian Institute of Forensic Psychology
AIFS	Australian Institute of Family Studies
ALRC	Australian Law Reform Commission
ALSR	Adolescent Late Stage Reunification
APY	A <u>n</u> angu Pitjantjatjara Yankunytjatjara
ARACY	Australian Research Alliance for Children and Youth
ASD	autism spectrum disorder
ASO	administrative services officer
ATSI	Aboriginal and Torres Strait Islander
AYTC	Adelaide Youth Training Centre
C3MS	Connected Client and Case Management System
CaFHS	Child and Family Health Service
CAFWA	Child and Family Welfare Association
CALD	culturally and linguistically diverse
CAMHS	Child and Adolescent Mental Health Service
CARL	Child Abuse Report Line
CARU	Carer Assessment and Registration Unit
CAT	Complexity Assessment Tool
CCIU	Care Concern Investigations Unit
CCR	care concern referral

CDSIRC	Child Death and Serious Injury Review Committee
CfC	Communities for Children
CFC	Connecting Foster Carers
CIS	Client Information System
CISC	Children in State Care
CNA	Closed No Action
CNCI	Could Not Complete Investigation
CNL	Closed Not Located
COAG	Council of Australian Governments
CPD	continuing professional development
CPS	Child Protection Services
CRIS	Client Relationship Information System
CRP	Case Review Panel
CRU	Crisis Response Unit
CSO	Crown Solicitor's Office
CWA	child wellbeing assistant
CWC	child wellbeing consultant
CWP	child wellbeing practitioner
CYFS	Children, Youth and Family Services
CYS	Child and Youth Services
DALY	disability adjusted life year
DART	Diversion Assessment Response Team
DASSA	Drug and Alcohol Services South Australia
DCSI	Department for Communities and Social Inclusion
DECD	Department for Education and Child Development
DNA	Divert Notifier Action
DPC	Department of the Premier and Cabinet
DR	differential response
eCARL	electronic Child Abuse Report Line
ECHIPWC	Exchange of Criminal History Information for People Working with Children
EIRD	Early Intervention Research Directorate
EXF	Extra-familial

## SHORTENED FORMS

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FACS	Department for Family and Community Services
FAYS	Family and Youth Services
FCM	Family Care Meeting
FGC	family group conference [New Zealand]
FMC	Flinders Medical Centre
FNR	Full Investigation Not Required
FTE	full-time equivalent
GCYP	Office of the Guardian for Children and Young People
HCSCC	Health and Community Services Complaints Commissioner
HR	human resources
ICL	Independent Children's Lawyer
ICP	The Interagency Code of Practice: Investigation of Suspected Child Abuse or Neglect
IFSS	Integrated Family Support Service
IMD	Incident Management Division
iREG	Initial registration [Specific Child Only and kinship carers]
ISGs	Information Sharing Guidelines for Promoting Safety and Wellbeing
ITRS	Infant Therapeutic Reunification Service
ITS	Intensive Tenancy Support
LAN	Local Assessment of Needs
LAPDU	Learning and Practice Development Unit
LF	Linking Families
LMH	Lyell McEwin Hospital
LSC	Legal Services Commission
LWB	Life Without Barriers
MAPS	Multi-Agency Protection Service
MAS	Manager—administrative services
MCET	Multicultural Community Engagement Team
NAPLAN	National Assessment Program—Literacy and Numeracy
NCA	National Crime Agency [United Kingdom]
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
NGI	No Grounds for Intervention

NGO	non-government organisation
NOC	Notifier Only Concern
NPY	Ngaanyatjarra, Pitjantjatjara and Yankunytjatjara
NRAS	National Registration and Accreditation Scheme
NVCI	non-violent crisis intervention
OOHC	out-of-home care
OP	Other Person [guardian]
OPG	Other Person Guardianship
OPS	operational services
PAC	principal Aboriginal consultant
PI	Protective Intervention
PO	professional officer
PRC	Parenting Research Centre
PSU	Placement Services Unit
PSW	principal social worker
PYEC	Pitjantatjara Yankunytjatjara Education Committee
RIT	Risk Identification Tool
ROA	Refer Other Agency
ROU	Report on Unborn
RPI	Resources Prevent Investigation
RTO	registered training organisation
SACAT	South Australian Civil and Administrative Tribunal
SAPOL	South Australia Police
SATS	Stabilisation and Transition Service
SBC	Solution Based Casework™
SCO	Specific Child Only [care]
SDM	Structured Decision Making®
SEIFA	socio-economic indexes for areas
SILS	Supported Independent Living Service
SIU	Special Investigations Unit
SMART	Strategies for Managing Abuse Related Trauma
SNAICC	Secretariat of National Aboriginal and Islander Child Care
SOC	supporters of carers

## SHORTENED FORMS

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SSO	school services officer
TACSI	The Australian Centre for Social Innovation
TILA	transition to independent living allowance
TIS	Targeted Intervention Service
UNCRC	United Nations Convention on the Rights of the Child
VCA	Voluntary Custody Agreement
VOOHC	voluntary out-of-home care
WCH	Women's and Children's Hospital
WCHN	Women's and Children's Health Network
WWCC	Working with Children Check
WWVP	Working with Vulnerable People [check]

## GLOSSARY

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This glossary defines key terms used in this report.

**Aboriginal** An inclusive term to refer to Aboriginal and Torres Strait Islander peoples.

**Aboriginal and Torres Strait Islander Child Placement Principle** A principle implemented in all Australian states and territories which prioritises the placement of Aboriginal children in care within the child's family, community and culture.

**Aboriginal family practitioner (AFP)** A flexible employment classification in the allied health professional stream for Aboriginal employees in Families SA. AFP duties include undertaking casework with Aboriginal families and helping non-Aboriginal staff engage Aboriginal families more effectively.

**Adelaide Youth Training Centre (AYTC)** A secure government care facility for children and young people who are sentenced to detention or remanded in custody under the *Young Offenders Act 1993* (SA).

**Adolescent at Risk** A screening category assigned by Families SA's Call Centre to an adolescent believed to be at risk of harm from circumstances that may include family conflict, homelessness, drug or alcohol problems, self-harm or suicidal tendencies.

**adoption** A legal process by which an adopted child becomes, in contemplation of law, the child of the adoptive parents, and ceases to be the child of any previous birth or adoptive parents.

**Agency, the** See *Families SA*. Also refers to the administrative unit that will perform statutory child protection functions in the future.

**Allied health professional (AHP)** Employment classification defined in the *South Australian Public Sector Wages Parity Enterprise Agreement: Salaried 2014*. Refers to employees in a range of professions who are undergraduate degree qualified and perform roles that enable them to obtain state or territory registration, be licensed or accredited to practice, or be eligible to join the relevant professional association. Some Aboriginal employees with the appropriate background and skills but without a formal qualification are employed in this stream.

**Anangu Pitjantjatjara Yankunytjatjara (APY)**

**Lands** Aboriginal-owned lands in the far north of South Australia, covering approximately 102,000 km<sup>2</sup>.

**APY Lands Inquiry** Children on Anangu Pitjantjatjara Yankunytjatjara (APY) Lands Commission of Inquiry.

**assessment and support** Also intake and assessment. The receipt, prioritisation and investigation of intakes received by the statutory agency. Includes delivering some short-term family support where appropriate.

**Assessment and Support Hub** The Families SA offices tasked with delivering assessment and support functions.

**Australian Early Development Census (AEDC)** A census that provides a measure of early childhood development across a community in five key areas of development at the time children start school: physical health and wellbeing, social competence, emotional maturity, language and cognitive skills, and communication skills and general knowledge.

**best interests representation** A model of child representation where the representative forms an independent view based on the evidence of the child's best interests and acts accordingly.

**burden of disease** A measure of less tangible costs of disease such as fear, mental anguish, physical pain and disability.

**C3MS** Connected Client and Case Management System: the computer system used by Families SA since 2009 as a complete case management system and the primary source of information about a child.

**Call Centre** A Families SA office that operates 24 hours a day with telephone lines and an internet-based service for receiving notifications of suspected abuse or neglect.

**Care and Protection Order** An order under Part 5, Division 2, of the *Children's Protection Act 1993* (SA), commonly to place a child under the guardianship of the Minister for either 12 months or until the child turns 18 years of age.

**Care and Protection Worker** A role in Families SA within the operational services (OPS) classification stream with similar duties, caseload and work complexities as qualified social workers. May also be used as a generic term to describe certain employees of the Agency.

**care concern referral** A report of suspected abuse or neglect of a child in care.

**Care Concern Investigations Unit** The Families SA unit responsible for assessing and responding to suspected abuse or neglect of children in care.

**care leaver** A young person previously in the care of the state whose Care and Protection Order has expired (usually when they turn 18).

**carer** Term used to refer to foster parents, kinship or relative carers, or persons employed to care for children either by Families SA or commercial agencies.

## GLOSSARY

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**case reading** A quality assurance process that involves reviewing a small and random sample of the work of each practitioner against a set of specific criteria.

**caseworker** Staff member within the Agency with primary responsibility for the management of a case.

**Charter for the Rights of Children and Young People in Care** A charter developed by the Guardian for Children and Young People pursuant to section 52EB of the Children's Protection Act which establishes a range of rights for children and young people under the guardianship, or in the custody of, the Minister.

**child abuse and neglect** Non-accidental behaviour by parents, carers, other adults or older adolescents that is outside the norms of conduct and entails a substantial risk of causing physical or emotional harm to a child. The terms *child abuse and neglect* and *child maltreatment* are used interchangeably.

**Child Abuse Report Line (CARL)** The collective name for the telephone lines used for reporting notifications to the Call Centre.

**Child and Adolescent Mental Health Service** Mental health service provided through SA Health's Women's and Children's Health Network, which provides mental health services to infants, children, adolescents and perinatal women and families.

**child in (state) care** Child in the care of the Minister pursuant to a guardianship order, a custody order or a voluntary custody agreement.

**child maltreatment** Non-accidental behaviour by parents, carers, other adults or older adolescents that is outside the norms of conduct and entails a substantial risk of causing physical or emotional harm to a child. The terms *child abuse and neglect* and *child maltreatment* are used interchangeably.

**child protection assessment** A broader evaluation (compared with investigation) of a child's needs, safety and risk, the family situation and environmental context.

**child protection investigation** A determination of whether an incident of child abuse or neglect has occurred, and the circumstances of its occurrence.

**child protection notification** A report to the Agency (usually via the Call Centre) concerning suspected child abuse or neglect.

**child protection order** An Investigation and Assessment Order or a Care and Protection Order made under the Children's Protection Act.

**Child Protection Services** Two hospital-based health units (Women's and Children's Hospital and Flinders Medical Centre) that perform forensic child medical assessments and forensic child interviews, as well as provide therapeutic services for children who have been abused or neglected.

**child protection substantiation** A professional judgement as to whether abuse or neglect has occurred.

**child removal** The removal of a child from their parents' care pursuant to the Children's Protection Act.

**Child Safe Environments training** Training that educates mandatory notifiers and other people working in the child protection system to recognise and respond to child abuse and neglect. This training is not a legal requirement for mandatory notifiers under the Children's Protection Act. It is also referred to as Responding to Abuse and Neglect (RAN) training.

**child-related employment screening** The process of assessing identified categories of information about a person to assess the level of risk they may pose to children in a professional or volunteering environment.

**Children and Family Centre** A centre that delivers similar collocated services as a Children's Centre, initially established by the Australian Government, and which has a stronger focus on services for Aboriginal families.

**Children's Centre** An early childhood service that brings together support services for families in a 'one-stop shop'. Services vary, but commonly include preschool, occasional care, parenting and personal development programs, targeted playgroups and health services.

**CIS** Client Information System: the computer system used by Families SA, in conjunction with paper files, until 2009.

**Closed No Action** A closure code used by Families SA when there are insufficient resources to respond to the notification, and the relative case risk has been weighed against other incoming child protection work.

**Closed, Abuse Not Substantiated** A closure code used by Families SA where an investigation did not substantiate alleged abuse or neglect.

**College for Learning and Development** A registered training organisation that delivered in-house training to Families SA workers until government changes in 2011/12 when Families SA joined the Department for Education and Child Development.

**commercial care** Care that is provided to children in care by staff who are engaged through private agencies on commercial terms. This care is provided on a rotational basis in locations such as short-term rentals, motels, caravan parks and Families SA owned properties.

**commercial carer** A carer who is employed by a private agency, to care for children on a rotational basis. Commercial carers may also work in Families SA's residential care facilities.

**Common Approach** An assessment tool developed for use by practitioners who have regular contact with children and families, but who may not have experience in making formal assessments.

**Communities for Children Program (Australian Government)** A model where a not-for-profit facilitating partner consults local stakeholders and prepares a whole-of-community plan and then funds not-for-profit partner agencies to provide services in accordance with the plan. The model aims to improve service collaboration to benefit local children and families.

**community residential care** Care that is provided in a large residential unit, typically housing 12 children or young people who are cared for by paid staff working on a rotational basis.

**comorbidity** The existence of co-existing problems, for example, substance abuse, mental illness and/or domestic violence.

**complex trauma** The range of cognitive, affective and behavioural outcomes that arise from trauma. May include a disturbed ability to relate to others and form healthy relationships, difficulties with emotional regulation and an impaired sense of self or wellbeing.

**Complexity Assessment Tool (CAT)** A tool used by the Agency to measure the complexity of a child's needs by considering behavioural factors such as substance use, sexualised behaviour, offending behaviour, school behaviour and general behaviour. It also considers special needs such as physical health and development, intellectual ability, mental health and physical disability. The overall complexity rating is determined from all these scores and informs the child's placement and service options. The CAT rating ranges from 1 (minor or no problems) to 4 (extreme problems).

**concurrent planning** The term is most often used to describe efforts to reunite a child with their family, while at the same time developing an alternate plan for permanent care. Concurrent planning is designed to reduce case drift and to give children stability as early as possible. It also refers to case planning to support a child staying in a placement that is at risk, while concurrently planning for another suitable placement if one is needed.

**congregate care** Another term for community residential care.

**contact (also access)** Contact between a child in care and their family of origin.

**Convention on the Rights of the Child** An international human rights instrument which sets out civil, political, economic, social, health and cultural rights of children.

**CrimTrac** National information-sharing service provider for Australia's police, wider law enforcement and national security agencies. On 1 July 2016 CrimTrac merged with the Australian Crime Commission to form the Australian Criminal Intelligence Commission.

**Crisis Care** Service provided at the Families SA Call Centre between 4pm and 9am on weekdays, and 24 hours on weekends and public holidays, staffed by Agency practitioners who respond to child protection notifications and issues.

**Crisis Response Unit** Former name for Families SA's Call Centre.

**Critical Incident Report** A report which is completed after a major incident occurs in residential care. Incidents include, but are not limited to, a child being restrained, a situation requiring police attendance, or a child or staff member being seriously injured.

**Cross-Border Justice Scheme** Complementary legislative scheme introduced in the Northern Territory, Western Australia and South Australia in 2009 which gives police officers cross-jurisdictional powers to operate throughout the tri-border region and allows magistrates, fine enforcement agencies, community corrections officers and prisons of one jurisdiction to deal with offences that occur in another jurisdiction.

**Cultural Consultation Report** A report prepared by an organisation declared as a recognised Aboriginal or Torres Strait Islander organisation for the purposes of section 5 of the Children's Protection Act.

**cultural maintenance plans** A written plan for Aboriginal children in care that details measures to strengthen and maintain the child's connection to land, language, community and culture.

**cumulative harm** Chronic incidents of maltreatment over a prolonged period that affect a child's safety, stability and wellbeing.

**custody order** An order made according to section 38 of the Children's Protection Act granting custody, but not guardianship, to a person other than the child's parents.

## GLOSSARY

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### **Department for Communities and Social**

**Inclusion** Government department whose functions include Housing SA, Disability SA, Disability and Domiciliary Care Services and Youth Justice. This department is responsible for the Screening Unit.

### **Department for Families and Communities**

Government department responsible for statutory child protection functions between 2006 and 2011.

**differential response** A reform model adopted in different forms in many jurisdictions around the world which allows notifications to be filtered, and the appropriate response determined according to the level of risk.

**differential response (tool)** Case management delivered according to the intensity required by the child. Differential response is also used as a workload management tool.

**direct representation** A model of child representation where the representative must follow the child's instructions as far as it is practicable to do so.

**Diversion Assessment Response Team** A former Call Centre team dedicated to receiving notifications from the education sector. It had a 'diversionary' focus, helping notifiers to respond directly to concerns without the need for Families SA's direct intervention. The team has now changed focus and is known as *Linking Families*.

**Divert Notifier Action** A rationale used by the Call Centre to screen out a notification because the concerns meet the definitional threshold, but the notifier has agreed to intervene with the family to address the protective issues.

**domestic violence** Violent or threatening behaviour, or any other form of behaviour, that coerces or controls a family member or causes that family member to be fearful, including physical violence, sexual assault and other sexually abusive behaviour, economic abuse, emotional or psychological abuse, stalking, kidnapping or deprivation of liberty, damage to property, causing injury or death to an animal, and behaviour by the person using the violence that causes a child to be exposed to the effects of that behaviour. Also referred to as *family violence*.

**Early intervention** Interventions directed at individuals, families or communities displaying the early signs, symptoms or predispositions that may lead to child abuse or neglect.

**eCARL notification** A notification using the Call Centre's electronic, internet-based service.

**emergency care** Short-term care arrangements that are created and disbanded in response to immediate need and staffed by carers engaged casually by a private agency. This care is provided on a rotational basis in locations such as short-term rentals, motels, caravan parks and Families SA owned properties. See also *commercial care*.

**emergency carer** A carer who is employed by a private agency, and is deployed to care for children on a rotational basis in emergency care placements.

**emotional abuse** A form of abuse involving a parent or carer's inappropriate verbal or symbolic acts toward a child, and/or a pattern of failure over time to provide a child with adequate non-physical nurturing and emotional support.

**enhanced foster care model** Model of care where foster parents are provided with additional training and reimbursement in order to provide a specialist care service, including therapeutic care or care with the intent of reunifying the child with their parents.

**extra-familial** A rationale used by the Call Centre to screen out a notification because the alleged perpetrator is not the child's parent or carer. These notifications are referred to SA Police for investigation.

**Families SA** The service delivery arm of the Office for Child Protection. The term Families SA has also been used to refer to the statutory agency in South Australia more generally. Commonly, the Office for Child Protection and Families SA are used interchangeably.

**Families SA Psychological Services** A unit within Families SA that employs psychologists and maintains a panel of private psychologists and psychiatrists to perform assessment and therapy. The unit delivers both assessment and therapy services.

**Families SA Service and Accountability Unit** A unit within Families SA that is responsible for the registration and deregistration of foster parents, the licensing of foster care agencies and residential care facilities managed by non-government organisations, and the management of service contracts for the delivery of foster care, support, residential care and advocacy.

**Family Care Meeting** A meeting convened by the Youth Court Conferencing Unit under Part 5, Division 1, of the Children's Protection Act designed to allow the child's family to prepare a plan to address child protection concerns.

**family preservation services** Services offered to families whose children are at risk of being removed, to overcome concerns and reduce the risk of future harm while children remain in their parents' care.

**family reunification services** Services offered to families whose children have been removed, seeking to address the concerns so their children can return when it is safe to do so.

**family scoping** The process of identifying a child's extended family members, commonly recorded in a genogram.

**Family Support Services Programs** Programs delivered by not-for-profit service providers pursuant to a service agreement with Families SA. Three types of program are delivered: targeted intervention, family preservation and reunification.

**family violence** See *domestic violence*.

**foetal alcohol syndrome** A condition that can occur in a child whose mother consumed alcohol during pregnancy.

**forensic interview** An interview of a child conducted in relation to suspected abuse or neglect, for the purpose of legal proceedings.

**forensic medical assessment** Medical assessment of a child conducted in relation to suspected abuse or neglect, for the purpose of legal proceedings.

**foster care** The system of placing children in the care of foster parents in South Australia.

**foster care agency** An agency registered to carry on the business of placing children with foster parents pursuant to section 48 of the *Family and Community Services Act 1972* (SA).

**foster parent** A person who is not a relative or guardian of the child who maintains and cares for a child on a residential basis. Foster parents must be approved according to sections 41 and 42 of the *Family and Community Services Act*. Once approved they are registered by Families SA.

**grooming** Behaviour that is designed to prepare or accustom a child or young person to sexual contact, to reduce the likelihood they will resist or disclose the abuse. Grooming may also be directed at adults in the child's environment to make it less likely that they will raise concern about observed behaviours.

**Guardian for Children and Young People** An independent statutory office holder established by Part 7A, Division 1, of the *Children's Protection Act* whose duties include promoting the best interests of children in care. Also referred to as the guardian, and the Office of the Guardian for Children and Young People.

**guardianship hub** The Families SA offices tasked with case managing children on long-term guardianship orders.

**guardianship order** An order made according to section 38 of the *Children's Protection Act* placing a child under the guardianship of the Minister. A short-term order lasts up to 12 months, and a long-term order lasts until the child attains the age of 18.

**home-based care** Care provided to a child in a family or home-based setting. Includes foster care and kinship or relative care. Also described as family-based care.

**Incident Management Division (IMD)** A division of the Department for Education and Child Development established following the Independent Education Inquiry (the DeBelle Inquiry). Is responsible for investigating complaints against employees and providing disciplinary and misconduct advice.

**income management** An intervention under which an agency quarantines a portion of a person's income for specific purposes. There are voluntary and compulsory forms of the intervention.

**independent living** Arrangements where children in care or after they leave care are helped to live without onsite carers.

**intake** The record of the assessment by the Call Centre concerning a screened-in notification.

**Interagency Code of Practice: Investigation of Suspected Child Abuse or Neglect (ICP)** The guiding document for inter-agency collaboration in the investigation of suspected child abuse or neglect in South Australia. An updated version was due to be released in July 2016. This version will deal more comprehensively with all forms of child abuse and neglect. It will also apply more broadly, in particular to non-government agencies that provide relevant services.

**Investigation and Assessment Order** An order under Part 4, Division 4, of the *Children's Protection Act* authorising investigations or assessments of the child where there is reasonable suspicion that a child is at risk, commonly accompanied by an order granting custody of the child to the Minister for 42 days.

**IREG** The interim carer process used by Families SA to register kinship and specific child only carers.

**Kanggarendi teams** Two early intervention teams operated by Families SA and serving southern and north-western metropolitan Adelaide. They respond to notifications relating to Aboriginal children and families where a non-investigative, community-based response is appropriate.

## GLOSSARY

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**Kaurna** A group of Aboriginal people whose traditional lands include the area around the Adelaide Plains.

**kinship care** The system of family-based care in South Australia involving care by members of a child's extended family. See also *relative care*.

**Lands-based worker** Families SA employees based full time on the APY Lands who focus on providing early intervention and prevention, community education and child safety capacity building.

**Learning and Practice Development Unit** A unit within Families SA tasked with providing training and development opportunities for Families SA staff.

**Layton Review** *Our best investment: A state plan to protect and advance the interests of children*, Report of the Review of Child Protection in South Australia.

**Linking Families** A phone-based service located at the Call Centre which aims to refer families about whom lower level notifications have been made (Tier 2 and 3) to support services.

**Link-Up** A family tracing service run by Nunkuwarrin Yunti for Aboriginal people separated under past policies and practices in Australia as well as Aboriginal people over the age of 18 years who have been adopted, fostered or raised in institutions.

**long-term care** An order made pursuant to section 38 of the Children's Protection Act placing a child under the guardianship of the Minister until the age of 18. Also described as long-term guardianship.

**maltreatment** Non-accidental behaviour by parents, carers, other adults or older adolescents that is outside the norms of conduct and entails a substantial risk of causing physical or emotional harm to a child.

**mandated notifier** A person who is required by section 11 of the Children's Protection Act to notify the Department for Education and Child Development about suspected child abuse or neglect.

**Mandatory reporting/notification** The system that requires mandatory notifiers to notify the Department for Education and Child Development about suspected child abuse and neglect.

**Maralinga Tjarutja** Aboriginal-owned lands in the far west of South Australia.

**Medical neglect** A form of neglect characterised by a carer's failure to provide appropriate medical care. This could occur through a failure to acknowledge the seriousness of an illness or condition, or the deliberate withholding of appropriate care.

**Men's business (indigenous culture)** Ceremonial activities for Aboriginal men and boys.

**Multi Agency Protection Service (MAPS)** A service led by South Australia Police that brings together staff from police, Housing SA, Correctional Services, Families SA, Education and Health in one location to share information about incidents of family and domestic violence. It aims to promote more complete assessments and better informed responses.

**Multi-generational abuse** Where children who have suffered abuse and neglect within their family go on to abuse or neglect their own children, creating an inter-generational cycle.

**Narungga** A group of Aboriginal people whose traditional lands are located on Yorke Peninsula.

**National Framework for Protecting Australia's Children 2009-2020** A framework agreed by the Council of Australian Governments in 2009 as a long-term approach to ensuring the safety and wellbeing of children and effecting a substantial and sustained reduction in child abuse and neglect over time.

**National Partnership Agreement on Universal Access to Early Childhood Education Agreement** An agreement signed by the Council of Australian Governments in 2008 to work together to ensure that all children have access to quality early childhood education.

**National Standards of Out-of-Home care** A set of standards developed as a priority project of the National Framework for Protecting Australia's Children which set consistent standards for children living in out-of-home care.

**Neglect** The failure of a parent or carer to provide a child with the conditions that are culturally accepted in a society as being essential for their physical and emotional development and wellbeing.

**Ngarrindjeri** A group of Aboriginal people whose traditional lands include the lower Murray River, western Fleurieu Peninsula and the Coorong in South Australia.

**No Action** A response category assigned to care concern notifications where they are assessed as not requiring any action.

**No Grounds for Intervention** A closure category used by the Call Centre to screen out a notification that technically meets the threshold for a response from Families SA but does not warrant one because the child is safe, the event is historical, another agency is addressing the matter, or the perpetrator no longer has contact with the child and the carer is protective.

**no wrong door** An approach that aims to provide service users with the most appropriate service irrespective of the service provider they first contact.

**non-government organisation** Any organisation involved in the delivery of services which is not part of the government. Includes not-for profit and for-profit organisations.

**non-violent crisis intervention (NVCi)** A behaviour management program that focuses on preventing disruptive behaviour. The program includes a model of physical intervention, which is used only as a last resort.

**notifier** A person who notifies Families SA of suspected abuse or neglect.

**Notifier Only Concern** A closure code used by the Call Centre to screen out a notification that is insufficient or vague, or the notifier lacks credibility or the notification does not meet the definitions of abuse or neglect.

**Nunkuarrin Yunti** An Aboriginal organisation that offers a range of allied health and specialist services for Aboriginal children and families.

**Objective** A database used by the Department for Education and Child Development's Care Concern Investigations Unit.

**observation log** A document used by staff in residential and emergency care to record observations about children and young people living in the facility.

**Office for Child Protection** The name of the unit within the Department for Education and Child Development that is responsible for the functions of Families SA. Families SA is commonly used to describe the same unit. Formerly Office for Child Safety.

**Operational services officers (OPS)** Operational Services: an employment classification stream in the South Australian public sector. Operational services officers employed in the Agency to work in areas such as residential care and in front-line roles are not required to hold a formal qualification.

**Other Person Guardianship** A legal arrangement where guardianship orders over a child are made in favour of parties other than the Minister in child protection proceedings.

**Outcomes Framework for Children and Young People** Scheme proposed in the Child Development and Wellbeing Bill 2014 to track the development and wellbeing of children and young people in the state against performance indicators.

**out-of-home care** System of caring for a child who is removed from their family of origin. Includes (but is not limited to) home-based care, emergency care and residential care.

**parenting order** Order made in the Family Court of Australia relating to parenting arrangements of a child.

**permanency planning** Arrangements that provide for stable, safe, long-term care arrangements for a child which will meet their developmental needs.

**physical abuse** The non-accidental use of physical force against a child that results in harm to the child.

**primary (universal) services or interventions** An intervention program that targets whole communities, building public resources to prevent child maltreatment.

**primary system** The system of universal services offered to the population as a whole.

**professional notifier** A person who notifies Families SA of suspected abuse or neglect, but who has special knowledge or skill to assess the child's situation by virtue of their professional training or experience.

**proportionate universalism** A conceptual model of service provision that offers some support to all of a population through primary interventions, with increasing levels of service proportionate to need.

**protective intervention** Services provided by Families SA and other agencies to address the issues that cause children to be at risk, to enable them either to remain in their parents' care or to return there safely.

**protective intervention hub** The Families SA offices tasked with delivering protective intervention services.

**psychometric testing** Testing designed to measure mental ability or personality traits.

**public health model** A conceptual model for the child protection system which proposes multiple, integrated levels of intervention, including primary/universal interventions for whole communities, secondary

## GLOSSARY

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interventions for vulnerable families and tertiary intervention for families in which maltreatment has occurred.

**Rapid Response** A plan developed and applied across a number of government departments from 2005, focusing on providing a coordinated approach to physical health, psychological and emotional health, developmental progress, disability needs, education, housing, and post-guardianship services for children.

**Redesign** A reform model pursued by Families SA from 2013 onwards. Redesign included adoption of a universal practice approach called Solution Based Casework™, and the restructure of local offices into specialist hubs.

**relative care** The system of family-based care in South Australia involving care by members of a child's extended family. See also *kinship care*.

**Report on Unborn** A screening category used by the Call Centre where there is high risk to an unborn child.

**residential care** A care model where children are cared for in facilities either run by the Agency or by not-for-profit organisations which are licensed under the Family and Community Services Act. Care is provided by staff on rotating shifts. Includes community residential care units.

**residential care directorate** The unit of the Agency tasked with the administration of internally established and managed residential care facilities.

**respite care** A short-term care arrangement for a child in care in which the child and the child's usual carer spend a short period apart.

**reunification** The process of returning a child in care to the care of their parents.

**Reunification Assessment Tool** An evidence based Structured Decision Making tool which helps practitioners make decisions about reunifying children in care to the care of their parents.

**rotational care** A care arrangement where a child is cared for by paid staff who work on rotating shifts across a 24-hour day. Rotational care is delivered in both residential care and emergency care.

**rule of optimism** The tendency of practitioners to reduce, minimise or ignore concerns for a child's welfare or safety by applying overly positive interpretations to the cases they assess. This tendency can result in children being left in situations of significant danger and experiencing prolonged trauma.

**Safeselect® Psychometric Testing System** A group of tests marketed as a testing package to assess the suitability of applicants for public safety roles.

**safety assessment** Assessment by Families SA staff to determine a child's present safety and any immediate interventions to protect the child.

**safety plan** A short-term agreement between Families SA and a child's parents that details measures to manage threats to a child's safety.

**screened (in or out)** A term used by the Call Centre to indicate whether the situation described by the caller (notifier) is of sufficient concern to warrant intervention by Families SA. Those that meet the threshold are screened in; those that do not are screened out. See also *Divert Notifier Action, extra-familial, No Grounds for Intervention*.

**screened-in notification** A notification assessed by the Call Centre as meeting the threshold for intervention and therefore requiring a response by Families SA. Can be classified as Tier 1, Tier 2 or Tier 3.

**secondary intervention/service** According to the public health model of child protection, interventions targeted at vulnerable children and families.

**Select Committee on Statutory Child Protection and Care** A select committee established by the South Australian Legislative Council in 2014.

**sexual abuse** The involvement of a person in sexual activity that they do not fully comprehend, are unable to give informed consent to or that violates the laws or social taboos of society. Child sexual abuse is evidenced by this activity between a child and an adult or another child who by age or development is in a relationship of responsibility, trust or power.

**sexualised behaviours** Sexual activity by or between children of any age that involves coercion, bribery, aggression, clandestine behaviour and/or violence; behaviour that is abnormal for age or developmental capability; compulsive, excessive and/or degrading behaviour; or where there is a substantial difference in age or developmental ability between participants. Also described as problem sexualised behaviours.

**short-term guardianship** Also short-term care. An order under section 38(1)(c) of the Children's Protection Act placing the child under the guardianship of the Minister for up to 12 months.

**social worker** A practitioner who holds qualifications and/or experience that make them eligible for membership of the Australian Association of Social Workers.

**Solution Based Casework™** A child protection practice model adopted by Families SA.

**South Australian Public Sector Wages Parity Enterprise Agreement: Salaried 2014** The agreement governing the classifications, conditions, and pay rates for South Australian public sector employees. Also known as the Enterprise Agreement.

**Standards of Alternative Care in South Australia** Agreed standards that set benchmarks for service delivery across the alternative care sector, including the Agency and government and non-government organisations who deliver services.

**Special Investigations Unit** Unit within the Department for Education and Child Development generally responsible for the investigation of employee misconduct.

**specialist hub** One of eight metropolitan Families SA offices, each of which specialises in one of three child protection functions: assessment and support, protective intervention, or guardianship.

**Specific Child Only carer** An arrangement whereby approval of a foster parent is restricted to the care of a specific child, being a person with whom the child has an existing relationship although that person might not be a relative.

**statutory agency** In South Australia, Families SA. In other jurisdictions, the agency vested with statutory authority to investigate suspected abuse and neglect and to protect children at risk.

**statutory threshold** The threshold of risk and safety concerns for a child that justifies a response by the statutory agency, Families SA.

**Step by Step** The carer assessment tool used to assess foster parents in South Australia.

**Stolen Generation** The generations of Aboriginal children who were forcibly removed under past policies from their parents' care as reported by the *Bringing them Home* report.

**strategy discussion** An interagency meeting usually involving Families SA, SA Police and Child Protection Services that helps coordinate responsibilities during the response to Tier 1 and Tier 2 cases.

**Structured Decision Making® (SDM)** Evidence- and research-based tools that help practitioners make decisions about specific issues in practice.

**supervision order** An order under section 38(1)(a) of the Children's Protection Act placing a child under the supervision of the Chief Executive or some other person for the duration of a written agreement undertaken by the child's parents, guardian or other person who has the care of the child to do, or to refrain from doing, any specified thing.

**supervisory neglect** A form of neglect characterised by absence or inattention that can lead to physical harm or injury, sexual abuse or, in an older child, criminal behaviour.

**tertiary interventions** Interventions that target families in which child maltreatment has occurred, focused on reducing the long-term consequences of maltreatment and prevention of further recurrence or escalation. They include statutory child protection services. Also known as tertiary services.

**The Department** Department for Education and Child Development.

**transition planning** Planning by key agencies, stakeholders and children in care to prepare children to transition into adulthood in a way that supports their independence.

**Voluntary Custody Agreement** An agreement under section 9 of the Children's Protection Act whereby a child's parents agree to transfer custody of the child to the Minister for up to three months, with a possible extension to no more than six months.

**Winangay** A carer assessment tool developed specifically for use in Aboriginal communities.

**written directive** A direction given by the Chief Executive of the Department pursuant to section 52AAB of the Children's Protection Act to an adult to prevent them from behaving in a specified way towards a child in care. Behaviour prohibited may include communicating or attempting to communicate with the child, or harbouring or concealing the child.

**Yaitya Tirramangkotti** The former dedicated unit in the Call Centre for assessing notifications about Aboriginal children and families, moved to the Central Assessment and Support Hub in 2014.

**Yarning (Aboriginal culture)** An informal, culturally friendly conversation style used in many Aboriginal communities to establish rapport and to exchange information.

**Youth Court** A specialist South Australian court which deals with young offenders, child protection, adoption and surrogacy.

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**Youth Court Conferencing Unit** A division of the Youth Court that convenes family conferences under the Young Offenders Act and Family Care Meetings under the Children's Protection Act.

**youth worker** Worker employed in the operational services (OPS) stream, engaged most often caring for children and young people in residential care.

