



2010–2011 **ANNUAL REPORT**

NSW COMMISSION FOR CHILDREN AND YOUNG PEOPLE

*Together, making New South Wales
a better place for children and young people*





The Hon Donald Harwin MLC
President
Legislative Council
Parliament House
SYDNEY NSW 2000

The Hon Shelley Hancock MP
Speaker
Legislative Assembly
Parliament House
SYDNEY NSW 2000

In accordance with section 23 of the *Commission for Children and Young People Act 1998*, I am pleased to present the Commission's *Annual Report 2010–2011*.

The *Annual Report 2010–2011* has been prepared in accordance with the *Annual Reports (Statutory Bodies) Act 1984* (as modified by the *Commission for Children and Young People Act 1998*), the *Annual Reports (Statutory Bodies) Regulation 2010* and the *Public Finance and Audit Act 1983*.

As provided by section 26 of the *Commission for Children and Young People Act 1998*, I ask that you make this report publicly available now.

Yours sincerely

Megan Mitchell
Commissioner
21 October 2011

Commissioner's foreword



I am pleased to introduce the Commission's Annual Report for 2010–2011 which sets out how we used our resources to represent the views, interests and experiences of the 1.6 million children and young people who live in New South Wales.

This is my first full year as NSW's Commissioner for Children and Young People. During the year my team and I have been engaged in a range of activities and productive partnerships. We have heard the voices of many children and young people – telling us about their needs and aspirations, what is important to them and their views on the systems and services around them.

We continue to maintain strong relationships both within and outside government and have advocated strongly that the voices and interests of children and young people are part of all decision making that impacts on them. As part of this work we have responded to over 219 requests for advice and made a number of substantive submissions to government.

2011 saw the election of a new Government in NSW and I am pleased to have established a strong working relationship with the new Minister for Citizenship and Communities, the Hon Victor Dominello MP, who has, along with the joint Parliamentary Committee for Children and Young

People, an oversight role in relation to the Commission. We have also worked closely with other agencies within the newly established Office of Communities on policy and planning activities relating to children's wellbeing.

The independent statutory review of the *Commission for Children and Young People Act 1998* was finalised during 2010. A summary of the results of this review were tabled by the Minister in Parliament in August this year, and reflect a strong commitment to the role of the Commission and its advocacy, research and monitoring roles, and well as general support for reforms to the Working with Children Check functions that bring it in line with those in other states and territories.

During this time I initiated a wide ranging stakeholder survey to obtain views about the Commission and its work, highlight significant and emerging issues for NSW children, and identify potential partnerships and other opportunities for the Commission to advance child wellbeing. This activity has helped the Commission develop a refreshed set of strategic directions and priorities and I would like to take this opportunity to thank all who participated for the invaluable insights provided. As a consequence, our business plan for 2011–2012 represents an ambitious and significant program of work, aligned with our core functions, which are set out under the Act.

This year has seen great progress made in relation to four of the Commission's current flagship projects – involving children in the design of the built environment; understanding and responding to the needs of children in their middle years; the Commission's Child Safe Organisation education and compliance program; and *A picture of NSW children*.

Following a review of the Commission's child well-being monitoring function, the *Picture* was launched in May this year, significantly enhancing the Commission's work in

this area. The *Picture* brings together data from many collections to highlight various aspects of the lives of NSW children and is designed to help inform policy development and system and service planning.

Over the coming year, the Commission will continue to work on behalf of all NSW children and promote their wellbeing, and in particular for vulnerable children, including those who struggle to keep engaged with community and school. A major review of our child participation approaches and resources is also underway, along with significant cross government prevention work on monitoring and analysing child injury. The Commission will also continue to devote considerable resources to implementing reforms to the Working With Children Check system.

In my position as Commissioner, I have had the pleasure to meet with people from many professions and organisations over the year who have all demonstrated a determination to work together to support and foster the wellbeing of children and young people, to strengthen their resilience and improve their life opportunities. I extend my deep thanks to those who have worked with the Commission to make NSW a better place for children and young people and I look forward to furthering these collaborations over the coming year.

In closing, I would like to thank the Commission's staff for their unflinching commitment to the children and young people of NSW. My sincere thanks also to the members of the Commission's Young People's Reference Group, the Commission's Expert Advisory Committee, and all the children and young people I have met and engaged with in the course of my job.

A handwritten signature in black ink that reads "Megan Mitchell". The signature is fluid and cursive.

Megan Mitchell
Commissioner



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1. About the Commission

The NSW Commission for Children and Young People is an independent statutory organisation within Government that advocates for the children and young people of NSW. Megan Mitchell is the Commissioner for Children and Young People.

The Commission works to influence and initiate positive change for children and young people.

The Commission promotes the safety, welfare and well-being of children and young people in NSW. To achieve this, we:

- research important issues relating to children and young people, and monitor their well-being
- make recommendations to parliaments, government and non-government agencies on legislation, policies, practices and services that affect children and young people
- promote children and young people's participation in activities and decision-making about issues that affect their lives
- provide information and training for children and young people and those who work with them
- oversee the Working With Children Check and the Certificate for Self Employed People to reduce risks to children in child-related employment settings
- help employers make their organisations child-safe and child-friendly
- manage a voluntary accreditation system for counsellors and therapists who work with people who have committed sexual offences against children.

The Commission administers the *Commission for Children and Young People Act 1998*, which can be found at www.legislation.nsw.gov.au.

The Commission has no powers to examine individual complaints about unfair, illegal or improper conduct relating to children. Individual grievances by children and young people are referred to the appropriate body such as the Ombudsman, the Health Care Complaints Commission or the Independent Commission Against Corruption. However, the Commission may provide children and their families, friends and advocates with information about and referral to programs and services.

Vision and principles

Vision

Together, making NSW a better place for children and young people.

Principles

Guided by the *Commission for Children and Young People Act 1998*, we:

- make the safety, welfare and well-being of children our paramount consideration
- consult with and listen to children and young people, take their views seriously and promote their interests
- believe strong relationships between children, families and communities are important
- focus on things that make a positive difference to children and young people, giving priority to vulnerable children and young people
- work cooperatively with other agencies and organisations to achieve our objectives.

Stakeholders

Our stakeholders in NSW are:

- children and young people aged 17 years and younger
- parents and carers of children and young people
- people who work in the interests of children and young people
- Parliamentary Committees, Ministers, politicians
- state and national government agencies
- state and national non-government organisations and peak bodies advocating for children and young people
- employers, employees, volunteers and unions
- complaints and watchdog agencies
- the media
- Commission staff and committees.

History

The history of the Commission is detailed in *Captured by kids*, available on the Commission's website: kids.nsw.gov.au.

The 1994 Royal Commission into the NSW Police Service was a major catalyst for establishing the Commission. In its report to the NSW Government in August 1997, the Royal Commission identified serious, systemic failures that put children and young people at risk of abuse. It found there was no single voice speaking for the interests of children and young people in NSW and recommended a Commission for Children be established to advocate for their safety and welfare.

Children, young people and others who were consulted about establishing the Commission felt it should broaden its focus to encompass issues affecting all children and young people in NSW and should focus on their well-being.

The Commission was established with bipartisan support in June 1999 by the *Commission for Children and Young People Act 1998*.

The Act requires that the Commission's legislation be reviewed every five years. An independent review of the Commission's legislation, *Commission for Children and Young People Act 1998* and the *Child Protection (Prohibited Employment) Act 1998*, was completed in 2004, recommending improvements to the legislation while finding the Commission's objectives generally remained appropriate.

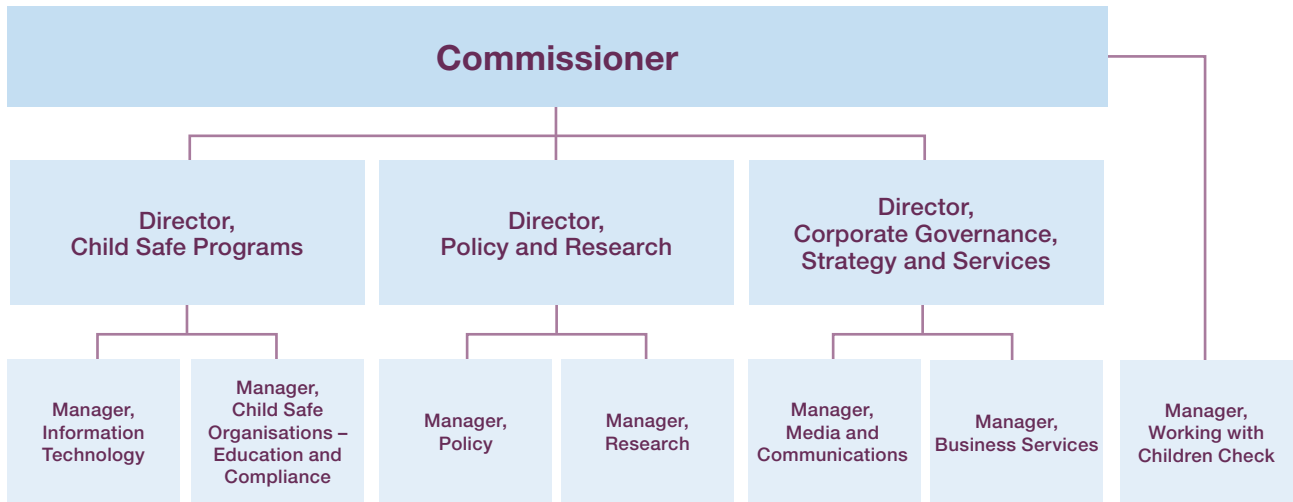
The *Commission for Children and Young People Amendment Act 2005* was passed in November 2005, again with bipartisan support.

The *Commission for Children and Young People Act 1998* underwent a second independent statutory review in 2010 and a Report was submitted to the then Minister for Youth. On 2 August 2011, the Minister for Citizenship and Communities tabled the Report of the 2010 Review of the *Commission for Children and Young People Act 1998*. The Report noted strong support for the Commission's current objectives and functions, and proposed changes to the Working With Children Check. The Report recommended that the Government reaffirm and strengthen the Commission's advocacy, research and monitoring roles.



Structure and staff

Figure 1: Commission organisational structure



Staff of the Commission were employed by the Department of Communities NSW up until April 2011. From April 2011, staff became employees of the Office of Communities. This was due to the change in government in March 2011 which resulted in new administrative arrangements for the NSW public sector, including the establishment of the Office of Communities within the Department of Education and Communities.

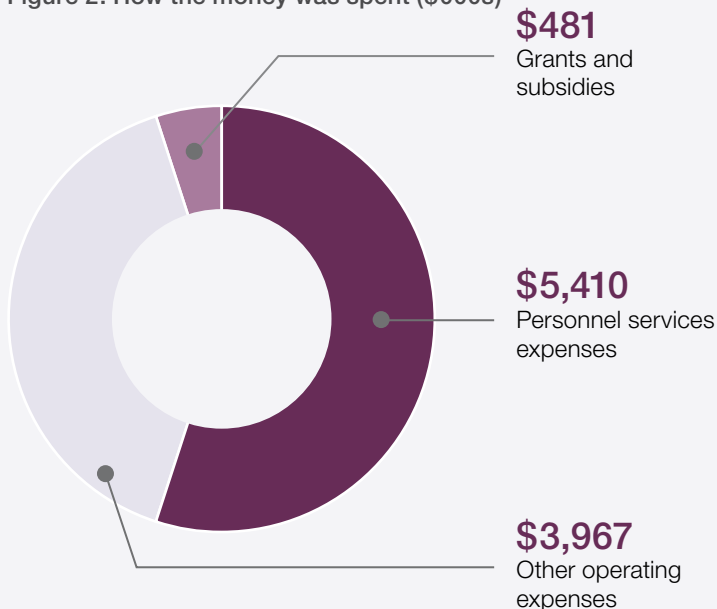
The Commission employed 49 staff at 30 June 2011 – a full-time equivalent of 47.1 positions against a staff establishment of 58.6. This includes staff operating the Office of Communities Approved Screening Agency located within the Commission.

More information about the human resource policies and practices of the Commission can be found in the 'Corporate Governance' and 'Appendices' sections of this Annual Report (on pages 22 and 42 respectively).

Financial summary

The Commission's funding comes from Office of Communities as grants and contributions. For 2010–2011 this totalled: \$9,858,000.

Figure 2: How the money was spent (\$000s)



2. Year in review

The Commission works with organisations and the community to promote the safety, welfare and well-being of children and young people.

The Commission helps shape decisions made by governments, businesses, communities, professions and service organisations.

The Commission also promotes the participation of children and young people in decisions that affect their lives.

During the period of this report the Commission oversaw the Working With Children Check and supported the work of the Child Death Review Team.

Following a recommendation made by Justice Wood's 2008 Inquiry into Child Protection Services in NSW, the *Children Legislation Amendment (Wood Inquiry Recommendations) Act 2009* provided for the transfer of responsibility for coordinating the Child Death Review Team from the Commission for Children and Young People to the NSW Ombudsman. The transfer was completed in 2011.

Advocacy and research

The Commission helps shape government decisions and community awareness using a variety of methods, including:

- forming strategic alliances with stakeholders
- making comment through the media
- providing formal policy advice through submissions or committees
- undertaking research, reviews and evaluations
- running seminars and training and presenting at conferences and other events
- developing online, print and other resources.

Major projects for 2010–2011 included further progressing the outcomes of two major NSW Parliamentary Joint Committee on Children and Young People Inquiries: *Children, Young People and the Built Environment Follow-up Inquiry*, and *Inquiry into Children and Young People Aged 9–14 Years in NSW*.

Work in this area supports a number of the principal functions set out in the *Commission for Children and Young People Act 1998* – primarily sections 11(a), 11(b), 11(d), 11(f), 11(g) and 11(h).

The built environment

Consistent with its commitments under two Parliamentary Inquiries into children, young people and the built environment, the Commission achieved the following in 2010–2011:

- Coordinated the NSW Government's response to the second Inquiry into children, young people and the built environment. All four recommendations from this Inquiry were supported by government and the Commission has the lead role in implementation. The government's response was tabled in June 2011.
- Established and chaired the Children, Young People and the Built Environment Advisory Group to advise the Commission. The group met twice in 2011. Membership of this Group includes:
 - ▲ Australian Institute of Landscape Architects
 - ▲ Department of Premier and Cabinet: Division of Local Government
 - ▲ Department of Planning and Infrastructure
 - ▲ Institute of Planning Australia: NSW Chapter
 - ▲ Local Government and Shires Associations of NSW
 - ▲ NSW Department of Health
 - ▲ Premier's Council for Active Living
 - ▲ Royal Institute of Architects: NSW Chapter
 - ▲ Built Environment Faculty, University of NSW.
- Hosted a meeting of the Child Friendly Cities Network to assist local councils across NSW in developing child-friendly built environments.
- Funded the publication of the Healthy Cities Illawarra Child Friendly by Design Resource Toolkit. The Toolkit complements the Commission's *built4kids* resource (see spotlight box for more information) by providing more targeted information to guide and direct practice. The Commissioner officially launched the publication in Albion Park in November 2010.
- Released a survey, developed in partnership with the Urban Research Program, Griffith University to local councils in NSW, to understand how *built4kids* is being utilised with a view to refining the resource, its promotion and distribution. *built4kids* has been downloaded over 91,000 times from the Commission's website. The results from the survey will be known in 2012.
- Finalised plans to produce a seminar series for built environment professionals and social policy makers and planners interested in children's well-being in areas such as: social connectedness; health and active living; education and development; agency and participation, and space, play and recreation. In addition, a series of regional training workshops for local councils will be delivered by Healthy Cities Illawarra who have produced a *Child Friendly by Design Resource Toolkit*. These activities are being supported with contributions from NSW Health.
- Developed a comprehensive report to the Government on the importance of child friendly built environments with strategies on how this can continue to be promoted in NSW.
- Developed a dedicated section of its website on child friendly design.
- Worked with the Department of Planning and Infrastructure to review existing material and produce new resources on children, young people and the built environment.



Spotlight

About *built4kids*

Built and natural environments impact on children and young people's well-being, including their physical and mental health.

Like adults, kids want their environments to be safe, friendly and inclusive, with facilities that are flexible and easy to get to.

built4kids has been developed by the NSW Commission for Children and Young People to help create built environments that meet the needs of children and young people.

built4kids includes a set of child-friendly community indicators to help monitor and improve the built environment for kids, as well as case studies giving real life examples of how kids have contributed to developing their local built environment.

built4kids can be used by local councils, government agencies, planners, schools, architects, developers and others to plan and set strategic directions, develop design guidelines or assess development proposals.

built4kids is available from the Commission's website at www.kids.nsw.gov.au.



The middle years of childhood

Consistent with its commitments under a Parliamentary Inquiry into middle childhood, the Commission achieved the following in 2010–2011.

- Established and chaired a *NSW Working group on the middle years of childhood* to progress Inquiry recommendations. The group met twice in 2010–2011. Membership of this Group includes:
 - ▲ Department of Education and Communities
 - ▲ Department of Family and Community Services
 - ▲ Department of Transport
 - ▲ Department of Health
 - ▲ Department of Premier and Cabinet
 - ▲ Department of Attorney General and Justice
 - ▲ NSW Police
- Released a discussion paper for government agencies proposing a strategic approach to implementing the Report's 59 recommendations. This called for setting priorities for the recommendations and focusing on the knowledge base about middle childhood to inform the development of future policy and service responses.
- Produced and released a statistical report on children aged 9–14 years in NSW.
- Produced the first seminar in the Commission's *Seminar series on the middle years of childhood* at Parliament House. The first seminar focused on physical development. The second and third seminars, to take place later in 2011 and 2012, focus on social and emotional development and risks to children.

“The Commission helps shape decisions made by governments, businesses, communities, professions and service organisations.”

2. Year in review

Spotlight

Participant comments from the *Seminar series on the middle years of childhood* on how they will use what they have learned in their work

- Reinforced the idea of the importance of asking young people for their ideas on how adults can improve the way they provide environments and activities for these young people
- The seminar enabled me to gain a deeper understanding of why we need to invest and support middle years of childhood and why we should not lose focus in helping children to become more resilient and functional within society
- I am now more concerned about the emotional vulnerability of the children who I see in my work as a paediatrician in a high-risk clinic and the lack of support that exists for those children and their parents
- We develop 'tweenies' programs – so knowing the biological information of these kids will help especially as many come from family conflict, drug and alcohol backgrounds
- Need to develop programs and policy for children with disability that consider these issues also maximise their ability to be socially connected with their peer group
- Increasing gap between puberty and psychosocial maturation – important information to pass on to parents and help them understand this stage of development.

Spotlight

About *The middle years of childhood*

The middle years of childhood are an exciting time when children explore who they are, how they relate to others and consider their place in the world around them.

Some very important things take place between the ages of 9 and 14 years.

- Puberty starts for the majority of children in their middle years, but with widely varying starting and ending times, bringing immense physical and emotional changes, and diversity among children and their experiences.
- At the same time, there are major changes taking place in the brain that relate to an individual's capacity for abstract thought, understanding consequences, managing emotions and decision-making.
- The transition from primary to high school occurs and children need to learn to adjust to a very different learning environment, with multiple classes, teachers and demands.
- Children often gain extra family responsibilities and they might even start work for the first time.
- Children become more independent, spending less time with their families, as their friends become more important in their lives.

The community and government need to know more about what is happening to children and how they can be supported during this important period of development.

More information on the *Seminar series on the middle years of childhood* is available from the Commission's website at www.kids.nsw.gov.au.





Childhood injury

The Commission has a legislated mandate to promote and monitor the safety, welfare and well-being of children in their communities (section 11(b)) and to conduct research into issues affecting children (section 11(h)).

The Commission has been funded by NSW Health to develop advice that supports a whole-of-government approach to the prevention of unintentional physical injury to children, including those as a result of children falling from residential windows and children incurring injuries from off-road vehicles.

The Commission's approach to this work is building on what is already known, nationally and internationally, about childhood injury.

In 2010–2011, the Commission:

- consulted with the South Australian Child Death and Injury Review Team, the Epidemiology and Injury Surveillance and Control Unit South Australian Department of Health, Flinders University and Kidsafe South Australia to inform the development of a new approach to childhood injury prevention in NSW
- drafted a scoping paper, to be finalised in 2012, with input from key stakeholders and presented to government, that considers:
 - ▲ definition of issues relating to child injury
 - ▲ theories that guide prevention
 - ▲ Australian state and national policies that support prevention initiatives
 - ▲ structures and mechanisms that exist in other jurisdictions to prevent childhood injury, as well as proposals for NSW
 - ▲ criteria for determining injury prevention priorities
 - ▲ data collections and strategies required to support government to take action to affect positive change

- contracted the Australian Institute of Health and Welfare to develop a childhood injury report for NSW, which will be released in 2012 and serve as a key input to ongoing injury prevention initiatives
- obtained the NSW Admitted Patient Data Collection from NSW Health to build the Commission's knowledge and identify what further research is required that will be helpful to understanding childhood injury.

Monitoring children's safety and well-being

In May 2011 the Commission released the first section of *A picture of NSW children*. This online databook was produced in collaboration with the Social Policy Research Centre at the University of NSW, and is consistent with the Commission's mandates under section 11(b), 11(h) and 11(g).

A picture of NSW children draws together data from many existing collections to meet the growing information needs of policy and service delivery professionals regarding the 1.6 million children of NSW and their families. Making the data available in the one location will help inform legislative, policy, program and service delivery responses and support their continuous improvement.

A picture of NSW children is published as a series, covering the areas of demographic characteristics, health and well-being, children and crime, economic well-being, child care and education, children in communities, and harm and injury.

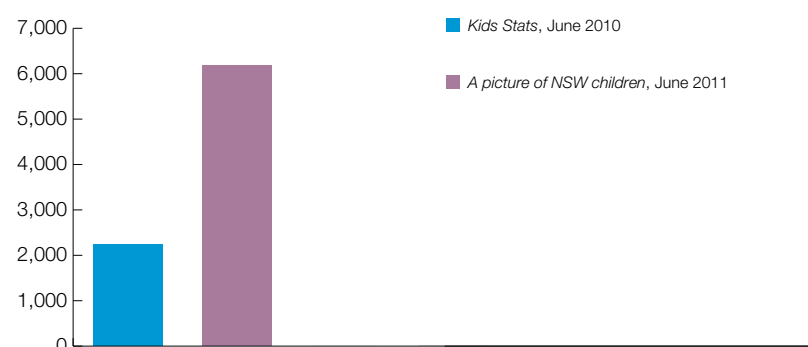
During 2010–2011, the Commission:

- obtained the required data for reporting from an estimated 45 state or national collections
- established a mechanism to store and manage the data obtained
- completed preliminary drafts of all chapters in the series
- obtained advice from stakeholders on the content of draft chapters prior to their release
- presented the databook developed via an easily accessible microsite which uses html5 and interactive Flash charts, with a free iPad app in development to further support this work
- released information on the demographic characteristics of the children of NSW and their families.

At 30 June, *A picture of NSW children* included its Introduction and the first of five Sections: Demographic characteristics. Even this early in its production cycle, the Picture has out-performed *Kids stats*, the Commission's previous method of online monitoring and reporting on children's safety and well-being, in key usage statistics. Figure 3 shows user statistics for the Picture in June 2011, compared with *Kids stats* in June 2010.

While *Kids stats* was widely utilised, and provided timely well-being information about children and young people, Google Analytics data for the *Picture* is encouraging and suggests strong user acceptance as a more detailed and comprehensive presentation of data about children's lives. As the *Picture* sections are released, the Commission anticipates an increase in visits and engagement.

Figure 3: Google Analytics page views



2. Year in review

Spotlight

Testimonials about *A picture of NSW children*

Having all this information in one location gives us a unique helicopter overview of children's lives while providing fascinating insights into the many different areas. This Picture tells us one important story but there are many pictures that can be told about children, whose lives are complex, diverse and multi-faceted and can't be wrapped up into neat packages.

- **The Commissioner for Children and Young People, Ms Megan Mitchell.**

I welcome the Commission's initiative to meet the growing information needs about the children of NSW which will help to improve legislative, policy, program and service delivery responses.

- **The Minister for Citizenship and Communities, the Hon Victor Dominello MP.**

A picture of NSW children is available from the Commission's website at www.picture.kids.nsw.gov.au.



Child Death Review Team and Register

The Commission provided research and secretariat support to the Child Death Review Team (CDRT) until 22 February 2011 when the functions were transferred to the NSW Ombudsman. This transfer was in line with the *Children Legislation Amendment (Wood Inquiry Recommendations) Act 2009*.

In the period prior to transfer, the CDRT:

- met three times
- tabled the Annual Report 2009 according to legislative requirements
- tabled the findings of its study of neonatal deaths that occurred suddenly and unexpectedly in NSW from 1996–2008. The report was titled *A preliminary investigation of neonatal SUDI in NSW 1996–2008: opportunities for prevention*.

Since 1996, the CDRT has maintained a Child Death Register (the Register) of the deaths of children and young people aged 0–17 years registered in NSW.

Following legislative change in 2007 the Register was expanded to include the deaths of children usually resident in NSW but whose deaths were registered elsewhere. For its 2009 report, with the exception of South Australia, all states and territories provided this information to the CDRT. The Register is based on death registration data from the Registries of Births, Deaths and Marriages.

In the period prior to transfer the CDRT:

- classified deaths according to cause of death, demographic criteria and other relevant factors
- updated the information held on the death of children as new documentation became available
- developed child specific codes for reporting the activity of the child or young person immediately prior to injury, place of injury and psychosocial factors relevant to the death of the child
- investigated the use of International Classification of Disease codes to allow reporting on children and young people who die with a chronic illness.

The transfer of the team was delayed for almost two years while the Ombudsman sought changes to funding and legislative provisions. It is understood that there was agreement between previous Commissioners and the Ombudsman that no new appointments to the team be made pending the transfer. Consequently during 2010–2011, the team operated with less than its full complement of members. Legal advice confirms that this situation did not compromise the validity of the work of the team.

Raising awareness of children's issues

The Commission has a legislated mandate to promote: the participation of children in the making of decisions that affect their lives and to encourage government and non-government agencies to seek the participation of children appropriate to their age and maturity; promote and monitor the overall safety, welfare and well-being of children in the community and to monitor the trends in complaints made by or on behalf of children; and conduct, promote and monitor public awareness activities on issues affecting children (section 11(a), 11(b) and 11(g)).



Figure 4: Directly standardised mortality rates with confidence intervals and smoothed trend line, years: All deaths, 0–17 year olds

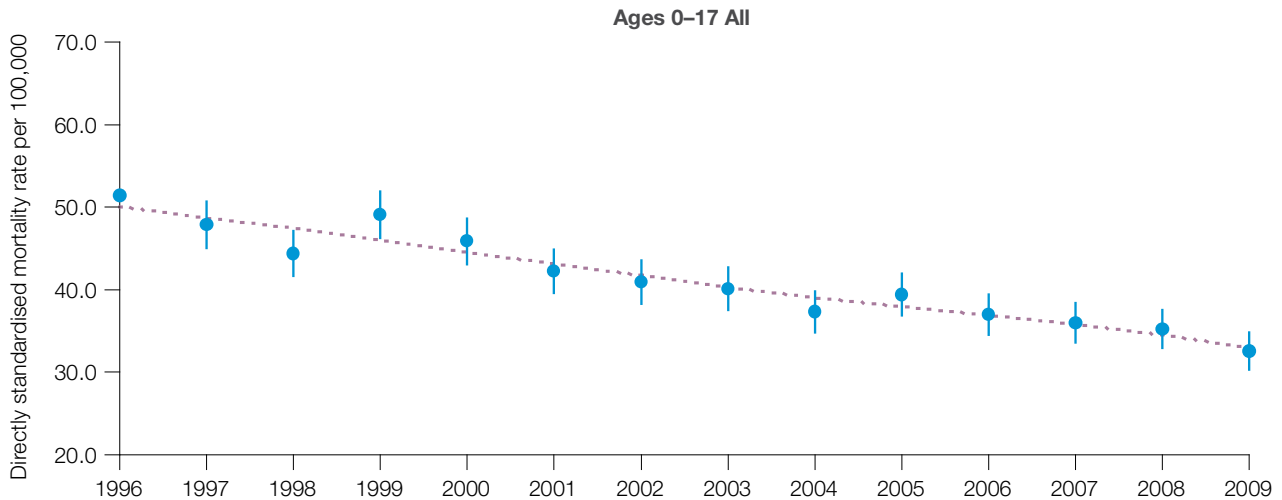


Figure 4 shows that over the 14-year period 1996–2009, after adjusting for age and sex, there were 19 fewer deaths per 100,000 children in 2009 compared with 1996.

The Commission receives and responds to a wide range of requests for information, advice and referral from individuals, government and non-government organisations about children and young people.

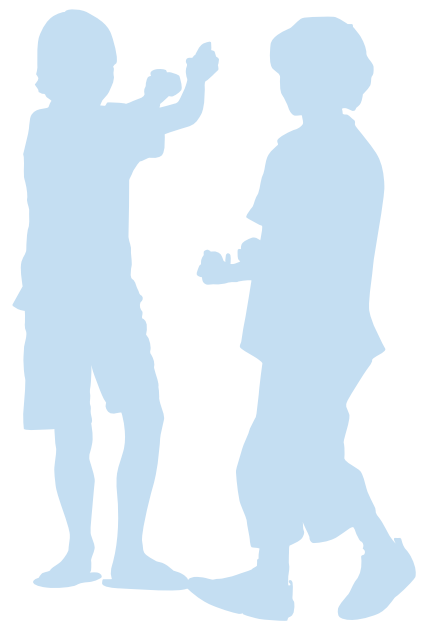
The Commission also communicates information about issues affecting children and young people through publications and resources, presentations, its website and other online technologies and the media.

Publications

The Commission for Children and Young People released the following publications in 2010–2011:

- *A picture of NSW children*
- *Child Safe Check Up* translated into five language sheets – English, Arabic, Korean, Chinese and Vietnamese
- *Feedback Mag*, five editions of the Commission’s e-zine for children and young people in July, October and December 2010 and March and June 2011
- *Annual Report 2009–2010*
- *Child Death Review Team Annual Report 2009–2010*
- *A preliminary investigation of neonatal SUDI in NSW 1996–2008: opportunities for prevention.*

A full list of publications and resources which the Commission continues to make available to the public can be found in the ‘Appendices’ sections of this Annual Report on page 47.



2. Year in review

Website

In 2010–2011, there was an 63% increase in unique visits to the Commission’s website compared to the previous twelve months. In 2010–2011, 53% of page views came from the check.kids.nsw.gov.au subdomain, which was launched in March 2010 to support the Working With Children Check.

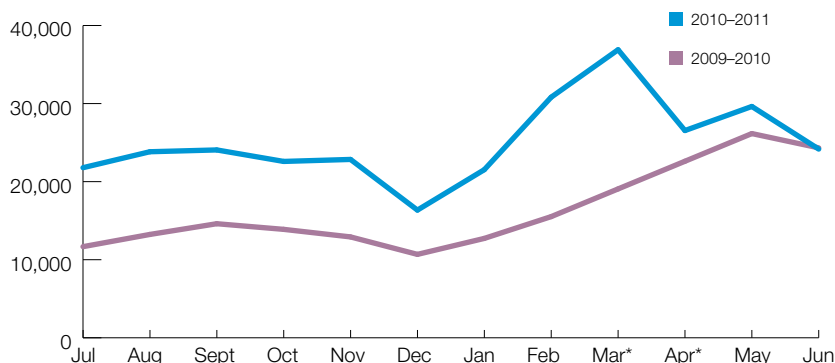
The strong increase in web traffic from February 2010 coincided with a redesign of the Commission’s website, and the March launch of the Working With Children Check microsite. The spike in February 2011 coincides with the commencement of the school year, and reflects the previous year’s trend of peaking in the early part of the calendar year and levelling off thereafter.

Social media

The Commission also began using the social media services Twitter and Facebook to share information about issues affecting children and young people. The Commission’s Facebook page is [facebook.com/kidsnsw](https://www.facebook.com/kidsnsw), and its Twitter profile is twitter.com/kidsnsw. Each account was launched in January 2011, with the Twitter profile gaining more than 200 followers, and the Facebook organisation page gaining more than 200 friends by 30 June 2011.

The Commission will continue to improve the social media integration of its website to support and enhance its capacity to raise awareness about children’s issues, including through the ‘Online engagement with young people’ project.

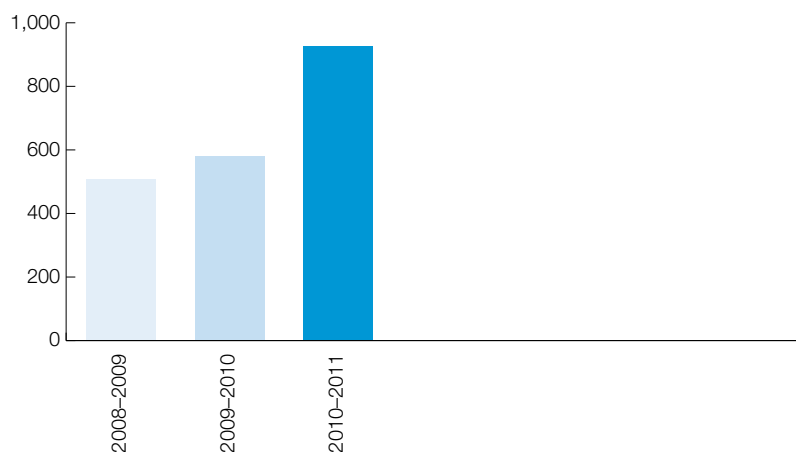
Figure 5: Total monthly unique visits to kids.nsw.gov.au and check.nsw.gov.au



* Note: In figure 5, March and April 2009–2010 figures have been smoothed due to a reporting error.

“The Commission will enhance its capacity to raise awareness about children’s issues”

Figure 6: Total monthly newsletter subscribers



Newsletter

What’s new, the Commission’s electronic compilation of news, reports and articles available on the Commission’s website was published to subscribers via a fortnightly email broadcast. This electronic bulletin recorded strong growth in 2010–2011, achieving an increase in subscribers of 60% compared to the previous year.

The increase in the growth rate of subscriptions recorded in 2010–2011 coincided with an increase in Child Safe Organisations training, where subscribing to the Commission’s electronic newsletter is an option for registrants.



Kidspoll

In 2010–2011, the Commission ran eight online polls in the KidZone section of its website. Children and young people had the ability to include a comment or opinion along with their vote.

Spotlight

Kidspoll feedback from children and young people

Poll 1: Privacy and social media

Topic: *I am worried that personal information and photos I put on Facebook or other social media sites will be seen or used by people I don't know.*

Top vote: Yes (57%)

Comments:

- *It's really hard to work out privacy settings on some sites for photos* (15–17 years)
- *I have really tight security protecting my account* (8–14 years)
- *When I am adding something I think before I add* (15–17 years)

Poll 2: Federal election issues important to me

Topic: *The federal election is being held on 21 August and we want to know what you think is the most important issue for you. The election issue most important to me is: (choose one)*

Options: education, health, the environment, the economy, youth issues, jobs and training, social issues, immigration, mental health

Top vote: The environment (37%)

Comments:

- *By protecting and enriching the youth of today, we have created the building blocks to a better tomorrow* (15–17 years)
- *The environment is the most important thing in our lives at the moment.* (8–14 years)
- *I also think Immigration is an issue as well as; Social issues, the economy, Health, Education and the environment* (8–14 years)

Poll 3: International year of youth – key issues

Topic: *Of the three key areas for the United Nations International year of youth, which is the most important to you?*

Top vote: Mobilise and engage (increase youth participation and partnerships) (46%)

Comments:

- *Increase the awareness of cancer in children, help raise money for children and families living with cancer* (8–14 years)

Poll 4: Music players and traffic safety

Topic: *When driving, cycling or crossing the road listening to a music player is ...*

Options: Always OK, OK provided it's not too loud, Sometimes OK, Never OK

Top vote: OK provided it's not too loud (57%)

Comments:

- *I believe it is ok to listen to music as long as you are able to hear any outside noise (e.g approaching car, police siren)* (15–17 years)
- *There is not a problem with listening to music in public as long as it does not offend people. If it is too loud then it is a safety risk and you may not be able to hear oncoming traffic* (15–17 years)

Poll 5: Online options for participating in the Commission's work

Topic: *How would you prefer to find out about our work and ways to participate and share your views?*

Top vote (users could nominate more than one option): Online newsletter (86%)

Comments:

- *Sometimes I think sites such as Facebook serve to trivialise or sensationalise things* (18+ years)

Poll 6: Raising the legal drinking age

Topic: *Should the legal drinking age for alcohol be raised from 18 to 21?*

Top vote: No (59%)

Comments:

- *We are seeing more alcohol related deaths and crashes and more serious involvement incidents involving young people. All that raising the age will do is have more young people charged because there will be more under-aged drinking. We need more effective education* (15–17 years)
- *This would be a part of a general shift away from simply accepting under-age and young drinking. Under-age drinking would shift from the 15–17 age group up to 18–20 :) also, it would match the science* (15–17 years)

Note: KidsPoll is not scientific, it just shows the opinions of website visitors who have chosen to take part.

2. Year in review

Spotlight (continued)

Kidspoll feedback from children and young people

Poll 7: Learner driver supervised driving hours

Topic: *What I think about the requirement for 120 hours of supervised driving before going for the driving test*

Options:

- It makes it hard for families where both parents work, or only one parent drives;
- It makes sure P-platers have enough experience to be safe drivers

Top vote: It makes it hard for families where both parents work, or only one parent drives (Agreement range: Strongly agree or Agree) (89%)

Comments:

- *Lots of cheating. More experience doesn't mean safer when there's no parent in the car* (15–17 years)
- *I think it is important to have supervised driving but 120 hours seems unreasonable for someone to achieve in the one year* (15–17 years)

Poll 8: Top state election issues

Topic: *My top issue for the NSW election*

Options: Crime and safety, services for regional towns, mental health, health, the economy, fairness and equality, environment, education, public transport

Top vote: the environment (21%)

Comments:

- *Education is now more important than ever before. Without education, no one can get anywhere in life these days. Many people have to take on multiple education opportunities to put themselves 'ahead' of others* (15–17 years)

Note: KidsPoll is not scientific, it just shows the opinions of website visitors who have chosen to take part.

Participation and consultation

Participation is important to children and young people because it:

- connects them with their community
- empowers them to express their ideas
- builds their capacity and agency
- helps programs and services to better meet their needs.

The Commission has a legislated mandate to encourage government and non-government agencies to seek the views of children and young people (section 11(a) and section 13).

During 2010–2011 the Commission:

- evaluated the Commission's Young People's Reference Group and, in partnership with the Centre for Children and Young People, Southern Cross University, commenced an evaluation of the UnitingCare Burnside Child-led Research Project
- trialled, developed and promoted participation mechanisms for children and young people in partnership with government agencies, non-government organisations and research institutes
- established and supported a Young People's Reference Group to advise the Commissioner
- developed a report evaluating options for effective participation of children and young people in contemporary policy development environments and including a framework for the ethical engagement of children and young people

- provided support and advice on methodologies for obtaining the views of children to:
 - ▲ the NSW Department of Education and Communities for the evaluation of school counsellor services
 - ▲ the NSW Department of Education and Communities to inform the development of anti-bullying initiatives recommended by the Inquiry Into Bullying in Schools
 - ▲ the Board of Studies for the evaluation of the School Certificate
 - ▲ the Office of Communities for the evaluation of the Better Futures program
 - ▲ the Legislative Review Team for the review of the Commission for *Children and Young People Act, 1998*.



- supported the rollout and evaluation of the 'Proud Schools' initiative by the NSW Department of Education and Communities and committed to provide advice on the evaluation methodologies for obtaining the views of children in this evaluation
- led and developed the participation stream at the 8th Australian and New Zealand Adolescent Health Conference to be held in November 2011
- provided support and advice to the Sydney Opera House on the establishment of a young people's advisory group
- provided the case for kids' participation and its continuing relevance for society, as well as explored the implications for children, legislators and policymakers when the views of children are not properly considered at the 'Children's participation: So what?' seminar run by Southern Cross University's Centre for Children and Young People in Lismore
- developed methods for the inclusion of children's voices in the Commission's *Seminar series on the middle years of childhood*
- commenced a review of the Young People's Reference Group.

Online engagement with young people

The 'Online engagement with young people' project has been funded by Government to establish online tools and networks to inform young people about government policies and services and to gain input from young people about government policies and services.

A contractor was engaged to assist in the development of a strategic framework to guide the project over the next two to three years.

A planning meeting and workshop was held in June 2011, with staff from the NSW Commission for Children and Young People and the Policy and Reform Division of the Office of Communities. Members of the NSW Youth Advisory Committee also attended, along with representatives from the Inspire Foundation, the Youth Action and Policy Association (YAPA), and the Australian Youth Affairs Coalition.

Work has now begun on a strategic framework to help guide the project which will involve further engagement with stakeholders, including young people, in its implementation.

The Commission is establishing a steering committee, with representation from young people as well as government and non-government agencies to guide the project.

Community visits

The Commission consults widely with children and young people across NSW. Community visits are aimed at listening and learning so the Commission can find out what is important to kids in their own local communities. The Commission supports young people in their local communities and encourages them to engage with the services that have been specifically set up for them.

In 2010–2011, the Commissioner visited a number of communities and spoke to the children and young people living there. Communities visited included Dubbo, Gosford, Wyong, Lakemba, Lismore, Homebush, Swansea and Newcastle.

Advice to government and submissions to inquiries and reviews

The Commission has a legislated mandate to make recommendations to government and non-government agencies on legislation, policies, practices and services affecting children (section 11(d)).

As part of its broader advocacy, policy and research work, the Commission responds to Commonwealth and State government and Parliamentary Inquiries and reviews into issues that impact on the well-being of children and young people in NSW.

Spotlight

About the Commissioner's visit to Dubbo

The Commissioner is always keen to get to know the children and young people in different localities around NSW.

In November, 2010, the Commissioner visited Dubbo.

First up the Commissioner opened and spent time at the city skate park with the council's Youth Development Officer, Mr Jason Yelverton.

The Commissioner was one of the guest judges at a cooking contest between students from Buninyong Public School hosted by Mission Australia.

"The kids made meals from fresh food, like lasagne which isn't easy to make," she said.

After that, the Commissioner visited the Monkey Bar where she met with young locals undertaking hands-on work experience in the hospitality industry and hosted lunch with local service providers. The Commissioner then visited the Dubbo's Police and Community Youth Clubs and attended a seminar about Child Safe Organisations at the Dubbo Junior Rugby League Club.



2. Year in review

In 2010–2011, the Commission responded to 219 requests for policy and related advice.

In 2010–2011, the Commission coordinated the NSW Government's response, and lodged a submission as part of the Australian Children's Commissioners and Guardians (ACCG), on the *Commonwealth Commissioner for Children and Young People Bill 2010*. The Commission also lodged a substantial submission on the *Department of Planning and Infrastructure's Draft Centres Design Guidelines* as part of its work on children, young people and the built environment.

As part of ACCG, the Commission supported and contributed to the following ACCG submissions:

- Australian Law Reform Commission review of national classifications scheme
- Family Law Amendment (Family Violence) Bill 2010 Exposure Draft
- exempting informal grandparent and relative kinship carer from Newstart Allowance transfer requirements
- inclusions of children in out-of-home care under the Medicare Benefits Scheme Primary care Items for Medical Health Assessment
- review of the Transition to Independent Living Allowance (TILA).

The Commission provides input and advice to government on a broad range of issues, policies, programs and legislative proposals relating to child well-being. In 2010–2011 some of the key inputs and recommendations related to:

- **the NSW homelessness action plan** – including recommendations that work be undertaken to address the early signs of homelessness (e.g. family breakdown, young people reported to care and protection agencies and well-being units, educational disengagement and suspension)
- **the national disability strategy** – emphasising the importance of Disability Standards for Education and recognising that children with a disability require additional supports to be able to participate effectively in mainstream schools
- **the national quality framework** – supporting new standards and regulation for early childhood education and care
- **Keep Them Safe** – advocating further development of the skills and capacity of the non-government sector to ensure children who do meet the threshold of statutory intervention are provided with appropriate professional interventions and supports, and are safe
- **a review of the debt recovery process** – supporting the development of adequate and age-appropriate information for those vulnerable to incurring debt, including young people
- **the youth conduct orders and anti-social behaviour pilot** – recommending further evaluation of the scheme to determine its effectiveness
- **the Sydney metropolitan plan** – emphasising the importance of involving children in the planning process and pointing to the Commission's current work and resources on children and the built environment
- **the NSW tobacco strategy** – providing information about usage trends and health impacts on children and young people and recommending that the views of children and young people be sought to inform the strategy
- **the national drug strategy** – providing data about drug use trends by children and young people and advocating for direct engagement with children to better understand their perceptions of their own health, how they learn about drugs, where they obtain them, the 'status' they attach to drug taking and what influences their decisions to use and/or not use drugs.

Spotlight

About the Commissioner's visit to Gosford

In August 2010, the Commissioner visited the Gosford area.

The Commissioner visited Youth Connections Mt Penang, a service which helps young people aged 13–19 on the Central Coast access employment, education and training opportunities.

The Commissioner then met young people at the Regional Youth Support Services Centre in Gosford to inspect the facility before concluding with a visit to the Hill Youth Centre, Kariong.

Member for Gosford, Ms Marie Andrews MP, joined the Commissioner during her visit to Gosford to hear the views of local children and young people.

"We are extremely fortunate to have the Commissioner visit the Central Coast," Ms Andrews said.

"Our region has a number of common issues with other areas, but it is also unique in a number of ways and this is a great way for local issues to be heard directly."



Child safety

The Commission for Children and Young People Act 1998 has legislated functions under sections 11(i) and (l) to oversee the Working With Children Check and conduct a Child Safe Organisations program that encourages organisations to be safe and friendly for children.

Statutory review

On 15 April 2010, the then Minister for Youth, the Hon Peter Primrose MLC, announced the commencement of an independent review of the NSW Commission for Children and Young People Act 1998 in line with the provisions of section 53 of that Act. The Minister for Citizenship and Communities, the Hon Victor Dominello MP, tabled a report on the review on 2 August 2011.

The report made a number of system recommendations in relation to the Working With Children Check including:

- simplification of the Working With Children Check rules
- extension to volunteers and self employed people
- changes which would align the NSW model with interstate models that provide a periodic clearance to an individual to apply to work in any child-related role.

The NSW Government established an interagency committee to plan for these changes. The Commission for Children and Young People plays a key role in this committee. The NSW Government is expected to announce its response to the Commission's review of the Act in late 2011.

Exchange of Criminal History Information for People Working With Children (ECHIPWC)

NSW is a signatory to a National Agreement for the exchange of criminal history information used for the Working With Children Check. This agreement allows police from around the country to release spent convictions for the Working With Children Check. It also allows police across the country to provide background information for relevant criminal records for risk assessments under the Working With Children

Check. An independent evaluation of ECHIPWC was undertaken during 2010–2011. It found that the information provided through the Agreement helped to identify people who present a risk to children. NSW and all other signatories supported a proposal to make the Agreement permanent.

It is anticipated that a long term ECHIPWC Agreement will be signed in 2011–2012.

National Framework – cross border volunteers

The Community and Disability Services Ministerial Advisory Council has a committee that oversees a national child protection framework. During 2011 this committee established a new group to develop strategic national directions for the Working With Children Check. The first action of this group has been to work towards a national agreement to allow volunteers and workers involved in national events, tours and regular cross-border competitions to use their home-state Working With Children Checks at these events.

A national agreement is expected during 2011–2012.

WWCC operating system

In 2010 the Commission began developing a new operating system for the Working With Children Check to replace the legacy system currently in operation. This project was put on hold for some months while the review of the Commission for Children and Young People Act 1998 was underway. The development was re-started towards the end of 2010.

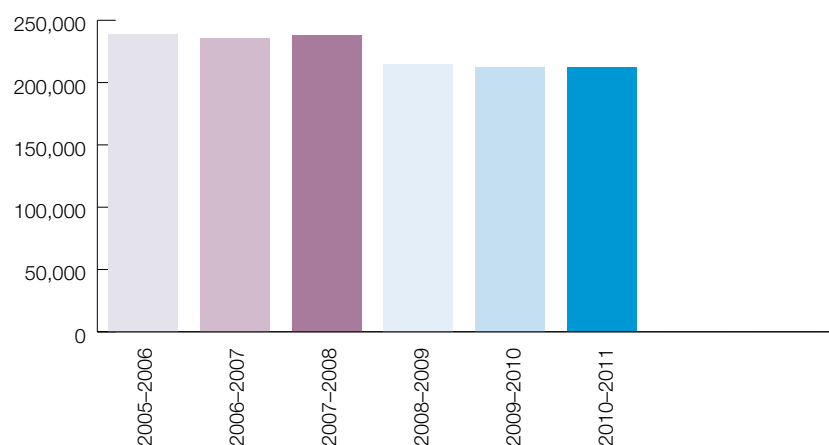
It is anticipated that the new operating system for the Working With Children Check will be completed during 2011–2012.

Working With Children Checks

During the 2010–2011 the Working With Children Check was conducted by four Approved Screening Agencies (ASAs): the Department of Education and Training; NSW Department of Health; the Catholic Commission for Employment Relations, and the Office of Communities.

In 2010–2011, the four ASAs conducted 212,057 background checks. Figure 7 (below) shows the total number of checks processed during the past five years.

Figure 7: Background checking requests processed by all Approved Screening Agencies



The volume of Working With Children Checks undertaken has remained steady over the past three years.

2. Year in review

Office of Communities Operations

In 2010–2011, the Office of Communities ASA (located within the Commission) conducted 84,659 Working With Children Checks, 40% of the NSW total. This is a significant rise in demand from 2009–2010, from 72,742 checks in the previous year. Of these checks, 11,782 were for employees and volunteers in new areas of child-related employment included in the Working With Children

Check as a result changes from the 2009 Wood Inquiry into Child Protection Services in NSW.

The Office of Communities ASA aims to provide results within two days for 80% of background checks, and within 10 days for 90% of background checks. This can be adhered to only when CrimTrac, the national criminal records repository, can immediately determine there is no criminal record for the applicant. Where CrimTrac suspects that a

record they hold belongs to an applicant, State and Territory police agencies must investigate more closely. Most suspected matches are dismissed, but the investigation takes several days.

In 2010–2011 the Office of Communities ASA provided results for 69% within two days and for 88% within 10 days.

Table 1 (below) shows the Office of Communities ASA performance for processing background checks.

Table 1: Background checking – performance

Activity/Target	Result 2008–2009	Result 2009–2010	Result 2010–2011
Number of Working With Children Checks processed	82,012	72,742	84,659
80 per cent of Working With Children Checks completed within 2 days	71%	66%	69%
90 per cent of Working With Children Checks completed within 10 days	87%	85%	88%

Estimates of risk

An evidence-based tool called AWARE (A Workplace and Applicant Risk Estimate) is used to estimate the risk relating to applicants with relevant records and their workplaces. There are three possible outcomes of an estimate of risk on an applicant:

- no particular risk demonstrated
- some risk demonstrated
- significant risk demonstrated.

Of the 212,057 people background checked in 2010–2011, an estimate of risk was undertaken for 762 applicants (0.36%). The Office of Communities ASA conducted 322 of these (44%).

The Office of Communities ASA target, based on a total of 200 risk estimates a year, is to complete 70% of them within 16 weeks. In 2010–2011 the Office of Communities ASA completed 63% within 16 weeks.

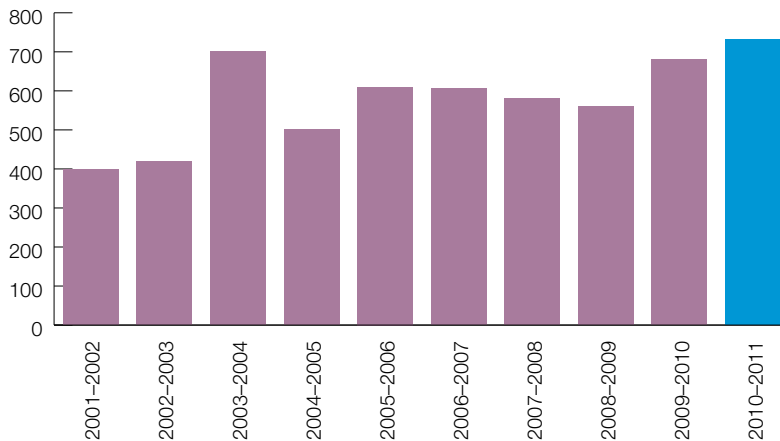
Figure 8 (opposite page) shows the number of risk estimates undertaken by all Approved Screening Agencies in the last nine years.

Table 2: Risk estimates – performance

Activity	Target estimate	Result 2008–2009	Result 2009–2010	Result 2010–2011
Number of estimates of risk completed	200	246	283	322
Estimates of risk completed within 16 weeks	70%	56%	44%	63%



Figure 8: Number of risk estimates undertaken by all Approved Screening Agencies



Prohibited persons

Under part 7 of the *Commission for Children and Young People Act 1998*, people convicted of serious sex offences, serious violence offences against a child, kidnapping or murder of a child, or who are registered under the *Child Protection (Offenders Registration) Act 2000* are prohibited from working or seeking work in child-related employment.

All people seeking child-related employment (whether as a paid worker or a volunteer) must declare whether they are a prohibited person.

Some prohibited persons can apply for a review of their prohibited status. The Commission for Children and Young People, the Administrative Decisions Tribunal (ADT) and the Industrial Relations Commission can make orders that overturn prohibited status, if the applicant can demonstrate he or she does not pose a risk to the safety of children.

In 2010–2011, 44 prohibited persons applied for a review of their status. This was 11 fewer than in 2009–2010. More than 72% of these applications were to the Commission, with the remainder to the ADT. Table 3 (below) shows the outcome of these applications as at 30 June 2011.

Table 3: Status reviews in 2010–2011

A breakdown of orders granted for 2010–2011

Determining Authority	New Applications	Applications pending from 2009–2010	Final Orders granted	Final Orders granted with conditions	Applications refused	Applications dismissed – s.33G Ineligible	Applications withdrawn	Applicants not prohibited	Applications pending decision
Commission for Children and Young People	32	11	18	1	8	3	3	1	9
Administrative Decisions Tribunal	12	7	4	0	1	1	5	0	8
Industrial Relations Commission	0	0	0	0	0	0	0	0	0
Total	44	18	22	1	9	4	8	1	17

The Commission granted 18 new Orders, where it found no indication that the applicant posed a risk to children.

One decision by the ADT to refuse an Order was appealed to the Supreme Court. The decision in this appeal has not yet been determined.

Of the four Orders that the Administrative Decisions Tribunal (ADT) granted, half were not opposed by the Commission, one was opposed and in one case the Commission remained neutral. The only Order that was not granted by the ADT was also opposed by the Commission. Table 4 shows the recommendations of the Commission and the decisions by the ADT.

Table 4: Commission recommendations and ADT decisions

	ADT granted	ADT not granted
Opposed	1	1
Not opposed	2	0
Neutral	1	0

2. Year in review

Certificate for Self Employed People

On 1 May 2009 Certificates for Self Employed People working with children became available. These certificates confirm that a self employed person is not prohibited from child related employment.

Self employed people had until 1 May 2011 to obtain a certificate. On that date it became an offence for self employed people working with children not to hold a certificate. The Commission issued 5,674 Certificates for Self Employed People in 2010–2011.

The Commission will continue to educate self employed people about their obligations under the Working With Children Check.

Child safe organisations – Education and training

A key role of the Commission's work is to provide organisations that work with children with the information, skills and resources that will help them make their environments safe and friendly for children. When an organisation has the requisite knowledge, capability and commitment, it is much more likely to put safeguards in place to reduce risks and protect children from unintentional or intentional harm. The Commission's child safe

education and training program provides organisations with these skills and abilities.

Seminars and workshops

In 2010–2011 the Commission's presented 78 Child Safe Organisation information and training sessions in 32 locations throughout the state and these were attended by 1,424 people from 578 organisations.

Attendees came from a cross section of disciplines representing the diversity of the sectors working with children, including: child care; sport and recreation; respite and home care; entertainment; child protection and foster care; and the education, justice and health sectors. Of the 78 sessions, 24 were provided in regional locations with the remaining 54 in metropolitan Sydney and in the Wollongong and Newcastle areas.

The number of child safe training sessions run in 2010–2011 represented a 23% increase over those run in 2009–2010. These numbers demonstrate a strong community interest in keeping children and young people safe.

The focus for the 2011–2012 education program will include shorter modules in more locations, particularly in regional areas, providing information and advice on child safe environments and the requirements of the Working With Children Check.

Specialised training is also planned in response to demand from our clients. Our auditing program will concentrate on compliance by organisations and individuals in the tuition, nanny/childminding, and recreation sectors.

During 2011–2012 the Commission will review its existing child safe program and resources and develop a new child safe framework to guide our work. The framework will include updated toolkits, templates and checklists for child-related organisations to help them provide a child safe environment. The kits will draw on similar work nationally and internationally and complement the Commission's child safe training program.

Child safe organisations – Monitoring and compliance

The Commission's monitoring and auditing functions include checking that the screening agencies approved to run the Working With Children Check comply with the operating guidelines for the program, and employers comply with their obligations under Part 7 of the Act on the checking of employees both paid and volunteer.

Apart from auditing these mandated obligations the Commission also monitors child safe approaches that employers use to manage risk to children.

Spotlight

Comments and feedback from child safe training sessions

The real life scenarios made the seminar very interesting. These example situations will be useful in promoting child safe practices to our staff, parents, and volunteers participating in our workplace.

The child safe seminar is a fantastic workshop to ensure we keep informed and are aware of the latest obligations and procedures we need to put in place to keep children safe.

The seminar delivered key information clearly and was very informative, and highlights the importance of allocating resources to ensure volunteers as well as paid staff are aware of child safe standards in the workplace.

The workshop was invaluable in emphasizing the importance of implementing a situational prevention approach to risk management to create and maintain a child safe workplace. The training resources and information are great tools to making our organisation a best practice workplace.

The tools and resources provided throughout the seminar allow for the practical implementation of child safe policies and procedures. It has opened up my understanding of a more holistic approach, including recruitment processes, the importance of staff participation and continuous improvement to create a workplace culture that is child safe and child friendly.



In 2010–2011 the Commission:

- Facilitated audits of the **Approved Screening Agencies** operated by the Office of Communities in the Department of Education and Communities and by the Catholic Commission for Employment Relations. The audits were performed by the NSW Internal Audit Bureau in late 2010 and early 2011, respectively. Both audits resulted in a satisfactory finding with both agencies being compliant with the operating requirements stipulated in the *Working With Children Check Operator Guidelines*.
- Followed up employers **engaging applicants assessed as high risk**. There were seven persons assessed as high risk who were employed in 2010–2011. It was found that the applicants either resigned soon after or were employed in non-child-related work or that employers had implemented appropriate risk management practices.
- Conducted an audit of the proportion of the 15,000 **registered employers** who had not sought a Working With Children Check in the past 18 months. Following contact from the Commission, responses received from these employers indicated that the majority had not employed new staff, while a small number had engaged child-related employees without doing a Working With Children Check. The Commission advised these employers of their obligations and the penalties for non-compliance and all have since become compliant. A number of the other employers have ceased trading. A new database is being developed to improve contact details of employers.
- Checked whether **employers who should be registered are on the Commission's register**. In 2010–2011 a list of licensed children's services and funded organisations that work with children was obtained from the Department of Family and Community Services and compared to the Working With Children Check database. Over 3,470 names of organisations were checked. 100% were registered for the Check.
- Verified that **employers registered for the Check are compliant** with their legislative obligations. Thirty employers from the transport, nanny and independent school sectors were involved in this audit and two were found to be non compliant. However, this result led the two employers, to undertake a rigorous self audit of their obligations. This was a very positive result. The project also helped employers to identify and manage governance issues arising from staff changes or selling of businesses.
- Informed **local governments** about their obligations under the Working With Children Check by sending a broadcast letter via the Division of Local Government to all councils in NSW. This followed a random examination of the information that councils had on their websites about the Check.
- Audited **declarations given by volunteers** who work with children that they are not prohibited from such employment. Volunteers who apply to work with children are required to sign a declaration that they have not committed an offence defined in the *Commission for Children and Young People Act 1998* that would prohibit them from child-related employment. More than 1,460 declarations were checked in 2010–2011 and no volunteers were found to have untruthfully signed the declaration. The declarations were drawn randomly from a cross section of the organisations providing child-related employment that engage volunteers in that work.
- Audited **elected candidates** as per division 5A of the *Parliamentary Electorates and Elections Act 1912*, where all candidates are required to make a declaration to the NSW Electoral Commissioner relating to child sexual offences. Following the election the Commission for Children and Young People is required to audit the declarations of elected members for accuracy and report to Parliament on the outcome of this audit.

For the 2011 elections to the NSW Legislative Assembly and Legislative Council 93 members were elected to the Legislative Assembly and 21 members elected to the Legislative Council.

The Commission found that all Child-Related Conduct Declarations signed by elected members were accurate.

Following the 2011 General Election two additional members were nominated for direct appointment to casual vacancies in the Legislative Council. Both of the new members of the Legislative Council volunteered to submit a Child-Related Conduct Declaration and agreed to the Commission's subsequent audit of their declarations. The Commission found that these Child-Related Conduct Declarations signed by directly appointed members were accurate.

Child Sex Offender Counsellor Accreditation Scheme

The Child Sex Offender Counsellors Accreditation Scheme (CSOCAS) promotes well-being of children and young people by establishing a public register of counsellors with the knowledge and skills necessary to provide counselling and therapy to people who sexually offend against children. The Commission publishes contact information for accredited counsellors on its website to help people locate counsellors.

In 2010–2011 there were 78 accredited counsellors: 46 at associate level, 17 at clinical level and 15 at supervisor level. Details of accredited members are available on the Commission's website at www.kids.nsw.gov.au/working.

A review of CSOCAS is planned for 2011.

3. Corporate governance

The Commission for Children and Young People was established under the *Commission for Children and Young People Act 1998* as an independent statutory authority, within government, to represent the interests of children in NSW.

The Commission comes under the administration of the Office of Communities that forms part of the Department of Education and Communities. For administrative purposes the Commissioner reports to the Chief Executive Officer, Office of Communities.

The Parliamentary Joint Committee for Children and Young People is responsible for monitoring and reviewing the work of the Commission. The Commission reports to the Committee on a regular basis on its performance.

The administration of the *Commission for Children and Young People Act 1998* has been allocated to the Minister for Citizenship and Communities and the Commission's budget is appropriated through the Minister.

Within the framework of its statutory purpose the Commission is responsible for setting out objectives, strategies and initiatives in our Strategic and Business Plans.

Our senior management

As at 30 June 2011 our senior management team was:

Megan Mitchell
Commissioner

Gregor Macfie
Director Policy and Research

Virginia Neighbour
Director WWCC Strategy*

Liz McGee
Director Corporate Governance, Strategy and Services

John Lee
A/Director, Child-Safe Programs

* Note that this position has been temporarily created to support the work of the interagency committee steering the reforms to the Working With Children Check.

Committees

There are a number of Committees established to provide either oversight or advisory functions to the Commission.

Parliamentary Joint Committee for Children and Young People

Members to 4 March 2011

Mr Robert Coombs MP, Chair

The Hon Kayee Griffin MLC

Reverend the Hon Fred Nile MLC

Ms Marie Andrews MP

Mr Stephen Candsell MP

Mr Robert Furolo MP

The Hon John Ajaka MLC

Members from 22 June 2011

Mr Andrew Cornwell MP, Chair
(elected 23 June 2011)

Ms Melanie Gibbons MP,
Deputy Chair

Mr Andrew Gee MP

Dr Andrew Dominic McDonald MP

The Hon Jan Barham MLC

The Hon Niall Blair MLC

The Hon Greg Donnelly MLC

Child Death Review Team

Members (up to February 2011) when the Team's functions were transferred to the NSW Ombudsman

Ms Megan Mitchell, NSW Commission for Children and Young People

Ms Helen Freeland, Department of Community Services

Dr Elisabeth Murphy, NSW Health

Ms Anne Marie Dwyer, Department of Ageing, Disability and Home Care

Ms Robyn Bale, Department of Education and Training

Detective Superintendent Peter Cotter, NSW Police

Mr Maurice Taylor, NSW State Coroners Office

Mr Paul Altmann, NSW Department of Justice and Attorney General

Dr Jonathan Gillis, NSW Organ and Tissue Donation Service

Dr John Howard, National Drug and Alcohol Research Centre, University of New South Wales

Dr Bronwyn Gould, General Practitioner

Dr Ngiare Brown, Poche Centre for Indigenous Health

Dr Ella Sugo, Sydney Children's Hospital

Professor Heather Jeffery, Professor International Maternal and Child Health, School of Public Health, University of Sydney and Royal Prince Alfred Hospital, Sydney

Interagency Committee on the Working With Children Check

Carol Mills, Office of Communities, Chair

Megan Mitchell, NSW Commission for Children and Young People

Virginia Neighbour, NSW Commission for Children and Young People

Jane Thorpe, Department of Education and Communities

Trevor Craft, Department of Health

Linda Mallett, Department of Family and Community Services

Wayne Armstrong, NSW Police

Belinda O'Shea, NSW Police

Jo Grisard/Ewan Tosh, Office of Communities

Kathrina Lo, Attorney General and Justice

Kevin Hogan/Paul Houston, Juvenile Justice

Fiona Lansdown, Premier and Cabinet

Commission for Children and Young People Expert Advisory Group

Mr Andrew Cappie-Wood, Chair

Mr Peter Homel

Ms Helen Kerr-Roubicek

Ms Helen L'Orange

Mr Jonathan Nicholas

Mr Chris Bonnor (resigned 2011)



Professor Mary Crock
Ms Marcia Ella-Duncan
Ms Megan Mitchell, Commissioner

Child Sex Offender Counsellors Accreditation Scheme (CSOCAS) Panel

Virginia Neighbour, Director CCYP,
Chair (to April 2011)

Megan Mitchell, Commissioner, Chair
(from April 2011)

Dale Tolliday, NSW Health
Bronwyn Cintio, Social Worker
Jayson Ware, Corrective Services
Katie Seidler, Psychologist

Young People's Reference Group

Lex Leighton
Ziyad Norhisham
Bridget Byrnes
Nazli Hocaoglu
Carolynne Heath
Madeleine Antrum
Laura Webster
Brian Dunn
D'Arcy Roche-Bancroft
Isaac Kim
Rory White
Jessica Japp

Our Code of Conduct and Ethics

The Commission's Code of Conduct and Ethics applies to all employees of the Commission and other persons engaged to do work for the Commission. The Code of Conduct and Ethics sets out the principles expected of staff and prescribes specific conduct in areas central to fulfilling the Commission's functions and objectives.

All new staff as part of their induction program are provided with a copy of the Commission's Code of Conduct and Ethics and are able to access a copy of the Code on the Commission's Intranet.

No changes were made to the Commission's Code of Conduct and Ethics during the reporting period.

Legislation and legal change

The Commission's governance practices derive principally from the provisions of the following legislation:

- *Commission for Children and Young People Act 1998*
- *Commission for Children and Young People Regulation 2009*
- *Children and Young Person's Care and Protection Act 1998*
- *Public Sector Employment and Management Act 2002*
- *Public Finance and Audit Act 1983*

The *Children Legislation Amendment (Wood Inquiry Recommendations) Act 2009* provided for the NSW Ombudsman to convene the Child Death Review Team and provide secretariat and research functions for the Team under the *Commission for Children and Young People Act 1998*. This was proclaimed in February 2011.

Risk Management

Risk management in the Commission extends to all areas of management accountability, including staff performance, project and budget management, fraud control and the statutory operations.

The Commission uses a number of tools to identify and manage risks consistent with the Australian Standard *AS/NZS 4360:2004 Risk Management*. Risk assessment is undertaken annually as part of our corporate planning processes and identifies key business risks. Strategies and treatments for these risks are included in our corporate business plan and inform the annual audit plan.

The key risk areas for the Commission are:

- a high level of dependency on key staff and a lack of backup due to the small size of the agency
- a reliance on third parties for key corporate services, information technology and other specialist services.

Our Risk Control Plan addresses our statutory responsibilities, internal operations, external accountability and stakeholder relations. The Risk Control Plan identifies additional strategies to be implemented to minimise our risk exposure. The Office of Communities Audit and Risk Management Committee was responsible for monitoring the implementation of the strategies contained in the Risk Control Plan. A review of the Commission's strategic, business and operational risks is planned for 2011–2012.

There has been no report of any fraud or corrupt conduct in the Commission under the *Protected Disclosures Act 1994*.

Insurance

The NSW Treasury Managed Fund provides insurance cover for motor vehicles, public liability, property and miscellaneous items. Workers compensation coverage is provided through Allianz Pty Ltd, with GIO General Ltd providing insurance cover for the remaining categories.

The total premiums paid in 2010–2011 were \$34,120 compared with \$36,746 in 2009–10. These figures include insurance premiums paid on behalf of the Children's Guardian.

3. Corporate governance

Internal audit and risk management attestation for the 2010–2011 financial year for the Commission for Children and Young People

The Commission for Children and Young People has internal audit and risk management processes in operation that are, excluding the exception described below, compliant with the core requirements set out in Treasury Circular NSW TC 09/08 *Internal Audit and Risk Management Policy*.

The internal audit and risk management processes for the Commission depart from the following core requirement (as set out in Treasury Circular NSW TC09/08) and that the Commission has implemented the following practicable alternative measure that will achieve a level of assurance equivalent to the requirement:

Departure	Reason for departure and measure implemented
Core requirement two	<ul style="list-style-type: none">• The requirement to establish an Audit & Risk Committee as required by the <i>Internal Audit and Risk Management Policy</i> was considered to have a material impact on the Commission's operating budget due to resourcing constraints.• The former Communities NSW established an Audit and Risk Committee with compliant membership for the Department's core divisions and statutory authorities. The Commission has entered into an arrangement for the Communities NSW Audit and Risk Committee to oversee and monitor the Commission's governance, risk and control issues affecting its operations as a practical measure that achieves a level of assurance equivalent to the requirements of the Policy.

These processes, including the practicable alternative measure implemented, provide a level of assurance that enables the senior management of the Commission to understand, manage and satisfactorily control risk exposures.

The Audit and Risk Committee of the former Communities NSW (which provided oversight of governance, risk and control arrangements as a shared service for the Commission) is constituted and operates in accordance with the independence and governance requirements of Treasury Circular NSW TC 09/08.

The Chair and Members of the Audit and Risk Committee are:

- Gerry Brus – independent Chair (29 April 2009 to 31 October 2011)
- David Roden – independent Member 1 (15 June 2009 to 31 October 2011)
- Janett Milligan – non-independent Member 1 (29 April 2009 to 31 October 2011).

As required by the policy, I have submitted an Attestation Statement outlining compliance with exceptions with the policy to the Treasury.



Megan Mitchell

Audit and compliance

External reviews

External reviews provide the Commission with an independent assessment of our performance. The Audit Office of NSW is the Office's official external auditor and conducts comprehensive audits of our annual financial accounts and associated financial systems.

During 2009–10 the Auditor-General conducted an external review of the Working With Children Check. The review made a number of recommendations to improve the Working With Children Check including action to:

- actions to reduce the risk of prohibited people working with children
- improve employers compliance with their WWCC obligations
- actions to improve risk estimate outcomes
- improve the reliability of the WWCC by reviewing the approach to collecting and analysing information.

The Commission submitted its final report to the Audit Office in 2010–2011 on actions taken to implement the review recommendations.

Following the tabling of the Auditor-General's report, the Minister for Youth decided to bring forward the statutory review of the *Commission for Children and Young People Act 1998*, which was due to commence in December 2010, to consider a range of options for how the Working With Children Check functions. The independent review of the *Commission for Children and Young People Act 1998* was finalised in August 2010 and the report submitted to the Minister.



Internal reviews

Internal audits help the Commission to maximise efficiency and effectiveness in specific programs and processes and to identify, analyse and assess our risk management practices. Internal audits are used to review our operations in high risk areas and to develop additional internal control mechanisms to minimise risk. The following reviews were conducted in 2010–2011 by Deloitte Touche Tohmatsu, internal auditors contracted to the Office of Communities:

- Financial Close and Financial Management Internal Audit
- Review of Child Death Review Team Processes
- Review of the Certificate for Self-Employed People Processes
- Office of Communities – Occupational Health and Safety Assessment.

In addition the Commission conducted a number of internal reviews in relation to the operations of the Working With Children Check.

Human resources and organisational development

Policies and procedures

The Commission systematically reviews, updates and develops internal policies and procedures to ensure compliance with legislative requirements and NSW public sector policies and procedures. During the reporting period the following corporate policies were developed and a number of existing policies updated:

- *Performance Development Policy and Guidelines*
- *Supervision Guidelines*
- *Conflict Management Policy*
- *Related Parties Disclosure Guidelines.*

As internal policies are reviewed or developed they are made available to all staff on the Commission's Intranet.

Staff development

The Commission encourages all staff to participate in learning and development activities to build a knowledge base across diverse functional areas and support an environment of continuous learning. During 2010–2011 the Commission supported a range of learning and development opportunities, internal and external programs and online training.

During 2010–2011 Commission staff participated in 647 hours of learning and development activities compared with 137 hours in 2009–2010.

Learning and Development activities included:

- attendance at conferences
- 13 staff attended mandatory induction training on Identifying and Responding to Risk of Harm
- 21 staff attended a refresher training course on Identifying and Responding to Risk of Harm
- 21 staff attended an in-house seminar on *Regulatory Methods and Tools*
- three staff were provided professional coaching
- a range of opportunities has been provided to staff to act in higher graded positions.

Exceptional movements in wages, salaries or allowances

There were no exceptional movements in salaries during the year. Consistent with the provisions of the *Crown Employees (Public Sector Salaries) Award 2008* staff were paid a 4% salary increase from July 2010.

Senior Executive Service Officers were also paid an increase of 4% in accordance with the determination of the Statutory and Other Officers Remuneration Tribunal.

Industrial relations policies and practices

There was one industrial dispute involving the Commission for Children and Young People in 2010–2011. This dispute was lodged with the Industrial Relations Commission and concerned an excess officer's right to lodge a promotional appeal.

The Industrial Relations Commission determined that the appellant could lodge a promotional appeal with regard to one position but that there were no grounds for an promotional appeal in relation to a separate position. No further action was required on the part of the Commission as the appellant withdrew the appeal prior to it being heard by the Industrial Relations Commission.

Managing excess employees

Considerable efforts and resources were dedicated to the management of officers who had been declared excess as a result of a review conducted in 2009–2010.

As at 30 June 2011 there were two excess officers within the Commission. Both officers were provided career coaching and case management support through the Office of Communities and both were provided meaningful work either within the Office of Communities or another NSW government agency.



3. Corporate governance

Occupational health and safety

The Commission is committed to maintaining the best possible standards for occupational health and safety for everyone working and visiting our workplaces. The Commission places a strong emphasis on the prevention of accidents, the early notification of injuries and the supportive management of claims to facilitate a speedy return to work.

There was one reported incident in 2010–2011 compared with one in 2009–2010.

The Commission continued to ensure the safety of staff by training staff in emergency evacuation exercises and first aid. Specific training was provided for Fire Wardens and First Aid Officers.

The Commission continues to provide a free counselling service to all employees, committee members and immediate family through Davidson Trehaire. The Commission also provides specialist counselling to staff working with potentially distressing material.

The Commission was not prosecuted, fined or served an improvement notice under the *Occupational Health and Safety Act 2000* during the reporting period.

Exemptions from reporting

Under the *Annual Reports (Statutory Bodies) Act 1984* statutory bodies with an equivalent full-time staff of fewer than 200 are required to report on a number of areas on a triennial basis. The Commission will be required to report on the following in 2012–2013:

- Equal Employment Opportunity
- Disability Plans
- Multicultural Services and Plans.

Committees

In 2010–2011, the Commission was represented on the following committees and working groups:

- ACI Intellectual Disability Network
- Attorney General's Remand Working Group
- Australian Children Commissioners and Guardians (ACCG) Forum
- Board of Studies Endorsement Panel – Alternative Education Programs
- Built Environment Interagency Group (Chair)
- Centre for the Advancement of Adolescent Health
- Child Death Review Team (convenor)
- Child-Friendly Cities Network
- Interagency Committee on the Working With Children Check and its working groups
- Mental Health Kids
- Mental Health Senior Officers Group
- Middle Years Interagency Group (Chair)
- National Common Approach to Assessment Referral and Support Taskforce
- NIFTeY (early years)
- Obesity Senior Officers Group
- Office of Communities Data Research and Development Committee
- Office of Communities Regional Engagement and Strategy Working Group
- Office of Communities Western Sydney Working Group
- Play by the Rules
- Premier's Council on Active Living
- Proud Schools
- Senior Officer Committee for Drugs and Alcohol
- Sex Crimes and Joint Investigation Response Squad Advisory Council Meeting

- Sudden Infant Death Advisory Committee
- Multicultural Youth Issues Network NSW – Project Reference Group
- Young Carers Inter-agency Steering Committee.

Commissioner: Presentations

In 2010–2011, the Commissioner, Ms Megan Mitchell, presented at the:

- ACWA Strategic Planning Day
- Australian and New Zealand Law Association Twilight Seminar
- YMCA Youth Parliament
- NSW State Student Representative Council Conference
- Sydney Region Student Representative Council Conference
- ARACY Symposium on the Middle Years of Childhood
- Launch of the Child Friendly by Design Resource Toolkit
- Child and Adolescent Mental Health Conference
- Gowrie NSW Conference
- Interrelate Family Centres Conference
- Southern Cross University Seminar on child participation
- *Seminar series on the middle years of childhood*

During her first 12 months as Commissioner, Ms Mitchell met with many stakeholders including Ministers, senior departmental officers (both state and federal), non-government organisations and agencies, children and young people.



Strategic planning

During 2010–2011 a range of stakeholders were surveyed about their views of the Commission, its work and priorities as input to a new Strategic Plan (see the ‘2011–2012 Strategic Plan’ section on page 28 of this Annual Report).

A summary of key findings are presented in the following tables.

Figure 9: Understanding of the Commissioner’s role

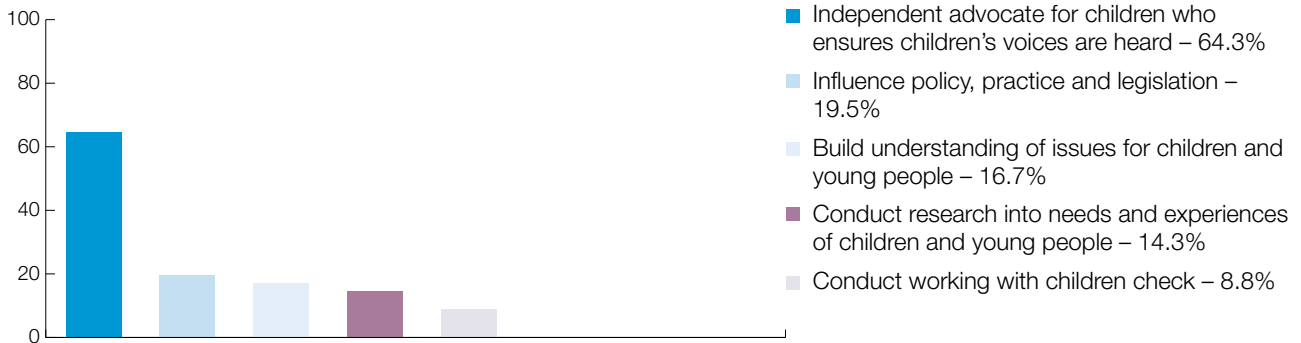


Figure 10: What the Commission is doing (or has done) well

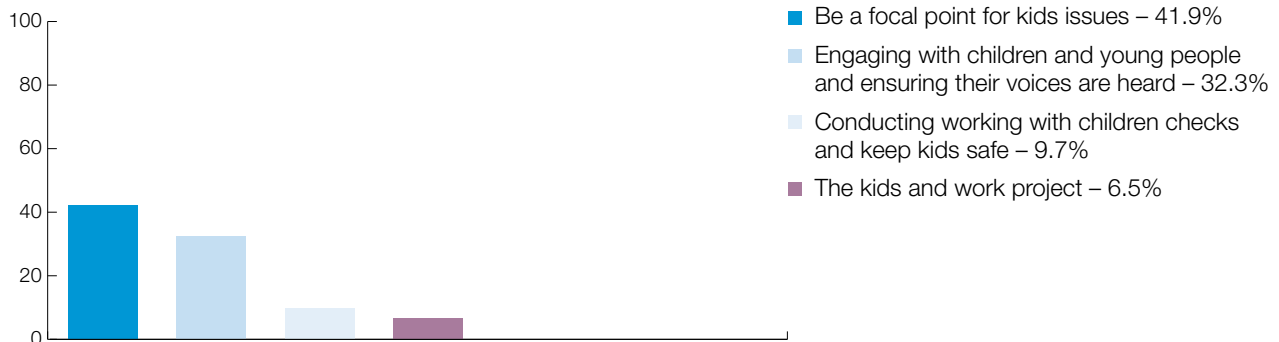


Figure 11: Where the Commission could do more

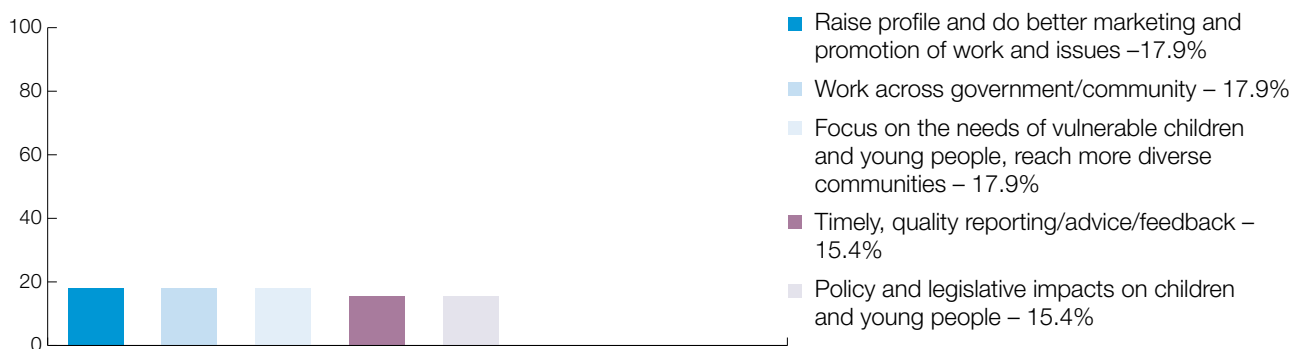


Figure 12: Key issues for children and young people



4. 2011–2012 strategic plan

Our Mission	Together, making NSW a better place for children and young people		
Our Results	Children benefit from improved legislation, policies, practices and services	Children participate in decisions that affect their lives	
Our Objectives	Promote the rights and well-being of children and young people	Positively influence legislation, policies and programs that impact on children and young people	Promote the views and participation of children and young people in their communities and in decisions that affect their lives
Our Strategies	<ul style="list-style-type: none"> Identify, share and monitor information about current and emerging issues, trends, policy and research concerning the lives of children and young people Support and contribute to whole-of-government responses to issues relevant to children's lives Monitor and influence proposed policy and legislative changes Engage with strategic partners to advocate for better protection of the rights of children and young people and promote their well-being Develop policy options to promote the rights and well-being of children and young people 	<ul style="list-style-type: none"> Work collaboratively with key agencies to identify and promote engagement practices that support the participation of children and young people in policy and program development Promote the importance of, and children's capacity to, contribute to policy making Obtain the views of children and young people to inform our work including those of vulnerable children 	
Our Measures	<ul style="list-style-type: none"> Reports identifying trends and issues affecting children and young people are available and accessible Stakeholders are satisfied with the quality of the Commission's work Improvements are made in areas highlighted in the Commission's reports and submissions 	<ul style="list-style-type: none"> Satisfaction levels of children and young people involved in Commission participation activities Increase in response rates to Kids Poll Range of new digital engagement strategies developed and implemented Proportion of activities and advice involving kids' voices 	



Children are safe in organisations and their communities

The Commission is accountable, responsive and adaptive

Encourage a shared understanding of children's lives

Make sure children and young people are safe in their communities

Work ethically, efficiently, effectively and be accountable

- Strengthen child protection risk management strategies within child-related employment through state-wide education and capacity building programs
- Contribute to the implementation of a nationally consistent approach to working with children checks
- Collaborate and work with relevant government and community organisations on streamlining and building understanding of the Working With Children Check
- Improve the Working With Children Check process and system
- Develop whole-of-government advice to prevent childhood injury

- Provide timely, accurate and relevant information to stakeholders
- Promote and publicly report on the work of the Commission
- Develop the capacity of staff through learning, continuous improvement, sharing of knowledge and providing a safe and satisfying workplace
- Monitor performance to ensure work quality, organisation development, good governance and effective resource management
- Statutory requirements for operating the WWCC are met and reported on

- Proportion of background checks completed on time
- Proportion of prohibited employment exemption application decisions supported by the Administrative Decisions Tribunal (ADT)
- All employers engaging applicants assessed as high risk followed up
- Proportion of attendees at Child Safe Organisations training rate the course as satisfactory or above

- Proportion of correspondence completed within 14 days
- All staff complete performance development reviews and 90% are rated satisfactory or better
- Annual report prepared and tabled by due date
- Unqualified audit for annual financial statements
- Proportion of audit recommendation implemented within 12 and 18 months
- Website visits and pages accessed

5. Highlights for the year ahead 2011–2012

Working With Children Check reforms

An independent review of the Commission's legislation was completed in 2010–2011 which reflected a strong commitment to the role of the Commission and its advocacy, research and monitoring roles. The review and subsequent report also supported reforms to the Working With Children Check to bring it in line with other states and territories. The Commission will lead the implementation of the government's decisions arising from this review along with the modernisation of the checking system.

Monitoring child well-being

The first release of *A picture of NSW children*, Introduction and Section 1 Demographic characteristics, was published in May 2011. Further releases and updates are planned for 2011–2012 on: Health and well-being; Children and crime; Economic well-being; Childcare and education; Children in communities, and Harm and injury.

Understanding and responding to the middle years (9–14 years)

In 2011–2012 the Commission will conduct the second and third seminars in the *Seminar series on the middle years of childhood*, and continue to progress the recommendations of the Parliamentary Inquiry into middle childhood, including a service and policy mapping exercise, the production of a suite of policy papers, and the establishment of an expert advisory panel on the middle years.

Promoting child friendly built environments

The Commission will hold a series of workshops for planning and design professionals on children, young people, and the built environment in 2011–2012, as part of its response to a Parliamentary Inquiry into children, young people and the built environment. In addition, the Commission will review usage and content of its *built4kids* resource, and sponsor an industry award for excellence in child friendly design.

Enhancing children's participation and engagement

Over the coming year, the Commission will advance a range of initiatives designed to promote and enhance the participation of children in their communities and in decisions that affect them. This includes:

- working with government and community stakeholders to establish online tools and networks for young people to provide feedback on government programs and services, and on issues which are important to them
- supporting and working with the Commission's new Young People's Advisory Group, as well as engaging with their schools, communities and families
- evaluating and revamping approaches and tools for effective participation of children and young people in contemporary policy development
- completing the evaluation, with Southern Cross University, of Burnside's child led research pilot
- working with Department of Education and Communities and Southern Cross University on a review of school based participation mechanisms.

Preventing childhood injury

In 2011, the Commission will release a report coproduced with the Australian Institute of Health and Welfare on childhood injury in NSW, which will serve as a key input to ongoing injury prevention initiatives. This includes establishing a state wide mechanism to regularly monitor and analyse child injury trends and developments, and make recommendations to government to prevent child injury.

Redeveloping the Child Safe Organisation framework and compliance and education program

The Commission will develop a new child-safe framework to guide our work in relation to child safety and welfare within organisations. The framework will include updated toolkits, templates and checklists for child-related organisations to help them provide a child safe environment. The kits will draw on similar work nationally and internationally and complement the Commission's child safe training program.

Reviewing the Child Sex Offender Counsellor Accreditation Scheme (CSOCAS)

CSOCAS promotes the well-being of children and young people by establishing a public register of accredited counsellors with the knowledge and skills necessary to provide counselling and therapy to people who sexually offend against children. In 2011–2012 the program will be evaluated for effectiveness, efficiency and quality.



Statement by the Commissioner of the Commission for Children and Young People

Pursuant to Section 41C(1B) of the *Public Finance and Audit Act 1983*, I state that to the best of my knowledge and belief:

- (a) the accompanying financial statements have been prepared in accordance with applicable Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board, Urgent Issues Group Consensus Views, the requirements of the *Public Finance and Audit Act 1983* and the *Public Finance and Audit Regulation 2010*, the Financial Reporting Code for Budget Dependant General Government Sector Agencies and Treasurer's Directions.
- (b) the financial statements exhibit a true and fair view of the financial position of the Commission for Children and Young People as at 30 June 2011 and the financial performance for the year then ended;
- (c) there are no circumstances which would render any particulars included in the financial statements to be misleading or inaccurate.

Megan Mitchell
Commissioner

Dated: 19/07/11

6. Financial statements



GPO BOX 12
Sydney NSW 2001

INDEPENDENT AUDITOR'S REPORT

New South Wales Commission for Children and Young People

To Members of the New South Wales Parliament

I have audited the accompanying financial statements of the New South Wales Commission for Children and Young People (the Commission), which comprises the statement of financial position as at 30 June 2011, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information.

Opinion

In my opinion, the financial statements:

- give a true and fair view of the financial position of the Commission as at 30 June 2011, and of its financial performance for the year then ended in accordance with Australian Accounting Standards
- are in accordance with section 41B of the *Public Finance and Audit Act 1983* (the PF&A Act) and the Public Finance and Audit Regulation 2010.

My opinion should be read in conjunction with the rest of this report.

The Commissioner's Responsibility for the Financial Statements

The Commissioner is responsible for the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards and the PF&A Act and for such internal control as the Commissioner determines is necessary to enable the preparation of the financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on the financial statements based on my audit. I conducted my audit in accordance with Australian Auditing Standards. Those standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal controls relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Commissioner, as well as evaluating the overall presentation of the financial statements.



I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

My opinion does *not* provide assurance:

- about the future viability of the Commission
- that it has carried out its activities effectively, efficiently and economically
- about the effectiveness of its internal control
- about the security and controls over the electronic publication of the audited financial statements on any website where they may be presented
- about any other information which may have been hyperlinked to/from the financial statements.

Independence

In conducting my audit, I have complied with the independence requirements of the Australian Auditing Standards and other relevant ethical pronouncements. The PF&A Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General
- mandating the Auditor-General as auditor of public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office of New South Wales are not compromised in their role by the possibility of losing clients or income.

S Bond .

Sally Bond
Director, Financial Audit Services

14 October 2011
SYDNEY

6. Financial statements

Commission For Children & Young People Statement of comprehensive income for the year ended 30 June 2011

	Notes	Actual 2011 \$'000	Actual 2010 \$'000
Expenses excluding losses			
Operating expenses			
Personnel services expenses	2(a)	5,410	5,945
Other operating expenses	2(b)	3,967	3,860
Grants and subsidies	2(c)	481	3,827
Total expenses excluding losses		9,858	13,632
Less:			
Revenue			
Sale of goods and services	3(a)	157	154
Grants and contributions	3(b)	9,500	13,477
Other revenue	3(c)	201	1
Total Revenue		9,858	13,632
Gain / (loss) on disposal		-	-
SURPLUS / (DEFICIT) FOR THE YEAR		-	-
Other comprehensive income for the year		-	-
TOTAL COMPREHENSIVE INCOME FOR THE YEAR		-	-

The accompanying notes form part of these financial statements.



**Commission For Children & Young People
Statement of changes in equity
for the year ended 30 June 2011**

	Accumu- lated Funds \$'000	Total \$'000
Balance at 1 July 2010	-	-
Surplus / (deficit) for the year	-	-
Total other comprehensive income	-	-
Total comprehensive income for the year	-	-
Balance at 30 June 2011	-	-

	Accumu- lated Funds \$'000	Total \$'000
Balance at 1 July 2009	-	-
Surplus / (deficit) for the year	-	-
Total other comprehensive income	-	-
Total comprehensive income for the year	-	-
Balance at 30 June 2010	-	-

6. Financial statements

Commission For Children & Young People
Statement of financial position
as at 30 June 2011

	Actual 2011 \$'000	Actual 2010 \$'000
ASSETS		
Current Assets		
Cash and cash equivalents	-	-
Receivables	-	-
Total Current Assets	<u>-</u>	<u>-</u>
Non-Current Assets		
- Property, Plant and Equipment	-	-
Total Non-Current Assets	<u>-</u>	<u>-</u>
Total Assets	<u>-</u>	<u>-</u>
LIABILITIES		
Current Liabilities		
Payables	-	-
Provisions	-	-
Total Current Liabilities	<u>-</u>	<u>-</u>
Non-Current Liabilities		
Provisions	-	-
Total Non-Current Liabilities	<u>-</u>	<u>-</u>
Total Liabilities	<u>-</u>	<u>-</u>
Net Assets	<u>-</u>	<u>-</u>
EQUITY		
Accumulated funds	-	-
Total Equity	<u>-</u>	<u>-</u>

The accompanying notes form part of these financial statements.



**Commission For Children & Young People
Statement of cash flows
for the year ended 30 June 2011**

	Actual 2011 \$'000	Actual 2010 \$'000
Notes		
 CASH FLOWS FROM OPERATING ACTIVITIES		
Payments		
Personnel services	-	-
Grants and subsidies	-	-
Total Payments	-	-
 Receipts		
Sale of goods and services	-	-
Interest received	-	-
Total Receipts	-	-
 Cash Flows From Government		
Recurrent appropriation	-	-
Capital appropriation	-	-
Net Cash Flows From Government	-	-
NET CASH FLOWS FROM OPERATING ACTIVITIES	-	-
 CASH FLOWS FROM INVESTING ACTIVITIES		
Proceeds from sale of land and buildings, plant and equipment and infrastructure systems	-	-
Purchases of land and buildings, plant and equipment and infrastructure systems	-	-
NET CASH FLOWS FROM INVESTING ACTIVITIES	-	-
 NET INCREASE (DECREASE) IN CASH		
Opening cash and cash equivalents	-	-
CLOSING CASH AND CASH EQUIVALENTS	-	-

The accompanying notes form part of these financial statements.

6. Financial statements

Commission For Children & Young People Notes to the financial statements for the year ended 30 June 2011

1 Summary of Significant Accounting Policies

(a) Reporting entity

The NSW Commission for Children & Young People (the Commission) is a reporting entity.

The Public Sector Employment and Management (Children and other matters) Order 2006 abolished the Commission as a Department of the Public Service on 2nd April 2006 and transferred its branches to Communities NSW. As a result of the Public Sector Management (Departmental Amalgamation) order 2009, staff principally involved in youth programs and Better Futures program were transferred from Community Services to Communities NSW. These programs were administered by the Commission in 2009-10. The Public Sector Employment and Management (Departments) Amendment Order abolished Communities NSW and established the Office of Communities in the Department for Education and Communities.

However the Commission is a statutory body established under the Commission for Children and Young People Act 1998 and it is listed in Schedule 2 of the Public Finance and Audit Act 1983. Accordingly, it must continue preparing a separate financial report.

The Commission's 2010-11 financial statements comprises the value of personnel services received from the Office of Communities for the year ended 30 June 2011.

The Commission's assets and liabilities were previously transferred to the Office of Communities. Therefore it has nil assets and liabilities as at 30 June 2011.

The Commission does not maintain its own bank account, and therefore there are no cash flows shown in the Commission's financial statements.

As the Commission is a single program entity, the financial operations disclosed in the operating statement are those of the Commission's program. Accordingly, a separate supplementary program statement has not been prepared.

The Commission is a not for profit entity as profit is not the principal objective. It has no cash generating units. The financial statements for the year ended 30 June 2011 has been authorised for issue by the Commissioner on 14 October 2011.

(b) Basis of preparation

The Commission's financial statements are a general purpose financial report which has been prepared in accordance with:

- applicable Australian Accounting Standards (which include Australian Accounting interpretations);
- the requirements of the *Public Finance and Audit Act 1983* and Regulation; and
- the Financial Reporting Directions published in the Financial Reporting Code for Budget Dependent General Government Sector Agencies or issued by the Treasurer.

Financial statements are prepared in accordance with the historical cost convention.

All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency.

(c) Income recognition

Income is measured at the fair value of the consideration or contribution received or receivable. Additional comments regarding the accounting policies for the recognition of income are discussed below.

(i) Sale of goods

Revenue from the sale of goods is recognised as revenue when the Commission transfers the significant risks and rewards of ownership of the assets.

(ii) Rendering of services

Revenue is recognised when the service is provided or by reference to the stage of completion (based on labour hours incurred to date).

(d) Comparative information



**Commission For Children & Young People
Notes to the financial statements
for the year ended 30 June 2011**

1 Summary of Significant Accounting Policies (cont'd)

Except when an Australian Accounting Standard permits or provides otherwise, comparative information is disclosed in respect of the previous period for all amounts reported in the financial statements.

(e) *New Australian Accounting Standards issued but not effective*

- AASB 7 'Financial Instruments: Disclosures' (Compiled June 2010).
- AASB 9 'Financial Instruments' (December 2010).
- AASB 12 'Disclosure of Interests in Other Entities' (Issued August 2011).
- AASB 13 'Fair Value Measurement' (Issued September 2011).
- AASB 101 'Presentation of Financial Statements' (Compiled October 2010).
- AASB 108 'Accounting Policies, Changes in Accounting Estimates and Errors' (Compiled December 2009).
- AASB 110 'Events after the Reporting Period' (Compiled December 2009).
- AASB 118 'Revenue' (Compiled October 2010).
- AASB 119 'Employee Benefits' (Compiled October 2010).
- AASB 121 'The Effects of Changes in Foreign Exchange Rates' (Compiled October 2010).
- AASB 124 'Related Party Disclosures' (December 2009).
- AASB 127 'Separate Financial Statements' (Issued August 2011).
- AASB 132 'Financial Instruments: Presentation' (Compiled October 2010).
- AASB 2011-4 'Amendments to Australian Accounting Standards to Remove Individual Key Management Personnel Disclosure Requirements' (Issued July 2011).
- AASB 2011-8 'Amendments to Australian Accounting Standards arising from AASB 13' (Issued September 2011).

It is considered that the impact of these new Standards and Interpretations in future periods will have no material impact on the financial statements of the Commission.

2 Expenses Excluding Losses

	Actual 2011 \$'000	Actual 2010 \$'000
(a) Personnel services expenses		
Personnel Services	<u>5,410</u>	<u>5,945</u>
	5,410	5,945
(b) Other operating expenses include the following:		
Auditor's remuneration - audit or review of the financial reports	35	21
Operating lease rental expense - minimum lease payments	509	531
Insurance	4	4
Corporate services	531	489
Consultancy costs	79	41
Contractors	333	338
Storage	19	26
Travel related	46	62
Data processing	53	37
Motor vehicle expenses	10	12

6. Financial statements

**Commission For Children & Young People
Notes to the financial statements
for the year ended 30 June 2011**

1 Summary of Significant Accounting Policies (cont'd)

Postage and freight	19	23
Conference and seminars	38	24
Stores and stationery	67	70
Printing	29	18
Boards, Tribunals and Meetings	11	77
Events Management	11	119
Community Education	31	62
Employment Screening	1,640	1,441
Data Services	74	77
Telephone	28	33
Other	400	355
	<u>3,967</u>	<u>3,860</u>



**Commission For Children & Young People
Notes to the financial statements
for the year ended 30 June 2011**

2 Expenses Excluding Losses (cont'd)

	30 June 2011 \$'000	30 June 2010 \$'000
(c) Grants and subsidies		
Grants- Youth Week	-	331
Grants- Catholic Commission	461	383
Grants- Better Futures	-	3,113
Grants- Other	20	-
	481	3,827

3 Revenue

	30 June 2011 \$'000	30 June 2010 \$'000
(a) Sale of goods and services		
Certificates for employment checks	157	154
	157	154
	Actual	Actual
	2011	2010
	\$'000	\$'000
(b) Grants and contributions		
Grants Received	30	155
Services provided by Communities NSW	9,470	13,322
	9,500	13,477
(c) Other revenue		
Recoveries	201	1
	201	1

4 Activities of the Agency

Objective - To promote and enhance the safety, welfare and well-being of children and young people in the community, and to encourage their participation in decisions that affect their lives.

5 After Balance Date Events

There are no events subsequent to reporting date which affect the financial report.

End of audited financial statements

7. Appendices

Appendix 1: Accounts payable performance

Table 5: Aged analysis at the end of each quarter

Quarter	Current \$	Fewer than 30 days overdue \$	Between 30 and 60 days overdue \$	Between 60 and 90 days overdue \$	More than 90 days overdue \$	Total \$'000
Sept 2010	8,999	0	0	0	0	8,999
Dec 2010	13,368	0	0	0	0	13,368
March 2011	268,165	0	0	0	0	268,165
June 2011	0	0	0	0	0	0

Table 6: Percentage paid on time within each quarter

Quarter	Target %	Actual %	Amount paid on time \$	Total amount paid \$
September 2010	90	97	1,182,077	1,217,129
December 2010	90	97	645,265	659,495
March 2011	90	91	522,352	602,087
June 2011	90	92	2,012,418	2,064,391

During 2011–11 there were no instances where late payment penalty interest was paid in accordance with section 18 of the *Public Finance and Audit (General) Regulation 1995*.

There were no significant events that affected payment performance during the reporting period.

Appendix 2: After balance date events

There were no after balance date events having a significant effect in the year 2010–2011.

Appendix 3: Annual Report 2010–2011 preparation

The *Annual Report 2010–2011* was prepared in-house. Production costs were \$10,650 and included editing, design, printing and binding. The report is also available on the Commission's website in pdf and rtf formats. Go to <http://kids.nsw.gov.au/kids/resources/publications/annualreports.cfm>

Appendix 4: Consultants

Engagements over \$50,000

During 2010–2011 the Commission for Children and Young People did not engage any consultants costing \$50,000 or more.

Table 7: Engagements under \$50,000

Category	Number of engagements	Expenditure
Information Technology	1	\$9,600
Organisational Review	2	\$35,076
Management Services	1	\$35,000
Total engagements under \$50,000		\$79,676
Total cost of consultancies		\$79,676



Appendix 5: Consumer response

The Commission is committed to quality customer services by providing courteous and prompt assistance. The Commission's complaint handling guidelines are available on our website.

During the reporting period the Commission received one formal complaint relating to the Working With Children Check risk estimate process compared with two complaints in 2009–10. The complaint was reviewed and the Commission found that the risk estimate was conducted in accordance with the relevant guidelines and that there were insufficient grounds to warrant a reduced risk estimate outcome.

As part of the Commission's strategic planning processes feedback on the Commission's past and current performance was sought from key stakeholders. Highlights of this feedback can be found on page 27 of the Annual Report.

Options available to the public to obtain or request information, or to provide feedback, include telephone enquiries, electronic mail and the internet. Contact details are:

Information about the Commission's services

Phone: 02 9286 7276
Email: kids@kids.nsw.gov.au
Facsimile: 02 9286 7267
Website: www.kids.nsw.gov.au

Information about the Working With Children Check

Phone: 02 9286 7219
Email: check@kids.nsw.gov.au
Facsimile: 02 9286 7201
Website: www.kids.nsw.gov.au

Address for both the Commission and the Working With Children Check

Level 2, 407 Elizabeth Street
SURRY HILLS NSW 2010

Appendix 6: Controlled entities and subsidiaries

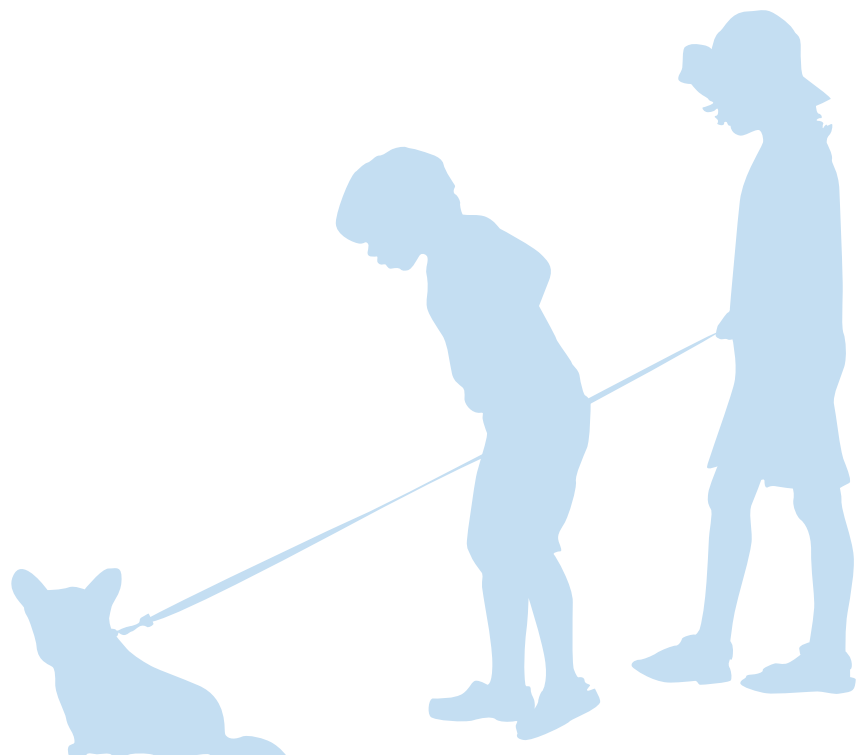
The Commission does not have any controlling interests in other entities or subsidiaries.

Appendix 7: Credit card certification

In accordance with Treasurer's Directions and Premier's Memoranda the Commissioner certified that corporate credit cards use during 2010–2011 has been in accordance with established Government requirements and practices and the Commission's *Use of Corporate Credit Card Policy and Procedures*.

Appendix 8: Economic or other factors

There were no significant economic or other factors affecting the achievement of the Commission's objectives in the reporting year.



7. Appendices

Appendix 9: Employment statistics

Table 8: Personnel Services provided to the Commission for Children and Young People (full time equivalent), including Office of Communities Approved Screening Agency Staff located within the Commission

Category	At 30 June 2008	At 30 June 2009	At 30 June 2010	At 30 June 2011
Clerk Grade ½	3.2	4	4	2.2
Clerk Grade ¾	2	7	7	7
Clerk Grade 5/6	5	5	5	3
Clerk Grade 7/8	7.4	6	10.6	10.6
Clerk Grade 9/10	9.4	9.8	11	13.3
Clerk Grade 11/12	5.2	7.4	7	6.5
Legal Officer Grade IV	0.6	0.6	0	0
Senior Officer	2	2	2	3.5
Senior Executive Service	1	1	1	1
Total	35.8	41.8	47.6	47.1

Table 9: Number of Senior Executive Service

SES positions by Level	At 30 June 2008	At 30 June 2009	At 30 June 2010	At 30 June 2011
8	0	0	0	0
7	0	0	0	0
6	0	0	0	0
5	0	0	0	0
4	1	1	1	1
3	0	0	0	0
2	0	0	0	0
1	0	0	0	0
Total	1	1	1	1
Positions filled by women	1	1	1	1
Unattached staff	0	0	0	0



Appendix: 10 Right to information (formerly Freedom of information)

The Commission holds a range of documents and information, many of which are publicly available. The production of some documents may require an application under the *Government Information (Public Access) Act 2009*, the *Privacy and Personal Information Act 1998* or the *Health Records and Information Privacy Act 2002*.

Right to information requests

To promote open, accountable, fair and effective government in NSW, members of the public have a right to access government information. This right is restricted only when there is an overriding public interest against disclosing the particular information.

Section 43 of the *Commission for Children and Young People Act 1998* extends open access information to obtaining and correcting information on relevant employment proceedings under the *Government Information (Public Access) Act 2009*. Any person for whom relevant employment proceedings have been undertaken is

entitled to apply for access to any information about those proceedings. The right exists irrespective of whether the employer is a public or private sector employer.

There are no costs charged for any person seeking information in relation to these arrangements.

Formal requests made under the *Government Information (Public Access) Act 2009* for access to documents held by the Commission should be accompanied by a \$30.00 application fee and directed to:

Right to Information Officer
Office of Communities
PO Box 7060
SYDNEY NSW 2001

Telephone enquiries: 02 9995 0646

Email enquiries: gipainfo@communities.nsw.gov.au

Further information can be found on the Commission's website at <http://www.kids.nsw.gov.au/kids/about/howwework/openaccessinformation.cfm>

Children and young people aged under 18 years are granted open access information free of charge.

Table 10: Government Information (Public Access) Statistics

GIPA Requests	2009–2010			2010–2011		
	Personal	Other	Total	Personal	Other	Total
New Applications	9	0	9	7	0	7
Completed	9	0	9	7	0	7
Total Processed	9	0	9	7	0	7
Carried Forward	0	0	0	0	0	0
Granted in Full	5	0	5	7	0	7
Granted in Part	4	0	4	0	0	0
Refused	0	0	0	0	0	0
Fees Received	0	0	0	\$30	0	\$30
Discounts	9	0	9	6	0	6
Days to Process						
0–21 Days	8	0	8	7	0	7
22–35 Days	1	0	1	0	0	0
Processing Time						
0–10 hours	9	0	9	7	0	7
Review of Appeals	0	0	0	0	0	0

7. Appendices

Privacy applications

The *Privacy and Personal Information Act 1998* and the *Health Records and Information Privacy Act 2002* regulate the way the Commission deals with personal and health information, and gives people a legally enforceable right of access to their information. Applications can be made for personal information that may be held by the Commission. Applications may also be made to amend personal information that may be incomplete, incorrect, misleading or out of date. People who believe that the Commission has breached their privacy can ask for the Commission to investigate what occurred.

During 2010–2011 there were no internal reviews conducted by or on behalf of the Commission under Part 5 of the *Privacy and Personal Information Act 1998*.

Inquiries can be made in person, in writing or by telephone. Contact:

Right to Information Officer
Office of Communities
PO Box 7060
SYDNEY NSW 2001

Telephone enquiries: 02 9995 0646
Email enquiries: gipainfo@communities.nsw.gov.au

Policy documents and publications

A list of policy documents is published on the Commission's website. The Commission will continually update this list as policy documents are reviewed. Publications issued by the Commission may also be obtained either by contacting our office or are available for free download from the Commission's website at www.kids.nsw.gov.au

Appendix 11: Funds granted to non-government community organisations

The Commission did not provide any grant funds to non-government community organisations in 2010–2011.

Appendix 12: Implementation of price determination

During 2010–2011 the Commission sought no price determinations from the Independent Pricing and Regulatory Tribunal.

Appendix 13: Land disposal

The Commission did not acquire or dispose of any land during 2010–2011.

Appendix 14: Overseas travel

There were no overseas visits by Commission staff during 2010–2011.

Appendix 15: Research and development

The following research was conducted by the Commission in 2009–2010, with staffing level indicated.

- Child Death Review Team
 - ▲ Annual report. Two staff
 - ▲ Neonatal deaths that are sudden and unexpected in New South Wales from 1996 to 2008. One staff
 - ▲ Development of the Child Death Register. One staff
- *A picture of NSW children*. Three staff
- Joint evaluation of the Burnside child-led research project. Two staff
- Childhood injury in NSW. Three staff

Appendix 16: Senior Executive Performance

The Commission does not have any Senior Executive Service Officers Level 5 or above.

Appendix 17: Significant judicial decisions

There were no significant judicial decisions that affected the Commission and/or the users of the services of the Commission during 2010–2011.

Appendix 18: Waste reduction and purchasing policy

The Commission has continued its commitment to the NSW Government's Waste Reduction and Purchasing Policy. The Waste Reduction and Purchasing Plan (WRAPP) is designed to help staff reduce the generation of waste, treat waste as a potential resource and increase the use of recycled materials. Specific initiatives include:

- reducing paper use by forwarding and filing documents electronically where appropriate to reduce paper use
- using the Commission's website as the main means of publication
- using 100 per cent recycled laser and photocopy paper
- recycling paper used for draft documents as notebooks
- printing and copying double-sided
- returning 100 per cent of empty printer toner cartridges for reuse
- using online purchasing so that 100 per cent of transactions are supported by electronic purchase orders, thus eliminating the need for paper based approvals
- using online applications for leave applications and records of attendance.



Appendix 19: Publications of the New South Wales Commission for Children and Young People

Available from the Commission in hardcopy or online at kids.nsw.gov.au, 30 June 2011

Annual reports

New South Wales Commission for Children and Young People Annual Report from 1999–2000 to 2009–2010

Child Death Review Team Annual Report and Summary Report 1998–1999, 1999–2000, 2001–2002, July–December 2002, then January–December 2003 to 2009

Children's issues reports

Report of an Inquiry into the best means of assisting Children & Young People with no-one to turn to

A Head Start for Australia – An Early Years Framework (full and summary reports)

Children at Work

What about the kids?: Policy Directions for Improving the experiences of infants and young children in a changing world (full and summary discussion papers)

Children at Work Recommendations

Report on paid maternity leave poll

A world fit for children – summary

Child-friendly community indicators

Making the working world work better for kids

Involving Children and Young People in Research

Information for children, young people and families

Feedback annually from 2000 to 2007

Your Voice – information brochure for primary school children

Babysitting guide

Feedback Mag online e-zine, several issues per year, 2008–2011, with issues for 2010–2011: July, October, December 2010; March, June 2011.

Child Death Review Team

Fatal Assault of Children and Young People (full and summary reports)

Suicide and Risk-taking Deaths of Children and Young People (full and summary reports)

Fatal Assault and Neglect of Children and Young People

Sudden Unexpected Deaths in Infancy: the New South Wales Experience (full and summary reports)

Trends in the fatal assault of children in NSW: 1996–2005

Trends in Child Deaths in New South Wales 1996–2005

A preliminary investigation of neonatal SUDI in NSW 1996–2008: opportunities for prevention

TAKING PARTicipation Seriously

Sharing the Stage

Conferences and Events

Meeting together – deciding together

All aBoard!

Checking the Scoreboard

Count me in!

Sharing Our Journey

Information sheets and guidelines

Child-Safe Child-Friendly

Checklist – Getting Started

Finding Your Risks

Child-safe Child-friendly Policy

Developing Codes of Conduct

Developing Codes of Conduct for kids, with kids

Recruitment and Selection Checklist

Suitability for Working with Kids Checklist

Job Description

Application form

Interview Questions

Interview Schedule

Referee Schedule

Welcoming new members to your team

Guide to Monitoring and Supervising Staff, Volunteers and Students

Staff, Volunteers and Students: Tips for Supporting your Team

The Feedback and Reflection Process

Exit Interview A: Kids and Parents

Exit Interview B: Staff and Volunteers

Exit Interview C: Students on Placement

Ideas for what to include in your Complaints Procedures

Receiving a complaint: Tips for the Child Safety Contact Person

Dealing with Complaints

Complaint Record Form

A Parent's Guide to Choosing Child-safe Child-friendly Programs

Child Safe Check Up translated into five language sheets – English, Arabic, Korean, Chinese and Vietnamese

Employer Guidelines – Working With Children Check

Why children need at least 12 months paid parental leave

Ask the Children

Prescription and Over-the-counter medication

*Prescription and Over-the-counter medication –
General Practitioners*

*Prescription and Over-the-counter medication –
Pharmacists*

*Prescription and Over-the-counter medication –
Sports Coaches*

*Prescription and Over-the-counter medication –
Teachers and School Staff*

Children and young people speak about getting help

Kids speak out about immigration detention experiences

Young people talk alcohol

*Children and young people speak about the issues
important to them*

Young people talk about driving

Children and young people speak about education

Young people talk about their experiences at work

Overview of children's understandings of well-being

Children and young people talk about health

*Children and young people speak about the
built environment*

Mobile Me – Kids speak out about mobile phones

Children speak about being at school

I want to work

8. Annual Report Compliance Checklist



ARSBA ARSBR	<i>Annual Reports (Statutory Bodies) Act 1984</i> <i>Annual Reports (Statutory Bodies) Regulation 2010</i>		
Summary of Requirement		Basis for Requirement	Annual report Reference
Letter of Submission	<ul style="list-style-type: none"> Provisions under which report was prepared and submitted 	ARSBA s9A	1
Charter	<ul style="list-style-type: none"> Manner and purpose for which the agency was established Principal legislation under which the agency operates 	ARSBA s13(5)	4
Aims and Objectives	<ul style="list-style-type: none"> What the agency sets out to do Range of service provided Clientele/Community served 	ARSBR Sch.1	4
Access	<ul style="list-style-type: none"> Address Telephone Number Business and service hours 	ARSBR Sch.1	43, back cover
Management and Structure	<ul style="list-style-type: none"> Names and qualifications of senior officers Organisation chart indicating functional responsibilities 	ARSBR Sch.1	5, 22
Summary Review of Operations	<ul style="list-style-type: none"> Narrative summary of significant operations Financial and other quantitative information for programs or operations 	ARSBR Sch.1	5, 42–48
Funds Granted to Non-government community organisations	<ul style="list-style-type: none"> Name of recipient Amount of grant Program area as per Budget Paper Program as per Budget Paper Nature and purpose of the project 	ARSBR Sch.1 PM 91-34	46
Legal Change	<ul style="list-style-type: none"> Changes in Acts and subordinate legislation Significant judicial decisions affecting agency or users of its services 	ARSBR Sch.1 ARSBA s9(1)(f)	23, 46
Economic or Other Factors	<ul style="list-style-type: none"> Affecting achievements of operational objectives 	ARSBR Sch.1	43
Management and Activities	<ul style="list-style-type: none"> Nature and range of activities Qualitative and quantitative performance measures Nature and extent of internal and external performance reviews conducted and resulting improvements in achievements Benefits from reviews Management improvement plans and achievements Major problems and issues Major works in progress, cost to date, dates of completion etc 	ARSBR Sch.1	4 24–25 N/A
Research and Development	<ul style="list-style-type: none"> Completed and continuing research and developmental activities including resources allocated 	ARSBR Sch.1	6–15

8. Annual Report Compliance Checklist


ARSBA ARSBR	<i>Annual Reports (Statutory Bodies) Act 1984</i> Annual Reports (Statutory Bodies) Regulation 2010		
Summary of Requirement		Basis for Requirement	Annual report Reference
Human Resources	<ul style="list-style-type: none"> Number of officers and employees by category & compare to previous years Exceptional movements in wages, salaries and allowances Personnel policies & practices Industrial relations policies and practices 	ARSBR Sch.1	5, 25, 44
Consultants	<ul style="list-style-type: none"> Engagements costing greater than \$50,000 Engagements costing less than \$50,000 	ARSBR Sch.1 PM 2002-07	42
Equal Employment Opportunity	<ul style="list-style-type: none"> Major EEO outcomes during the reporting year Planned EEO outcomes for the following year Table of trends Small statutory bodies need only report triennially 	ARDR Sch. 1 TC11/03 ARSBR c20 TC08/08	26
Disability Plans	<ul style="list-style-type: none"> Statement about the progress in implementing disability plan if required under the Disability Services Act 1993 (only for those required per PSEMA) Small statutory bodies need only report triennially 	PSEMA Sch.1 DSA s9 ARSBR Sch.1 ARSBR c20	26
Land Disposal	<ul style="list-style-type: none"> Report if value greater than \$5 million and not sold by public auction 	ARSBR Sch. 1	46
Promotion	<ul style="list-style-type: none"> Overseas visits by employees and officers with main purposes highlighted 	ARSBR Sch. 1	46
Consumer Response	<ul style="list-style-type: none"> Extent and main features of complaints Services improved/changes in response to complaints/suggestions 	ARSBR Sch. 1	43
Payment of Accounts	<ul style="list-style-type: none"> Details of performance in paying accounts for each quarter and action to improve performance 	TC06/26 ARSBR Sch. 1	42
Time for payment of Accounts	<ul style="list-style-type: none"> Where interest was paid due to late payments, list of instances and reasons for delay 	TC06/26 ARSBR Sch. 1	42
Risk Management and Insurance Activities	<ul style="list-style-type: none"> Report on the risk management and insurance arrangements 	ARSBR Sch. 1	23
Internal Audit and Risk Management Policy Attestation	<ul style="list-style-type: none"> Governing board must report compliance with core requirements of the policy for the financial year Statement co-located with existing risk management and insurance activities 	TPP09-05 TC09/08	24
Disclosure of Controlled Entities	<ul style="list-style-type: none"> For each controlled entity: name, objectives, operations, activities, performance targets and actual performance measures 	ARSBR Sch. 1	43
Disclosure of Subsidiaries	<ul style="list-style-type: none"> For each public sector subsidiary the parent must report on shares held and the number and % shares, key figures, detailed statement of objectives 	PM06-02	43
Multicultural Policies and Services Program	<ul style="list-style-type: none"> Statement setting out key strategies proposed for the following year Progress in implementing current plan Small statutory bodies need only report triennially 	ARSBR Sch. 1 ARSBR c20 TC08/08	26



ARSBA ARSBR		<i>Annual Reports (Statutory Bodies) Act 1984</i> <i>Annual Reports (Statutory Bodies) Regulation 2010</i>	
Summary of Requirement		Basis for Requirement	Annual report Reference
Agreements with the Community Relations Commission	<ul style="list-style-type: none"> Description of any agreement entered into with CRC and statements setting out progress in implementing any agreement 	ARSBR Sch. 1	N/A
Occupational Health and Safety	<ul style="list-style-type: none"> Statement setting out OHS performance Details of injuries, prosecutions Small statutory bodies need only report triennially 	ARSBR Sch. 1 ARSBR c20 TC08/08	25
Waste	<ul style="list-style-type: none"> Statement of implementation of the Waste Reduction and Purchasing Policy Small statutory bodies need only report triennially 	ARSBR Sch. 1 ARSBR c20 TC08/08	46
Budgets	<ul style="list-style-type: none"> Detailed budget for the year reported on Outline budget for the following year 	ARSBA s7(1)(a)(iii) ARSBR c7-8	5
Financial Statements	<ul style="list-style-type: none"> Inclusion of financial statements, Audit opinion and response to significant issues raised by the Auditor-General 	ARSBA s7(1)9a)9)-(ii)	31–41
Identification of Audited Financial Statements	<ul style="list-style-type: none"> At start and finish 	ARSBR c5	31, 41
Inclusion of Unaudited Financial Statements	<ul style="list-style-type: none"> Unaudited financial information to be distinguished by note or otherwise 	ARSBR c6	N/A
Additional Matters for Inclusion in Annual Reports	<ul style="list-style-type: none"> Statement about compliance with the Privacy and Personal Information Protection Act 1998. 	ARSBR c10	46
	<ul style="list-style-type: none"> After balance date events 		42
	<ul style="list-style-type: none"> Total external costs incurred in the production of the report 		42
	<ul style="list-style-type: none"> Whether the report is available in non-printed formats 		42
	<ul style="list-style-type: none"> Internet address where the report may be accessed 		42
Investment Performance	<ul style="list-style-type: none"> In the form of a comparison with a choice of “Hour Glass Investment Facilities” from Treasury Corporation 	ARSBR c12 TC09/07	N/A
Liability Management Performance	<ul style="list-style-type: none"> Only if debt is greater than \$20 million 	ARSBR c13 TC09/07	N/A
Exemptions	<ul style="list-style-type: none"> Exemptions from the reporting provisions including details and reasons for the exemption Triennial reporting must relate not only to the reporting year but also those of the two preceding years 	ARSBR c19(4) ARSBR c20	26
Performance and Number of Executive Officers	<ul style="list-style-type: none"> Number of positions at each level for current and prior year (equivalent to SES 1 or higher) Number of female executive officers for current and previous year For each officer SES 5 and above s statement of performance, details of pay, name, title and remuneration package 	ARSBR c11, 14	44

8. Annual Report Compliance Checklist

ARSBA ARSBR	<i>Annual Reports (Statutory Bodies) Act 1984</i> <i>Annual Reports (Statutory Bodies) Regulation 2010</i>		
Summary of Requirement		Basis for Requirement	Annual report Reference
<i>Government Information (Public Access) Act 2009</i>	<ul style="list-style-type: none"> • Details of reviews under s7(3) of the Act and details of information made publicly available • Total number of access applications received • Total number of access applications received that were refused, either wholly or in part • Statistical information as described in Sch 2 	GIPAA s125(4), (6) GIPAAR c7, Sch 2: c12 Sch 3	45
Implementation of Price Determination	<ul style="list-style-type: none"> • If subject to determination or recommendation of Tribunal a statement that it was implemented or reasons for not implementing 	IPARTA s18(4)	46
Credit Card Certification	<ul style="list-style-type: none"> • Included 	TD 205.01	43
Requirements Arising From Employment Arrangements	<ul style="list-style-type: none"> • Additional requirements where statutory body receives personnel services from a Department 	TC 06/13 ARSBA s15(1)	44
Form of Annual Reports – Generally	<ul style="list-style-type: none"> • Material information reported • Logical sequence • Appropriate layout • Clear readable text • Appropriate captions for charts, diagrams, photos etc • Index and table of content to assist identifying reporting requirements 	ARSBR c16	N/A
Submission of Annual Report to Appropriate Minister	<ul style="list-style-type: none"> • No later than four month after year end • Submit to Treasurer at same time 	ARSBR c10	N/A
Presentation of Annual Report to Parliament	<ul style="list-style-type: none"> • Within one month after receipt by Minister • If late, statement by Minister 	ARSBA s11(1)-(1A)	N/A
Annual Report Size – Presentation to Parliament	<ul style="list-style-type: none"> • Size ISO A4 	ARSBR c17(1)	52 pages plus cover
Printing Requirements	<ul style="list-style-type: none"> • Distribution of specific numbers of annual reports to various sections of government 	PC 00-68 PM 00-15	42
Public Availability of Annual Report	<ul style="list-style-type: none"> • Copy available on website as soon as possible after hard copy is presented to Parliament • Copy made available to Parliament in electronic form as soon as possible after the hard copy is presented to Parliament • Copies available for public sale or distribution as soon as possible after tabling 	ARSBA s12 ARSBR c18 TC10/09	42



The NSW Commission for Children and Young People is an independent statutory organisation within government that advocates for the children and young people of NSW.

The Commission works to influence and initiate positive change for children and young people.

In NSW, there were approximately 1.6 million children aged 0–17 years living; 24 per cent of our population.

Three quarters of our children lived in the major cities of Sydney, Newcastle and Wollongong and their surrounding areas. Children made up nearly a third of the population in Outer South Western Sydney and Blacktown.

Our population is ageing with the proportion of children estimated to decrease by nearly five per cent by 2056.

Our children are diverse:

- 4.3 per cent were from an Aboriginal background
- 7.4 per cent were born outside of Australia
- 17.7 per cent lived in households where English was not the main language spoken
- 8.0 per cent lived with a disability
- 69,311 children migrated to live in our state between January 2003 and June 2010
- the majority of our children lived at home with their families in households with an average of 1.9 children.

Nearly 11 children in every 1,000 were living in out-of-home care on 30 June 2010.

The children in some families were in difficulty:

- 14.1 per cent lived in overcrowded households
- 6.3 per cent had run out of food and could not afford to buy more at some stage in the last 12 months
- 7,902 were homeless.

Source: *A picture of NSW children*

Note: *The data on children and families is derived from a range of different years and data sources.*

NSW Commission for Children and Young People

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