5 September 2011

The Honourable Karen Struthers MP
Minister for Community Services and Housing and Minister for Women
Parliament House
George Street
Brisbane Qld 4000

Dear Ms Struthers

I am pleased to present the Annual Report 2010-11 for the Commission for Children and Young People and Child Guardian.

I certify that this Annual Report complies with:

• the prescribed requirements of the Financial Accountability Act 2009 and the Financial and Performance Management Standard 2009

• the detailed requirements set out in the Annual report requirements for Queensland Government agencies.

A checklist outlining the annual reporting requirements can be accessed at www.ccypcg.qld.gov.au.

Yours sincerely

Elizabeth Fraser
Commissioner for Children and Young People and Child Guardian
The annual report describes our progress during 2010-11 toward achieving the long term objectives of the Commission that are published in our Strategic Plan 2010–14. Importantly, this progress is described in terms of the outcomes we have achieved for children and young people in Queensland. In particular, the report includes information regarding:

- our performance in relation to our five strategic objectives and our key performance indicators (KPI’s)
- some of the key challenges affecting the rights, safety and wellbeing of children and young people in Queensland and how we are addressing these challenges
- our financial position
- our compliance with legislative requirements
- our forward plans.

Publication of this report allows the public, through Parliament, to assess our financial and operational performance.

To contain production costs, only in-house resources have been used to develop the report. Limited hard copies of the annual report will be produced, and recycled material has been used for report production.

If English is not your first language and you would like assistance to understand this annual report, you can contact us on 07 3211 6700 or freecall 1800 688 275 and we will arrange an interpreter to communicate the report to you.

Electronic copies of this and previous annual reports are available on our website at www.ccypcg.qld.gov.au/resources/publications/reports.html

We value the views of our readers and invite you to give us your feedback on this report. A feedback form and avenues for providing feedback are available on page 97.
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Commissioner’s message

It has been an eventful and challenging year for the Commission with progress on a number of fronts tempered by the widespread devastation and tragic loss of life, including a number of children and young people, as a result of the unprecedented weather events experienced in Queensland in early 2011. At the outset, I would like to express my sincere condolences to those members of the community who lost family and friends in January and February this year.

Commission staff have worked hard to ensure our activities delivered on our mandate of promoting and protecting the rights, interests and wellbeing of children and young people in Queensland. We focused on improving safeguards and outcomes for children while at the same time successfully implementing major process changes internally and continuing to search for opportunities to create greater efficiencies where we could.

We have advocated at every opportunity available for the community, decision makers and service providers to listen to young people’s views about all matters which affect them and to address the concerns they raise promptly. Where we collected information of relevance, we provided this as input to policy, program and service development considerations.

We conducted research, made submissions and developed reports on a wide array of matters affecting the rights, interests, safety and wellbeing of children, much of it collated from their perspective. Our annual Snapshot report presented the most contemporary picture of data on issues affecting them (Queensland’s children and young people).

Our blue card system continues to practically assist the community fulfil its commitment to strengthen the rights of children in Queensland, when they are receiving services regulated by the Commission’s Act. A number of milestones were achieved this year with the Commission celebrating 10 years of the blue card system and, in doing so, processing its one millionth applicant. In fact, it was a record year in relation to blue cards with 298,750 applications and authorisations processed for individuals seeking to work with children. Comprehensive assessment and monitoring processes resulted in 677 high risk individuals being prevented from providing child-related services in 2010-11, with the eligibility of over half a million blue card holders and applicants monitored daily through an electronic interface with the Queensland Police Service.

In addition, we kept in touch with over 100,000 organisations regulated by the blue card system and over 400 organisations were audited for compliance with their risk management obligations. Through this strong partnership built up over the last 10 years, Queensland has in place a rigorous system of safeguards which work to mitigate the risk of harm for children when receiving services that are essential and important to their development and wellbeing.

During 2010-11, the Commission successfully implemented, together with stakeholders, extensive legislative changes to the blue card system. The Criminal History Screening Legislation Amendment Act 2010 introduced changes to streamline criminal history screening for Queenslanders providing services to children and young people. These changes simplified application processes for a large number of applicants, introduced an exemption framework and reduced duplication associated with criminal history screening already undertaken for other purposes (e.g. teacher registration and the employment of police officers). The introduction of a three-year renewal period through these changes also assisted organisations to streamline their administrative processes.

The Commission continues to review screening processes suitable for automation to improve overall turnaround times for applicants. A new blue card database was successfully introduced to replace the 10 year old system. This database was in the
final development phase in the first half of 2010, and was enhanced further to accommodate the changes introduced by the new legislation. During the year, a revamp of the blue card website was also undertaken to make it easier for all to navigate and access information.

The compounding effect of the implementation of extensive system changes to accommodate the legislative reforms, a record number of blue card applications and authorisations and the impact of the Brisbane floods (which disrupted the operations of the Commission and some of its key suppliers) resulted in the Commission not achieving some of its desired benchmarks. Pleasingly, however, our results were showing significant improvement towards the end of the financial year, suggesting that the steps taken by the Commission to address increased processing times have already improved efficiency.

As in past years, we also released a number of annual and public reports to improve consideration of factors and trends influencing the vulnerability and mortality rates of children, and pointing to where improvements can or should be made in the best interests of children. These reports are being increasingly referenced by others as credible and authoritative sources of information about what is affecting the safety and wellbeing of children in Queensland.

General trends across safety and wellbeing indicators for children and young people in Queensland remain largely unchanged in 2010-11. Of concern is the continuing and significant disadvantage that Aboriginal and Torres Strait Islander children and young people experience compared with non-Indigenous children and young people.

The Commission’s Child Guardian oversight function includes monitoring and investigating service delivery from the perspective of impacts on children and young people known to the child safety and youth justice systems, surveying children and young people in out-of-home care, resolving complaints, and visiting children and young people in foster care, residential care and detention.

System level monitoring and reporting on what we hear, what we see and what we have learned helps those who are directly responsible for the child protection and youth justice systems to better understand and action its positive and sometimes negative impacts on children. Most importantly, action is also being taken to address the recommendations we made.

During the year, important work was also progressed by the Commonwealth in relation to establishing a consistent and comprehensive monitoring framework for the standard of out-of-home care service delivery in every jurisdiction. The Commission will remain closely involved with the Commonwealth as this important work progresses over coming years.

In conclusion 2010-11 has seen the close of another very active year for the Commission and I would like to publicly thank my staff for their commitment, dedication and terrific support to me throughout the year in pursuing our strategic objectives.

I am confident that the key statutory functions of the Commission to promote and advocate on the critical rights, interests, safety and wellbeing of children and young people in Queensland are being comprehensively fulfilled. The challenge remains to continue engaging stakeholders in actually reducing the identified risks to achieve the vision of improvement we share for Queensland children and young people, particularly our most vulnerable.

Elizabeth Fraser
Commissioner for Children and Young People
and Child Guardian
About us
About us

Executive and senior management team

Commissioner and Child Guardian

Elizabeth Fraser
Is the accountable officer for the Commission and leads the strategic focus and direction for its work.

Executive Director

Bob Van-Kempen
Responsible for the effective administration of the blue card system and the Commission’s corporate governance framework.

Assistant Commissioner

Barry Salmon
Responsible for the effective administration of the external monitoring functions of the child safety and youth justice systems and the Commission’s strategic policy and research agenda.

Employment Screening Services Program

Michelle Miller
Provides blue card system-related services to enable regulated service providers to meet their legislative obligations.

Corporate Services Program

Belinda Barowik
Provides corporate support which enables the Commission’s workforce to achieve its strategic objectives.

Executive Services Program

Kerri-Maree Roman
Provides strategic management, community engagement, communications and other corporate governance-related services and support to the Executive and other staff.

Community Visitor Program

Anthony Benedetti
Provides regular visiting services to children and young people in foster care, a residential facility, detention centre or an authorised mental health service to verify and advocate for their safety and wellbeing.

Strategic Policy and Research Program

Julie Harcourt
Provides advice on policy opportunities to uphold the rights, interests and wellbeing of children and young people and manages the Commission’s survey work.

Systemic Monitoring and Review Program

Max Wise
Provides advice on the systemic performance of the child safety and youth justice systems and manages the Child Death Register and associated preventative initiatives.

Complaints and Investigations Program

Robert McIntyre
Resolves and investigates complaints about the child safety and youth justice systems and provides secretariat services to the Child Death Case Review Committee.

Note: The Commissioner and Assistant Commissioner appointment information is detailed under sections 26 to 34 of the Commission for Children and Young People and Child Guardian Act 2000.
What we do

Our mandate
The Commission for Children and Young People and Child Guardian has a legislative mandate to protect and promote the rights, interests and wellbeing of children and young people in Queensland, particularly those who:
• are in care or detention
• have no one to act on their behalf
• are not able to protect themselves
• are disadvantaged because of a disability, geographic isolation, homelessness or poverty.
Our mandate aligns with the Government’s Toward Q2: Tomorrow’s Queensland ambition of: Fair – Supporting safe and caring communities.

Our independence
The Commission has been established as an independent statutory body under the Commission for Children and Young People and Child Guardian Act 2000. Section 22 of the Act states that the Commissioner must act independently and is not under the control or direction of the Minister.

Our vision
A better life for Queensland children and young people, particularly our most vulnerable.

Our mission
To improve the safety and wellbeing of vulnerable children and young people in Queensland.

Our role
The Commission continues to achieve our mission and mandate by:
• rigorous, independent and cost effective scrutiny of services provided to children
• regularly visiting and speaking with children and young people in care and detention to assess their wellbeing, and resolve and/or investigate their concerns
• advocating on changes required to address systemic issues facing children including providing early alerts of potential systemic issues
• administering the blue card system including the daily monitoring of blue card holders for changes in criminal history
• publishing evidence based reports and policy position papers to enhance service delivery and influence policy development
• listening to and advocating for improved outcomes for children particularly those who are vulnerable or disadvantaged
• working with stakeholders to share information and collaborate.
Why our work is important for children

Children benefit directly from the work of the Commission in a number of ways. The Commission promotes the rights, interests, safety and wellbeing of all children. The Commission reports publically on the comparative status of Queensland children and young people so decision makers are informed.

The Commission actively gathers and promotes the views of children and young people, researches risk, and advocates for their needs when laws and services affecting them are being developed.

The Commission gives a voice to children and young people.

The Commission works closely with organisations that provide developmental opportunities and other services for children, to help manage risks.

The Commission prevents high risk individuals from working with children.

The Commission collates information and actively seeks opportunities to influence improvements for children and young people.

The Commission uses its evidence base to advocate for vulnerable and disadvantaged children.

For those who are highly vulnerable and reliant upon statutory service systems, the Commission visits them regularly to confirm their safety and wellbeing, and has a team of experts available to action more complex issues.

The Commission is a critical safety net for children in statutory care.

Our principles

In accordance with our Act, we apply the following principles to our work:

• every child and young person is a valued member of society
• in decisions involving children or young people, their best interests are paramount, and their views and wishes are taken into account, having regard to their age and maturity
• children and young people are entitled to:
  – have their dignity and privacy respected
  – be cared for in ways that protect them from harm and promote their wellbeing
  – express their concerns and grievances, and have them dealt with in a fair, timely way that promotes their participation
  – receive information and help so that they can exercise their entitlements
  – access services necessary to meet their needs.
• the family has primary responsibility for a child’s upbringing and development and should be supported in that role.

Our objectives

For 2010-11, we revised and implemented our Strategic Plan 2010-14. The Commission’s core objectives are:

• the rights, interests, safety and wellbeing of all Queensland children and young people are upheld and enhanced
• vulnerable children and young people in Queensland have appropriate support and early intervention services
• effective child safety and youth justice systems to protect and support children and young people where legislative intervention is appropriate
• a workforce with the capability to achieve the Commission’s vision
• a Corporate Governance framework that allows the Commission to sustainably achieve its strategic objectives.

This report outlines the progress we have made towards achieving these strategic objectives. The strategies and key performance indicators underpinning our objectives are outlined in Appendix 1.

Our values
Our core values guide every aspect of our work in helping to make Queensland a better place for children and young people:
• integrity — we act ethically to influence change
• leadership — we aim to make a difference
• innovation — we search for better ways to effect our functions
• collaboration — we work hard to assist our stakeholders.

They guide our relationships within our work teams and with others in the public and private sectors, particularly children and young people. By following the intent of these values, we seek to increase our professionalism, improve the quality of our services, influence our stakeholders and colleagues, and develop our most valuable resource — our people.

Our stakeholders
In 2010-11, the Commission engaged with over 7,604 children and young people in care. The Commission worked closely with stakeholders across the child safety system to improve outcomes for individual children and young people with respect to over 18,000 issues, and systemically with respect to contact matters, placement arrangements and areas of therapeutic services.

The Commission processed 298,750 blue card applications and authorisations, monitored over half a million blue card holders and worked in partnership with over 100,000 organisations providing regulated services to children. The Commission also engaged with over 158,000 people to raise awareness of the blue card system and enhance safeguards for children and young people in regulated child-related service environments.

Our budget
In 2010-11, our budget totalled $45.575 million and these funds were fully committed in delivering our mandated functions. A summary of our financial performance is included in the Effective Governance section of this report (page 80) and a full financial report is included from page 99 of this report.
## Our history

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
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<tbody>
<tr>
<td><strong>1996</strong></td>
<td>In 1996, the Queensland Children’s Commission was established and operated under the <em>Children’s Commissioner and Children’s Services Appeals Tribunal Act 1996</em>, with the Commissioner reporting to the Minister for Families, Youth and Community Care.</td>
</tr>
<tr>
<td><strong>2000</strong></td>
<td>In August 2000, portfolio responsibility for the Commission was transferred to the Premier.</td>
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| **2001** | In February 2001, the Commission for Children and Young People was established, with enhanced scope, functions and powers. The Act provided the Commission with both ombudsman and advocacy functions and:  
- embraced the principles of the United Nations Convention on the Rights of the Child  
- positioned the Commission as a lead agency in the area of promoting and protecting social investment in children and young people in Queensland.  
In May 2001, blue card screening was introduced. |
| **2002** | On 17 June 2002, the inaugural *Children and Young People in Queensland: A Snapshot 2002* report was released. |
| **2004** | On 16 June 2004, the implementation of the CMC’s recommendations led to the creation of the Commission’s Child Guardian function, including the expansion of its existing Community Visitor Program (CVP). These functions were introduced through the *Child Safety Legislation Amendment Bill 2004*.  
On 1 August 2004, the Child Death Case Review Committee (CDCRC) commenced its independent external reviews of the Department of Child Safety’s child death case reviews.  
On 1 August 2004, the new *Commission for Children and Young People and Child Guardian Act 2000* was introduced, with the Commission’s name changed to the Commission for Children and Young People and Child Guardian in recognition of its new Child Guardian function. |
| **2005** | On 17 January 2005, the scheduled review of the employment screening provisions of the Commission’s Act resulted in further strengthening of the legislation. New provisions established risk management obligations for regulated child service providers, gave the Commissioner greater powers to screen blue card applicants, and required more categories of employment to be screened.  
On 8 November 2005, the inaugural *Child Death Case Review Committee Annual Report 2004-05* was tabled in Parliament.  
On 8 November 2005, the inaugural *Annual Report Deaths of children and young people Queensland 2004-05* was tabled in Parliament. |
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<tr>
<th>Year</th>
<th>Event</th>
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<tr>
<td>2006</td>
<td>On 19 January 2006, the inaugural <em>Child Guardian Report 2005</em> was released. On 2 May 2006, the <em>Child Safety (Carers) Amendment Act 2006</em> received assent. The Act expanded the blue card system to require foster and kinship carers, as well as relevant people associated with licensed care services, to comply with the blue card system requirements. On 6 June 2006, the inaugural <em>Views of Children and Young People in Care - Queensland 2006</em> report was tabled in Parliament.</td>
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<td>2007</td>
<td>On 11 September 2007, an amendment to the blue card system provisions took effect, resulting in a broadening of the category of work requiring blue cards – adding health counselling and support services.</td>
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| 2008 | On 2 June 2008, a further amendment was made to the operation of the blue card system provisions of the Commission’s Act to safeguard children by preventing certain people from applying for a blue card upfront if they are a ‘disqualified’ person. A disqualified person is someone who:  
  - has been convicted of a disqualifying offence (including child-related sex or pornography offences, or the murder of a child)  
  - is a reportable offender with current reporting obligations under the *Child Protection (Offender Reporting) Act 2004*  
  - is subject to a child protection offender prohibition order, or subject to a disqualifying order from a court prohibiting them from applying for or holding a blue card.  
In July 2008, the inaugural *Views of Young People in Detention Centres, Queensland, 2008* report was released. |
| 2009 | On 26 March 2009, the portfolio responsibility for the Commission’s Act was transferred from the Premier to the Minister for Community Services and Housing and Minister for Women.  
In April 2009, the Social Development Committee (a select committee of the Legislative Assembly) was established to monitor and report on areas of health, education and training, social welfare services, community development, housing, child safety, and Aboriginal and Torres Strait Islander policy. The committee assumed responsibility for monitoring and reporting on the Commission. |
| 2010 | In April and July 2010, the *Criminal History Screening Legislation Amendment Act 2010* made changes to reduce duplication of screening for people working with children and young people in Queensland, and make it easier for people to work across different areas of child-related employment. These changes included:  
  - the validity of the blue card was extended from 2 years to 3 years  
  - child-related employment screening processes were amalgamated for individuals providing services to children in the disability sector, employees within government working with children, and health students undertaking placements involving service delivery to children  
  - registered health practitioners (including nurses and midwives) became exempt from blue card screening across all regulated service environments if they provide services or conduct activities relevant to their professional registration  
  - employers and organisations were required to notify the Commission if they employ a blue card holder.  
  - In July 2010, police officers and registered teachers were able to apply for an exemption from holding a blue card when providing services to children which are outside of their professional duties. |
| 2011 | In March 2011, the one millionth blue card applicant was processed.  
On 6 May 2011, the Commission recognised the efforts of key partner stakeholders at an event to mark the 10th anniversary of the blue card system.  
On 16 June 2011, the Social Development Committee ceased to exist and the Community Affairs Committee was established, assuming the portfolio responsibilities in relation to the Commission. |
All Queensland children

**Strategic objective one:**
The rights, interests, safety and wellbeing of all Queensland children and young people are upheld and enhanced.
All Queensland children

Summary and key achievements

Upholding and enhancing the rights, interests and wellbeing of Queensland’s children and young people is a shared community responsibility. The Commission plays a lead role in advocating for positive change for children. We also partner with organisations to support the management of risks to children in regulated service environments.

We have developed and continue to build and share an evidence base relating to the general population of children and young people, as well as those who are at risk, vulnerable or in care. Our evidence base includes information collected from respected sources external to the Commission as well as unique, independently captured data of our own. Our data on current and emerging trends and evidence about Queensland’s children and young people informs our reports, research, advocacy and publications and is increasingly being sought by researchers and policy makers. Because this information is seen as independent, credible and robust, it is being regularly referenced in external research and peer reviewed journals.

The Commission looks for progress against five broad indicators related to all Queensland children.

**KPI 1 Queensland’s performance with respect to the implementation of United Nations Convention on the Rights of the Child (UNCROC) is positive.**

Queensland is working collaboratively with other states and territories and the Commonwealth to progress a number of developments to protect child rights in Australia. These developments should have a positive impact in relation to many of the articles within the Convention and include:

- the National Framework for Protecting Australia’s Children 2009-2020
- the National Integrated Strategy for Closing the Gap in Indigenous Disadvantage
- the National Standards for Out of Home Care
- national consistency in employment checks for working with children.

During 2010-11, the Commission provided input (via a joint submission that documented work undertaken by state and territory Children’s Commissioners and Guardians around Australia) to the Australian Human Rights Commission’s submission to the United Nations Committee on the Rights of the Child.

Queensland is the only remaining Australian state or territory where 17 year olds are sent to adult prisons and dealt with via the criminal justice system. In all other states and territories, young people up to the age of 18 years remain in the youth justice system, which places a strong emphasis on diversion and rehabilitation, as well as providing for the specific requirements of young people’s health, continuing education and employment. During 2010-11, the Commission released a paper advocating for the removal of 17 year olds from adult correctional facilities and their inclusion in the youth justice system. More detail on this advocacy work can be found on pages 40-41.

In Queensland, the Commission has also been especially active in promoting and facilitating children’s participation rights (Article 12) through regularly visiting and surveying children in statutory care and consulting children in relation to addressing bullying in schools.
The Commission’s ongoing monitoring of the Queensland child safety system has a strong focus on the safety and wellbeing of children in care, including their education provisions and support plans. Access to a broad range of educational opportunities is very important for children in care as well as for the general population of children. For the past five years, Queensland’s rate of retention of students in the senior schooling years has continued to be above the Australian population.

**Apparent Retention Rates from Year 10 to Year 12**

![Graph showing apparent retention rates from Year 10 to Year 12.](image)

Source: Australian Bureau of Statistics, Schools Australia, cat. no. 4221.0

However, Aboriginal and Torres Strait Islander children continue to experience significant disadvantage across a range of areas.

**Death rates per 100,000 children**

![Graph showing death rates per 100,000 children.](image)

Source: Qld Data from Annual Report: Deaths of children and young people Queensland 2009–10. Australia data from ABS.

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1 ABS data published by calendar year. ABS age group data identifies 15-19 year age category so to estimate indicative data for age group comparisons i.e. 0-17 year olds, a synthetic estimate technique has been used to identify 15-17 year olds.
KPI 3 Organisations and businesses known to provide regulated services to children and young people comply with blue card system requirements

In 2010-11, 88% of audited organisations complied with their risk management obligations.

In complying with blue card system requirements, organisations have sought the Commission’s assistance in screening 298,750 individuals for their eligibility to work with children, with the Commission identifying 677 individuals who represented a high risk and were prevented from working with children.

Total persons prevented from working with children in regulated employment

<table>
<thead>
<tr>
<th>Financial year</th>
<th>Number of prohibited persons</th>
</tr>
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<tbody>
<tr>
<td>2006-07</td>
<td>500</td>
</tr>
<tr>
<td>2007-08</td>
<td>600</td>
</tr>
<tr>
<td>2008-09</td>
<td>650</td>
</tr>
<tr>
<td>2009-10</td>
<td>677</td>
</tr>
<tr>
<td>2010-11</td>
<td>677</td>
</tr>
</tbody>
</table>

KPI 4 Children feel safe in regulated service environments.

Children feel safe when receiving services within environments which fall within the blue card system. Children in out-of-home care represent a highly vulnerable and high priority subset of children. They are regularly surveyed by the Commission, with the most recent survey of children in foster care highlighting that 97% of children and 99% of young people report feeling safe in their current placement.

KPI 5 The community believe the blue card system creates safe service environments.

Independent surveys conducted by the Office of Economic and Statistical Research over the last few years have shown that the majority of those surveyed (76.5%) believe the system is an effective initiative which assists in creating safe and supportive environments for children.

The blue card system is the only system in Australia that has screening integrated with daily monitoring of card holders’ and applicants’ criminal histories, and a legislative requirement that requires organisations providing services to children to develop and implement a risk management strategy.
Key achievements

In 2010-11, the Commission:

• published public reports about the wellbeing of Queensland’s children were produced including: Snapshot: Children and Young People in Queensland 2009-10; Annual Report: Deaths of children and young people Queensland 2009-10; Views of Children and Young People in Foster Care, Queensland, 2010; and the Annual Report: Commission for Children and Young People and Child Guardian 2009-10

• prepared 56 advocacy submissions at the state and national level to promote better outcomes for children and young people, including ten to inform the development of child death or injury prevention initiatives

• responded to 42 requests for tailored child death data from external stakeholders to inform the development of child death and injury prevention strategies, policies and programs

• lodged a submission to the Queensland Floods Commission of Inquiry detailing the incidence of, and risk factors associated with flood-related deaths in Queensland from 2004 to present, including child deaths as a result of the December 2010/January 2011 floods

• processed 298,750 blue and exemption card applications and authorisations

• maintained daily monitoring of the eligibility of over 500,000 blue card holders and applicants

• prevented 677 high risk individuals from working with children

• audited 441 organisations and 4,755 individuals to achieve compliance, including regular proactive audits of people considered to be high risk individuals to ensure safeguards were maintained

• engaged with over 158,000 people to raise awareness of the purpose and scope of the blue card system, build capacity within organisations to meet their blue card obligations and assist individuals with their blue card applications

• implemented system changes to accommodate legislative reforms to reduce duplication of employment screening and streamline the application process, while ensuring the integrity of the screening system

• progressed initiatives with interstate and national partners to streamline screening processes and promote robust and consistent safeguards for children and young people across Australia.
Rights, interests and wellbeing of Queensland children

The Commission regularly reviews key safety and wellbeing indicators to highlight any emerging trends or issues impacting all children and young people in Queensland. This information is shared with key partners, stakeholders and the community to better inform policy, research and practices that affect the interests and wellbeing of Queensland children and young people.

During 2010-11, the Commission released several key publications to inform stakeholders about how Queensland children and young people are faring and identifying key trends and issues for future action.

Children’s health and wellbeing

The Commission analyses and reports annually on a wide range of indicators of children’s health and wellbeing including:

- population and demographic information about children and young people in Queensland
- trends in family composition and structure over time
- key predictors of health including immunisations, breastfeeding of babies, physical activity, nutrition and substance use as well as indicators of health outcomes including rates of disease and injury, hospitalisations and mental health outcomes
- trends in lifestyle for children and young people including engagement with technology and media, cyberbullying, extra-curricular activities and employment
- the importance of early childhood education and care and current trends and policy initiatives in this field
- engagement and participation in education and training as well as educational outcomes for children and young people in Queensland.

The results were published in the eighth Snapshot: Children and Young People in Queensland 2009-10 released in October 2010.

Child deaths in Queensland

The Commission analyses the deaths of all Queensland children that were registered in the reporting year for the purpose of identifying modifiable risk factors so that they may be addressed. Analysing the circumstances of child deaths and identifying associated risk factors is critical to the development of appropriate strategies to reduce the risk of similar fatalities occurring in the future.

The Commission’s annual child death reports provide detailed information (over time and with national and interstate comparisons) on the following leading causes of child death:

- deaths from diseases and morbid conditions
- transport-related deaths
- drowning deaths
- other non-intentional injury-related deaths
- suicide
- fatal assault and neglect
- sudden unexpected deaths in infancy.

The work each year in reviewing, registering, analysing and reporting on trends and patterns in child deaths aligns with principles of the United Nations Convention on the Rights of the Child relating to the reduction of infant and child mortality. Conducting child death reviews also upholds community expectations to act to protect young lives by identifying
and addressing risks. The reports also inform injury prevention efforts by promoting key prevention messages and providing authoritative advice to inform government actions.

The Commission published its sixth Annual Report: Deaths of Children and Young People in Queensland 2009-10 in November 2010, analysing 485 deaths that were registered in the 2009–10 year. Key findings were:

- the majority of all child deaths (67.2% or 326 deaths) were under one year of age
- of the 485 deaths, 346 were due to diseases and morbid conditions and 84 were the result of external causes (non-natural). For the remaining 55 deaths, the cause of death was pending at the time of the report’s publication
- drowning-related incidents were the leading cause of death for children aged 1-4 years (10 deaths) – issues surrounding supervision continue to be a pervasive feature in toddler drownings
- for the first time since the Commission began reporting in 2004-05, suicide replaced transport as the leading cause of death for young people aged 15-17 years with 18 deaths. Child deaths as a result of transport deaths decreased significantly from previous years, in line with an overall decrease in the number of transport fatalities across Queensland in 2010.

The Commission’s Child Death Register is a highly detailed and contemporary dataset that is available free of charge to recognised stakeholders to help develop evidence-based strategies to address risks associated with preventable deaths e.g. drowning. Analysis and publication of child death statistics has prompted opportunities to develop holistic child death prevention initiatives e.g. safe sleeping practices for infants.

During 2010-11, the Commission:
- received 42 requests for tailored child death register data from external stakeholders to inform the development of child death and injury prevention strategies, policies and programs
- prepared a number of evidence-based submissions to inform the development of child death or injury prevention initiatives
- co-hosted the second Australasian Conference on Child Death Inquiries and Review with the Department of Communities.

<table>
<thead>
<tr>
<th>Type of data requested</th>
<th>Purpose of data request</th>
<th>Total</th>
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</thead>
<tbody>
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<tr>
<td>All deaths</td>
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<td>0</td>
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<tr>
<td>Diseases and morbid conditions</td>
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</tr>
<tr>
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<tr>
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</tr>
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<td>0</td>
</tr>
<tr>
<td>Fatal assault and neglect</td>
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<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>11</strong></td>
<td><strong>14</strong></td>
</tr>
</tbody>
</table>
One Commission submission was to the independent inquiry which examined events surrounding the flood disaster which struck Queensland during the year. The submission addressed the safety and wellbeing of children in out-of-home care in the wake of the floods, in addition to providing detailed information about the deaths of children in floodwaters since 2004.

The Commission provided evidence from the Queensland Child Death Register that a total of 19 children and young people had drowned in flood-related events in Queensland since 2004, including eight in the flood disaster which occurred between December 2010 and January 2011.

Analysis of this data identified that, while the majority of child deaths in the 2010-11 floods were entirely unforeseen, there was evidence that risk-taking behaviour on the part of parents/caregivers and of young people themselves contributed to a number of deaths since 2004. This includes driving through or swimming/wading in floodwaters. The Commission recommended further examination of community flood education initiatives to increase public awareness of the risks of these activities, including further research into ways to effectively target these messages towards young people.

**Advocacy for children’s rights and interests**

The Commission advocates for children and young people on a broad range of policy, practice and legislative issues impacting on children and young people such as education and training, family law, child protection, health services, safety and youth justice. In 2010-11, the Commission prepared a total of 56 advocacy submissions on a range of topics, as outlined in the chart. A number of these submissions are available on the Commission’s website.

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2 This includes non-public submissions subject to confidentiality requirements.
Children’s rights under the United Nations Convention on the Rights of the Child

The United Nations Convention on the Rights of the Child (UNCROC), to which Australia is a signatory, provides a set of guiding principles that fundamentally shape the way we view children, including their rights to survival, development, participation and protection.

A large proportion of the Commission’s advocacy and policy work is focused on promoting children and young people’s rights. In 2010-11, the Queensland Commission, together with the Children’s Commissions in Western Australia, Tasmania and Victoria, provided a summary of their significant and recent engagement activities in relation to children’s rights, for inclusion in the Australian Human Rights Commission’s submission to the United Nations Committee on the Rights of the Child. The Committee meets regularly to review reports, submitted by parties to UNCROC, regarding how children’s rights are being implemented.

The Commission worked collaboratively with members of the Australian Children’s Commissioners and Guardians (ACCG) to develop a Child Rights book for publication, as a companion to the earlier publication, How Australian kids see the world, with the express purpose of submitting both publications to the United Nations Committee on the Rights of the Child. The Committee meets regularly to review reports, submitted by parties to UNCROC, regarding how children’s rights are being implemented.

The new publication centres around themes distilled from the research and advocacy work being done by the various Children’s Commissions and Guardians, with the over-arching theme of respect for children’s rights (I have rights!). It draws on consultations with children and young people in each jurisdiction and puts their voices and perspectives forward to the Committee. Children and young people also contributed to the publication by illustrating their views on the themes.

Education

At the State level, the Commission gave provisional support for moving Year 7 in Queensland to secondary school, providing students are consulted and the transitions are adequately planned and resourced.

Nationally, the Commission gave feedback to the review of the first five years of the National Disability Standards for Education and recommended that the standards:

- place a stronger focus on ongoing professional development in inclusive education for all staff
- identify the importance of establishing and maintaining positive relationships and effective communication between parents and/or carers and educational personnel
- be updated to include licensed child care services in the list of education providers bound by the standards.

Joint Select Committee on Cyber-Safety

In 2010, the Commonwealth Government announced the formation of the Joint Select Committee on Cyber-Safety to investigate the online environment in which children and young people engage, including their safety and wellbeing while doing so. During 2010-11, the Commission provided a submission to the Committee highlighting the challenges presented by social networking sites in responding to the deaths of children and young people.

Issues include the establishment of ‘memorial pages’ following the death of a child. Particularly in the event of suicide, the Commission is concerned that these pages have the potential to increase the risk of contagion suicides as they reach a large number of young people, many of whom may already be vulnerable. Pages may contain unsafe or inaccurate content, and may incite or support inappropriate online behaviour towards other users. The Commission recommended the development of guidelines for managing online behaviour following the suicide of a young person, including education initiatives to establish the risks of memorial pages and the need for constant moderation and review of these pages.
Swimming pool safety
Since the inception of the Queensland Government’s Swimming Pool Safety Improvement Strategy in 2008, the Commission has been a key stakeholder in the review and re-development of Queensland’s swimming pool safety laws. The Commission has previously provided a range of supporting data and risk factor information regarding child drowning, and has been an active participant in the development of associated safety initiatives including the mandatory reporting of immersion incidents and the need for educational and awareness-raising campaigns. During 2010-11, the Commission continued to provide supporting data to the Department of Employment, Economic Development and Innovation to assist in the implementation of the legislative reforms.

Preventing child deaths projects
The Commission has continued to progress three major bodies of research utilising data from the Queensland Child Death Register and information from a range of participating agencies. In the coming year, the Commission will release the final project reports for both the Reducing Youth Suicide in Queensland and Keeping Country Kids Safe initiatives. These reports will outline the results of consultation undertaken by the Commission and outline the future directions for prevention efforts in these areas. Through each of these projects, the Commission has provided a solid and contemporary evidence base relating to youth suicide, and non-intentional injury to children in rural areas. The Commission will continue to support further research by the provision of detailed datasets to genuine researchers.

The Commission has also progressed the Fatal Child Maltreatment project, reviewing the lives and deaths of children who died between 2004 and 2008. This research will establish key risk factors for children who died as a result of maltreatment, as well as attempt to identify those children where abuse and neglect were a key feature of their lives, and identify opportunities for intervention.

In addition, during 2010-11, the Commission led and supported child death and injury prevention by:

- chairing the Australia and New Zealand Child Death Review and Prevention Group, which has the role of developing national approaches (within the National Child Protection Framework) to promote prevention of deaths
- participating as a member of the Queensland Injury Prevention Council
- participating as a member of the Queensland Police Service’s Supporting Children Impacted by Suicide Steering Committee (Impacted Children’s Project)
- preparing detailed data analyses to inform the development of initiatives for the Department of Communities, Sport and Recreation Services; Queensland Health; Department of Employment, Economic Development and Innovation; and Workplace Health and Safety Queensland
- providing data to inform academic research relating to child death and injury prevention, including to the National Centre for Health Information Research and Training; Royal Children’s Hospital; Mater Hospital; and the Australian Institute for Suicide Research and Prevention.

In 2010-11, the Commission was also referenced in an increasing number of journals, for example: Griffin, B., Watt, K., Wallis, B., Shields, L. and Kimble, R. (2011). Paediatric low speed vehicle run-over fatalities in Queensland. Injury Prevention, 17 (Suppl 1), i10-i13.
The article recognised the Commission as making a “pioneering effort in database management” and the abstract for the article noted that:

- the Commission identified paediatric low speed vehicle run-over fatalities in Queensland as an area requiring further investigation in its Annual Report: Deaths of Children and Young People 2004-05
- researchers from academic centres in Queensland and Western Australia examined the incidence of these fatalities in Queensland with the aim of determining risk factors that can inform injury prevention strategies
- the Commission’s unique dataset of combined data from police and coroner reports added an insight into preventable childhood injury mortality not otherwise available to researchers.

Consulting with children and young people to inform policy

As a member of the Queensland Schools Alliance Against Violence (QSAAV), the Commission ran a series of focus group discussions on violence and bullying with students in state and private schools across the state. In the second half of 2010, the Commission reported to the QSAAV on what students had to say about bullying in schools. The consistent and unequivocal message from the students consulted was that they want to be involved when schools develop and implement anti-bullying policy at the local level. Based on its consultation findings, the Commission made six recommendations to QSAAV. Recommendations included that Queensland schools (i) give all students the opportunity to be involved when developing, implementing and monitoring school-based anti-bullying policy and strategies at the local level and (ii) create opportunities for students to safely recognise, explore and practice responses to bullying.

The report has been made available to Queensland schools to complement QSAAV’s Working Together products and demonstrate the benefits of student participation. To further assist and encourage consultation with students the Commission also made available a number of templates that schools can adapt to meet their consultation needs.
Reducing risks to children in regulated service environments

The blue card system

The Commission’s blue card system provides effective screening and monitoring to strengthen safeguards for children and young people. As indicated in the following diagram, the blue card system has three key components addressing past, present and future risk.

PAST RISK —
Consideration of past behaviour as an indicator of future risk

The initial employment screening process assesses a person’s eligibility to hold a blue card based on the person’s known police and disciplinary information. This process prevents people from working with children in regulated child-related service environments if their past behaviour indicates that they may pose a risk of harm to children and young people.

PRESENT RISK —
Ongoing monitoring

Applicants’ and card holders’ police information is monitored through an electronic interface with the Queensland Police Service (QPS). If there is any change in an applicant’s or card holder’s police information, the Commission can take steps to immediately protect children from harm. For example, if the person is charged with a disqualifying offence (such as a child pornography offence or a serious child-related sexual offence), the Commission immediately suspends their blue card pending the result of the legal process, and the person is prohibited from engaging in regulated child-related activities until their eligibility is reassessed. In addition, the Commission monitors and audits service providers’ compliance with blue card system obligations to ensure that appropriate safeguards for children and young people are being implemented.

FUTURE RISK —
Mitigating future risk

Organisations within the scope of the blue card system are required to implement child and youth risk management strategies. These strategies are aimed at ensuring that organisations have appropriate policies and procedures in place to identify and minimise the risk of harm to children and young people in regulated service environments. The Commission’s legislation outlines eight minimum requirements for child and youth risk management strategies, including implementing appropriate codes of conduct, policies for identifying and reporting disclosures and suspicions of harm, and procedures for the recruitment, selection and training of appropriate employees and volunteers.
Maintaining strong safeguards

The Commission has administered the blue card system since its inception in 2001. In its formative years, the system almost exclusively focused on the administration of employment screening for applicants seeking to provide services to children and young people that are essential to their development and wellbeing.

Since 2005, in addition to employment screening, the Commission has been working to build community awareness of the requirement for regulated service providers to develop and implement child and youth risk management strategies that identify and minimise the risk of harm to children and young people when receiving essential services.

Amendments to the Commission’s Act which commenced on 1 April 2010 strengthened the blue card system by making it mandatory for all organisations to notify the Commission if they employ someone who already holds a blue card. This ensures that the Commission maintains current employment details for applicants and card holders, and can notify employers and volunteer coordinators if a person’s card is cancelled or suspended.

During 2010-11, the Commission implemented, together with stakeholders, extensive legislative changes to the blue card system, simplifying application processes for a large number of applicants, introducing an exemption framework and reducing duplication associated with criminal history screening across a number of related screening systems.

In November 2010, the Commission rolled out a new employment screening services database with the aim of providing a more efficient system that will accommodate increasing numbers of blue card and exemption card applications and improve statistical and trend analysis. A major feature of this system is its ability to be adapted to and cater for the implementation of new processing requirements in accordance with legislative amendments.

The Commission conducts daily monitoring of all blue card holders and applicants and in 2010-11, the number of blue card holders and applicants monitored daily exceeded 500,000. The Commission also:

- prevented 677 high risk individuals from working with children
- assisted 158,594 people with information about the blue card system or their individual applications
- processed a record 298,750 blue and exemption card applications and authorisations (7% higher than 2009-10). With respect to the new legislative requirements, this included:
  - 4,921 exemptions for teachers and police
  - 14,181 blue card verifications for teacher registrants
  - 9,104 requests for yellow card exemptions
  - 8,682 applications from state and local government.

The Commission’s benchmark of processing blue card applications with no police information within 28 working days has been challenged this financial year by:

- a substantial increase in the number of blue card applications
- the initial need to implement specific quality assurance and control measures for the successful deployment of a new processing database
- the Brisbane floods, which disrupted the operations of the Commission and some of its key suppliers
- the implementation of system changes to accommodate new legislative requirements.

The Commission addressed these challenges by:

- increasing the number of staff within the processing team and extending contractual limits with outsourced suppliers
- prioritising applications for students, foster carers and self-employed businesses where possible
- working to streamline processes while ensuring the integrity and robustness of the blue card system.
Recent data suggests that the steps taken by the Commission to address increased processing times have already increased efficiency and the Commission will continue to apply additional resources to process blue card applications and, notwithstanding any further unforeseen disruptions, it is expected that the 2011-12 processing times will again meet service delivery targets.

**Collaborating to create safe environments**

The Commission continues to strive to assist in the creation of safe and supportive service environments for young people through developing and sustaining effective working partnerships with government stakeholders and the many employers, businesses and organisations who are on the front line of providing services to children.

To foster these partnerships, the Commission regularly meets with key government and non-government stakeholders to provide information about the blue card system and to clarify blue card legislative requirements as applied to specific service environments. In 2010-11, the Commission conducted 61 community engagement activities with a diverse range of stakeholders, including state sporting peak bodies, government departments, universities and local organisations.

The Commission continued to demonstrate its commitment to promoting the engagement of culturally and linguistically diverse communities with the blue card system through targeted blue card information activities at appropriate venues, such as the National Aborigines and Islanders Day Observance Committee Community Fun Day in July 2010, the Muslim Services Expo in April 2011 and World Refugee day in June 2011. These community engagement activities also provide the Commission with the opportunity to obtain feedback from stakeholders about their experiences with the blue card system as well as suggestions for ongoing improvements to the system.

The Commission continues to play an active role in assisting relevant government, non-government and community service providers to understand how they can effectively foster safe and supportive service environments for children and young people through the implementation of child and youth risk management strategies. While the Commission does not ratify or approve service providers’ risk management strategies, staff assess these documents and provide comprehensive feedback and support to assist service providers to strengthen the eight minimum requirements of their strategies. In 2010-11, the Commission provided detailed advice to 112 service providers, each individually tailored to the specific risk management requirements of the particular organisation.

In addition, as part of its function to monitor compliance and assist organisations to meet the requirements of the blue card system, the Commission routinely undertakes proactive (adhoc) and reactive (based on complaints or other information received) audits of regulated service providers.

Of the organisations audited in 2010-11, the Commission found that 53.5% complied with the requirements of the system at first contact. However, most organisations that weren’t initially compliant collaborated with the Commission in an effort to improve their policies and procedures (often concerned with the development and maintenance of risk management strategies). By the end of six months of this collaborative effort, 88% of audited organisations had met their legislated obligations. In a relatively
small number of cases, the Commission referred instances of non-compliance to the QPS for action.

The Commission also maintains a close working relationship with the QPS through the Police Information Management Officer, a QPS officer who is positioned within the Commission to act as an integral link between the two agencies.

In collaboration with the Police Information Management Officer, we have continued to roll out a range of services and activities focused on improving the knowledge base of police officers so that they can help the Commission rapidly deal with instances of non-compliance with blue card system obligations, and take action in relation to allegations of harm or suspected harm against children and young people.

In 2010-11, the Commission continued to support QPS officers in regulating the application of the Commission’s Act by providing information about alleged breaches of blue card system requirements. As well, we have provided ongoing updates to QPS training resources to highlight amendments to blue card legislation and policies.

Developing a framework to measure results

Other work being undertaken by the Commission includes the development of an outcome reporting framework to assist in measuring the contribution of the blue card system, particularly its overall effect and its contribution to the Queensland community in reducing the risk of harm to children as they receive services essential to their wellbeing and development. The Commission has completed its initial consultation with targeted stakeholders and received positive feedback on the logic of the framework. This consultation will ensure that the indicators developed are informed through rigorous debate and critical analysis.

Key achievements in the development of the framework in 2010-11 include the identification of existing sources of internal and external data and information, in addition to ongoing consultation with key stakeholders to determine possible sources of data which may be available (or are able to be captured in the future) to inform the framework.

Keeping stakeholders informed

In 2010-11, the Commission also reviewed the currency of its communication material as a result of new legislative amendments. As a part of this process, the Commission redeveloped and relaunched the blue card section of its website in line with feedback received from stakeholders. The revised website aims to provide a more user-friendly system where volunteers, employees, businesses and students can access all the information and resources they need in one place. The website also includes detailed information for the general community, including children and young people, about the purpose and scope of the blue card system, the rationale for exemptions, and ways in which individuals and organisations can better manage child safety risks.
Working towards national consistency

**Australian Children’s Commissioners and Guardians’ advocacy**

During 2010-11, the Commission was involved in (and, in a number of cases, led) joint submissions with other state and territory Children’s Commissioners and Guardians to further strengthen advocacy on children’s rights and interests. The Australian Children’s Commissioners and Guardians (ACCG) advocated in submissions to the:

- Commonwealth Attorney-General’s Department regarding the draft Commonwealth Guidelines for the Classification of Computer Games and the proposed introduction of an R18+ classification
- Senate Inquiry hearing on a proposal for a national Commissioner for Children and Young People. The Commissioner represented the ACCG at the Senate inquiry
- Australian Human Rights Commission on ACCG implementation of children’s rights under the United Nations Convention on the Rights of the Child
- Productivity Commission’s Disability Care and Support Draft Report, supporting the direction of the draft report’s proposals which would potentially improve the lives of children and young people who have a disability, or who have a family member with a disability.

**National consistency of ‘Working With Children Checks’**

In November 2010, the Commission hosted the Working With Children Check National Operators’ Forum, which brought together representatives from jurisdictions across the nation to promote a better understanding of the various child-related employment screening systems and explore actions to enhance national consistency.

Forum participants from each state and territory discussed the commonalities and differences between jurisdictions in their approach to employment screening, risk management strategies, monitoring and compliance functions, and the implications of these factors in the move towards national consistency.

**Jurisdiction comparison**

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<td>Yes</td>
</tr>
<tr>
<td>TAS</td>
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<tr>
<td>NT</td>
<td>Yes</td>
<td>Yes – legislative</td>
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</table>

- **a)** Occurs daily
- **b)** Under consideration

The ACCG met twice during 2010-11 in Perth (November 2010) and Darwin (May 2011).
Looking forward

In 2011-12, the Commission will:

• continue to promote the use of its unique data to inform policy and practice development to improve outcomes for children and young people
• work with other state and territory Commissioners and Guardians to advocate on the rights and interests of children and young people and to promote consistency of outcomes for children and young people
• make further enhancements to its data management systems to increase reporting capabilities
• progress work to establish national benchmarks for risks associated with child deaths in continuing the work of the Australia and New Zealand Child Death Review and Prevention Group
• publish the ninth annual Snapshot report and the seventh annual report on the deaths of children and young people in Queensland
• continue to participate as key stakeholders in initiatives relating to drowning prevention, including those arising from the review of Queensland’s swimming pool safety laws
• continue to monitor the laws, policies and practices relevant to the media and advertising environment in Australia and advocate for policy positions that protect and promote the best interests of children
• monitor bullying and cyber-bullying issues in research findings, policy developments and media reports to identify emerging issues and evidence-informed responses
• continue to promote the recommendations made in QSAAV’s report to the Minister on addressing issues of bullying and violence in Queensland schools to the Minister and the Commission’s Student Consultation report
• consult with young people on the content and design of the Commission’s website to improve access to services
• continue to work with other screening authorities at a state and national level to streamline child service related employment screening and report on the blue card system’s contribution to the development of a national child protection framework
• participate in the inter-jurisdictional working group to progress ongoing work to align screening criteria and remove regulatory barriers so that individuals may cross state borders for participation in short-term national events without the need for additional screening
• review and, where practical, automate processes to further streamline the blue card system
• continue to engage with stakeholders to strengthen child risk management strategies within regulated service environments
• progress the development of a set of indicators to report on the contribution of the blue card system through consultation with key stakeholders
• foster networks and engage with community groups to provide blue card information to Aboriginal and Torres Strait Islander communities throughout Queensland, including community engagement visits to remote communities
• improve accessibility to Commission services and products through targeted marketing and engagement including addressing challenges for cultural groups
• engage with key stakeholders including universities, peak bodies and other government agencies to provide information and guidance in relation to blue card screening requirements.
Vulnerable children

**Strategic objective two:**
Vulnerable children and young people in Queensland have appropriate support and early intervention services.
Vulnerable children

Summary and key achievements

The Commission has a legislative mandate to protect and promote the rights, interests and wellbeing of children and young people in Queensland, particularly those who are vulnerable or disadvantaged such as children with disabilities, who are isolated or homeless or have mental health issues, and Aboriginal and Torres Strait Islander children and young people who continue to be disadvantaged compared with non-Indigenous children and young people.

Some vulnerable children and young people may not be in statutory care (i.e. they may not have been placed under a child protection order) but will temporarily reside away from their families in residential care facilities such as acute mental health facilities, disability services facilities or youth shelters.

Recent survey data from the Views Survey of Children in Residential Care highlighted the significant overlap between residential care and the child protection system, with four out of five respondents reporting they are under statutory care. A key element in assisting vulnerable children at residential sites who are not under statutory care is the site visits conducted by the Commission’s Community Visitors (CVs) to assess the quality of services being delivered and independently assess the safety and wellbeing of children in the facility.

Reducing vulnerability and disadvantage is a complex process, as many children and young people do not experience a single vulnerability or disadvantage. Vulnerability is multifaceted and ‘one-size-fits-all’ solutions can underestimate the needs of these children and young people. The Commission’s evidence base positions us to work collaboratively with other agencies, services and community stakeholders to promote innovative policies and practices.

Commission initiatives have contributed to work within Queensland and across Australia that advances the interests of those who are vulnerable and disadvantaged.

To assess the impact of these initiatives, the Commission looks for progress against two broad indicators.

KPI 6 Children and family support services are available and effective in reducing risk factors for vulnerable children and young people.

Reducing risk factors for vulnerable or disadvantaged children is a core focus of the Commission. Although the number of children on care and protection orders in Australia has steadily increased over the last few years, the Queensland increase has been at a rate lower than the national average. In 2010, Queensland was the only state or territory to not record an increased rate of children on child protection orders which is very positive.

The rate of young people in Queensland detention centres is lower than the national average. Across all jurisdictions, Aboriginal and Torres Strait Islander young people are over represented in detention centre populations compared with their non-Indigenous peers; however, Queensland had a smaller differential rate than the national average.
During 2010-11 the Commission:

- advocated for better outcomes for vulnerable children from the Queensland Government Helping Out Families initiative through involvement in the Advisory Group and Evaluation Reference Group. The initiative (introduced in three pilot sites in south-east Queensland) provides early intervention services that aim to improve support for families who may be considered to be at risk of entry or re-entry to the statutory child protection system

- monitored daily the relevant criminal history of adult occupants and staff of residential care facilities through the blue card system, thereby reducing the risk of harm to vulnerable children who are living away from their family but are not under statutory care

- developed and lodged 20 submissions that advocated on behalf of the rights and wellbeing of vulnerable children in order to achieve improvements in policy and practice.

The following chart indicates the areas in which the submissions were lodged.

**Rate of children on child protection orders, 2005-10, per 1,000 population**

Source: AIHW Child Protection 09-10

**Rate of young people aged 10 to 17 per 1,000 population in detention centres/community based supervision, Qld and Australia 2008-09**

<table>
<thead>
<tr>
<th>Detention centres</th>
<th>Community based supervision</th>
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</thead>
<tbody>
<tr>
<td>Queensland</td>
<td>Australia</td>
</tr>
<tr>
<td>On an average day Indigenous</td>
<td>2.42</td>
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<tr>
<td>On an average day Non-Indigenous</td>
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<td>Full year Indigenous</td>
<td>12.01</td>
</tr>
<tr>
<td>Full year Non-Indigenous</td>
<td>0.69</td>
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</tbody>
</table>

Source: AIHW Juvenile Justice in Australia 2008-09 – Note Australia data excludes WA and NT.
KPI 7 Key trends and issues affecting the vulnerability of children and young people are made available to government and community.

The Commission shares information on key trends and issues affecting the vulnerability of children and young people with a range of partners, stakeholders and the community to better inform policy, research and practices that affect the interests and wellbeing of Queensland children and young people.

During 2010-11, the Commission:

• published the eighth annual *Snapshot: Children and Young People in Queensland 2009-10* which reported on the wellbeing of Queensland’s children and outlined a range of key areas of vulnerability
• shared information with stakeholders arising from the Commission’s Keeping Country Kids Safe initiative and the Reducing Youth Suicide in Queensland initiative
• continued its Focus Forum events at which keynote speakers led interactive discussions with managers and staff — Focus Forums are a networking opportunity with stakeholders and act as a means of sharing information of mutual interest and building partnerships to achieve improved outcomes for children
• distributed a monthly Policy Scan highlighting recent reports, research, articles, initiatives and papers.

The Commission’s Community Visitors (CVs) completed 3,756 site reports of visits to residential and other visitable sites which included 442 site reports for disability services facilities and 134 site reports for mental health facilities. The information provided by these site reports can generate early alerts on service delivery issues for children and young people and informs the Commission’s advocacy and information sharing for improvements.
Key achievements

In 2010-11, the Commission:

- collated and analysed the 283 responses to the Reducing Youth Suicide in Queensland Discussion Paper to identify trends and patterns relating to youth suicide that require further investigation
- collated and analysed the responses of 340 stakeholders, including those of community members, government and non-government stakeholders, about issues impacting on childhood injuries and fatalities in rural settings (as highlighted in the Keeping Country Kids Safe Discussion Paper)
- identified and drew stakeholders’ attention to emerging issues faced by vulnerable children and young people by researching and distributing a monthly Policy Scan
- provided a submission in response to the Queensland Strategy for Reducing Homelessness 2010-2020 that advocated that young people leaving youth justice systems be identified and prioritised as a key target group
- provided submissions in relation to the introduction of an R18+ classification for computer games and advocated for clearer guidelines with respect to depictions of sexual violence in computer games
- released a paper advocating the removal of 17 year olds from adult correctional facilities and their inclusion in the youth justice system which acted as a catalyst to initiate cross-government collaboration through the formation of a Senior Officers Group to explore the costs, impacts and options to transition 17 year olds to the youth justice system
- successfully advocated for changes to the Criminal Code Act 1899 (the Act). The Act has been amended and it is now an offence for a client to obtain prostitution from a person who is under the age of 18 years and the client knows, or ought reasonably to know that, the person is not an adult
- reduced the risk of harm to children and young people in residential care facilities such as acute mental health facilities, disability services facilities and youth shelters by monitoring adult occupants and staff through the blue card system
- added unannounced visits to the monthly visiting schedule for visitable sites including residential facilities and authorised mental health services. The extended use of unannounced visits represents an important and effective additional safeguard for protecting the rights, interests and wellbeing of children and young people living at visitable sites
- received and responded to issues raised by vulnerable children and young people who were not in statutory care but sought assistance from the Commission’s Complaints team or a CV to have their issues addressed
- participated in a range of activities and events to engage with children and young people including National Aboriginal and Torres Strait Islander Children’s Day
- linked with the Logan District Aboriginal and Torres Strait Islander Corporation for Elders to provide information about the role of the Commission in the promotion of the rights, interests, safety and wellbeing of Queensland’s vulnerable children and gained an insight into the extensive skills and knowledge of the Logan District Elders and their diverse role in the community.
Generating evidence to improve outcomes for children

The Commission publishes a number of resources as part of its contribution to Queensland’s evidence base to identify key factors contributing to children’s vulnerability and disadvantage in Queensland and support quality decisions regarding the rights and needs, and services that support vulnerable children and young people.

In 2010-11, the Commission:

• provided data on key areas of vulnerability and disadvantage for children and young people across family and parenting issues, health, lifestyle and social issues, early childhood education and care and Aboriginal and Torres Strait Islander wellbeing.

• analysed data collected in response to the *Reducing Youth Suicide in Queensland Discussion Paper* and identified trends and patterns relating to youth suicide that require further investigation

• participated as a member of the Impacted Children Project Steering Committee. This project was developed by the Queensland Police Service (QPS) in response to information provided by the Commission regarding regions experiencing high levels of contagion and cluster suicides.

The most recent survey highlighted that the majority of respondents are reasonably happy with most aspects of their care and accommodation in residential facilities, but almost half did not feel that they were better off since coming into their current living situation. These findings have informed the Commission’s advocacy on behalf of vulnerable children and young people.

The next survey is due for publication in 2011-12 and the results will inform the Commission’s future research and advocacy priorities. More detail on the Views survey series can be found at pages 54 and 55.
The Commission has a legislated mandate to promote and protect the rights, interests and wellbeing of children and young people in Queensland, particularly those most vulnerable. The Commission fulfils this mandate by providing advice on laws, policies and practices that impact on children and young people and advocating for approaches that promote their best interests. The Commission uses available quality research and the data collected through a range of its functions to inform its advocacy work.

The Commission also:
• uses research evidence to identify, influence and shape policy, legislation, practice and service delivery developments, and negotiates improved outcomes for children and young people
• advocates for children and young people to be appropriately consulted on issues, policies and laws that impact directly on them
• advocates for stronger preventative measures to reduce areas of high risk for children
• raises community awareness about children’s rights, vulnerabilities, safety and wellbeing.

The Commission undertakes advocacy work at state and national levels utilising both responsive and proactive approaches. Increasingly, the Commission is being invited to provide advice and comment on state and national matters at the inquiry and development stages of policy frameworks and legislation.

The Commission’s advocacy work includes written submissions, reports, speeches, attending face-to-face meetings and consultations, providing advice through telephone conferences, appearing at public hearings, consulting and working in partnerships at both state and national levels.

The Early Childhood Education and Care National Quality Framework

The time between birth and four years of age is critical for setting the foundation for ongoing reading, writing, and number development.

The Early Childhood Education and Care National Quality Framework (ECEC) was endorsed by the Council of Australian Governments in December 2009 and includes the development of new National Quality Standards that aim to develop high quality early childhood education and care across Australia.

The Commission has advocated that young children from disadvantaged backgrounds, including children living in or at risk of living in out-of-home care should have free access to high quality ECEC programs.

During 2010-11, the Commission supported the Queensland Government’s work to assist children from disadvantaged backgrounds to access quality ECEC programs through involvement with the Department of Education and Training’s Early Years Steering Committee. The Commission also provided advice on Working with Children Checks in relation to the implementation of national legislation to introduce National Standards for ECEC services in Queensland.
Disability
During 2010-11, the Commission lodged a number of submissions advocating on factors affecting children and young people with disabilities. Key submissions that targeted state-based issues included a submission to the *Review of Disability Standards for Education 2005 Discussion Paper 2010*.

The Commission recommended that the standards:

- place a stronger focus on the requirement for education providers to commit to ongoing professional development in inclusive education for all staff. The focus on staff knowledge of policies, procedures and codes of conduct should be expanded to include professional development on inclusive education. Teachers also need access to targeted current research and practice information on supporting students with particular disabilities
- identify the importance of establishing and maintaining positive relationships and effective communication between parents and/or carers and educational personnel
- be revised to include licensed child care services in the list of education providers bound by the standards. This will bring the standards in line with recent federal and state policy reforms that acknowledge and support the important educational role of child care services for young children.

Aboriginal and Torres Strait Islander children and young people
During 2010-11, the Commission provided feedback on the Cape York Welfare Reform Trial and Consultation. In its submission, the Commission supported the proposed extension of the trial and consultation with local communities to ascertain their views and needs in relation to the extension. The Commission also recommended that the views of children and young people are sought and recorded as appropriate, during community consultations.

Homelessness
During 2010-11, the Commission advocated for young people leaving child protection and youth justice systems to be identified as a key target group and for young people leaving care to be provided with an option allowing them to stay with their foster carer until the age of 21.

The Commission also developed a submission in response to the *Queensland Strategy for Reducing Homelessness 2010-2020* advocating that young people leaving youth justice systems be identified and prioritised as a key target group.

Youth justice
During 2010-11, the Commission released a proactive policy position paper, *Removing 17 year olds from adult prisons and including them in the youth justice system*, urging the Queensland Government to remove 17 year olds from adult correctional facilities and include them in the youth justice system.

The following case study highlights the Commission’s role in youth justice advocacy for 17 year olds in adult correctional facilities.
Case study: Youth justice advocacy

The Commission’s policy position paper, *Removing 17 year olds from adult prisons and including them in the youth justice system* emphasises the need for young people under the age of 18 to have access to the *Youth Justice Act 1992’s Charter of Youth Justice Principles*, which not only enshrines special protections for young people on the basis that they are more vulnerable than adults, but it also, importantly, includes principles of accountability and responsibility for young people.

The complex histories of disadvantage, abuse and neglect experienced by many of the young people in adult prisons places them amongst the most vulnerable of young people in Queensland. Without efforts to hold them accountable for their actions and also provide them with the skills they need to establish a better pathway in life, particularly through education and training, improved outcomes for them and their communities will be severely compromised. A youth detention environment provides better opportunities for these vulnerable young people to access developmentally appropriate rehabilitation programs and activities and diversionary pathways to help them to improve their literacy skills and deal with problems that can impede their progress towards a more normal and crime-free life.

Currently, Queensland is the only Australian state or territory where 17 year olds are treated as adults in the criminal justice and corrections systems. The treatment of 17 year olds as adults in the criminal justice system and their incarceration in adult correctional facilities is contrary to children and young people’s rights and Australia’s obligations under the United Nations Convention on the Rights of the Child.

Since the public release of the policy position paper in November 2010, the Commission has continued dialogue with senior officers of the Department of Communities to press for an active response to the Commission’s recommendations, including a clear time commitment to amend the *Youth Justice Act 1992*.

The Commission also recommends that until such time as 17 year olds can be transferred into the youth justice system, steps need to be taken to monitor and improve the safety, wellbeing and experiences of 17 year olds in adult correctional facilities, for example by allowing the Commission’s Community Visitors (CVs) to access all 17 year olds in adult correctional facilities and increasing access to legal representation and bail. Negotiations with relevant agencies along these lines commenced in 2010-11 and the Commission is currently collaborating with those agencies to implement such visits in 2011-12.
Partnerships and engagement

National collaboration
The Commission participated in a number of joint policy submissions and broader advocacy work in partnership with the Australian Children’s Commissioners and Guardians (ACCG). In many cases, the Queensland Commission has taken a leading role in the development of joint submissions.

For example, during 2010-11, the ACCG advocated for the Disability Care and Support Draft Report to:
• include measures to protect the best interests of children and young people with disabilities
• ensure that any taskforce established to implement the national disability schemes engage in a consultation process with children and young people with disabilities, their families and carers to ensure their needs are considered
• make provision for children and young people with disabilities to be given a voice on any Advisory Council for the National Disability Insurance Scheme.

Community engagement
In March 2011, the Commission hosted a meeting with the Logan District Aboriginal and Torres Strait Islander Corporation for Elders, to provide information about the role of the Commission in the promotion of the rights, interests, safety and wellbeing of Queensland’s vulnerable children. In return, the Commission gained an insight into the extensive skills and knowledge of the Logan District Elders and their diverse role in the community. Importantly, the meeting facilitated discussion on issues impacting children and young people in Logan and the challenges faced by Elders as care providers and mentors.

Further meetings have been held with the Logan Elders to discuss a community engagement day to raise awareness of the Commission’s functions.

Stakeholder engagement
Throughout 2010-11, the Commission continued its Focus Forum events at which keynote speakers lead interactive discussions with managers and staff to build capability in areas of professional or strategic interest and relevance relating to the child protection system or the impacts of issues on children and young people in Queensland.

Focus Forums serve as both a networking opportunity with stakeholders and a professional development opportunity for staff and are open to managers and staff in other Commissions and agencies in the building. Some forums were also extended to stakeholders as a means of sharing information of mutual interest and building partnerships to achieve improved outcomes for children.

For 2010-11, key speakers included:
• Jacinta Hawgood, Deputy Director, Australian Institute for Suicide Research and Prevention at Griffith University, who presented on suicide research and prevention, particularly in young adults
• Elizabeth Cullen from the Left Right Think-Tank, who delivered a presentation on youth homelessness
• Sandi Seymour from Queensland Parents for People with a Disability (QPPD), who presented her analysis of and insights into how to support children and adults with intellectual disabilities who have been victims of crime.

During 2010-11, the Commission identified and drew stakeholders’ attention to emerging issues faced by vulnerable children and young people by distributing a monthly Policy Scan highlighting recent reports, research, articles, initiatives and papers.
The Commission’s Community Visitors (CVs) perform the role of independent advocate for individual children and young people by listening to, giving voice to, and facilitating the resolution of children and young people’s own concerns and grievances. In this way, children and young people are assisted to express their views and concerns to the service providers responsible.

In addition to visiting children and young people in family-based alternative care (i.e. foster and kinship care) and youth detention, the CVs also undertake monthly visits to children and young people living in a range of residential care contexts. These include children and young people:

- being cared for in individual or small group residential care as part of a child protection order
- residing at youth shelters and refuges
- residing temporarily in disability respite facilities
- being accommodated and treated in acute mental health facilities
- residing at boarding school facilities as part of a child protection order
- living in supported independent living programs (either homelessness or child protection programs).

During 2010-11, 3,756 site reports by CVs were generated which included 442 site reports for disability services facilities and 134 site reports for mental health facilities. During these site visits, vulnerable children and young people who are not under statutory care are able to have their issues included in the site visit report lodged by the CV. This allows for the issue to be addressed and also contributes to the Commission’s unique database on factors affecting the safety and wellbeing of children and young people. The information provided by these site reports can generate early alerts for the Commission on service delivery issues for children and young people and informs the Commission’s advocacy and information sharing on these issues.

In November 2010, CVs added unannounced visits to the regular visiting schedule to all visitable sites (excluding detention centres and boarding schools).

Unannounced visits are visits conducted by CVs on a date and at a time that is not pre-arranged with, or known to, staff or residents at a visitable site. While the Commission for Children and Young People and Child Guardian Act 2000 has always allowed unannounced visits, up until now, the use of unannounced visits has been limited to instances where CVs held particular concerns about the services provided to children and young people residing at a visitable site at a particular point in time.

The extended use of unannounced visits represents an important and effective additional safeguard for protecting the rights, interests and wellbeing of children and young people living at visitable sites.

The following case study highlights the role of the Commission and CVs in individual advocacy.

**Individual advocacy**
In 2011-12, the Commission will:
• compile final project reports for the Keeping Country Kids Safe, Reducing Youth Suicide in Queensland and Fatal Child Maltreatment initiatives and progress partnerships with genuine researchers to undertake additional investigations arising from the respective report findings
• monitor outcomes arising from the Senate Standing Committee on Community Affairs References Committee Inquiry into Suicide in Australia and advocate for any associated funding for Queensland to have an appropriate focus on the needs of children and young people
• work closely with key stakeholders (such as Workplace Health and Safety Queensland; Department of Employment, Economic Development and Innovation; and Department of Communities) to identify relevant public policy initiatives which may reduce risks to children in rural areas
• undertake follow-up advocacy to influence action on removing 17 year olds from adult correctional facilities and including them in the youth justice system as well as commence visiting 17 year olds who remain in these facilities
• continue to collaborate with ACCG on joint positions on matters affecting vulnerable and disadvantaged children and young people
• continue to visit residential care facilities to independently verify the safety and wellbeing of children on site and the quality of services being delivered.

Case Study: Mental Health advocacy

In 2010-11, the Commission provided advocacy to a young person being treated under an Involuntary Treatment Order in the mental health system. The young person was receiving services as an inpatient at a mental health facility and, as such, was being visited by a CV. The CV raised several service delivery issues and liaised with the young person’s mental health treating team in resolving any concerns. It was also identified that the young person did not have a suitable and readily available person to act as their Allied Person, which was a requirement under the Mental Health Act 2000. The Commissioner accepted a nomination to act in this capacity.

During the Commission’s involvement, the Commission was able to strongly advocate for some improved outcomes for this young person whilst an inpatient, and for some continuing support upon being discharged from hospital back into the community.

The Commission’s involvement with this young person highlighted some potential gaps in service delivery to young people with mental health issues. The Commission will continue to advocate for improved service delivery to young people with mental health issues and monitor the provision of mental health services and associated community support services. It is anticipated that the outcomes of the Commission’s activities in this regard in 2011-12 will establish a protocol between the Commission and Queensland Health formalising the processes for visiting young people in mental health wards and access to relevant information by CVs, as well as a complaints process in response to concerns raised by young people in relation to service delivery issues and care.
Children in statutory care

Strategic objective three:
Effective child safety and youth justice systems to protect and support children and young people where legislative intervention is appropriate.
Children in statutory care

Summary and key achievements

The Commission’s Child Guardian oversight function includes monitoring and investigating service delivery to children in the child safety and youth justice system. We do this by regularly visiting these children and young people in out-of-home care as well as detention centres, resolving service delivery complaints, surveying them to obtain their views on their out-of-home care and detention, advocating about laws, policies and practices affecting these children, and analysing trend data associated with these activities to build a robust evidence base. In 2010-11, the Commission actively monitored the circumstances of 7,604 children and young people in care.

We focus our work on the kinds of child protection and youth justice activities that are identified as priorities through the key outcome areas of the Child Guardian monitoring framework as well as our research, direct engagement with children and young people and their carers. Our intelligence capabilities are enhanced through statutory monitoring activities. We strive to complement, rather than duplicate, the work of other government and non-government agencies, with whom we work in strategic alignment to maximise the outcomes for these children. To monitor the safety and wellbeing of children and young people in care, the Commission looks for progress against three broad indicators.

**KPI 8 Children and young people in statutory systems and support facilities are safe and have their therapeutic, health, education, cultural and transitional needs met.**

The proportion of children subject to a Matter of Concern provides an indication of the safety of out-of-home care. A substantiated Matter of Concern notification is recorded by the Department of Communities when an approved carer or staff member has provided inadequate or poor quality care to a child in out-of-home care, involving harm or risk of harm. The proportion of children subject to a substantiated Matter of Concern notification has remained relatively low and stable in recent years, with the rate in 2008-09 and 2009-10 unchanged at 2.4%.

Young people’s perceptions of their safety in out-of-home care provide another indication of the safety of out-of-home care. The Commission regularly surveys young people in foster and kinship care, residential care and detention as part of its Views of Children and Young People surveys. The most recent survey of children and young people in foster care highlighted that 97% of children and 99% of young people reported feeling safe in their current foster care placement.

This data on substantiated Matters of Concern and children’s perceptions of their safety indicate that most children and young people are living in safe out-of-home care.

For children in care, having in place up-to-date case plans, child health passports and education support plans ensures their individual needs and priorities are identified and can be met. Of children visited in 2010-11, Commission data indicates 84% reported having a case plan, a result which has steadily improved since 2007. Data obtained from the Views of Children and Young People in Foster Care surveys highlights that over time, the number of children reporting they have an education support plan and a health passport has also improved.
In 2010-11, the Commission’s complaints team closed 4,699 serious or complex issues relating to the child safety and youth justice systems, with 43% of these relating to service delivery issues for children in child protection or youth justice systems and 41% relating to children who may be in need of protection or victims of a criminal offence. The majority (84.4%) of these issues were resolved within 90 days.

In addition, the Commission’s Community Visitors closed 13,661 issues through local resolution activities.

Children who enter out-of-home care face a number of challenges and are often disadvantaged in terms of their educational achievements and abilities.

For these children, the Commission’s advocacy focus is on improving:

- contact — including contact with Child Safety Officers (CSO) contact with family and contact agreements
- placement arrangements
- therapeutic care
- decision making, consents and information provision
- education support
- health services.

The Commission’s systemic monitoring framework (involving analysis of data from sources such as Commission’s Community Visitor reports and Views surveys of children and young people in care) has highlighted the need for the child protection system to appropriately plan and support each child.

Over the past three years, there has been a steady increase in the percentage of children with an Education Support Plan designed to assist their particular needs.

### Key indicators

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<tr>
<th>Key indicators</th>
<th>2007-08</th>
<th>2008-09</th>
<th>2009-10</th>
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<tr>
<td>Percentage of eligible children and young people with an Education Support Plan (Source: Department of Communities)</td>
<td>76%</td>
<td>81%</td>
<td>83%</td>
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**Key achievements**

In 2010-11, the Commission:

- completed 41,156 visit reports through actively monitoring the circumstances of 7,604 children and young people in foster homes, residential services, mental health facilities and detention centres to assess their safety, report on their wellbeing and advocate for them at a local level to resolve their needs
- investigated and reviewed service delivery matters which resulted in 52 recommendations to government and private service providers
- published the *Views of Children and Young People in Foster Care, Queensland, 2010* report which reported that over 97% of children and young people in foster care reported feeling loved and cared for by someone all or most of the time, and 94% report feeling “very” or “pretty” happy
- consulted young people through the detention centre survey in Brisbane and Townsville to form the *Views of Young People in Detention Centres* report
- reduced the risk of harm to children and young people in state care by monitoring foster carers, kinship carers, adult occupants and staff in residential facilities through the blue card system
- advocated for young people leaving the child protection and youth justice systems to be identified as a key target group and for young people leaving care to be provided with an option allowing them to stay with their foster carer until the age of 21
- participated in a range of activities and events to engage with children and young people including Child Protection Week
- responded to 4,284 new complaint issues from children in the child protection and youth justice systems, resolving 84.4% within 90 days
- 100% of Child Safety Services child death review reports were considered by the Child Death Case Review Committee (CDCRC) within the statutory three-month time-frame. All recommendations made by the CDCRC were accepted by the Department of Communities (Child Safety Services).
- dealt with and closed approximately 800 issues in relation to reunification or transition into independent living and/or adulthood for young people transitioning from care
- made 11 formal recommendations in relation to policies and procedures in youth detention centres
- agreed on and implemented a methodology for assessing compliance with the Indigenous Child Placement Principle, informed by advice from the Advisory Committee of experts in child protection and/or Aboriginal and Torres Strait Islander health and wellbeing.
The annual Child Guardian Report series provides a regular, independent and objective analysis of the extent to which the Queensland child protection system meets the needs of children and young people reliant upon its services. This assessment is undertaken against 10 Key Outcome Indicators, which were agreed with service providers in 2006 and are outlined in the diagram below.

The reports use a broad evidence base from multiple data sources, including from the perspective of the children and young people who receive those services.


## Clear monitoring frameworks generating evidence

### Child Guardian Report – Child Protection System

The 2009-10 report will include data that has been collated using the Commission’s new reporting and information management system, “Jigsaw”. Jigsaw was implemented during 2009-10 and has strengthened the Commission’s case management, reporting and individual and systemic advocacy activities.

The reports provide critical information to government and non-government service providers so they can make better decisions about the development of policy and design of programs that can effect improved services for individual children and young people. They also provide Queensland with an important public record about changes to service delivery performance over time.

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<tr>
<th>ASSESSMENT</th>
<th>Effective assessment</th>
<th>Appropriate interventions</th>
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<tr>
<td>An effective assessment will lead to an evidence-based decision about the future risk of harm to a child and the type (if any) of ongoing intervention needed to address a child’s safety and wellbeing. An effective assessment within this human services framework must be conducted in accordance with the principles espoused to promote the best interests of children. It will also be timely, comprehensive, identify a range of intervention options when needed and ultimately, lead to the best outcome for that child.</td>
<td>The child protection system should provide interventions that address the risk factors present in a family that can be detrimental to a child’s safety and wellbeing, such as drug and alcohol abuse and domestic violence. Coordinated, multi-agency intervention services will often be required to cater for the child and family’s individual needs and will, in the best case scenario, act as a safety net to prevent the child from progressing further into the child protection system.</td>
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<tr>
<th>INTERVENTIONS</th>
<th>Safe out-of-home care</th>
<th>Best health possible</th>
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<td>Out-of-home care should provide children with an environment that is free from harm from all people in the home, including visitors, and the use of appropriate behaviour management techniques by all care providers, enabling the child to feel and be safe 100% of the time. In addition, a safe environment will also ensure that every child has access to information and support people to enable them to make decisions or to act on their behalf to keep them safe.</td>
<td>The child protection system should provide every child in out-of-home care with preventative health services and, if any needs arise, health services are provided promptly.</td>
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<tr>
<th>OUT-OF-HOME CARE</th>
<th>Stable out-of-home care</th>
<th>Best education possible</th>
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<td>Stable out-of-home care is care that will involve minimal placement changes and provide the child with a chance to develop secure attachments. Stability is not simply about staying in the same placement, it is also about continuity in the child’s relationships with their community, school and significant support people in their lives, like their Child Safety Officer and Commission Community Visitor.</td>
<td>The child protection system should provide every child in out-of-home care the opportunity, services and support necessary to reach their educational potential and achieve their career goals.</td>
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<th>LEAVING OUT-OF-HOME CARE</th>
<th>Successful reunifications</th>
<th>Individual needs met</th>
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<td>A successful reunification process will result in improved family functioning such that a child will not need to return to care.</td>
<td>The child protection system should recognise and respond to the individual needs of children and young people in out-of-home care. Children and young people should participate in discussions and decisions about their needs and feel that they are listened to, that their views are valued and that they have an appropriate level of control over matters of importance to them.</td>
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<th>Special needs of Aboriginal and Torres Strait Islander children</th>
<th>Successful transitions to independence</th>
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<td>The child protection system respects that each Aboriginal and Torres Strait Islander child is entitled to have their own set of values, ideals and principles which have been shaped since birth by their culture and that the child protection system provides these children an opportunity to preserve and enhance their connection with family, community, culture and spiritual home.</td>
<td>The child protection system should plan and prepare, as far as possible, each young person in out-of-home care for adulthood and independent living.</td>
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The Commission has a unique role and functions that enable it to independently research and advocate for improvements to the youth justice system to address risk factors, and to monitor and report about the performance of statutory services.

During 2010-11, the Commission further developed its framework for the future systemic monitoring of Queensland’s youth justice system and consulted with key agencies such as the Department of Communities and the Queensland Police Service (QPS).

The Commission’s proposed youth justice monitoring framework is comprised of three broad outcome areas as shown in the diagram below.

The results of the Commission’s research and consultation will be released for broader consultation with youth justice system service providers and stakeholders in late 2011 in the form of a consultation report. Feedback on the consultation report will be used to develop the Commission’s inaugural annual Child Guardian Report: Youth Justice System 2010-11, which is scheduled for release in 2012.

Other work undertaken during 2010-11 in relation to the youth justice system included:

- implementing enhanced visiting procedures for CVs visiting youth detention centres that focus on improving access to CVs for all detained young people, and on ensuring that detainees considered to be the most vulnerable are particularly visited
- conducting 155 visits to Queensland youth detention centres and identified 664 service delivery issues: 585 issues were resolved through advocacy with centre staff, 34 required complaint resolution with departmental services, and a final 45 issues were considered serious where a young person was either at risk of harm or there was a serious service delivery issue affecting the wellbeing of a young person
- conducting the Commission’s third Views of Young People in Detention Centres survey in Brisbane and Cleveland youth detention centres. In total, 92% of young people residing in the centres at the time of the survey took part
- making 11 formal recommendations in relation to policies and procedures in youth detention centres.

**Child Guardian Report – Youth Justice System**

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Indigenous Child Placement Principle Audit 2010

The Commission has a legislative responsibility to monitor the Department of Communities’ compliance with section 83 of the Child Protection Act 1999, which requires Aboriginal and Torres Strait Islander children to be placed according to a hierarchy of options, with kinship care at the top, to help ensure that cultural links are maintained.

In 2008, the Commission released the Indigenous Child Placement Principle Audit Report 2008, which reported on the Commission’s inaugural audit of compliance with section 83 of the Child Protection Act 1999. The report made 28 recommendations to the former Department of Child Safety to enhance departmental policies, procedures and systems relating to decision-making and information capture in accordance with section 83 of the Child Protection Act 1999, based on limitations identified through the Commission’s comprehensive review of these key elements.

In 2009–10, the Commission commenced its second audit of compliance, the Indigenous Child Placement Principle Audit 2010. The audit aims to identify, and make recommendations where necessary to address, areas for improvement to ensure maintained connection of Aboriginal and Torres Strait Islander children and young people in care to their family, community and culture.

In 2010-11, the Commission conducted extensive work on the audit and completed analysis relevant to the three key components of the audit, which entailed:

- monitoring the implementation of the 28 recommendations made in the inaugural audit in 2008
- assessing the Department of Communities’ compliance with section 83 of the Child Protection Act 1999 by reference to electronic records, in addition to surveying both departmental officers and recognised entities across a random sample of approximately 400 placement decisions made during 2008-09
- monitoring the outcomes experienced by Aboriginal and Torres Strait Islander children and young people in care (using information gathered by CVs in July 2010) relevant to their experiences of:
  - family contact
  - contact with community or people of significance
  - participation in cultural activities and events
  - cultural identity.

The audit is being assisted by an Advisory Committee comprised of experts in child protection and Aboriginal and Torres Strait Islander health and wellbeing, who provide advice about key issues relevant to the audit. The Commission held two Advisory Committee meetings in 2010-11 to gain expert advice on the preliminary audit findings and the formulation of appropriate recommendations.

This advice is being incorporated into the final audit report which will be finalised in late 2011 and published on the Commission’s website shortly after.

Child Placement Principle Compliance Assessment Tool

**Step 1 – Identify the child is Indigenous under s83(1)**

**Step 2 – Involvement of a recognised entity (RE) s83(2) and (3)**

**Step 3 – Hierarchy of placement options s83(4) and (6)**

**Step 4 – Proper consideration of placement options s83(5)**

**Step 5 – Assessment of non-Indigenous carers’ commitment where applicable s83(7)**
Advocating for children in statutory care

**Commission’s Community Visitors**

The Commission’s Community Visitors (CVs) independently monitor the safety and wellbeing of children and young people living in foster homes, residential and respite facilities, externally supported accommodation, youth detention centres, authorised mental health facilities and boarding schools throughout Queensland, through a program of regular visits to these potentially vulnerable individuals.

The CVs verify the quality of care provided to children and young people and also provide an early warning to service providers when issues regarding the safety and wellbeing of children are identified. CVs also perform the role of advocate for individual children and young people by listening to, giving voice to, and facilitating the resolution of children and young people’s own concerns and grievances. In this way, children and young people are assisted to express their views and concerns to the service providers responsible.

The unique information gathered by CVs helps service providers and other stakeholders understand the perspectives of children and young people and how systems, policies and practices translate into the outcomes those children and young people experience, and contributes to creating a more robust evidence base for systemic improvement.

During 2010-11, 7,604 children and young people were visited in foster homes and other kinds of out-of-home care including residential services, youth detention centres, and authorised mental health facilities. From these visits, a total of 41,156 individual child reports were generated from visits to foster homes and residential sites and 3,756 site reports were generated from visits to residential and other visitable sites. The information provided by these reports generated early alerts for the Commission on service delivery issues affecting children and young people and informed the Commission’s advocacy with service providers.

The majority of issues identified by CVs (89%) were able to be resolved with service providers locally within three months of being raised.

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**Extract from a foster carer’s letter**

“I would like to thank the Commission for the excellent service they give children in care and also the support they offer carers. I am aware the Commission is not to support carers, but it works out that you really do.

Please don’t ever change the service you offer.”

“I (and the children) have had only one CV in seven years and her name is [name withheld]. [Name withheld] has been the main stability for the children outside this home because she is always there for them. This is so important for the children .. I personally would be lost if I never had her. Her genuine concern and input over the years would be irreplaceable.”
Complaints and Investigations

The Commission has a legislative responsibility to receive, seek to resolve, and investigate complaints about services provided to children and young people in the child safety or youth justice systems in Queensland.

A complaint can be made by a child or young person to whom the complaint relates, or any person, including an anonymous complainant acting for a child or children. The majority of complaints are received via the telephone. However, complaints may also be received via email, internet on-line form, SMS, letter or fax.

In resolving complaints, the Commission collaborates with service providers so that potential adverse outcomes can be identified and agreed action taken to resolve the matters in the best interests of the child. However, if the matter is serious, involves criminal activity or cannot be resolved locally, it will be formally progressed by referral to the relevant agency, including to the QPS, the Crime and Misconduct Commission or the Queensland Civil and Administrative Tribunal if necessary. In 2010-11, no matters required referral to the Queensland Civil and Administrative Tribunal, although some matters required formal investigation.

In 2010-11, the Commission finalised six formal investigation and review activities resulting in 52 recommendations made to the Department of Communities, Queensland Health, the Department of Education and Training and the QPS.

Key recommendations for practices, policies, and procedures arising from investigations and reviews focused on:

- developing practice resources for officers regarding children in care who are chroming
- establishment of an inter-agency working group to develop and strengthen partnerships to improve strategies to assist children who are chroming
- additional training and professional development for frontline child safety officers.

The Commission will continue to monitor implementation of recommendations during 2011-12.

Issue resolution

As noted above, the majority of issues identified by CVs were able to be resolved locally. The more serious issues and those unable to be resolved locally were dealt with by the Commission’s Complaints and Investigations Program. Issues are categorised into service delivery ‘themes’ under the Commission’s issue classification system, which is aligned with the Commission’s Key Outcome Indicator framework.

In 2010-11, the Commission resolved (closed) 13,661 locally resolvable issues. The top three issue types for locally resolvable issues closed were:

<table>
<thead>
<tr>
<th>Issue Classification</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rights and needs – contact</td>
<td>2857</td>
<td>21%</td>
</tr>
<tr>
<td>Rights and needs – placement arrangements</td>
<td>1972</td>
<td>14%</td>
</tr>
<tr>
<td>Rights and needs - therapeutic care</td>
<td>946</td>
<td>7%</td>
</tr>
</tbody>
</table>

In 2010-11, the Commission closed (resolved) 4,725 serious or complex issues (4,699 closed by the Complaints team and 26 closed by CVs). The top three issue types closed were:

<table>
<thead>
<tr>
<th>Issue Classification</th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harm or risk of harm</td>
<td>1657</td>
<td>35%</td>
</tr>
<tr>
<td>Rights and needs – placement arrangements</td>
<td>644</td>
<td>14%</td>
</tr>
<tr>
<td>Rights and needs - contact</td>
<td>381</td>
<td>8%</td>
</tr>
</tbody>
</table>
Giving a voice to children

Views Survey Series

The Commission's legislation requires the Commission to listen to, and seriously consider, the concerns, views and wishes of children, particularly those most vulnerable. One way the Commission does this is to conduct regular surveys of children and young people in foster and kinship care, residential care and youth detention centres.

The Views of Children and Young People surveys collect information about children and young people’s views and experiences of the child safety and youth justice systems and their needs and circumstances. These surveys comprise the largest repeated cross-sectional longitudinal study of its kind involving the direct participation of children and young people in state care. These surveys:

• provide an important perspective on the effectiveness of Queensland’s child protection and youth justice systems
• help to identify issues in relation to young people’s safety, wellbeing and rights
• provide first-hand information on the availability and responsiveness of programs and services
• help to inform child protection and youth justice policy and practice decisions and contribute to a range of departmental performance indicators
• contribute to knowledge about the circumstances and self-identified needs of children and young people in these vulnerable populations
• assist the Commission to set priorities for its future monitoring work.

Views of Children and Young People in Residential Care

The Views of Young People in Residential Care survey captures the views, experiences and self-identified needs of young people living in residential care facilities in Queensland.

In 2010-11, the Commission published selected findings from this survey in the journal Child Welfare (Vol.89, No.2, pp.209-228). The article, titled “Young people’s satisfaction with residential care: Identifying strengths and weaknesses in service delivery”, focuses on the satisfaction with care of the 169 young people in the survey who reported being in statutory residential care.

In 2010-11, the Commission undertook a review of this survey in consultation with a broad range of stakeholders in the residential care sector. This review has led the Commission to make some changes to strengthen the survey and better inform current practice and policy. In particular, future surveys will be directed at young people living in statutory residential care, rather than all forms of residential care. Future surveys will also gather information to directly inform and monitor the implementation of the Department of Communities’ new practice model for statutory residential care in Queensland – the 2010 Contemporary Model of Residential Care for Children and Young People in Care.
Views of Children and Young People in Foster Care

The Views of Children and Young People in Foster Care survey captures the views and experiences of children and young people living in foster care, kinship care and specialist foster care in Queensland.

This survey comprises several self-report questionnaires. Two questionnaires (one for young people and one for children) focus on children and young people’s satisfaction with foster care and two questionnaires (one for young people and one for children) focus on children and young people’s satisfaction with the CVs. A further questionnaire has been designed for carers to complete on behalf of young children or those who, because of a disability, are unable to express an opinion. This questionnaire includes items on these children’s satisfaction with both foster care and CVs. The CVs assist children and young people to complete their survey, while carers assist the children and young people to complete the survey on CVs.

The topics covered in this survey include young people’s views about their:
- safety
- health and wellbeing
- education
- placement history and stability
- participation in decision-making
- contact with family and community
- support and advocacy.

In 2010-11, the Commission published the Views of Children and Young People in Foster Care 2010. This report details the findings of its third Views of Children and Young People in Foster Care survey, based on responses from 1,949 children and young people and 778 carers on behalf of young children. This report highlights the following findings:
- nearly all children and young people reported feeling safe and the vast majority also indicated that they are happy and feel loved and cared for
- satisfaction with support from CSOs has improved significantly since the last survey with many more children and young people reporting to be happy with the frequency and nature of contact they have with their CSO
- ongoing challenges for the child protection system include providing necessary support to children and young people in relation to unmet health and educational needs and transitioning out of care
- stability remains a critical issue with many reporting multiple placements and school changes
- ongoing sources of dissatisfaction for many children and young people continue to be contact with family, having a say in what happens to them and being able to do the same things as other children and young people who are not in care.

In April 2011, the Commission commenced its fourth survey, to be published in late 2012.

Views of Young People in Detention Centres

The Views of Young People in Detention Centres survey captures the views and experiences of young people living in youth detention centres in Queensland.

This survey is a self-report questionnaire, covering a range of matters that affect the safety and wellbeing of young people in detention. It is administered in groups of four to six young people, with the assistance of a support team that includes teachers, teacher aides, CVs and members of the Commission’s research staff.

The topics covered in this survey include young people’s views about their:
- admission to detention
- basic entitlements and self-expression
- family and community contact
- interactions with staff
- education and other programming
- health care
- behaviour management
- complaints and advocacy
- legal matters
- transition planning and aftercare.

In 2010-11, the Commission completed its third survey of young people in detention centres, to be published in late 2011.
**Advocacy to inform improvements to service delivery design**

Examples of advocacy activities undertaken in 2010-11 where the Commission has used the information and data obtained from engagement with children and young people to inform and influence service delivery design and present policy submissions and journal articles are:

- a paper, ‘I’ll make it work: Young people’s views of leaving care in Queensland’ based on selected findings from the foster care survey of 124 young people aged 16-18 years in relation to their plans for transition to independent living. The paper was published in the refereed journal *Children Australia*

- a paper, ‘Young people’s satisfaction with residential care: Identifying strengths and weaknesses in service delivery’ based on findings from the residential care survey. The paper was published in the US refereed journal *Child Welfare*

- a submission on the National Standards for Out of Home Care Consultation Paper in which the Commission advocated for:
  - the direct engagement of children in state care in the development of National Standards and for the measuring and reporting processes of the standards to incorporate their views
  - the standards to give greater prominence to the process of transition from care

- advice provided to consultants engaged by the Department of Education, Employment and Workplace Relations (Colmar Brunton) to review the Transition to Independent Living Allowance (TILA)

- engaged with the Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) and the Department of Communities on the development of an online carers’ resource

- participated in discussions regarding a proposed national survey of children and young people as part of the National Standards for Out of Home Care.
**Case study: Young persons at high risk**

The Young Persons at High Risk project seeks to monitor and advocate for improved outcomes for those young people in the child safety system who are at risk of harm or placing others at risk of harm, due to engaging in what are considered 'high risk behaviours'. The project focuses on identifying possible service delivery issues and broader systemic issues with a goal to:

- developing a shared understanding between key service partners regarding those who are considered to be at risk of harm due to high risk behaviours,
- advocate for targeted services to be provided to young people known to the Child Guardian who are displaying high risk behaviours, and
- establish effective collaboration between parties to consider and address immediate issues arising from individual cases as they emerge.

2010-11 saw the initial phase of the project completed with the provision of a 'Concern report' to the Department of Communities that focused on strategies for improving short-term or immediate outcomes for individual young people in the child safety system engaging in high risk behaviours who were known to the Commission.

In 2011-12, the project will, in collaboration with the Department of Communities, tailor systemic activities for auditing and reviewing the service delivery issues identified in the Concern report, and recommend strategies for ensuring the ongoing accountability of service providers to build positive outcomes for these young people, as well as build the capacity of the Commission to identify and address service delivery gaps for these young people in the future.

**Case study: Quality of service delivery in a subject child investigation**

The Commission completed an investigation about the quality of decision-making and service delivery provided to a child (the subject child) by the Department of Communities (Child Safety Services) (DoC) and Queensland Health (QH). The subject child was allegedly murdered by the mother.

DoC also investigated the matter as part of its child death review function. Officers from the Commission’s Investigations Team and DoC Case Review Unit collaborated during information gathering and interviewing relevant officers. The advantage of this approach was officers would only have to present once for interview, rather than separately with both agencies.

The investigation determined that the quality of decision making and service delivery by the DoC and QH was appropriate based on the quality of information available to each agency. The investigation identified a number of issues regarding consultation and information sharing between DoC and QH relating to their service provision to the subject child and family.

The investigation report recommended strategies to improve the quality of information sharing between DoC and QH in instances where both agencies are providing a service to a child in the child safety system. The investigation report also recommended amendments to DoC Child Safety Practice Manual to address practice issues identified. All recommendations have been accepted by DoC and QH.

The family of the subject child was also involved in proceedings in the Family Court of Australia prior to the subject child’s death. As a consequence of issues identified during the Commission’s investigation, the Family Court made changes to the ‘Application for Consent Orders’ kit to gather more information about matters that may potentially assist the Court in making orders about the care of children and undertook to further review its Court practice and procedures. The Commission’s investigation made an effective contribution to the future safety and care of children and young people in the child safety and family court systems.
Partnerships and engagement

Child Death Case Review Committee

The Child Death Case Review Committee (CDCRC) is an independent statutory body established to assess the adequacy of all child death case reviews undertaken by the Department of Communities involving the deaths of children and young people who were known to the department within the three years prior to their deaths. The CDCRC is chaired by the Commissioner for Children and Young People and Child Guardian and the Assistant Commissioner is also a statutory member.

The CDCRC critically assesses every review undertaken by the Department of Communities to ensure it has been conducted in accordance with statutory requirements and that any service system issues and risk factors relevant to each child have been thoroughly considered and appropriately addressed.

The Commission’s secretariat team supports the Chair and the committee by:

• preparing briefings on the child death review reports prepared by the department
• reporting the CDCRC’s findings and recommendations about child death reviews.

The CDCRC identifies systemic service delivery issues and makes targeted recommendations to the Department of Communities at the policy and program level. The CDCRC also refers issues to other government agencies for consideration of options to strengthen their involvement in areas relevant to improving service responses for children and young people. The CDCRC completed its 2009-10 annual report by 31 October 2010 and has considered the department’s child death review reports for 2010-11 within the prescribed three-month timeframe, and will complete its aggregated and systemic findings for its annual report by 31 October 2011.

Child Safety Service Centres

The Complaints team has engaged with stakeholders throughout the 2010-11 financial year to discuss identified practice issues from complaints received. In doing so, the Complaints team has collaborated with the Managers of Child Safety Service Centres and senior staff at Regional Offices to build capacity within their teams through identification and resolution of these practice issues. In addition, the Complaints team facilitated a presentation on the Commission’s complaint functions and processes to the Annual Client Relations Officers’ meeting.

Monitoring Plans

The Commission has established Monitoring Plans with relevant service providers (as outlined in Chapter 2, Part 2 of the Commission for Children and Young People and Child Guardian Act 2000), including Department of Communities, Queensland Health, Queensland Police Service (QPS), Department of Justice and Attorney-General, Department of Education and Training and Department of Community Safety.

These plans consolidate the Commission’s future monitoring and data priorities and set the direction and focus of future Commission monitoring activities. They also facilitate access to data from relevant service providers about the safety and wellbeing of children.

In 2010-11, the Child Guardian reviewed and updated its Monitoring Plans with the six government agencies relevant to the child protection and youth justice systems.
The National Framework for Protecting Australia’s Children

The National Framework for Protecting Australia’s Children (National Framework) aims to improve the safety and wellbeing of Australia’s children and was endorsed by all governments and representatives from a number of non-government agencies in 2009. A key component of the National Framework is the creation of National Standards for Out of Home Care.

The Commission has been actively involved in the National Framework at all stages of its development and has again played a significant role in 2010-11, for example by:

• providing advice to consultants engaged by FaHCSIA on the early development stage of the proposed national survey of children and young people in out-of-home care
• providing further advice to the Australian Institute of Family Studies in July 2010 on the Commission’s research and advocacy work based on the Views survey series and assist in shaping the development of a national survey
• providing feedback on the development of the National Framework’s National Research Agenda for Protecting Children 2011-2014, the review of the TILA for young people in out-of-home care and the development of an online resource to support carers
• the Commissioner (representing the ACCG), appearing before the Senate Legal and Constitutional Affairs Legislation Committee on the Inquiry into the Commonwealth Commissioner for Children and Young People Bill 2010. The National Framework is currently exploring the potential role for a national Commissioner for Children and Young People
• participating in the national Working With Children Checks (WWCC) sub-working group
• completing a national survey (on behalf of FaHCSIA) of peak organisations to determine the extent of volunteer and worker movement between jurisdictions and subsequently developed a report to facilitate further consideration of these issues
• continuing to provide advice on the measuring and monitoring of the National Standards.

Outcome measures for the National Framework have been agreed in relation to:

• hospitalisations for injury and poisoning for children aged 0 to 4 years
• babies born with low birth weight
• child protection notifications
• at risk children and families accessing support services (proxy measure)
• pregnant women who receive perinatal care (proxy measure)
• communities with improved measures against the Australian Early Development Index
• children aged 4 –14 years with mental health problems
• children accessing assistance through homelessness services (accompanied and unaccompanied)
• children living in households where there is adult abuse of alcohol and/or other drugs (proxy measure)
• children living in jobless families
• out-of-home carers, by type of carers (proxy measure)
• foster carers and child protection workers (proxy measure)
• investigations finalised by time taken to complete investigation
• Indigenous children with substantiated cases compared to other children
• Indigenous children in out-of-home care compared with other children
• Indigenous children placed in accordance with the Indigenous Child Placement Principles
• children in substantiations, by abuse type.

Looking forward

In 2011-12, the Commission will:

• engage directly with over 7,600 children in care through regular visits from CVs
• release a consultation report on monitoring outcomes in the youth justice system
• release the Child Guardian Report: Child Protection System 2009-10 and begin preparing the first Child Guardian Report: Youth Justice System
• conduct surveys of children and young people in foster care and residential care
• publish findings of surveys completed by young people in detention centres in the Views of Young People in Detention Centres 2011 report
• promote engagement with children by raising awareness of the Commission’s complaints function among government and non-government service providers
• develop strategies for ensuring the ongoing accountability of service providers in relation to outcomes achieved by young people at high risk in the child safety system
• work with key stakeholders to develop a leaving care study
• release the Indigenous Child Placement Principle Audit Report 2010
• work collaboratively with external service providers about the provision of further data to enhance the Commission’s ability to monitor the provision of services to children and young people in Queensland.
A capable workforce

Strategic objective four:
A workforce with the capability to achieve the Commission’s vision.
A capable workforce

Summary and key achievements

The aim of the Commission’s Workforce Capability Strategy is to support a responsive, sustainable, diverse and knowledgeable workforce through the delivery of targeted initiatives. The strategy is designed to develop and maintain a cohesive and inclusive culture based on the Commission’s values of integrity, leadership, innovation and collaboration.

KPI 11 **Staffing levels, skills and experience are adequate to pursue its agenda.**

A stable and committed senior management team, experienced in child protection matters, is essential to fulfilling the Commission’s legislative mandate. The stability of the executive management team and directors has allowed the Commission to develop strong leadership, comprehensive corporate knowledge and extensive experience in the child protection area. To further develop its senior officer capability, the Commission commenced rotating directors across roles during the year.

KPI 12 **Commission stakeholders are satisfied with the quality of service provided by Commission staff.**

There are a number of indicators of stakeholder satisfaction including:
- the most recent rating by young people in care of the helpfulness of CVs gave a 9.0 satisfaction rating on a ten-point scale, highlighting the effectiveness of CVs in achieving outcomes for them
- the Child Death Case Review Committee members’ rating of secretariat support provided by the Commission provided a very positive outcome with a 9.4 satisfaction rating on a ten point scale. Committee members rate quality and timeliness of information and material provided before, during and after CDCRC meetings
- the effectiveness of the Commission’s investigations and systemic monitoring, audit and review activities were evident with both activities having 100% of recommendations accepted by government
- consistently positive feedback from surveys returned by stakeholders who requested, and were provided with, child death data.

Key achievements

In 2010-11:
- externally co-ordinated staff surveys highlighted strong performance in a number of areas including employee job satisfaction, psychological well being, supervisor and co-worker support, and the Commission being a good place to work through having a positive and supportive environment
- the most recent absenteeism rate is well below the public service average.
Workforce profile

Within the overall limits of its funding allocation, the Commission varies its staffing levels to fulfil its statutory accountabilities, meet peaks and troughs in operational demand and deliver on its agreed performance targets.

This was evident during the year when the Commission directed significant resources (including full-time equivalent and agency contract staff) into the Employment Screening Services Program to address the cumulative effect of a number of factors affecting blue card processing activities. This was particularly the case following the flood crisis in January 2011.

Eighty-four percent of Commission staff (including CVs) provide services directly utilised by the public.

**Workforce profile**

<table>
<thead>
<tr>
<th>Staff</th>
<th>30 June 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTEs</td>
<td>242</td>
</tr>
<tr>
<td>CVs (head count)</td>
<td>153</td>
</tr>
<tr>
<td>Employee expenses ($’000)</td>
<td>$27,707</td>
</tr>
</tbody>
</table>

In 2010-11, the Commission had the following staff profile:

- 79.48% female and 20.52% male
- 5.18% from a non-English-speaking background, or whose parents originated from a non-English-speaking background
- 3.02% Aboriginal and/or Torres Strait Islander
- 3.02% identified as having a disability.

The Commission’s retention rate of staff employed on a permanent basis as at 30 June 2011 was 95.85%, with a separation rate of 4.15%.

The Commission’s workforce is made up of people with a diverse range of qualifications, skills, expertise and capabilities. This highly qualified workforce has provided the Commission with the flexibility to position staff to respond to, and advocate for, action on emerging trends, risks and opportunities related to the health, wellbeing and quality of life for children and young people in Queensland, particularly those most vulnerable.

The CV workforce is employed on a casual basis. The working hours of CVs fluctuate and are dependent on the number and location of children and young people in out-of-home care. Given the casual nature of employment and variation in working hours, data for CVs is more accurately reflected by a head count rather than full-time equivalent figures.

**Service delivery**

The Commission has continued to maintain its strong commitment to overseeing the safety and wellbeing of the increasing number of children and young people in care. The move to a more flexible, risk management based approach within the Commission’s Community Visitors Program (CVP) has allowed the Commission to target visits to where they are most needed and respond more effectively to the wishes of children and young people in out-of-home care. This flexibility has been important in ensuring that the CVP is able to evolve, change and operate effectively to meet its statutory functions in monitoring services provided to children and young people and achieve positive outcomes for children and young people in out-of-home care.

In 2010-11, 177.21 full-time equivalent (FTE) and agency contract staff and 153 CVs were dedicated to providing professional and client services directly to children and young people and the community.
Workforce governance

A number of workforce policies, programs and initiatives are in place to ensure staff wellbeing is maintained, their input sought and efforts rewarded.

Flexible work practices

The Commission recognises the importance of providing flexible employment options to assist staff to balance their work, family and life responsibilities. Work–life balance policies and initiatives are promoted to staff through communiqués, information on the intranet, forums, corporate standards and policies, and a structured corporate induction program.

The Commission has proactively promoted flexible work practices through the delivery of a work-life balance Focus Forum on ‘Transforming the way we work’. The forum provided staff who attended with practical information on applying and implementing work-life balance initiatives. It linked with the whole-of-government work-life balance policy framework and showcased real-life case studies to demonstrate practical application of policies and procedures.

Opportunities are available for staff to use remote access technology where appropriate to access a variety of working hours’ arrangements and leave options in order to meet their needs and the objectives of the Commission.

The Hours of Work Arrangements Corporate Standard provides flexibility of working hours, while the Leave Corporate Standard outlines a range of leave entitlements which can be accessed to support personal responsibilities, such as leave to care for a family member, parental leave and special leave for emergency or compassionate reasons. Regular access to leave promotes the health and wellbeing of employees, while ensuring the continued capacity to deliver services.

At the end of June 2011, the Commission employed 30 part-time staff, including six in job-share arrangements. This has allowed staff to achieve a balance with family responsibilities and study and maintain career continuity, particularly when returning to work from parental leave. These arrangements have supported the attraction and retention of employees and assisted the achievement of a high retention rate among the Commission’s permanent workforce.

The CV workforce is geographically dispersed across Queensland and employed on a casual basis. CVs operate under a ‘working from home’ employment model which supports the attraction and retention of appointees and encourages flexible work practices which allows a balance between work, life and family responsibilities.

In addition, the Commission provides a carer’s room for the use of staff in head office. This facility provides a family friendly work environment which assists staff to balance parenting responsibilities with work commitments.

Employment conditions

The Commission’s workforce is employed under the Public Service Act 2008, with the exception of the Commissioner, Assistant Commissioner and CVs, who are employed under the Commission for Children and Young People and Child Guardian Act 2000.

CVs are employed on a casual basis, with terms and conditions of employment outlined in the Terms and Conditions of Appointment for Community Visitors document (developed in consultation with the relevant union and in accordance with the Industrial Relations Act 1999). The conditions it establishes have been benchmarked against public sector standards. The terms and conditions of
appointment for CVs do not vary, and are identical for all CVs employed by the Commission.

The terms and conditions of appointment for CVs are informed by a Memorandum of Understanding (MOU) which was established in conjunction with the Queensland Public Sector Union. The MOU outlines the principles and processes observed in dealing with employment-related issues arising out of the employment of CVs.

**Workforce policies**

The Commission developed and reviewed a number of human resource corporate standards and guidelines throughout 2010-11 relating to leave, commencement arrangements, performance improvement, employment screening and criminal history checking and corporate uniform.

The **Corporate Uniform Corporate Standard** supports the introduction of a voluntary corporate uniform across the Commission. Staff can elect to purchase and wear a corporate uniform and to date, more than 10% of staff have chosen to do so. A corporate uniform also provides tax benefits to staff.

**Public Sector Ethics Act 1994**

The Commission’s Code of Conduct was reviewed in December 2010 to ensure it continues to meet the needs of the Commission. The Code of Conduct has been developed in accordance with the principles of the **Public Sector Ethics Act 1994**. The document outlines the standards of professional behaviour and conduct expected of staff and establishes an ethical framework to provide guidance as to how employees are required to operate.

The Code of Conduct is available through the Commission’s intranet site and employees are also informed of updates and requirements through email communiqués as required. The Code of Conduct is also published on the Commission’s internet site as part of the Publication Scheme. This allows members of the public as well as staff to access the document.

Compulsory Code of Conduct training programs covering the areas of Code of Conduct, workplace harassment and anti-discrimination were delivered across the Commission in 2010-11. Training was also provided to staff in the areas of privacy, public interest disclosure and the complaints management system. This training provides important information to new and existing staff on expected standards of conduct and behaviour which is relevant to the Code of Conduct.

The implementation of the Queensland Government’s integrity and accountability reform agenda involved amendments to the **Public Sector Ethics Act 1994**, and the introduction of revised ethics principles and the associated set of values.

A whole-of-government Code of Conduct was introduced across the public sector from 1 January 2011 however, as an independent statutory body, the Commission chose to remain with its own Code of Conduct, which has been aligned to the whole of government Code of Conduct.

The Commission also has a set of values which underpin its Code of Conduct. These values support the ethics principles and guide the standards of behaviour expected of staff.

The integrity and accountability reforms implemented across the public sector also require employees to attend annual ethics training. The Commission has delivered ethical behaviour and decision making training to all central office staff. CVs who are geographically dispersed and operate under a working from home employment model will complete the online ethics training when the module is implemented.

**Workplace health and safety**

The Commission’s Workplace Health and Safety (WH&S) Committee meets every quarter. The primary function of this committee is to assist and facilitate cooperation and collaboration in developing initiatives to ensure the health and safety of staff in the workplace. This includes staff with approval to work from home, as well as CVs
and Zonal Managers whose obligations to work safely from home are included in the terms and conditions of their contract. In these circumstances, those who work from home must complete a WH&S self assessment checklist.

The committee has also been instrumental in developing a number of proactive articles and communiqués to staff on relevant and topical workplace health and safety matters.

In 2010-11, the Commission’s WH&S Officer conducted a number of workstation assessments to assist employees with achieving and maintaining good ergonomic work practices. WH&S material and information was reviewed, updated and incorporated into the induction program. An Employee Information and Entitlements Handbook was also developed for new and existing employees which outlines workplace health and safety information.

The Commission has also adopted a proactive approach in examining reported WH&S incidents. A number of workplace health and safety inspections were conducted in the workplace and measures implemented where necessary to ensure the health and safety of employees.

The Commission’s network of first aid officers was also renewed to ensure immediate care and assistance is available to ill or injured employees until professional medical help can be obtained. The Commission’s four First Aid Officers possess accredited first aid qualifications. A Guideline for the Provision of First Aid has assisted appointed First Aid Officers to fulfil their role requirements, and ensures the Commission meets its legislative responsibility to provide a safe work environment and undertake treatment of injuries and illnesses that occur in the workplace.

**Staff morale**

In 2010-11, the Commission received the results of the People at Work Survey (part 2) facilitated by the Department of Justice and Attorney-General and the University of Queensland. This was the second survey under this initiative. The Commission participated in this survey initiative to assist in improving the capacity of the Commission to manage the risk of work-related psychological injury.

The Commission also took part in the State of the Service employee survey in October 2010. This was a whole of government survey which captured staff perceptions relating to job satisfaction, attraction and retention, learning and development and leadership.

The People at Work (part 2) and the State of the Service employee survey allowed staff to express their views in a confidential way. Analysis of survey results will allow the Commission to assess the wellbeing of the organisation, benchmark results with whole-of-government results, build on current strengths and identify areas for improvement. These surveys will also assist in designing strategies to build on staff support and assistance.

Overall there have been some very encouraging findings including strong performance in job satisfaction, psychological wellbeing, supervisor and co-worker support, and the Commission being a good place to work. Areas where opportunities for improvement were recognised included time pressure, emotional demand and conflicting work priorities in workgroups. Survey results indicated that these job demands occur, on average, once in a while.
Strengthening capability

Through the implementation of professional development programs and related strategies, the Commission has been able to build capability throughout the organisation and support the delivery of business goals and objectives. These initiatives are described below.

Recognition and reward

Commission employees receive recognition through a number of mechanisms including feedback on daily activities, meetings with managers and the EMT, intranet articles, and e-mails which are distributed Commission-wide outlining significant contributions by staff. Employees also receive ongoing feedback from their supervisors, through the Commission’s Performance Development and Management Framework. Recognition is received from sources outside the Commission with increasing reference being made regarding the use and value of Commission data, and a growing demand for Commission staff to present at external forums.

The Commission’s staff excellence awards program recognises the performance and achievements of staff, rewards professional excellence and encourages high standards of service. The awards promote and inspire best management practice and continuous improvement in the workplace. The awards also recognise long standing and valued service of Commission staff.

The awards are held biennially and reflect the Commission’s values of integrity, leadership, innovation and collaboration, as well as recognising the excellent advocacy work carried out by the CVs and Zonal Managers to help support the Commission in promoting and protecting the rights, interests and wellbeing of children and young people in Queensland.

Attraction and retention of staff

Attraction and retention of staff is a key element of the Workforce Capability Strategy. The Commission recognises the importance of managing its talent to maximise the achievement of its strategic goals and objectives and has developed a program of initiatives to improve our capacity to attract and retain staff. These include:

• delivery of recruitment and selection training which enhances capability in selecting and recruiting staff who demonstrate attributes that are consistent with organisational direction and culture
• promoting flexible work practices
• implementing a rewards and recognition program
• providing employee support programs (such as the Employee Assistance Program)
• realignment of the Corporate Induction Program
• proactively managing performance and development
• participation in staff surveys (People at Work and State of the Service employee survey)
• providing professional development opportunities (career development pathway framework, study and research assistance scheme)
• providing a health and wellbeing program.

Induction training

The induction of new staff is a key strategy in driving workforce capability and progressing the business outcomes of the Commission. An integrated approach has been developed to induct new employees with a short orientation session conducted soon after they commence, complemented by a corporate induction program which is run on a quarterly basis. In 2010-11, three corporate induction programs were attended by 56 Commission staff. In addition, newly appointed CVs attend a comprehensive five day induction program. A total of four induction programs for CVs were held in 2010-11 which were attended by 38 new employees.
Cultural awareness training

Cultural awareness training is integral to enhance cultural knowledge and awareness in the Commission’s workforce. The Commission ensures staff who have a need to engage with Indigenous children and young people and stakeholders have attended Aboriginal and Torres Strait Islander cultural awareness training.

Health and wellbeing program

The Commission undertook a leadership role in implementing a multi-agency Health and Wellbeing Program launched in October 2010. The program included a two-day health and wellbeing expo in which a number of professional organisations exhibited their services and provided a range of options for staff to promote and manage their health, fitness, wellbeing and financial security.

Career development

The Career Development Pathway Framework was implemented in December 2010 and represents a partnership between individual staff and the Commission to progress career and skill development while achieving better outcomes for children and young people in Queensland.

The framework is a structured and planned approach to professional development, designed to develop a high performing and skilled workforce to ensure the Commission has the necessary talent to meet its business objectives and legislative mandate.

The framework outlines both internal and external training and development options and initiatives. A series of templates provides detailed information on training and professional development initiatives and explains how to access each training program and initiative.

In partnership with their supervisors, employees are encouraged to actively manage their own work performance and career. Role Achievement Plans (which provide a clear work program for the year) and Personal Development Plans (which structure the development of work related skills, knowledge and experience for current roles and identifies personal development needs and future career goals) are being put in place for all staff (including CVs). The development of these plans is aligned to the Commission’s strategic and operational objectives.

Management training

The Commission has developed a management training program: ‘Managing People to Achieve Positive Outcomes’. This training initiative has been designed to assist supervisors and managers to effectively support and manage staff by applying best practice principles. It also provides a toolkit for supervisors and managers which is aligned with relevant corporate standards, policies and procedures. The first module delivered covered courageous communication (influencing skills and effectively articulating a message), performance management and resolving conflict in the workplace, with six sessions attended by a total of 72 staff.

Professional development for community visitors

The professional development opportunities for CVs include:

- comprehensive induction training (five day program)
- use of a buddy system for newly appointed CVs
- professional support and development provided by the ‘Practice’ support team
- one on one supervision
- bi-monthly team meetings
- Employee Assistance Program
• performance development framework
• short courses
• ‘bite size’ training programs
• learning and development programs.
CVs also attend a biennial professional development forum. This professional development and networking opportunity helps them undertake their roles effectively to the highest possible standard.

**Employee support**

In addition to an Employee Assistance Program available to all staff, a training program was implemented in 2010-11 for specific employees who experience challenges in terms of the nature of the work they carry out. This includes complaints handling, investigations, systemic monitoring and child death review and secretariat.

The training is designed to support the health and wellbeing of staff, build resilience and strengthen peer and professional support. The training aligns with other support mechanisms provided through professional counselling, debriefing and other health and wellbeing initiatives.

**Carers (Recognition) Act 2008**

The Queensland Carers Charter established under the *Carers (Recognition) Act 2008* recognises the vital services which carers provide in our community. The Commission supports staff who have caring responsibilities through a range of leave entitlements and flexible work practices such as part time, job-share and casual (in the case of CVs) working arrangements which allows employees to achieve a balance between work and caring responsibilities.

A range of corporate standards is available on the intranet which provides information and entitlement options to support the needs of employees with caring responsibilities. These include the *Hours of Work Arrangements Corporate Standard*, *Leave Corporate Standard*, *Employee Information and Entitlements Handbook*, *Employee Support Program Corporate Standard and the Study and Research Assistance Scheme Corporate Standard*.

The Commission has raised awareness and informed staff of the Carers Charter through an email communiqué and information on the intranet site. Information has also been incorporated into the induction program and included in the Employee Information and Entitlements Handbook.

The Commission takes into account the views and needs of carers, and those of the children and young people for whom they are, in making policy decisions. This is particularly important in fulfilling the Commission’s mandate of promoting and protecting the rights, interests and wellbeing of children and young people, particularly those who are at risk or most vulnerable.

A carer’s room is available for the use of employees in head office. The Commission also has an Employee Assistance Program which provides staff and their immediate family members with a free and confidential short-term counselling service.
Looking forward

In 2011-12, the Commission will:

• update and implement a revised Workforce Capability Strategy, including further developing leadership capability and attraction and retention strategies through implementation of the whole-of-government Capability and Leadership Framework

• provide professional development of staff and management through:
  – facilitation of customised training programs to build workforce capability
  – delivery of compulsory training which underpins ethical decision making, accountability and transparency in the way services are provided

• review and promote the Performance Management and Development Framework, aligning performance requirements with business objectives and tailoring individual development needs.
Effective governance

Strategic objective five:
A Corporate Governance framework that allows the Commission to sustainably achieve its strategic objectives.
Effective governance

Summary and key achievements

The Commission’s corporate governance framework reflects the system of accountability outlined for Queensland government agencies and positions the Commission to achieve its strategic and operational objectives.

To monitor the effectiveness of the Commission’s corporate governance framework, the Commission looks for progress against three broad indicators.

**KPI 13 Corporate Governance framework and activities meet relevant legislative and policy requirements.**

The internal assurance processes for the Commission are sound, with all external audits to date finding that the control environment is satisfactory.

Statutory performance and reporting requirements have also been achieved in line with central agency guidelines and timeframes.

**KPI 14 Community engagement and operational activities result in an increased acceptance of the Commission as an independent, authoritative source of advice.**

The ongoing development and augmentation of our unique evidence base has helped establish the Commission as a valuable resource for those seeking to improve the lives of children and young people in Queensland. This is evidenced by:

- an increase in the number of requests for Commission publications and data
- Commission employees frequently contacted to present at external forums and workshops
- the Commissioner invited to be a member of the Queensland Schools Alliance Against Violence (QSAAV). On behalf of QSAAV, Commission staff ran a series of focus group discussions with Queensland students to inform a publicly available student consultation report on bullying, and developed a consultation model with a set of resources that schools can adopt in their own student engagement process
- the Commission was invited to a meeting with a Western Australian Parliament Joint Standing Committee. The Committee was very interested in the uniqueness of some of the Commission’s functions and the data we regularly obtain from the Views of Children and Young People surveys.

The Commission’s website is also seen as a valuable source of information, with over half a million visits recorded in 2010-11, as highlighted in the table below.

**External visits to web each month**

<table>
<thead>
<tr>
<th>Month</th>
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<tr>
<td>Jul-10</td>
<td>Aug-10</td>
<td>Sep-10</td>
<td>Oct-10</td>
<td>Nov-10</td>
<td>Dec-10</td>
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<td>50,000</td>
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</table>
**KPI 15 Corporate infrastructure meets the business needs of the Commission**

During 2010-11, the Commission’s business needs were met through the following corporate infrastructure:

- training infrastructure ensured mandatory training obligations were fulfilled and training needs of staff, including CVs, were met
- Information and Communication Technology (ICT) infrastructure delivered network availability and client service within acceptable parameters
- recordkeeping infrastructure met whole-of-government standards and in particular, ensured the security and privacy of often highly confidential information collected by the Commission for its business use
- information management systems were built on to improve the Commission’s capacity to develop evidence-based trends and reports on the safety and wellbeing of children and young people
- facilities management and accommodation services met the needs of the collocating agencies within the building
- Commission planning and performance reporting met whole-of-government obligations and supported the Commission’s strategic management goals.

**Key achievements**

In 2010-11, the Commission:

- commenced implementation of a whole-of-Commission community engagement strategy to strengthen broader community awareness of our mandate and position on key child protection issues
- enhanced the information systems steering committee processes to provide overall direction and management to sub programs of work
- received an unqualified external audit report for 2009-10 which is an indication of the cohesiveness and integrity of the Commission’s governance and reporting systems
- implemented a control self-assessment process which provides managers with information about the processes and internal controls that need to be operating within their teams
- implemented revised strategic objectives and performance indicators to reflect a more child centred focus and closer alignment to the Commission’s mandate relating to all children, vulnerable children, and children in statutory care
- successfully implemented a new blue card database (blue box) to more efficiently and effectively process blue card applications. This replaced a 10-year-old system
- enhanced the Child Guardian Case Management system (Jigsaw) to improve the capture of holistic child-centric information.
Governance frameworks

The Commission has a number of governance arrangements that underpins our performance and enables us to act in accordance with government requirements. A range of committees provides oversight and helps drive effective management in pursuit of our outcomes. They provide essential governance, help to manage organisational risks and oversee critical parts of our operations. For further information, see Appendix 3.

Financial management framework

The Commission operates an accrual output-based financial management framework, where all senior managers are responsible and accountable for achieving corporate goals and objectives within an approved budget.

Our financial performance is scrutinised through a number of externally focused state government reporting mechanisms, including Service Delivery Statements, Estimates Committee Hearings, the annual financial statements (included in this report from page 99) and meetings with a select committee of the Queensland Parliament.4

Review of relevant corporate standards continues on an annual basis. Once approved, revised corporate standards are placed on the Commission’s intranet as well as being published on the Commission’s website in accordance with the Commission’s Publication Scheme.

A summary of the Commission’s financial performance for 2010-11 can be found at page 80.

Enhanced information management systems

Implementation of the Commission’s Information Management Strategy 2009-12 continued to be a priority during the year with the new information governance arrangements implemented. As a result, the Commission was able to develop a comprehensive, consolidated and organisation-wide information management program of works – providing an enterprise view of the Commission’s strategic initiatives for the first time. In addition, a review of the Commission’s Program Management Framework (including the benefits management framework and communications and change management planning) has been substantially completed.

Enhancements continue to be made to Jigsaw, the case management system which supports the CV, complaints, investigations and systemic monitoring functions. Jigsaw provides consolidated child records across all these areas enabling consistent and holistic responses and recommendations. It is also used to identify emerging trends and issues in service delivery to children and young people in the child protection and youth justice systems.

A replacement for the blue card database was successfully implemented in November 2010. The new database (blue box) improves data quality, provides additional reporting functionality, and is designed to be future-proofed and capable of accommodating the efficient processing of an increasing number of blue card applications.

Work has also commenced on defining requirements for a new system to accommodate child death data. Development will continue into the new financial year.

4 Following a bipartisan review of the parliamentary committee system by Parliament’s Committee System Review Committee, the Social Development Committee ceased to exist on 16 June 2011. The Legislative Assembly adopted Standing Orders which provide for the establishment of portfolio committees. The Community Affairs Committee assumed portfolio responsibilities in relation to the Commission.
Effective recordkeeping practices

Sound recordkeeping practices underpin good corporate governance, and the Commission operates under the requirements of the Public Records Act 2002, Information Standard 40: Recordkeeping and Information Standard 31: Retention and Disposal of Public Records. The Commission develops and maintains full and accurate records of its activities and operates within the standards and guidelines issued by the State Archivist. The Commission’s practices, policies and instruments in relation to the management of its information management program of works and associated projects and initiatives have been further refined during 2010-11, having regard for whole-of-government information management methodologies and information standards.

The Commission is committed to furthering good records management and archival practice. In 2010-11, the Commission continued to provide input into whole of government focused discussion papers and surveys related to the state of record keeping within the Queensland public sector, and issues (including those related to the digitisation of public records).

Planning and performance frameworks

An enhanced strategic plan was implemented for 2010-14 that sought to further improve the quality of life for all Queensland children, particularly those at risk or most vulnerable, by creating a natural cascade of strategic objectives that reflect our mandate. Consequently, a number of changes to our service standards were also implemented in 2010-11 to better reflect key focus areas and the Commission’s performance.

A new operational planning approach that is designed to support the Commission’s strategic direction, integrate risk management and meet the requirements of the Financial Accountability Act 2009 was also implemented for 2010-11. This enables the Commission to achieve our strategic objectives through the continued effective deployment and integration of our program level activities.

As the Commission’s Strategic Plan 2010-14 and service standards for 2010-11 underwent major change for the 2010-11 financial year, the objectives, strategies and key performance indicators for the next planning cycle (outlined in Appendix 1) remain largely unchanged. This provides a strong strategic foundation for the Commission over the coming years.
Internal monitoring

The embedding of frameworks and approaches introduced during 2009-10, the realisation of benefits from the Jigsaw database and the successful deployment of a new blue card database (blue box) have enhanced our internal corporate monitoring and reporting capability.

Performance reporting

The Commission’s performance is actively monitored throughout the year, with quarterly reviews by the Commission’s executive management team and program directors. The Commission’s 2009-10 performance was also scrutinised externally by the Social Development Parliamentary Committee in November 2010 during its third formal meeting with the Commissioner. The Committee examined a range of topics relating to the performance of the Commissioner’s functions and the operations of the Commission, and highlighted a number of themes it was interested in following up on at future meetings. The Committee’s report (report 11) was tabled in Parliament on 17 February 2011.

Demand for the Commission’s core services and support continues to increase, with the overall number of children in foster care, residential care and detention again increasing from the previous year. Similarly, the number of blue card applications processed exceeded expectations for the fourth consecutive year.

Despite these ‘demand driven’ increases (and a number of compounding factors impacting blue card processing timeframes), the ongoing improvement to business processes and practices, the prioritisation of Commission activities and the augmentation to Commission data capture mechanisms and repositories have assisted the Commission to progress its mandate within budget.

Collated 2010-11 data and five-year trend data of performance against the Commission’s service standards and other measures are provided in Appendix 2.

Risk management

Risk management forms an integral part of the Commission’s decision-making, planning and reporting, and operational activities. We recognise that effective risk management is a key part of governance as it helps ensure the Commission avoids or minimises potential risks to achieving its strategic objectives relating to positive outcomes for our stakeholders and the community.

The Commission has integrated contemporary risk management practices and the applicable standard (ISO 31000) with the Commission’s strategic management framework. The framework and processes enable us to better assess business risks generally as well as risks associated with specific activities. Our operational planning processes apply a risk approach in identifying key risks and integrate those within the reporting framework and templates. The key risks that are identified through this process are also used by Internal Audit when developing the annual audit plan.

This approach helps to further support a culture that systematically identifies, analyses, treats, monitors and communicates key risks associated with our strategies and activities. The scope of the Audit Committee provides further governance oversight and focus on risk.

Business continuity

The Commission conducts disaster recovery and business continuity planning. The Queensland flood disaster in January 2010 was an unprecedented event which had a significant impact on the community.
The Commission’s workplace was affected due to flooding in the CBD area and was inaccessible for a period of time.

The Commission’s disaster recovery planning was integral in maintaining key services to the community during this period. Continuity of services was able to be maintained through the establishment of a small temporary work location. Employees also worked remotely from home wherever possible to maintain service delivery in key areas.

The Commission also assisted other government agencies following the flood and cyclone disasters. This included assisting the Department of Communities (Child Safety Services) to ascertain the circumstances of children and young people in care across the state. The Commission also provided a number of staff for a period of time to assist the Smart Service Queensland Call Centre attend to urgent enquiries following Cyclone Yasi. In addition, assistance was provided to the Department of Communities Disaster Recovery Centre with survey development and data analysis work.

Audit Committee

The Audit Committee continues to play an important part in providing effective corporate governance within the Commission. For 2010-11, the committee provided advice to the Commissioner in relation to:

- **Strategic Internal Audit Plan 2010-13** developed in line with risks identified in the risk management process
- **Annual Internal Audit Plan 2010-11** that identified auditable topics requiring attention in the current financial year
- internal audit reports prepared by the Internal Auditor with implementation of recommendations monitored
- external audit reports by Queensland Audit Office (QAO)
- risk management policy and procedures
- the Commission’s 2009-10 financial statements.

Audit reports considered by the committee have resulted in improved internal controls over business processing, specifically in the areas of corporate card use, travel allowance claims and contract management. A control self-assessment methodology implemented as a result of internal audit recommendations has assisted managers to take more responsibility for effective internal controls. Further details on the membership and role of the Audit Committee are provided in Appendix 3.

Internal audit

The Commission’s internal audit function is an effective part of corporate governance, having a direct line of responsibility to the Commissioner to ensure independence, objectivity and provide assurance that the Commission’s financial and operational controls are operating in an efficient and ethical manner. The function operates in line with the Internal Audit Charter that is compliant with professional standards set by the Institute of Internal Auditors. The function also has regard to Queensland Treasury’s Audit Committee Guidelines: Improving Accountability and Performance.

Identification of audit topics relies on:

- a risk management process that identifies areas of significant operational or financial risk to the Commission
- an approved strategic internal audit plan that ensures governance areas are addressed on a regular basis
- consultation with management and the QAO.

In 2010-11, four audits were conducted.

Public interest disclosures

In 2010-11, the Commission did not receive any public interest disclosures under the Public Interest Disclosure Act 2010.

With the repeal of the Whistleblowers Protection Act 1994 and the introduction of the Public Interest Disclosure Act 2010 (PID Act) on 1 January 2011, the way in which public interest disclosures are to be publically reported has
changed. From 1 January 2011, agencies are no longer required to report public interest disclosures in annual reports. Under section 61 of the PID Act, the Public Service Commission (PSC) is now responsible for the oversight of public interest disclosures and preparing an annual report on the operation of the PID Act. From 1 January 2011, agencies are required to report information about public interest disclosures to the PSC. The PSC will prepare an annual report on the operations of the PID Act and the information provided by agencies. The annual report will be made publicly available after the end of each financial year.

**Complaints management**

Complaints received at the Commission about the quality of our services are handled in accordance with the *Complaints Management Directive 13/06* published by the Office of the Public Service Commissioner.

Following implementation of recommendations from an audit of the Commission’s complaints management system by Queensland Ombudsman, it is now easier for complaints to be lodged with the Commission (electronically or in writing). There is also a detailed explanation of the complaints management process on our website.

The Commission received six complaints in 2010-11, and the matters were investigated in line with our *Complaints Management Corporate Standard*. The Commission’s Principal Auditor is the Commission’s liaison officer for these matters.

**Right to information (RTI)**

The Commission actively supports the Queensland Government’s right to information initiative. It has a Publication Scheme which is actively reviewed to ensure all appropriate information is included, and the published information remains current and relevant.

The Commission continues to promote administrative release of information where possible. In addition, in 2010-11, the Commission received nine formal applications for information, which was one more than last year. There were seven applications under the *Information Privacy Act 2009* and two applications under the *Right to Information Act 2009*. All requests were processed within the legislative timeframe or an agreed extension of time.

Consideration was given to whether information released under the *Right to Information Act 2009* could be included in the Commission’s disclosure log, and information in relation to one RTI application was published.

The Commission received one internal review application and one external review application.

**Privacy**

The *Information Privacy Act 2009 (IPA)* regulates the collection, management, access to and amendment of personal information in the Queensland public sector.

The Commission collects highly sensitive and confidential information in relation to a number of its functions including disciplinary information for criminal history screening, child deaths, complaints, investigations, and detailed information of children in care. The Commission takes the management of this information extremely seriously and is committed to protecting the privacy of people’s personal information and ensuring it is only used for the purpose intended. In addition to the provisions of the IPA, all officers at the Commission are subject to the stringent confidentiality provisions contained in the *Commission for Children and Young People and Child Guardian Act 2000*.

The Commission has a permanent Privacy Coordinator, and a Privacy Policy.
and Privacy Plan, which are published on the Commission website and updated annually. A copy of the current Privacy Plan is available on request or can be downloaded from the website at www.ccypcg.qld.gov.au/pdf/RTI/Privacy-Plan-2009-10.pdf

During the year, Privacy training was provided to all new Commission staff (including CVs) as part of their induction training. In addition, almost all staff (99%) have attended or are scheduled to attend an intensive half-day privacy training session.

There were no formal privacy complaints received in the reporting period.

Other reports by the Commissioner

Section 395 of the Commission’s Act allows the Commissioner to provide reports to the Minister on the administration of the Act, including the Commissioner’s performance and exercise of functions and powers. These reports may include confidential employment screening information about a person. In 2010-11, the Minister requested confidential employment screening information on one occasion.

Our environmental footprint

The Commission continues to maintain:

- water efficient plumbing, as well as rainwater harvesting and re-use
- high efficiency electrical devices, including light fixtures
- paper, kitchen waste and toner recycling programs.

The Commission has two vehicles, both of which are operated in accordance with the Climate Smart Action Plan, ensuring that both fleet vehicles are fit for purpose and carry a minimum Green Vehicle Guide rating for passenger vehicles of 5.5.

Carbon emissions

The Commission is committed to supporting the Queensland Government’s Toward Q2 – Tomorrow’s Queensland target to cut Queenslanders’ greenhouse gas emissions by one third by 2020. This commitment includes implementation of the Government’s environmental and climate change strategies, such as the ClimateQ: toward a greener Queensland strategy. Refer to Appendix 4 for more detail.
### Summary of financial performance

The following table gives an annual summary of our income and expenses and resulting financial surplus or deficit at the end of the financial year for the past five financial years.

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<tbody>
<tr>
<td><strong>Income</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>User charges</td>
<td>2,945</td>
<td>3,485</td>
<td>4,684</td>
<td>5,515</td>
<td>6,499</td>
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<tr>
<td>Grants and contributions</td>
<td>28,055</td>
<td>33,116</td>
<td>40,921</td>
<td>39,217</td>
<td>38,620</td>
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<tr>
<td>Other revenue</td>
<td>373</td>
<td>533</td>
<td>545</td>
<td>268</td>
<td>456</td>
</tr>
<tr>
<td>Assets assumed/liabilities relinquished</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total income</strong></td>
<td>31,373</td>
<td>37,134</td>
<td>46,150</td>
<td>45,000</td>
<td>45,575</td>
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<tr>
<td><strong>Expenditure</strong></td>
<td></td>
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<td>Employee expenses</td>
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<td>24,474</td>
<td>29,332</td>
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<td>15</td>
<td>28</td>
<td>22</td>
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<td>Depreciation and amortisation</td>
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<td>617</td>
<td>1,113</td>
<td>1,400</td>
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<tr>
<td>Other expenses</td>
<td>31</td>
<td>16</td>
<td>31</td>
<td>78</td>
<td>3,616</td>
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<tr>
<td>Liabilities assumed/assets relinquished</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total expenditure</strong></td>
<td>31,373</td>
<td>37,133</td>
<td>46,150</td>
<td>45,000</td>
<td>45,575</td>
</tr>
<tr>
<td><strong>Net surplus/(deficit)</strong></td>
<td>0</td>
<td>1</td>
<td>0</td>
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Funding profile
As shown below, the majority of our operating funds are provided by government grant and recognised as output income. The remaining sources of income include user charges for the ‘working with children check’ and bank interest. In 2010-11, these funding sources totalled $45.575 million.

Income 2010-11 (’000)

- other revenue – $456
- user charges – $6,499
- grants – $38,620
- total – $45,575

Expenses
The Commission has used its funding to continue to implement its mandate to oversee the safety and wellbeing of children and young people reliant on the child protection system, and to strengthen safeguards for children in regulated service environments.

As shown below, employee expenses account for the largest part of our expenditure. The 8% decrease from 2009-10 is due to the Commission carrying a number of vacancies into the 2010-11 financial year and the cessation of a number of project roles during the financial year.

Supplies and services expenses decreased by 2% in 2010-11. The decrease relates to expenses associated with depreciation of the Commission’s intangible assets.

Expenses 2010-11 (’000)

- supplied and services – $13,222
- other expenses – $3,616
- depreciation and amortisation – $1,030
- employee expenses – $27,707
- grants and subsidies – $0
- total – $45,575
Consultancies
The Commission has not undertaken any consultancies in 2010-11.

Contractors
In 2010-11, the Commission engaged 10 contractors, predominantly in the area of information and communication technology and information management, for their short term specialist skills, expertise and advice, at a cost of $1,653,914. This included:
- $1,536,314 on Employment Screening Services Information System Projects (Development, Support and Enhancement)
- $25,000 on Child Guardian Information System Projects (Support and Enhancement) – Jigsaw Enhancement (two contracts)
- $12,981 on Information and Communication Technology – specialist network support and storage services
- $48,067 Randstad – Business Analyst for Child Death Register
- $27,600 Davidson Trahaire – Employee Assistance Scheme
- $700 Nancy Torrents – Provision of artwork services at 2010 NAIDOC Family Fun Day
- $3,252 Len Scanlan – external member of the Commission’s internal audit committee

Gifts received
No reportable gifts were received by Commission staff during the 2010-11 financial year.

Overseas travel
There was no overseas travel in 2010-11.

Looking forward
In 2011-12 the Commission will:
- continue implementation of the Commission’s Information Management Strategy
- implement an electronic and document records management system
- update and implement a revised Workforce Capability Strategy
- further streamline blue card processing operations
- implement a new Child Death Register.

Early retirement, redundancy and retrenchment
The Commission did not authorise any early retirements, redundancy or retrenchments in 2010-11.

Boards and committees
In 2010-11, the Commission had only one statutory committee — the Child Death Case Review Committee (CDCRC), which is chaired by the Commissioner. Total costs and fees (including on-costs such as travel and accommodation) were $558,490.
Appendices and glossary
## Appendix 1

### Objectives, strategies and key performance indicators

<table>
<thead>
<tr>
<th>Our Objectives</th>
<th>Our Strategies</th>
<th>Our Key Performance Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1 The rights, interests, safety and wellbeing of all Queensland children and young people are upheld and enhanced</strong></td>
<td>1.1 Identify and promote engagement practices that support the participation of children and young people in policy development and matters that affect them</td>
<td>KPI 1 Queensland’s performance with respect to the implementation of United Nations Convention on the Rights of the Child (UNCROC) is positive</td>
</tr>
<tr>
<td></td>
<td>1.2 Identify and share current and emerging trends, policy and research evidence about the needs, interests, wellbeing and rights of children and young people</td>
<td>KPI 2 Comparisons across key safety and wellbeing indicators show Queensland children are consistent with or better than other Australian states</td>
</tr>
<tr>
<td></td>
<td>1.3 Strengthen child protection related risk management strategies within child regulated service environments through state-wide education and capacity building programs</td>
<td>KPI 3 Organisations and businesses known to provide regulated services to children and young people comply with blue card system requirements</td>
</tr>
<tr>
<td></td>
<td>1.4 Contribute to the implementation of a nationally consistent approach to “working with children” checks</td>
<td>KPI 4 Children feel safe in regulated service environments</td>
</tr>
<tr>
<td></td>
<td>1.5 Collaborate and work with relevant government and community organisations on streamlining and building understanding of the blue card system</td>
<td>KPI 5 The community believe the blue card system creates safe service environments</td>
</tr>
<tr>
<td><strong>2 Vulnerable children and young people in Queensland have appropriate support and early intervention services</strong></td>
<td>2.1 Provide independent information on factors affecting vulnerable children and young people and system effectiveness</td>
<td>KPI 6 Child and family support services are available and effective in reducing risk factors for vulnerable children and young people</td>
</tr>
<tr>
<td></td>
<td>2.2 Develop and maintain strategic partnerships with stakeholders to share information about emerging trends, issues and risks impacting on vulnerable children and young people</td>
<td>KPI 7 Key trends and issues affecting the vulnerability of children and young people are made available to Government and community</td>
</tr>
<tr>
<td></td>
<td>2.3 Monitor proposed policy and legislative changes and advocate for evidence informed support and intervention to improve outcomes for vulnerable children and young people</td>
<td></td>
</tr>
<tr>
<td><strong>3 Effective child safety and youth justice systems to protect and support children and young people where legislative intervention is appropriate</strong></td>
<td>3.1 Engage with children and young people in statutory systems to independently verify their safety and wellbeing and broker solutions when required</td>
<td>KPI 8 Children and young people in statutory systems and support facilities are safe and have their therapeutic, health, education, cultural and transitional needs met</td>
</tr>
<tr>
<td></td>
<td>3.2 Engage with Queensland’s most vulnerable children and young people to support their participation in the development of policy and practice that has regard for their views and experiences</td>
<td>KPI 9 Priority issues for children and young people are addressed effectively by statutory systems and support services within prescribed timeframes</td>
</tr>
<tr>
<td></td>
<td>3.3 Report on outcomes for children reliant on statutory systems through targeted reviews and annual reports that assess the effectiveness of the system and intervention pathways</td>
<td>KPI 10 Improvements are made in areas identified in the Commission’s systemic monitoring reports</td>
</tr>
<tr>
<td></td>
<td>3.4 Provide strategic partners with critical information about factors affecting the safety and wellbeing of children to build the capacity and effectiveness of the system and identify opportunities for systemic improvement</td>
<td></td>
</tr>
<tr>
<td><strong>4 A workforce with the capability to achieve the Commission’s vision</strong></td>
<td>4.1 Implement the Workforce Capability Strategy</td>
<td>KPI 11 Staffing levels, skills and experience are adequate to pursue the Commission’s agenda</td>
</tr>
<tr>
<td></td>
<td>4.2 Commission stakeholders are satisfied with the quality of service provided by Commission staff</td>
<td></td>
</tr>
<tr>
<td><strong>5 A Corporate Governance framework that allows the Commission to sustainably achieve its strategic objectives</strong></td>
<td>5.1 Maintain financial performance in accordance with government requirements</td>
<td>KPI 13 Corporate Governance framework and activities meet relevant legislative and policy requirements</td>
</tr>
<tr>
<td></td>
<td>5.2 Maintain a cost effective and environmentally conscious corporate service and governance framework</td>
<td>KPI 14 Community engagement and operational activities result in an increased acceptance of the Commission as an independent, authoritative source of advice</td>
</tr>
<tr>
<td></td>
<td>5.3 Implement the Commission’s Strategic Marketing Plan</td>
<td>KPI 15 Corporate infrastructure meets the business needs of the Commission</td>
</tr>
<tr>
<td></td>
<td>5.4 Implement the Commission’s Information Management Strategy</td>
<td></td>
</tr>
</tbody>
</table>
### Performance against service standards and other measures

#### 2010-11 Performance

<table>
<thead>
<tr>
<th>Service Standards</th>
<th>2010-11 Target / estimate</th>
<th>2010-11 Estimated actual</th>
<th>2010-11 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of recommendations from investigations accepted by government</td>
<td>95%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Child Death Case Review Committee members rating of secretariat support provided by the commission</td>
<td>1 8.5</td>
<td>8.5</td>
<td>9.4</td>
</tr>
<tr>
<td>Percentage of recommendations from systemic monitoring, audit and review activities accepted by government</td>
<td>95%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Percentage of health, education, special needs and transition issues related to children within the scope of the Community Visitor Program resolved at the local level</td>
<td>85%</td>
<td>91%</td>
<td>91%</td>
</tr>
<tr>
<td>Young people’s rating of the helpfulness of Community Visitors</td>
<td>2 8.5</td>
<td>9.0</td>
<td>9.0</td>
</tr>
<tr>
<td>Applicant satisfaction with Employment Screening processes</td>
<td>3 85%</td>
<td>83%</td>
<td>83%</td>
</tr>
<tr>
<td>Average processing time (days) of Employment Screening applications where there is no criminal history</td>
<td>4 17</td>
<td>29</td>
<td>35</td>
</tr>
</tbody>
</table>

#### Other Measures

<table>
<thead>
<tr>
<th>Other Measures</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of policy submissions made that incorporate commission data as evidence or promote children’s rights</td>
<td>50</td>
<td>50</td>
<td>56</td>
</tr>
<tr>
<td>Number of children and young people responding to Views surveys</td>
<td>2,200</td>
<td>3,058</td>
<td>3,058</td>
</tr>
<tr>
<td>Number of Indigenous children and young people responding to Views surveys</td>
<td>600</td>
<td>948</td>
<td>948</td>
</tr>
<tr>
<td>Percentage of complaints issues relating to child safety and youth justice systems resolved within 90 days</td>
<td>85%</td>
<td>85%</td>
<td>84%</td>
</tr>
<tr>
<td>Percentage of deaths of Queensland children and young people that are recorded on the Commission’s Child Death register and reported annually to Parliament</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Percentage of monitoring plans with relevant agencies that are up to date</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Percentage of serious issues (section 25) raised by Community Visitors that are referred to relevant agencies within 24 hours</td>
<td>100%</td>
<td>97%</td>
<td>97%</td>
</tr>
<tr>
<td>Percentage of children within the scope of the Community Visitor Program visited in accordance with the designated visiting schedule</td>
<td>90%</td>
<td>90%</td>
<td>91%</td>
</tr>
<tr>
<td>Percentage of Indigenous children within the scope of the Community Visitor Program visited in accordance with the designated visiting schedule</td>
<td>90%</td>
<td>88%</td>
<td>89%</td>
</tr>
<tr>
<td>Percentage of Employment Screening applications processed:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Within 28 days where there is no criminal history</td>
<td>85%</td>
<td>90%</td>
<td>30%</td>
</tr>
<tr>
<td>• Within 4 months where a criminal history has been notified</td>
<td>80%</td>
<td>33%</td>
<td>79%</td>
</tr>
<tr>
<td>Number of blue card holders and applicants monitored for continued eligibility on a daily basis</td>
<td>475,000</td>
<td>514,000</td>
<td>505,388</td>
</tr>
</tbody>
</table>
Variance Reporting

1. New members joined the Child Death Case Review Committee in 2010-11 and a settling in period was allowed before conducting the survey in May 2011.

2. This is derived from the most recently conducted biennial Views of Children and Young People in Foster Care survey. The Target/estimate is based on a 10 point rating scale and defined as the mean score of Community Visitor helpfulness as rated by young people in care.

3. The data for this service standard is based on a biennial survey with the next survey being completed in late 2011.

4. Blue card processing timeframes in 2010-11 have been affected by the need to introduce new and amended processes to manage legislative change, and a number of compounding factors including new quality assurance and control measures necessary for the successful deployment of a new processing database, record numbers of blue card applications and business disruptions affecting the Commission and its suppliers caused by the Brisbane floods. The effect of the new and amended processes in particular, mean that direct comparisons with performance data for previous years are not valid. As, at the time of publication less than 12 months of performance data had been accumulated under the changed legislative regime and the new processing arrangements are still being refined, the targets for 2011-12 are notional.

5. This result is derived from the most recently conducted biennial Views of Children and Young People in foster care, residential care and detention centres surveys and was influenced by an extended survey return period (from two months to three months) for the most recent survey conducted.

6. A small number of serious issues exceeded the set timeframe, although all were referred to the relevant agencies for necessary action. There were no adverse effects for the children involved.

7. The number of card holders monitored varies throughout the year as people join and leave the system. This actual figure reflects the daily monitoring undertaken on 30 June 2011 whereas the estimated actual figure was derived from the daily figure taken on 30 April 2011.
**Five years at a glance**

In 2010-11 a number of new and revised service standards were introduced and a number of SDS measures discontinued. In these instances, n/a indicates where comparable data has not been produced.

<table>
<thead>
<tr>
<th>Performance measure</th>
<th>2006-07</th>
<th>2007-08</th>
<th>2008-09</th>
<th>2009-10</th>
<th>2010-11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of policy submissions made that incorporate commission data as evidence or promote children’s rights</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>56</td>
</tr>
<tr>
<td>Number of children and young people responding to Views surveys</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>3,058</td>
</tr>
<tr>
<td>Number of Indigenous children and young people responding to Views surveys</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>948</td>
</tr>
<tr>
<td>Percentage of complaints issues relating to child safety and youth justice systems resolved within 90 days</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>84%</td>
</tr>
<tr>
<td>Percentage of recommendations from investigations accepted by government</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>100%</td>
</tr>
<tr>
<td>Child Death Case Review Committee members rating of secretariat support provided by the commission</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>9.4</td>
</tr>
<tr>
<td>Percentage of recommendations from systemic monitoring, audit and review activities accepted by government</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>100%</td>
</tr>
<tr>
<td>Percentage of deaths of Queensland children and young people that are recorded on the Commission’s Child Death register and reported annually to Parliament</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>100%</td>
</tr>
<tr>
<td>Percentage of monitoring plans with relevant agencies that are up to date</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>100%</td>
</tr>
<tr>
<td>Percentage of serious issues (section 25) raised by Community Visitors that are referred to relevant agencies within 24 hours</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>97%</td>
</tr>
<tr>
<td>Percentage of health, education, special needs and transition issues related to children within the scope of the Community Visitor Program resolved at the local level</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>91%</td>
</tr>
<tr>
<td>Percentage of children within the scope of the Community Visitor Program visited in accordance with the designated visiting schedule</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>91%</td>
</tr>
<tr>
<td>Percentage of Indigenous children within the scope of the Community Visitor Program visited in accordance with the designated visiting schedule</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>89%</td>
</tr>
<tr>
<td>Young people’s rating of the helpfulness of Community Visitors</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>9.0</td>
</tr>
<tr>
<td>Performance measure</td>
<td>2006-07</td>
<td>2007-08</td>
<td>2008-09</td>
<td>2009-10</td>
<td>2010-11</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------------------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td>Percentage of Employment Screening applications processed:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Within 28 days where there is no criminal history</td>
<td>81%</td>
<td>87%</td>
<td>87%</td>
<td>83%</td>
<td>33%</td>
</tr>
<tr>
<td>• Within 4 months where a criminal history has been notified</td>
<td>83%</td>
<td>93%</td>
<td>90%</td>
<td>89%</td>
<td>79%</td>
</tr>
<tr>
<td>Applicant satisfaction with Employment Screening processes</td>
<td>87%</td>
<td>85%</td>
<td>83%</td>
<td>83%</td>
<td>83%</td>
</tr>
<tr>
<td>Average processing time (days) of Employment Screening applications where there is no criminal history</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>35</td>
</tr>
<tr>
<td>Number of blue card holders and applicants monitored for continued eligibility on a daily basis</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>505,388</td>
</tr>
<tr>
<td>Complaints enquiries received</td>
<td>2,528</td>
<td>2,684</td>
<td>3,624</td>
<td>2,895</td>
<td>n/a</td>
</tr>
<tr>
<td>Complaints progressed</td>
<td>406</td>
<td>815</td>
<td>1,327</td>
<td>1,127</td>
<td>n/a</td>
</tr>
<tr>
<td>Number of monitoring and review activities commenced</td>
<td>20</td>
<td>17</td>
<td>20</td>
<td>17</td>
<td>n/a</td>
</tr>
<tr>
<td>Number of monitoring and review activities completed</td>
<td>29</td>
<td>28</td>
<td>20</td>
<td>18</td>
<td>n/a</td>
</tr>
<tr>
<td>Number of child death cases reviewed</td>
<td>61⁵</td>
<td>62</td>
<td>73⁶</td>
<td>82</td>
<td>n/a</td>
</tr>
<tr>
<td>Community visitation and support hours per year</td>
<td>147,191</td>
<td>158,144</td>
<td>182,114</td>
<td>161,450</td>
<td>n/a</td>
</tr>
<tr>
<td>Employment screening applications processed</td>
<td>248,323</td>
<td>267,833</td>
<td>284,398</td>
<td>279,781</td>
<td>n/a</td>
</tr>
<tr>
<td>Number of policy submissions made</td>
<td>80</td>
<td>73</td>
<td>92</td>
<td>83</td>
<td>n/a</td>
</tr>
<tr>
<td>Number of public and media statements and presentations made</td>
<td>547</td>
<td>667</td>
<td>461</td>
<td>405</td>
<td>n/a</td>
</tr>
<tr>
<td>Percentage of serious issues raised by Community Visitors (regarding both visitable sites and visitable homes) that are progressed to relevant agencies</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>n/a</td>
</tr>
<tr>
<td>Percentage of non-serious issues regarding visitable homes that are resolved at the local level</td>
<td>92%</td>
<td>90%</td>
<td>89%</td>
<td>83%</td>
<td>n/a</td>
</tr>
<tr>
<td>Percentage of complaints cases closed</td>
<td>88%</td>
<td>78%</td>
<td>82%</td>
<td>82%</td>
<td>n/a</td>
</tr>
<tr>
<td>Percentage of monitoring and review recommendations accepted</td>
<td>94%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>n/a</td>
</tr>
<tr>
<td>Percentage of CDCRC recommendations accepted</td>
<td>100%</td>
<td>97%</td>
<td>100%</td>
<td>100%</td>
<td>n/a</td>
</tr>
<tr>
<td>Follow-up on complaints resolution in 28 days</td>
<td>99%</td>
<td>99%</td>
<td>100%</td>
<td>99%</td>
<td>n/a</td>
</tr>
<tr>
<td>Percentage of visitable sites contacted per month</td>
<td>86%</td>
<td>84%</td>
<td>85%</td>
<td>85%</td>
<td>n/a</td>
</tr>
<tr>
<td>Percentage of visitable homes contacted per month</td>
<td>70%</td>
<td>77%</td>
<td>85%</td>
<td>88%</td>
<td>n/a</td>
</tr>
</tbody>
</table>

⁵ The 61 cases reviewed involved 62 distinct children.
⁶ The 73 cases reviewed involved 74 distinct children.
<table>
<thead>
<tr>
<th>Performance measure</th>
<th>2006-07</th>
<th>2007-08</th>
<th>2008-09</th>
<th>2009-10</th>
<th>2010-11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of CDCRC cases reviewed within legislated timeframe</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>99%</td>
<td>n/a</td>
</tr>
<tr>
<td>Percentage of complaints received from outside Brisbane locations</td>
<td>69%</td>
<td>75%</td>
<td>72%</td>
<td>73%</td>
<td>n/a</td>
</tr>
<tr>
<td>Percentage of visitable sites known to the Commission visited by Community Visitors outside Brisbane</td>
<td>70%</td>
<td>87%</td>
<td>92%</td>
<td>92%</td>
<td>n/a</td>
</tr>
<tr>
<td>Percentage of visitable homes known to the Commission visited by Community Visitors outside Brisbane</td>
<td>70%</td>
<td>82%</td>
<td>95%</td>
<td>97%</td>
<td>n/a</td>
</tr>
<tr>
<td>Percentage of training and awareness activities conducted outside Brisbane</td>
<td>60%</td>
<td>73%</td>
<td>77%</td>
<td>44%</td>
<td>n/a</td>
</tr>
<tr>
<td>Percentage of employment screening applications received outside Brisbane</td>
<td>64%</td>
<td>64%</td>
<td>64%</td>
<td>64%</td>
<td>n/a</td>
</tr>
</tbody>
</table>
Appendix 3

Committees

A range of committees provide oversight and help drive effective management in pursuit of our outcomes. These include the following key governance committees:

**Executive Management Team (EMT)**
This committee comprises the Commissioner (Chair), the Assistant Commissioner and the Executive Director, who oversee our entire operations. Meetings of this team are held monthly. Each quarter, the EMT also meets with all program directors to review performance against stakeholder and corporate governance strategic objectives, assess trends and risks, and reset priorities and resource allocations to meet the changing needs of the Commission.

**Strategic Marketing and Community Engagement Committee**
The Strategic Marketing and Community Engagement Committee meets quarterly and assists the Commissioner to identify, create and maintain a cohesive and effective direction for our marketing and community engagement strategies and initiatives, and to review priorities across the agency. In 2010-11, the committee reviewed the strategic marketing plan and developed a community engagement plan to articulate strategies and activities to strengthen engagement activities with the Commission’s diverse stakeholder groups.

**Agency Consultative Committee**
The Commission’s Agency Consultative Committee is chaired by the Executive Director. The committee includes staff, management and union representatives, who meet quarterly to manage arrangements under the Certified Agreement, act as a consultation forum on industrial relations issues and dispute resolution, and monitor the implementation of an agreed training agenda.

**Diversity Management Committee**
The Commission’s Diversity Management Committee is designed to provide a forum to facilitate a collaborative approach in supporting equity principles and practices, and promote the benefits of building a flexible and diverse workforce. The Committee’s role and terms of reference are to be reviewed and realigned to ensure it continues to support the business goals and objectives of the Commission.
Information Steering Committee

The Information Steering Committee’s (ISC) role is to advise the Commissioner on the development and use of information resources and technologies to achieve our strategic objectives. The ISC secretariat supports the committee by monitoring, assessing and reporting on the implementation of the Information Management Strategy and the performance and achievements of the three sub-program Information Systems Steering Committees. The ISC meets twice a year while the sub-program committees meet monthly.

Community Visitor Oversight Committee

The Community Visitor Oversight Committee is chaired by the Assistant Commissioner. The committee meets monthly and seeks to ensure the efficient and effective performance of the CVP within the Commission. It considers CVP performance measures and provides oversight and advice to the Commissioner on strategically significant matters. It also promotes the effective implementation of Program operations and practices.

Workplace Health and Safety Committee

The Commission’s Workplace Health and Safety Committee meets quarterly. Chaired by the Executive Director, it engages nominated staff and management representatives in identifying and addressing workplace health and safety issues affecting our diverse workforce.

Audit Committee

The objective of the Audit Committee is to provide independent assurance and assistance to the Commissioner and to the EMT on the Commission’s risk, control and compliance framework, and its external accountability responsibilities. The Audit Committee meets quarterly, and operates under terms of reference that are compliant with Queensland Treasury’s Audit Committee Guidelines: Improving Accountability and Performance.

The Audit Committee’s role includes a review of the Commission’s:

- Internal Audit coverage and annual work plan, supporting effective development and implementation of strategic and operational plans
- compliance with relevant legislation, regulations and associated government policies
- effectiveness of the internal control framework
- current and future risk management frameworks, assessing their comprehensiveness
- approach in establishing the business continuity planning arrangements, including whether disaster recovery plans have been tested, fraud control plan, and assessment that this plan includes appropriate processes and subsystems to capture and effectively investigate fraud related information
- annual financial statements
- Internal Audit reports developed by the Principal Auditor.

Membership of the Audit Committee in 2010-11 comprised:

- Elizabeth Fraser, Commissioner (Chair)
- Barry Salmon, Assistant Commissioner
- Bob Van-Kempen, Executive Director
- Kerri-Maree Roman, Director, Executive Services
- Belinda Borowik, Director, Corporate Services
- Len Scanlan as a committee member external to the Commission. In 2010-11, Mr Scanlan was remunerated $3,252.
- Robert McIntyre, Director, Complaints and Investigations Program as senior management representative for a one-year term on the committee.

Other officers who are invited to attend the meetings include:

- Principal Auditor who attends to provide information to support the Internal Audit function, and
- Audit Manager, QAO who provides reports on QAO activities within the Commission.
Indigenous Child Placement Principle Audit Advisory Committee

An Advisory Committee was established in 2008-09 under Chapter 7 of the Commission for Children and Young People and Child Guardian Act 2000 to provide advice to the Commission about key issues relevant to the Indigenous Child Placement Principle Audit 2010, including the adequacy of action taken to implement the 28 recommendations made in the inaugural audit in 2008 and the methodology for undertaking the current audit. The Committee continued to advise the Commission on this audit during 2010-11.

The Advisory Committee is comprised of experts in child protection and/or Aboriginal and Torres Strait Islander health and wellbeing, including representatives from the Queensland Aboriginal and Torres Strait Islander Child Protection Peak, Remote Area Aboriginal and Torres Strait Islander Child Care, Foster Care Queensland, The University of Queensland’s Aboriginal and Torres Strait Islander Studies Unit and the Department of Communities.

External committees, working groups and forums

Commission staff participated in the following external forums to progress initiatives to benefit Queensland children and young people.

All children

- Australia and New Zealand Child Death Review and Prevention Group
- Australian Children’s Commissioners and Guardians
- Crime and Misconduct Committee: Crime Reference Committee
- Crime Statistics Network
- Early Years Steering Committee
- National Consistency Working With Children Working Group
- National Operators Forum: Working With Children Checks
- Queensland AEDI (Australian Early Development Index) Coordinating Committee
- Queensland Health Clinical Ethics Committee
- Queensland Health External Stakeholders Reference Group: Queensland Children’s Hospital
- Queensland Injury and Prevention Committee
- Queensland Law Society, Children’s Law Section Meeting
- Queensland Schools Alliance Against Violence
- Royal Life Saving Society Queensland “keep watch” Steering Committee

Vulnerable children

- Aboriginal and Torres Strait Islander Child Safety Taskforce
- ACT for Kids Research Advisory Committee
- AISRAP ARC Linkage Project Steering Committee (Australian Institute of Suicide Research and Prevention)
- Child Protection Partnership Forum
- Child Protection Week Committee and Working Groups
- Child Safety Directors’ Network
- Child Safety and Family Law Interface Forum
- Child Safety Services Case Review Working Group
- Department of Communities/CCYPCG Monthly Forum
- DJAG Justice Working Group
- Helping Out Families Advisory Group
- Helping Out Families Evaluation Reference Group
• Prevention and Early Intervention Steering Committee
• Queensland Police Service ‘Impacted Children Project’ (Suicide Postvention Support)
• State-wide Watchhouse Liaison Committee
• Youth Justice Liaison
• Youth Justice Reference Group

Children in statutory care
• BEAM—Literacy and Numeracy Training Program and Support Materials for Foster Carers Steering Committee
• CCYPCG and Ombudsman Liaison
• CCYPCG and CMC Liaison
• Child Death Case Review Committee (CDCRC)
• Child Death Jurisdiction Working Group
• Child Protection State-wide Working Group
• G-Force Working Group
• SCAN (Suspected Child Abuse and Neglect) Teams System Subcommittee
• Transition From Care Sub-Committee

Governance
• Corporate Governance Collaborative Group
• Inter-Agency Communicators Group
• Inter-Agency Complaints Management Committee
• Inter-agency HR Directors
• Heads of Corporate Services
• Strategic Management Network
• Statistics Liaison Officer Network
• Indigenous Statistical Network
Appendix 4

Carbon emissions reporting

The Queensland Government has established minimum greenhouse gas emissions reporting requirements for departments covering their main greenhouse gas emitting business activities, namely those linked to (i) vehicle use, (ii) electricity consumption and (iii) air travel. These activities are sources of both direct and indirect greenhouse gas emissions, which are reported as carbon dioxide equivalent emissions. It should be noted that comprehensive reporting of greenhouse gas emissions by agencies is sometimes limited due to the complexity of their operational boundaries within the public sector, especially in situations where internal government shared services providers are used. Due to data availability limitations and timing constraints the twelve-month reporting period from 1 April 2010 to 31 March 2011 has been applied. While the best available data has been used, in some instances estimates have had to be reported due to the limitation of data collection processes or systems. For example, in those government-owned office buildings where there are multiple government agency tenants and the electricity usage cannot be solely attributed to any one particular agency, the electricity usage by the tenanted agencies may be proportioned based on the floor area they occupy. Importantly, any attempted comparison of emission levels with those of previous periods must first ensure that all the relevant parameters are exactly the same and have not been affected by changes such as: differences in the configuration and make-up of the department’s building portfolio; changes to building functionality and/or occupancy levels; or changes to the emissions conversion factors used (which can vary each year as published in the Australian Government’s National Greenhouse Accounts Factors Workbook). The following table outlines the emissions relating to the Commission for the twelve-month period 1 April 2010 to 31 March 2011.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Gross greenhouse gas emissions (tonnes of CO₂)</th>
<th>Less emission offsets (tonnes of CO₂)</th>
<th>Net greenhouse gas emissions (tonnes of CO₂)</th>
<th>Explanatory Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Vehicle usage</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• QFleet leased vehicles</td>
<td>8.24</td>
<td>0</td>
<td>8.24</td>
<td>1</td>
</tr>
<tr>
<td>• Department-owned vehicles</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td><strong>Hired vehicles</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Avis</td>
<td>35.74</td>
<td>0</td>
<td>35.74</td>
<td>2</td>
</tr>
<tr>
<td>• Non-Avis</td>
<td>1.96</td>
<td>0</td>
<td>1.96</td>
<td></td>
</tr>
<tr>
<td><strong>Electricity consumption</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Government-owned buildings</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>• Leased privately-owned buildings</td>
<td>318</td>
<td>0</td>
<td>318</td>
<td>4</td>
</tr>
<tr>
<td><strong>Air travel</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Domestic air travel on commercial airlines</td>
<td>64.26</td>
<td>0</td>
<td>64.26</td>
<td>5</td>
</tr>
<tr>
<td>• International air travel on commercial airlines</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
</tr>
</tbody>
</table>

Notes:
1. The emissions figures have been calculated using a combination of two methodologies. QFleet has supplied the data for the period 1 April to 30 June 2010 emissions calculated using the contracted kilometres-travelled methodology (used in previous years). For the period 1 July 2010 to 31 March 2011 the Queensland Government Chief Procurement Office has provided departments with available actual fuel data to enable departments to calculate their emissions using the National Greenhouse Emissions Reporting methodology. All emissions reported represent emissions associated with four primary fuel types: unleaded petrol, diesel, liquefied petroleum gas (LPG) and E10. The emissions offsets purchased by QFleet for the period up to 30 June 2010 relate to national greenhouse friendly™ certified carbon offsets for those vehicles that did not comply with the minimum Green Vehicle Guide (GVG) Greenhouse ratings. Vehicle emissions offsetting undertaken by this department since 1 July 2010 relates to the Queensland Government’s commitment to offset 50% of vehicle emissions from 2010.
2. The hire car vehicle emissions figures have been calculated by Avis Australia and are attributable to Avis Australia vehicles booked under the Standing Offer Arrangement managed by the Queensland Government Chief Procurement Office. The emission offsets figure relates to purchased national greenhouse friendly™ certified carbon offsets. The Commission has included carbon emissions for non-Avis vehicle hire for completeness.
3. These emissions are calculated based on available building-related electricity consumption records for the period 1 April 2010 to 31 March 2011. The emissions reported are limited to those linked to the electricity consumed by this department in buildings it owns, or in space it leases within other government buildings. Incomplete electricity consumption records have been apportioned and/or extrapolated where necessary. For example, in those government office buildings that do not have separate electricity sub-metering for departmental tenants, the electricity consumption and associated emissions have been apportioned 45% to the landlord, and 55% to the tenants – in line with historical benchmarking. Emissions have been calculated by converting relevant electricity consumption using the Scope 2 conversion factor of 0.88 kg CO₂ekWh as published in the Australian Government’s National Greenhouse Accounts Factors Workbook (July 2011).
4. These emissions figures are based on available building-related electricity consumption records for the period 1 April 2010 to 31 March 2011. The emissions reported are limited to those linked to the electricity consumed by this department in spaces leased in buildings other than government-owned ones (i.e. privately-owned). Electricity usage has been calculated or estimated using actual electricity records or lease charges received from landlords. Incomplete electricity consumption records have been apportioned and/or extrapolated where necessary.
5. Air travel includes all flights recorded by the Queensland Government Chief Procurement Office (QGCPO) during the period 1 April 2010 to 31 March 2011, specifically: international air travel on commercial airlines; and domestic air travel on commercial airlines. The emissions are calculated by QGCPO using the kilometres flown from data provided by the relevant commercial airline and applying a methodology based on International Civil Aviation Organisation criteria. This methodology uses an averaged consumption of fuel per passenger for flights, which can then be converted into tonnes of CO₂. The emission offsets figure for air travel relates to purchased national greenhouse friendly™ certified carbon offsets.
### Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCG</td>
<td>Australian Children’s Commissioners and Guardians</td>
</tr>
<tr>
<td>Agencies</td>
<td>Organisations which may include Queensland Government departments, statutory bodies and authorities, and those of other state governments or the federal government.</td>
</tr>
<tr>
<td>Blue box</td>
<td>A database to manage blue card and exemption card applications and monitoring of applicants’ and card holders’ continued eligibility</td>
</tr>
<tr>
<td>Blue card</td>
<td>Blue cards are issued by the Commission once a blue card check has been carried out to confirm that a person is eligible to work in the areas of child-related work covered by the Commission’s Act. If a person is eligible, they are issued a positive notice letter and a blue card. The blue card check is also known as the ‘working with children check’.</td>
</tr>
<tr>
<td>Blue card system</td>
<td>The system regulates services or activities that are directed to, or mainly involve, children. It was established in 2001 to strengthen safeguards and foster safe and supportive environments for children and young people in Queensland</td>
</tr>
<tr>
<td>Carbon footprint</td>
<td>The measure of the amount of carbon dioxide produced by a person, organisation or state in a given time</td>
</tr>
<tr>
<td>CCYPCG</td>
<td>Commission for Children and Young People and Child Guardian</td>
</tr>
<tr>
<td>CDCRC</td>
<td>Child Death Case Review Committee</td>
</tr>
<tr>
<td>CSO</td>
<td>Child Safety Officer (a staff member of the Department of Communities)</td>
</tr>
<tr>
<td>Community Visitor (CV)</td>
<td>An authorised person under the Commission’s Act who visits and checks on the safety and wellbeing of children and young people who are in care</td>
</tr>
<tr>
<td>Corporate governance</td>
<td>The set of structures, policies and processes, customs, laws and institutions affecting the way an organisation is directed or administered.</td>
</tr>
<tr>
<td>Complaint</td>
<td>An expression of dissatisfaction that the Commission has jurisdiction to investigate</td>
</tr>
<tr>
<td>Complaint progressed</td>
<td>Complaint or issue formally referred to the relevant agency to resolve</td>
</tr>
<tr>
<td>CMC</td>
<td>Crime and Misconduct Commission</td>
</tr>
<tr>
<td>DoC</td>
<td>Department of Communities</td>
</tr>
<tr>
<td>ECEC</td>
<td>Early Childhood Education and Care</td>
</tr>
<tr>
<td>EMT</td>
<td>Executive Management Team</td>
</tr>
<tr>
<td>Acronym</td>
<td>Definition</td>
</tr>
<tr>
<td>---------</td>
<td>------------</td>
</tr>
<tr>
<td>FaHCSIA</td>
<td>Department of Families, Housing, Community Services and Indigenous Affairs</td>
</tr>
<tr>
<td>FTE</td>
<td>Full-time equivalent</td>
</tr>
<tr>
<td>In care</td>
<td>Where a child or young person has been placed by the Department of Communities in the care of an approved foster carer, or placed in the care of someone else other than their parent(s) (includes residential facilities and detention centres).</td>
</tr>
<tr>
<td>ISC</td>
<td>Information Steering Committee</td>
</tr>
<tr>
<td>Jigsaw</td>
<td>The Commission’s information management system which provides case management support for, and reporting on individual and systemic advocacy activities under the Commission's Child Guardian functions</td>
</tr>
<tr>
<td>KPI</td>
<td>Key Performance Indicator (refer Commission’s Strategic Plan 2010-14 for KPIs related to this report)</td>
</tr>
<tr>
<td>Postvention</td>
<td>Refers to the activities and strategies undertaken after a suicide or attempted suicide to reduce associated trauma to other potentially vulnerable people. There are two main aims – to provide bereavement support to those affected by a suicide and to prevent future suicide events including contagion and cluster suicides.</td>
</tr>
<tr>
<td>QAO</td>
<td>Queensland Audit Office</td>
</tr>
<tr>
<td>QH</td>
<td>Queensland Health</td>
</tr>
<tr>
<td>QPS</td>
<td>Queensland Police Service</td>
</tr>
<tr>
<td>QSAAV</td>
<td>Queensland Schools Alliance Against Violence</td>
</tr>
<tr>
<td>Snapshot</td>
<td>A Commission report that brings together information from diverse sources to provide an overview of safety and wellbeing issues for Queensland children over time and compared with other jurisdictions</td>
</tr>
<tr>
<td>Systemic issue</td>
<td>Where an error or omission in an agency’s administrative processes (its system) is causing or contributing to complaints or issues for children and young people in the child safety or justice systems</td>
</tr>
<tr>
<td>Toward Q2: Tomorrow's Queensland</td>
<td>Queensland Government plan for the future framed around five key outcomes (state, economy, environment and lifestyle, education and skills, health and community)</td>
</tr>
<tr>
<td>UNCROC</td>
<td>United Nations Convention on the Rights of the Child</td>
</tr>
<tr>
<td>Views surveys</td>
<td>The Commission’s surveys of the views and experiences of young people in foster care, residential care, and detention that are collated, analysed and regularly reported</td>
</tr>
<tr>
<td>WWCC</td>
<td>Working With Children Check</td>
</tr>
</tbody>
</table>
Feedback form

Commission for Children and Young People and Child Guardian Annual Report 2010-11

NOTE: This form can be downloaded from the website at: www.ccypcg.qld.gov.au

Thank you for taking the time to read the Commission for Children and Young People and Child Guardian Annual Report 2010-11. We would like to hear your views on our annual report so we can continually improve our reporting to the community and our stakeholders.

My main interest in the annual report is as:
☐ Sector stakeholder (working in the social services and/or with children)
☐ Research professional (e.g. academic/social sector policy advisor or researcher)
☐ Elected official
☐ Private individual
☐ Contractor/supplier
☐ Government/local government employee
☐ CCYPCG staff member
☐ Other (please specify) _______________________

How well do you think the annual report communicates our activities and results?
☐ Excellent
☐ Good
☐ Satisfactory
☐ Poor

Please rate the following elements of our annual report using the rating scale below:
(1 = poor, 2 = satisfactory, 3 = good, 4 = excellent)

_____ Presentation of content
_____ Value of the information provided
_____ Relevance to your interest
_____ Level of detail provided
_____ Readability
_____ Style of language
_____ Ease of navigationfinding information
_____ Overall presentation of the report
Which parts of the report were the most useful to you?

- Commissioner’s foreword
- About us
- Objective 1 – All Queensland children
- Objective 2 – Vulnerable children
- Objective 3 – Children in statutory care
- Objective 4 – A capable workforce
- Objective 5 – Effective governance
- Appendices
- Financial statements

Which version of the annual report did you read/find most useful?

- Printed version
- PDF on website

Do you have any comments on or suggestions for improvement to this annual report?

________________________________________________________________________

________________________________________________________________________

In your view, how could we improve our next annual report?

________________________________________________________________________

________________________________________________________________________

Thank you for participating in the survey.

Please return the completed form to the Commission via:
email to: info@ccypcg.qld.gov.au
fax to: 07 3035 5900
post to: CCYPCG, Strategic Coordination and Reporting team
        PO Box 15217, Brisbane City East Qld 4002
Financial performance
for the financial year ended 30 June 2011
General Information

This financial report covers the Commission for Children and Young People and Child Guardian (the Commission).

The Commission is an independent statutory body attached to the portfolio of the Minister for Community Services and Housing and Minister for Women proclaimed under the Commission for Children and Young People and Child Guardian Act 2000.

The head office and principal place of business of the Commission is:

Level 17
53 Albert Street
Brisbane, Queensland 4000

A description of the nature of the Commission’s operations and its principal activities are included in the notes to the financial statements.

For information in relation to the Commission's financial report please call 07 3211 6700 or 1800 688 275 (Free call), email info@ccypcg.qld.gov.au or visit the Commission’s internet site www.ccypcg.qld.gov.au

Amounts shown in this financial report may not add to the correct sub-totals or totals due to rounding.
**COMMISSION FOR CHILDREN AND YOUNG PEOPLE AND CHILD GUARDIAN**

Statement of Comprehensive Income
for the year ended 30 June 2011

<table>
<thead>
<tr>
<th>Notes</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$'000</td>
<td>$'000</td>
</tr>
</tbody>
</table>

### Income from Continuing Operations

<table>
<thead>
<tr>
<th>Description</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Charges</td>
<td>4,649</td>
<td>5,515</td>
</tr>
<tr>
<td>Grants</td>
<td>38,620</td>
<td>40,417</td>
</tr>
<tr>
<td>Other Revenue</td>
<td>456</td>
<td>268</td>
</tr>
<tr>
<td><strong>Total Income from Continuing Operations</strong></td>
<td><strong>45,575</strong></td>
<td><strong>46,200</strong></td>
</tr>
</tbody>
</table>

### Expenses from Continuing Operations

<table>
<thead>
<tr>
<th>Description</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Expenses</td>
<td>7,707</td>
<td>30,114</td>
</tr>
<tr>
<td>Supplies and Services</td>
<td>13,222</td>
<td>13,386</td>
</tr>
<tr>
<td>Grants and Subsidies</td>
<td>-</td>
<td>22</td>
</tr>
<tr>
<td>Depreciation and Amortisation</td>
<td>1,030</td>
<td>1,400</td>
</tr>
<tr>
<td>Other Expenses</td>
<td>3,616</td>
<td>1,278</td>
</tr>
<tr>
<td><strong>Total Expenses from Continuing Operations</strong></td>
<td><strong>45,575</strong></td>
<td><strong>46,200</strong></td>
</tr>
</tbody>
</table>

### Operating Result from Continuing Operations

- -

### Other Comprehensive Income

- -

### Total Comprehensive Income

- -

*The accompanying notes form part of these statements.*
### COMMISSION FOR CHILDREN AND YOUNG PEOPLE AND CHILD GUARDIAN

**Statement of Financial Position**

**as at 30 June 2011**

<table>
<thead>
<tr>
<th>Notes</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>$'000</td>
<td>$'000</td>
<td></td>
</tr>
</tbody>
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#### Current Assets

<table>
<thead>
<tr>
<th>Descriptions</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and cash equivalents</td>
<td>7,484</td>
<td>5,180</td>
</tr>
<tr>
<td>Receivables</td>
<td>311</td>
<td>887</td>
</tr>
<tr>
<td>Other</td>
<td>136</td>
<td>244</td>
</tr>
<tr>
<td><strong>Total Current Assets</strong></td>
<td>7,931</td>
<td>6,311</td>
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#### Non-Current Assets

<table>
<thead>
<tr>
<th>Descriptions</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intangible Assets</td>
<td>4,873</td>
<td>4,196</td>
</tr>
<tr>
<td>Plant and Equipment</td>
<td>2,681</td>
<td>3,224</td>
</tr>
<tr>
<td><strong>Total Non-Current Assets</strong></td>
<td>7,554</td>
<td>7,420</td>
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</table>

#### Total Assets

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2010</th>
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<tbody>
<tr>
<td>$'000</td>
<td>15,485</td>
<td>13,731</td>
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</table>

#### Current Liabilities

<table>
<thead>
<tr>
<th>Descriptions</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Payables</td>
<td>3,893</td>
<td>3,292</td>
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<tr>
<td>Employee Benefits</td>
<td>1,767</td>
<td>1,706</td>
</tr>
<tr>
<td><strong>Total Current Liabilities</strong></td>
<td>5,660</td>
<td>4,998</td>
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</table>

#### Non-Current Liabilities

<table>
<thead>
<tr>
<th>Descriptions</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Benefits</td>
<td>516</td>
<td>624</td>
</tr>
<tr>
<td><strong>Total Non-Current Liabilities</strong></td>
<td>516</td>
<td>624</td>
</tr>
</tbody>
</table>

#### Total Liabilities

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>$'000</td>
<td>6,176</td>
<td>5,622</td>
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</table>

#### Net Assets

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>$'000</td>
<td>9,309</td>
<td>8,109</td>
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</tbody>
</table>

#### Equity

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<th>Descriptions</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contributed equity</td>
<td>8,411</td>
<td>7,211</td>
</tr>
<tr>
<td>Retained surpluses</td>
<td>898</td>
<td>898</td>
</tr>
<tr>
<td><strong>Total Equity</strong></td>
<td>9,309</td>
<td>8,109</td>
</tr>
</tbody>
</table>

The accompanying notes form part of these statements.
COMMISSION FOR CHILDREN AND YOUNG PEOPLE AND CHILD GUARDIAN
Statement of Changes in Equity
for the year ended 30 June 2011

<table>
<thead>
<tr>
<th>Retained Surpluses</th>
<th>Contributed Equity</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011 ($'000)</td>
<td>2010 ($'000)</td>
<td>2011 ($'000)</td>
</tr>
<tr>
<td>Balance 1 July</td>
<td>898</td>
<td>898</td>
</tr>
<tr>
<td>Operating Surplus/(Deficit)</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Transactions with Owners as Owners:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net Non-Appropriated Equity Injections (Note 3)</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Balance 30 June</strong></td>
<td><strong>898</strong></td>
<td><strong>898</strong></td>
</tr>
</tbody>
</table>

The accompanying notes form part of these statements.
Statement of Cash Flows for the year ended 30 June 2011

<table>
<thead>
<tr>
<th>Notes</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>$'000</td>
<td>$'000</td>
<td></td>
</tr>
</tbody>
</table>

Cash flows from operating activities

**Inflows:**
- User Charges: 6,557
- Grants and Other Contributions: 39,146
- GST input tax credits from ATO: 1,080
- GST collected from customers: 11
- Interest receipts: 456
- Other: 2

**Outflows:**
- Employee Expenses: (27,787)
- Supplies and Services: (13,327)
- Grants and Subsidies: (22)
- GST paid to suppliers: (1,102)
- GST remitted to ATO: (11)
- Other: (2,756)

**Net cash provided by (used in) operating activities:** 2,268

Cash flows from investing activities

**Inflows:**
- Sales of plant and equipment: -

**Outflows:**
- Payments for plant and equipment: 6
- Payments for intangibles: (1,171)

**Net cash provided by (used in) investing activities:** (1,165)

Cash flows from financing activities

**Inflows:**
- Non appropriated equity injection: 1,200

**Net cash provided by (used in) investing activities:** 1,200

Net increase (decrease) in cash held: 2,303
Cash at beginning of financial year: 5,180
Cash at end of financial year: 7,484

The accompanying notes form part of these statements.
<table>
<thead>
<tr>
<th>Note</th>
<th>Note Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Objectives of the Commission</td>
<td>7</td>
</tr>
<tr>
<td>1.</td>
<td>Summary of Significant Accounting Policies</td>
<td>7</td>
</tr>
<tr>
<td>2.</td>
<td>Services/Major Activities of the Commission</td>
<td>14</td>
</tr>
<tr>
<td>3.</td>
<td>Contributed Equity</td>
<td>15</td>
</tr>
<tr>
<td>4.</td>
<td>User Charges</td>
<td>15</td>
</tr>
<tr>
<td>5.</td>
<td>Grants and Other Contributions</td>
<td>15</td>
</tr>
<tr>
<td>6.</td>
<td>Other Revenue</td>
<td>15</td>
</tr>
<tr>
<td>7.</td>
<td>Employee Expenses</td>
<td>16</td>
</tr>
<tr>
<td>8.</td>
<td>Executive Remuneration</td>
<td>18</td>
</tr>
<tr>
<td>9.</td>
<td>Supplies and Services</td>
<td>19</td>
</tr>
<tr>
<td>10.</td>
<td>Grants and Subsidies</td>
<td>19</td>
</tr>
<tr>
<td>11.</td>
<td>Depreciation and Amortisation</td>
<td>19</td>
</tr>
<tr>
<td>12.</td>
<td>Other Expenses</td>
<td>20</td>
</tr>
<tr>
<td>13.</td>
<td>Cash and Cash Equivalents</td>
<td>20</td>
</tr>
<tr>
<td>14.</td>
<td>Receivables</td>
<td>20</td>
</tr>
<tr>
<td>15.</td>
<td>Other Current Assets</td>
<td>20</td>
</tr>
<tr>
<td>16.</td>
<td>Intangible Assets</td>
<td>21</td>
</tr>
<tr>
<td>17.</td>
<td>Plant and Equipment</td>
<td>21</td>
</tr>
<tr>
<td>18.</td>
<td>Payables</td>
<td>22</td>
</tr>
<tr>
<td>19.</td>
<td>Accrued Employee Benefits</td>
<td>22</td>
</tr>
<tr>
<td>20.</td>
<td>Reconciliation of Operating Surplus to Net Cash from Operating Activities</td>
<td>23</td>
</tr>
<tr>
<td>21.</td>
<td>Non-Cash Financing and Investing Activities</td>
<td>23</td>
</tr>
<tr>
<td>22.</td>
<td>Commitments for Expenditure</td>
<td>24</td>
</tr>
<tr>
<td>23.</td>
<td>Contingencies</td>
<td>24</td>
</tr>
<tr>
<td>24.</td>
<td>Events Occurring after Balance Date</td>
<td>24</td>
</tr>
<tr>
<td>25.</td>
<td>Financial Instruments</td>
<td>25</td>
</tr>
</tbody>
</table>
Objectives of the Commission

The Commission for Children and Young People and Child Guardian (the Commission) is an independent statutory body with a mandate to promote and protect the rights, interests and wellbeing of children and young people in Queensland, particularly those most vulnerable. It has particular responsibility for overseeing the safety and wellbeing of children and young people in out-of-home care and administers this through its child guardian function which includes the community visitor program. The Commission also administers Queensland’s blue card system (a working with children check).

The Commission focuses on those who:
- cannot protect themselves or have no one to act for them;
- live in out-of-home care or detention; or
- are disadvantaged by disability, living in an isolated area, homelessness, or poverty.

Key outcomes sought by the Commission are:
- the rights, interests, safety and wellbeing of all Queensland children and young people are upheld and enhanced;
- vulnerable children and young people in Queensland have appropriate support and early intervention services;
- effective child safety and youth justice systems to protect and support children and young people where legislative intervention is appropriate;
- a workforce with the capability to achieve the Commission’s vision; and
- a corporate governance framework that allows the Commission to sustainably achieve its strategic objectives.

1. Summary of Significant Accounting Policies

(a) Statement of Compliance

The financial statements have been prepared in compliance with section 43 of the Financial and Performance Management Standard 2009.

These financial statements are general purpose financial statements, and have been prepared on an accrual basis in accordance with Australian Accounting Standards and Interpretations. In addition, the financial statements comply with Treasury’s Minimum Reporting Requirements for the year ending 30 June 2011, and other authoritative pronouncements.

With respect to compliance with Australian Accounting Standards and Interpretations, the Commission has applied those requirements applicable to not-for-profit entities, as the Commission is a not-for-profit agency. Except where stated, the historical cost convention is used.

(b) Judgements and Assumptions

The preparation of financial statements necessarily requires the determination and use of certain critical accounting estimates, assumptions, and management judgements that have the potential to cause a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

Revisions to accounting estimates are recognised in the period in which the estimate is revised and in future periods as relevant.
Estimates and assumptions that have a potential significant effect are outlined in the following financial statement notes:

- Depreciation and Amortisation – Note 1 (k)
- Accrued Employee Benefits – Note 1 (p)

(c) The Reporting Entity

The financial statements include the value of all revenues, expenses, assets, liabilities and equity of the Commission.

(d) User Charges

User charges and fees controlled by the Commission are recognised as revenues when invoices for the related services are issued or upon processing of bluecard applications. User charges and fees are controlled by the Commission where they can be deployed for the achievement of the Commission’s objectives.

(e) Grants

Grants, contributions, donations and gifts that are non-reciprocal in nature are recognised as revenue in the year in which the Commission obtains control over them. Where grants are received that are reciprocal in nature, revenue is accrued over the term of the funding arrangements.

Contributions of services are recognised only when a fair value can be determined reliably and the services would be purchased if they had not been donated.

The Commission’s financial objective is to obtain a balanced operating result. In relation to any unspent funding at year end the Commission returns these funds to the funding agency prior to 14 July of each year and recognises these funds as a return of grant expense in the Statement of Comprehensive Income.

After 14 July and as part of the year end accruals process, there may arise the instance, where it is agreed with Queensland Treasury that the Commission can recognise a grant receivable at year end. Refer to Note 14.

(f) Cash and Cash Equivalents

For the purposes of the Statement of Financial Position and Statement of Cash Flows, cash assets include all cash and cheques receipted but not banked at 30 June as well as deposits at call with financial institutions.

(g) Receivables

Trade debtors are recognised at the nominal amounts due at the time of sale or service delivery. Settlement of these amounts is required within 30 days from invoice date.

The collectability of receivables is assessed periodically with provision being made for impairment. No bad debts were written-off as at 30 June 2011.

(h) Acquisitions of Assets

Actual cost is used for the initial recording of all non-current physical and intangible asset acquisitions. Cost is determined as the value given as consideration plus costs incidental to the acquisition, including all other costs incurred in getting the assets ready for use. However, any training costs are expensed as incurred.
(i) Plant and Equipment

Items of plant and equipment with a cost equal to or in excess of the following thresholds are recognised for financial reporting purposes in the year of acquisition:

- Computer Hardware $5,000
- Office Equipment $5,000
- Leasehold Improvements $5,000

Plant and equipment is measured at cost in accordance with Treasury’s Non-Current Asset Policies for the Queensland Public Sector. Items with a lesser value are expensed in the year of acquisition.

(j) Intangibles

Internally Generated Software

Intangible assets with a cost or other value greater than $100,000 are recognised in the financial statements, items with a lesser value being expensed. Each intangible asset is amortised over its estimated useful life to the Commission, less any anticipated residual value. The residual value is zero for all of the Commission’s intangible assets.

It has been determined that there is not an active market for any of the Commission’s intangible assets. As such, the assets are recognised and carried at cost less accumulated amortisation and accumulated impairment losses.

Costs that are directly attributable to the development of computer software are capitalised. Expenditure on research activities relating to internally-generated intangible assets is recognised as an expense in the period in which it is incurred.

(k) Amortisation and Depreciation of Intangibles and Plant and Equipment

Plant and equipment is depreciated and intangibles are amortised on a straight-line basis so as to allocate the net cost of each asset, less its estimated residual value, progressively over its estimated useful life to the Commission.

Assets under construction (work-in-progress) are not depreciated or amortised until they reach service delivery capacity.

Where assets have separately identifiable components that are subject to regular replacement, these components are assigned useful lives distinct from the asset to which they relate and are depreciated accordingly.

Any expenditure that increases the originally assessed capacity or service potential of an asset is capitalised and the new depreciable amount is depreciated over the remaining useful life of the asset to the Commission.

The depreciable amount of leasehold improvements is allocated progressively over the unexpired period of the lease. The unexpired period of a lease includes any option period where exercise of the option is probable.
For each class of depreciable asset the following depreciation and amortisation rates are used:

<table>
<thead>
<tr>
<th>Class</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plant and equipment:</td>
<td></td>
</tr>
<tr>
<td>Computer Hardware</td>
<td>10-33%</td>
</tr>
<tr>
<td>Office Equipment</td>
<td>20%</td>
</tr>
<tr>
<td>Leasehold Improvements</td>
<td></td>
</tr>
<tr>
<td>Office Fitouts</td>
<td>10%</td>
</tr>
<tr>
<td>Intangibles</td>
<td></td>
</tr>
<tr>
<td>Internal Use Software</td>
<td>15%</td>
</tr>
</tbody>
</table>

(I) Impairment of Non-Current Assets

All non-current physical and intangible assets are assessed for indicators of impairment on an annual basis. If an indicator of possible impairment exists, the Commission determines the asset's recoverable amount. Any amount by which the asset's carrying amount exceeds the recoverable amount is recorded as an impairment loss.

The asset's recoverable amount is determined as the higher of the asset's fair value less costs to sell and depreciated replacement cost.

An impairment loss is recognised immediately in the Statement of Comprehensive Income. Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised as income.

(m) Leases

A distinction is made in the financial statements between finance leases that effectively transfer from the lessor to the lessee substantially all risks and benefits incidental to ownership, and operating leases, under which the lessor retains substantially all risks and benefits.

Operating lease payments are representative of the pattern of benefits derived from the leased assets and are expensed in the periods in which they are incurred.

(n) Payables

Trade creditors are recognised upon receipt of the goods or services ordered and are measured at the agreed purchase/contract price, gross of applicable trade and other discounts. Amounts owing are unsecured and are generally settled on 30 day terms.

(o) Financial Instruments

Recognition

Financial assets and financial liabilities are recognised in the Statement of Financial Position when the Commission becomes party to the contractual provisions of the financial instrument.
Classification

• Cash and cash equivalents - held at fair value through profit and loss
• Receivables - held at amortised cost
• Payables - held at amortised cost

The Commission does not enter into transactions for speculative purposes, nor for hedging. Apart from cash and cash equivalents, the Commission holds no financial assets classified at fair value through profit and loss.

All disclosures relating to the measurement basis and financial risk management of other financial instruments held by the Commission are included in Note 25.

(p) Employee Benefits

Employer superannuation contributions, annual leave and long service leave levies are regarded as employee benefits.

Payroll tax and workers’ compensation insurance are a consequence of employing employees, but are not counted in an employee’s total remuneration package. They are not employee benefits and are recognised separately as employee related expenses.

Wages, Salaries, Recreation Leave and Sick Leave

Wages and salaries due but unpaid at reporting date are recognised in the Statement of Financial Position at the current salary rates.

For entitlements expected to be paid within 12 months, the liabilities are recognised at their undiscounted values. For those entitlements not expected to be paid within 12 months, the liabilities are recognised at their present value, calculated using expected salary rates at the time of settlement and discounted at yields on Fixed Rate Commonwealth Government bonds of similar maturity.

Prior history indicates that on average, sick leave taken each reporting period is less than the entitlement accrued. This is expected to continue in future periods. Accordingly, it is unlikely that existing accumulated entitlements will be used by employees and no liability for unused sick leave entitlements is recognised.

As sick leave is non-vesting, an expense is recognised for this leave as it is taken.

Long Service Leave

Under the Queensland Government’s long service leave scheme, a levy is made on the Commission to cover this cost. Levies are expensed in the period in which they are paid or payable. Amounts paid to employees for long service leave are claimed from the scheme as and when leave is taken.

No provision for long service leave is recognised in the Commission’s financial statements, the liability being held on a whole-of-Government basis and reported in those financial statements pursuant to AASB 1049 Whole of Government and General Government Sector Financial Reporting.

Superannuation

Employer superannuation contributions are paid to QSuper, the superannuation plan for Queensland Government employees, at rates determined by the Treasurer on the advice
of the State Actuary. Contributions are expensed in the period in which they are paid or payable. The Commission's obligation is limited to its contributions to QSuper.

Therefore, no liability is recognised for accruing superannuation benefits in these financial statements, the liability being held on a whole-of-Government basis and reported in the financial report prepared pursuant to AASB 1049 Whole of Government and General Government Sector Financial Reporting.

(q) Executive Remuneration

Key executive management personnel and remuneration disclosures are made in accordance with the section 5 Addendum (issued in May 2011) to the Financial Reporting Requirements for Queensland Government Agencies issued by Queensland Treasury. Refer to Note 8 for the disclosures on key executive management personnel and remuneration.

(r) Insurance

The Commission’s non-current physical assets and other risks are insured through the Queensland Government Insurance Fund, premiums being paid on a risk assessment basis. In addition, the Commission pays premiums to WorkCover Queensland in respect of its obligations for employee compensation.

(s) Contributed Equity

Adjustments to ‘Contributed Equity’ are made in accordance with Interpretation 1038 Contributions by Owners Made to Wholly-Owned Public Sector Entities.

(t) Taxation

The Commission is a State body as defined under the Income Tax Assessment Act 1936 and is exempt from Commonwealth taxation with the exception of Fringe Benefits Tax (FBT) and Goods and Services Tax (GST). As such, FBT and GST credits receivable from/payable to the ATO are recognised and accrued.

(t) Issuance of Financial Statements

The financial statements are authorised for issue by the Commissioner and Executive Director at the date of signing the Management Certificate.

(u) Rounding and Comparatives

Amounts included in the financial statements are in Australian dollars and have been rounded to the nearest $1,000 or, where that amount is $500 or less, to zero, unless disclosure of the full amount is specifically required.

Comparative information has been restated where necessary to be consistent with disclosures and classifications in the current reporting period.

(v) New and Revised Accounting Standards

The Commission did not change any of its accounting policies during 2010-11. There were no new or amended accounting standards with application for the first time in 2010-11 that impacted on the Commission.

As at 30 June 2011, new or amended standards and interpretations, as listed below, had been issued that have mandatory application dates for future reporting periods.
COMMISSION FOR CHILDREN AND YOUNG PEOPLE AND CHILD GUARDIAN
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS 2010-11

The Commission is not permitted to adopt a new or amended accounting standard ahead of the specified commencement date unless approval is obtained from the Queensland Treasury. Consequently, the Commission has not applied any Australian accounting standards and interpretations that have been issued but are not yet effective. The Commission applies standards and interpretations in accordance with their respective commencement dates.

<table>
<thead>
<tr>
<th>Standard/Interpretation</th>
<th>Applicable for annual reporting periods beginning on or after:</th>
</tr>
</thead>
<tbody>
<tr>
<td>AASB 9 Financial Instruments (December 2010)</td>
<td>1 January 2013</td>
</tr>
<tr>
<td>AASB 124 Related Party Disclosures (December 2009)</td>
<td>1 January 2011</td>
</tr>
<tr>
<td>AASB 1053 Application of Tiers of Australian Accounting Standards</td>
<td>1 January 2013</td>
</tr>
<tr>
<td>AASB 2010-2 Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements</td>
<td>1 July 2013</td>
</tr>
<tr>
<td>AASB 2010-7 Amendments to Australian Accounting Standards arising from AASB 9 (December 2010)</td>
<td>1 January 2013</td>
</tr>
</tbody>
</table>

AASB 9 Financial Instruments (December 2010) and AASB 2010-7 Amendments to Australian Accounting Standards arising from AASB 9 (December 2010) will change the requirements for the classification, measurement and disclosures associated with financial assets. Under the new requirements, financial assets will be more simply classified according to whether they are measured at amortised cost or fair value.

Pursuant to AASB 9, financial assets can only be measured at amortised cost if two conditions are met. One of these conditions is that the asset must be held within a business model whose objective is to hold assets in order to collect contractual cash flows. The other condition is that the contractual terms of the asset give rise on specified dates to cash flows that are the sole payments of principal and interest on the principal amount outstanding.

Assuming no change in the types of transactions that the Commission enters into, it is not expected that any of the Commission’s financial assets will meet the criteria in AASB 9 to be measured at amortised cost. Therefore, as from the 2013–14 financial statements, all of the Commission’s financial assets will be required to be classified as ‘financial assets required to be measured at fair value through profit or loss’ (instead of the measurement classifications presently used in Note 25). In the case of the Commission’s receivables, the carrying amount is considered to be a reasonable approximation of fair value.

AASB 1053 Application of Tiers of Australian Accounting Standards establishes a differential financial reporting framework consisting of two tiers of reporting requirements for preparing general purpose financial statements.

Tier 1 requirements comprise the full range of AASB recognition, presentation and disclosure requirements, while Tier 2 requires fewer disclosures. AASB 2010-2 Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements sets out the details of which disclosures in standards and interpretations are not required under Tier 2 reporting.

Pursuant to AASB 1053, public sector entities such as the Commission may adopt Tier 2 requirements for their general purpose financial statements. However, AASB 1053 acknowledges the power of the regulator to require application of the Tier 1 requirements. In the case of the Commission, Queensland Treasury is the regulator. Queensland
Treasury’s policy decision requires the Commission to adopt Tier 1 reporting requirements.

All other Australian accounting standards and interpretations with future commencement dates are either not applicable to the Commission’s activities, or have no material impact on the Commission.

2. Services/Major Activities of the Commission

The Commission has one output “Promotion and Protection of the Rights, Interests and Wellbeing of Children and Young People in Queensland” and therefore no Income Statement by Outputs/Major Activities has been prepared.
3. Reconciliation of Payments from consolidated fund to Equity
Adjustment Recognised in Contributed Equity

<table>
<thead>
<tr>
<th></th>
<th>2011 $’000</th>
<th>2010 $’000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-appropriated equity adjustments - Equity injection</td>
<td>1,200</td>
<td>3,762</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1,200</strong></td>
<td><strong>3,762</strong></td>
</tr>
</tbody>
</table>

4. User Charges

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment screening</td>
<td>6,489</td>
<td>5,511</td>
</tr>
<tr>
<td>Other revenue</td>
<td>10</td>
<td>4</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>6,499</strong></td>
<td><strong>5,515</strong></td>
</tr>
</tbody>
</table>

5. Grants

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grants via State Government Department</td>
<td>38,620</td>
<td>40,417</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>38,620</strong></td>
<td><strong>40,417</strong></td>
</tr>
</tbody>
</table>

6. Other Revenue

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interest</td>
<td>456</td>
<td>268</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>456</strong></td>
<td><strong>268</strong></td>
</tr>
</tbody>
</table>
### 7. Employee Expenses

**Employee Benefits** *

<table>
<thead>
<tr>
<th>Description</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wages and salaries</td>
<td>23,105</td>
<td>25,349</td>
</tr>
<tr>
<td>Employer superannuation contributions</td>
<td>2,581</td>
<td>2,798</td>
</tr>
<tr>
<td>Long service leave levy</td>
<td>452</td>
<td>415</td>
</tr>
</tbody>
</table>

**Employee Related Expenses**

<table>
<thead>
<tr>
<th>Description</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workers’ compensation premium</td>
<td>57</td>
<td>52</td>
</tr>
<tr>
<td>Payroll tax</td>
<td>1,224</td>
<td>1,341</td>
</tr>
<tr>
<td>Other employee related expenses</td>
<td>288</td>
<td>159</td>
</tr>
</tbody>
</table>

**Total**

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total</strong></td>
<td>27,707</td>
<td>30,114</td>
</tr>
</tbody>
</table>

*The decrease in Employee Expenses is due to the Commission carrying a number of vacancies into the 2010-11 year from the previous year and cessation of project roles throughout the year.

The number of employees includes both full-time employees and part-time employees measured on a full-time equivalent basis is:

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Employees:*</td>
<td>242</td>
<td>236</td>
</tr>
</tbody>
</table>

*The number of employees fluctuates throughout the year, the figures noted above are at 30 June.

Community Visitors are casual employees employed under the Commission for Children and Young People and Child Guardian Act 2000.

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Community Visitors:</td>
<td>153</td>
<td>159</td>
</tr>
</tbody>
</table>
8. Executive Remuneration

Key executive management personnel and remuneration disclosures are made in accordance with the section 5 Addendum (issued in May 2011) to the Financial Reporting Requirements for Queensland Government Agencies issued by Queensland Treasury.

a) Key Executive Management Personnel

The following details for key executive management personnel include those positions that had authority and responsibility for planning, directing and controlling the activities of the agency during 2010-11. Further information on these positions can be found in the body of the Annual Report under the section relating to Executive Management.

<table>
<thead>
<tr>
<th>Position</th>
<th>Responsibilities</th>
<th>Current Incumbents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commissioner and Child Guardian</td>
<td>The Commissioner is the accountable officer for the Commission and leads the strategic focus and direction for it's work. In accordance with the Commission for Children and Young People and Child Guardian Act 2000, the Commissioner is to control the Commission (s15), act independently (in a way that promotes and protects the rights, interests and wellbeing of children) and is not under control or direction of the Minister (s22).</td>
<td>Refer note b) below</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Appointment by the Governor in Council</td>
</tr>
<tr>
<td></td>
<td></td>
<td>17 January 2005</td>
</tr>
<tr>
<td>Assistant Commissioner</td>
<td>Responsible for the effective administration of the external monitoring functions of the child safety and youth justice systems and the Commission's strategic policy and research agenda.</td>
<td>Refer note b) below</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Appointment by the Governor in Council</td>
</tr>
<tr>
<td></td>
<td></td>
<td>26 May 2005</td>
</tr>
<tr>
<td>Executive Director</td>
<td>Responsible for the effective administration of the blue card system and the Commission's corporate governance framework.</td>
<td>SES2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Section 122 Contract</td>
</tr>
<tr>
<td></td>
<td></td>
<td>15 November 2007</td>
</tr>
</tbody>
</table>

b) Remuneration

Remuneration for the Commissioner and Assistant Commissioner is set by the Governor in Council in accordance with Part 3, Sections 28 and 34 of the Commission for Children and Young People and Child Guardian Act 2000. Remuneration for the Executive Director is in accordance with Section 122 of the Public Service Act 2008. The remuneration and other terms of employment for the key executive management personnel are specified in employment contracts. The contracts provide for the provision of other benefits including professional memberships and motor vehicles.

For the 2010-11 year, remuneration of key executive management personnel increased by 2.5% in accordance with government policy.

Remuneration packages for key executive management personnel comprise the following components:

- Short term employee benefits which include:
  - Base – consisting of base salary, allowances and leave entitlements paid and provided for the entire year or for that part of the year during which the employee...
occupied the specified position. Amounts disclosed equal the amount expensed in the Statement of Comprehensive Income.

- Non-monetary benefits – consisting of provision of a vehicle together with fringe benefits tax applicable to the benefit as well as professional memberships.

- Long-term employee benefits include long service leave accrued.
- Post-employment benefits include superannuation contributions.
- Redundancy payments are not provided for within individual contracts of employment. Contracts of employment provide only for notice periods or payment in lieu of notice on termination, regardless of the reason for termination.

Total fixed remuneration is calculated on a “total cost” and includes the base and non-monetary benefits, long-term employee benefits and post-employment benefits.

1 July 2010 - 30 June 2011 *

<table>
<thead>
<tr>
<th>Position</th>
<th>Short Term Employee Benefits</th>
<th>Long Term Employee Benefits</th>
<th>Post Employment Benefits</th>
<th>Termination Benefits</th>
<th>Total Remuneration</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Base $'000</td>
<td>Non-Monetary Benefits $'000</td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td>Commissioner and Child Guardian</td>
<td>207</td>
<td>30</td>
<td>4</td>
<td>23</td>
<td>263</td>
</tr>
<tr>
<td>Assistant Commissioner</td>
<td>174</td>
<td>37</td>
<td>3</td>
<td>19</td>
<td>234</td>
</tr>
<tr>
<td>Executive Director</td>
<td>168</td>
<td>7</td>
<td>3</td>
<td>16</td>
<td>194</td>
</tr>
<tr>
<td>Total Remuneration</td>
<td>549</td>
<td>74</td>
<td>11</td>
<td>58</td>
<td>691</td>
</tr>
</tbody>
</table>

1 July 2009 - 30 June 2010 *

<table>
<thead>
<tr>
<th>Position</th>
<th>Short Term Employee Benefits</th>
<th>Long Term Employee Benefits</th>
<th>Post Employment Benefits</th>
<th>Termination Benefits</th>
<th>Total Remuneration</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Base $'000</td>
<td>Non-Monetary Benefits $'000</td>
<td>$'000</td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td>Commissioner and Child Guardian</td>
<td>200</td>
<td>31</td>
<td>3</td>
<td>22</td>
<td>256</td>
</tr>
<tr>
<td>Assistant Commissioner</td>
<td>171</td>
<td>37</td>
<td>3</td>
<td>18</td>
<td>229</td>
</tr>
<tr>
<td>Executive Director</td>
<td>151</td>
<td>23</td>
<td>2</td>
<td>16</td>
<td>193</td>
</tr>
<tr>
<td>Total Remuneration</td>
<td>522</td>
<td>91</td>
<td>8</td>
<td>56</td>
<td>678</td>
</tr>
</tbody>
</table>

* In the 2009-10 financial statements the remuneration figures included payroll tax and workers compensation payments. These figures have been removed from the remuneration figures in the 2009-10 comparative table above in line with section 5 Addendum to the Financial Reporting Requirements for Queensland Government Agencies issued by Queensland Treasury.
9. Supplies and Services

<table>
<thead>
<tr>
<th>Service</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building services</td>
<td>3,198</td>
<td>3,156</td>
</tr>
<tr>
<td>Queensland Police Service criminal history</td>
<td>3,242</td>
<td>3,197</td>
</tr>
<tr>
<td>checks</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administration costs</td>
<td>2,339</td>
<td>2,139</td>
</tr>
<tr>
<td>Contractors and consultants</td>
<td>1,416</td>
<td>1,088</td>
</tr>
<tr>
<td>Corporate services provider costs</td>
<td>644</td>
<td>1,267</td>
</tr>
<tr>
<td>Telecommunications</td>
<td>439</td>
<td>517</td>
</tr>
<tr>
<td>Advertising and promotions</td>
<td>11</td>
<td>42</td>
</tr>
<tr>
<td>Travel</td>
<td>546</td>
<td>629</td>
</tr>
<tr>
<td>Minor plant and equipment</td>
<td>912</td>
<td>715</td>
</tr>
<tr>
<td>Repairs and maintenance</td>
<td>242</td>
<td>295</td>
</tr>
<tr>
<td>Hospitality</td>
<td>19</td>
<td>55</td>
</tr>
<tr>
<td>Motor vehicle running costs</td>
<td>53</td>
<td>52</td>
</tr>
<tr>
<td>Professional services</td>
<td>31</td>
<td>48</td>
</tr>
<tr>
<td>Minor capital works</td>
<td>-</td>
<td>7</td>
</tr>
<tr>
<td>Printing</td>
<td>122</td>
<td>170</td>
</tr>
<tr>
<td>Other</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>13,222</td>
<td>13,386</td>
</tr>
</tbody>
</table>

10. Grants and Subsidies

<table>
<thead>
<tr>
<th>Type</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sponsorships paid</td>
<td>-</td>
<td>22</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>-</td>
<td>22</td>
</tr>
</tbody>
</table>

11. Depreciation and Amortisation

Depreciation and amortisation were incurred in respect of:

<table>
<thead>
<tr>
<th>Asset Type</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plant and equipment</td>
<td>537</td>
<td>478</td>
</tr>
<tr>
<td>Intangibles</td>
<td>494</td>
<td>922</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1,030</td>
<td>1,400</td>
</tr>
</tbody>
</table>
12. Other Expenses

<table>
<thead>
<tr>
<th>Description</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insurance premiums</td>
<td>29</td>
<td>10</td>
</tr>
<tr>
<td>External audit fees *</td>
<td>14</td>
<td>19</td>
</tr>
<tr>
<td>Impairment losses on trade debtors</td>
<td>-</td>
<td>(1)</td>
</tr>
<tr>
<td>Losses from disposal of plant &amp; equipment</td>
<td>13</td>
<td>-</td>
</tr>
<tr>
<td>Return of Grant</td>
<td>3,560</td>
<td>1,200</td>
</tr>
<tr>
<td>Ex gratia payment</td>
<td>-</td>
<td>50</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>3,616</td>
<td>1,278</td>
</tr>
</tbody>
</table>

* Total external audit fees relating to the 2010-11 financial year are estimated to be $29,700 (2009-10 actual - $20,941). There are no non-audit services included in this amount.

13. Cash and cash equivalents

<table>
<thead>
<tr>
<th>Description</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash at bank</td>
<td>754</td>
<td>1,598</td>
</tr>
<tr>
<td>Cash on hand</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Deposits at call</td>
<td>6,729</td>
<td>3,581</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>7,484</td>
<td>5,180</td>
</tr>
</tbody>
</table>

14. Receivables

<table>
<thead>
<tr>
<th>Description</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade debtors</td>
<td>105</td>
<td>187</td>
</tr>
<tr>
<td>Long service leave reimbursement</td>
<td>52</td>
<td>42</td>
</tr>
<tr>
<td>Grants receivable</td>
<td>-</td>
<td>526</td>
</tr>
<tr>
<td>GST receivable</td>
<td>155</td>
<td>133</td>
</tr>
<tr>
<td>GST payable</td>
<td>(1)</td>
<td>(1)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>311</td>
<td>887</td>
</tr>
</tbody>
</table>

15. Other Current Assets

<table>
<thead>
<tr>
<th>Description</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepayments</td>
<td>136</td>
<td>244</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>136</td>
<td>244</td>
</tr>
</tbody>
</table>
16. Intangible Assets

Internally generated software:

<table>
<thead>
<tr>
<th></th>
<th>2011 '000</th>
<th>2010 '000</th>
</tr>
</thead>
<tbody>
<tr>
<td>At cost</td>
<td>5,029</td>
<td>2,111</td>
</tr>
<tr>
<td>Less: Accumulated amortisation</td>
<td>(584)</td>
<td>(928)</td>
</tr>
<tr>
<td></td>
<td>4,445</td>
<td>1,183</td>
</tr>
</tbody>
</table>

Work in progress

<table>
<thead>
<tr>
<th></th>
<th>2011 '000</th>
<th>2010 '000</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>428</td>
<td>3,013</td>
</tr>
</tbody>
</table>

Total

<table>
<thead>
<tr>
<th></th>
<th>2011 '000</th>
<th>2010 '000</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4,873</td>
<td>4,196</td>
</tr>
</tbody>
</table>

In 2010-11 the Commission retired the Employment Screening database that had an original cost of $837,455 as it was replaced with a new system. Costs for the new system are reported in the Intangibles Assets table above.

<table>
<thead>
<tr>
<th>Intangibles Reconciliation</th>
<th>Internally Generated Software</th>
<th>Work in progress</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2011 '000</td>
<td>2010 '000</td>
<td>2011 '000</td>
</tr>
<tr>
<td>Carrying amount at 1 July</td>
<td>1,183</td>
<td>831</td>
<td>3,013</td>
</tr>
<tr>
<td>Acquisitions</td>
<td>-</td>
<td>-</td>
<td>1,171</td>
</tr>
<tr>
<td>Transfer between classes</td>
<td>3,755</td>
<td>1,274</td>
<td>(3,755)</td>
</tr>
<tr>
<td>Amortisation</td>
<td>(494)</td>
<td>(922)</td>
<td>-</td>
</tr>
<tr>
<td>Carrying amount at 30 June</td>
<td>4,445</td>
<td>1,183</td>
<td>428</td>
</tr>
</tbody>
</table>

2009-10 amortisation includes $338,082 of accelerated amortisation for internally generated software, the Community Visitor Information System (CVIS), due to the implementation of a new replacement system ahead of schedule.

17. Plant and Equipment

Plant and equipment:

<table>
<thead>
<tr>
<th></th>
<th>2011 '000</th>
<th>2010 '000</th>
</tr>
</thead>
<tbody>
<tr>
<td>At cost</td>
<td>4,114</td>
<td>4,142</td>
</tr>
<tr>
<td>Less: Accumulated depreciation</td>
<td>(1,433)</td>
<td>(918)</td>
</tr>
<tr>
<td></td>
<td>2,681</td>
<td>3,224</td>
</tr>
</tbody>
</table>

Work in progress:

<table>
<thead>
<tr>
<th></th>
<th>2011 '000</th>
<th>2010 '000</th>
</tr>
</thead>
<tbody>
<tr>
<td>At cost</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

Total

<table>
<thead>
<tr>
<th></th>
<th>2011 '000</th>
<th>2010 '000</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2,681</td>
<td>3,224</td>
</tr>
</tbody>
</table>
Plant and Equipment Reconciliation

<table>
<thead>
<tr>
<th></th>
<th>Plant and Equipment</th>
<th>Work In Progress</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2011 $'000</td>
<td>2010 $'000</td>
<td>2011 $'000</td>
</tr>
<tr>
<td>Carrying amount at 1 July</td>
<td>3,224</td>
<td>423</td>
<td>2,092</td>
</tr>
<tr>
<td>Acquisitions</td>
<td>7</td>
<td>1,187</td>
<td>-</td>
</tr>
<tr>
<td>Disposals</td>
<td>(13)</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Transfer between classes</td>
<td>-</td>
<td>2,092</td>
<td>-</td>
</tr>
<tr>
<td>Depreciation/Amortisation</td>
<td>(537)</td>
<td>(478)</td>
<td>-</td>
</tr>
<tr>
<td>Carrying amount at 30 June</td>
<td>2,681</td>
<td>3,224</td>
<td>-</td>
</tr>
</tbody>
</table>

At 30 June 2011 the Commission has plant and equipment with an original cost of $149,996 and written down value of nil still in use for the provision of services. The Commission has permanently retired assets with an original cost of $337,256 and written down value of nil. These assets were decommissioned in November 2009 and are being used by the Commission’s ICT team as a training environment. These assets will not be re-instated in the future.

18. Payables

<table>
<thead>
<tr>
<th></th>
<th>2011 $'000</th>
<th>2010 $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade creditors</td>
<td>1,736</td>
<td>1,947</td>
</tr>
<tr>
<td>Grants payable</td>
<td>2,060</td>
<td>1,200</td>
</tr>
<tr>
<td>Other</td>
<td>97</td>
<td>145</td>
</tr>
<tr>
<td>Total</td>
<td>3,893</td>
<td>3,292</td>
</tr>
</tbody>
</table>

19. Employee Benefits

<table>
<thead>
<tr>
<th></th>
<th>2011 $'000</th>
<th>2010 $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salaries and wages outstanding</td>
<td>193</td>
<td>120</td>
</tr>
<tr>
<td>Recreation Leave</td>
<td>1,440</td>
<td>1,485</td>
</tr>
<tr>
<td>Long service leave levy payable</td>
<td>134</td>
<td>101</td>
</tr>
<tr>
<td>Total</td>
<td>1,767</td>
<td>1,706</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2011 $'000</th>
<th>2010 $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Current</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recreation Leave</td>
<td>516</td>
<td>624</td>
</tr>
<tr>
<td>Total</td>
<td>516</td>
<td>624</td>
</tr>
</tbody>
</table>
20. Reconciliation of Operating Result to Net Cash Provided by (Used in) Operating Activities

<table>
<thead>
<tr>
<th>Description</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Result</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Depreciation and amortisation expense</td>
<td>1,030</td>
<td>1,400</td>
</tr>
<tr>
<td>Change in assets and liabilities:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Increase)/decrease in net grants receivable</td>
<td>526</td>
<td>(174)</td>
</tr>
<tr>
<td>(Increase)/decrease in net receivables</td>
<td>72</td>
<td>(81)</td>
</tr>
<tr>
<td>(Increase)/decrease in GST input tax credits receivable</td>
<td>(22)</td>
<td>293</td>
</tr>
<tr>
<td>(Increase)/decrease in prepayments</td>
<td>107</td>
<td>(10)</td>
</tr>
<tr>
<td>Increase/(decrease) in net grants payable</td>
<td>860</td>
<td>(2,800)</td>
</tr>
<tr>
<td>Increase/(decrease) in accounts payable</td>
<td>(230)</td>
<td>144</td>
</tr>
<tr>
<td>Increase/(decrease) in accrued employee benefits</td>
<td>(75)</td>
<td>343</td>
</tr>
<tr>
<td>Increase/(decrease) in GST payable</td>
<td>-</td>
<td>(4)</td>
</tr>
<tr>
<td><strong>Net cash provided by (used in) operating activities</strong></td>
<td><strong>2,268</strong></td>
<td><strong>(889)</strong></td>
</tr>
</tbody>
</table>

21. Non-Cash Financing and Investing Activities

Assets and liabilities received or transferred by the Commission as a result of non-reciprocal transfers are recognised as adjustments to the Statement of Financial Position and the Statement of Changes in Equity.

Operating leases are entered into as a means of acquiring access to office accommodation. Lease payments are generally fixed, but with inflation escalation clauses on which contingent rentals are determined.
## 22. Commitments for Expenditure

### (a) Non-Cancellable Operating Lease

Commitments under operating leases at reporting date are inclusive of anticipated GST and are payable as follows:

<table>
<thead>
<tr>
<th>Time Period</th>
<th>2011 ($'000)</th>
<th>2010 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not later than one year</td>
<td>3,385</td>
<td>3,241</td>
</tr>
<tr>
<td>Later than one year and not later than five years</td>
<td>13,332</td>
<td>14,172</td>
</tr>
<tr>
<td>Later than five years</td>
<td>-</td>
<td>2,196</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>16,717</strong></td>
<td><strong>19,609</strong></td>
</tr>
</tbody>
</table>

### (b) Capital expenditure commitments

Material classes of capital expenditure commitments inclusive of anticipated GST, contracted for at reporting date but not recognised in the accounts are payable as follows:

<table>
<thead>
<tr>
<th>Time Period</th>
<th>2011 ($'000)</th>
<th>2010 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not later than one year</td>
<td>243</td>
<td>996</td>
</tr>
<tr>
<td>Later than one year and not later than five years</td>
<td>-</td>
<td>370</td>
</tr>
<tr>
<td>Later than five years</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>243</strong></td>
<td><strong>1,366</strong></td>
</tr>
</tbody>
</table>

### (c) Other expenditure commitments

Material expenditure commitments inclusive of anticipated GST, contracted for at reporting date but not recognised in the accounts are payable as follows:

<table>
<thead>
<tr>
<th>Time Period</th>
<th>2011 ($'000)</th>
<th>2010 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not later than one year</td>
<td>423</td>
<td>428</td>
</tr>
<tr>
<td>Later than one year and not later than five years</td>
<td>30</td>
<td>91</td>
</tr>
<tr>
<td>Later than five years</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>452</strong></td>
<td><strong>519</strong></td>
</tr>
</tbody>
</table>

## 23. Contingencies

As at 30 June 2011, no legal action has been brought against the Commission.

## 24. Events Occurring after Balance Date

There are no major events that have occurred post 30 June 2011 which impact upon the Commission’s operations.
25. Financial Instruments

(a) Categorisation of Financial Instruments

The Commission has the following categories of financial assets and financial liabilities:

<table>
<thead>
<tr>
<th>Category</th>
<th>Note</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Financial Assets</strong></td>
<td></td>
<td>$'000</td>
<td>$'000</td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>13</td>
<td>7,484</td>
<td>5,180</td>
</tr>
<tr>
<td>Receivables</td>
<td>14</td>
<td>311</td>
<td>887</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>7,795</td>
<td>6,067</td>
</tr>
<tr>
<td><strong>Financial Liabilities</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payables</td>
<td>18</td>
<td>3,893</td>
<td>3,292</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>3,893</td>
<td>3,292</td>
</tr>
</tbody>
</table>

(b) Financial Risk Management

The Commission’s activities expose it to a variety of financial risks — credit risk, liquidity risk, market risk and interest rate risk.

The Commission provides written principles for overall risk management, as well as policies covering specific areas. These policies focus on the unpredictability of financial markets and seek to minimise potential adverse effects on the financial performance of the Commission.

All financial risk is managed by the Corporate Services Program under policies approved by the Commissioner.

(c) Credit Risk Exposure

Credit risk exposure refers to the situation where the Commission may incur financial loss as a result of another party to a financial instrument failing to discharge their obligation.

The maximum exposure to credit risk at balance date in relation to each class of recognised financial assets is the gross carrying amount of those assets inclusive of any provisions for impairment.

The following table represents the Commission’s maximum exposure to credit risk based on contractual amounts net of any allowances:

<table>
<thead>
<tr>
<th>Maximum Exposure to Credit Risk</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Category:</strong></td>
<td>Note</td>
<td>$'000</td>
</tr>
<tr>
<td>Financial Assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>13</td>
<td>7,484</td>
</tr>
<tr>
<td>Receivables</td>
<td>14</td>
<td>311</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>7,795</td>
</tr>
</tbody>
</table>
25. Financial Instruments (cont’d)

(c) Credit Risk Exposure (cont’d)

The Commission manages credit risk through the use of a credit management strategy. This strategy aims to reduce the exposure to credit default by ensuring that the Commission invests in secure assets and monitors all funds owed on a timely basis. Exposure to credit risk is monitored on an ongoing basis.

No financial assets and financial liabilities have been offset and presented net in the Statement of Financial Position.

No financial assets have had their terms renegotiated so as to prevent them from being past due or impaired, and are stated at the carrying amounts as indicated.

The Commission had financial assets past due but not impaired at 30 June 2011 as shown in the table below. The Commission had no financial assets past due but not impaired at 30 June 2010.

**2011 Financial Assets Past Due But Not Impaired**

<table>
<thead>
<tr>
<th>Overdue</th>
<th>Less 30 days</th>
<th>30–60 days</th>
<th>61–90 days</th>
<th>More 90 days</th>
<th>Total $’000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receivables</td>
<td>- $’000</td>
<td>3 $’000</td>
<td>- $’000</td>
<td>- $’000</td>
<td>3 $’000</td>
</tr>
<tr>
<td>Total</td>
<td>- $’000</td>
<td>3 $’000</td>
<td>- $’000</td>
<td>- $’000</td>
<td>3 $’000</td>
</tr>
</tbody>
</table>

(d) Liquidity Risk

Liquidity risk refers to the situation where the Commission may encounter difficulty in meeting obligations associated with financial liabilities that are settled by delivering cash or another financial asset.

The Commission manages liquidity risk through the use of a liquidity management strategy. This strategy aims to reduce the exposure to liquidity risk by ensuring the Commission has sufficient funds available to meet employee and supplier obligations as they fall due. This is achieved by ensuring that adequate levels of cash are held within the various bank accounts so as to match the expected duration of the various employee and supplier liabilities.

The following table sets out the liquidity risk of financial liabilities held by the Commission. It represents the contractual maturity of financial liabilities, calculated based on undiscounted cash flows relating to the liabilities at reporting date.

<table>
<thead>
<tr>
<th>2011 Payable in</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 1 year $’000</td>
<td>$’000</td>
</tr>
<tr>
<td>1–5 years $’000</td>
<td>-</td>
</tr>
<tr>
<td>&gt; 5 years $’000</td>
<td>-</td>
</tr>
<tr>
<td>Total $’000</td>
<td>$’000</td>
</tr>
</tbody>
</table>

Financial liabilities

<table>
<thead>
<tr>
<th>Note</th>
<th>2011 Payable in</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payables</td>
<td>18</td>
<td>3,893</td>
</tr>
<tr>
<td>Total</td>
<td>3,893</td>
<td>-</td>
</tr>
</tbody>
</table>


(e) Market Risk

The Commission does not trade in foreign currency and is not materially exposed to commodity price changes. The Commission is exposed to interest rate risk through cash deposited in interest bearing accounts. The Commission does not undertake any hedging in relation to interest risk and manages its risk as per the liquidity risk management strategy.

(f) Interest Rate Sensitivity Analysis

The Commission has an exposure to variable interest rates on cash deposited in interest bearing accounts. The following interest rate sensitivity analysis is based on a report similar to that provided to management, depicting the outcome on the operating result if interest rates would change by +/- 1% from the year-end rates applicable to the Commission’s financial assets and liabilities. With all other variables held constant, the Commission would have a surplus and equity increase/(decrease) of $75,000 (2010: $52,000).

<table>
<thead>
<tr>
<th>Financial Instruments</th>
<th>Carrying Amount $'000</th>
<th>2010 Interest rate risk</th>
<th>2011 Interest rate risk</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>-1%</td>
<td>1%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Operating Result</td>
<td>Equity</td>
</tr>
<tr>
<td>Cash</td>
<td>7,483</td>
<td>(75)</td>
<td>(75)</td>
</tr>
<tr>
<td>Potential Impact</td>
<td></td>
<td>(75)</td>
<td>(75)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Financial Instruments</th>
<th>Carrying Amount $'000</th>
<th>2010 Interest rate risk</th>
<th>2011 Interest rate risk</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>-1%</td>
<td>1%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Operating Result</td>
<td>Equity</td>
</tr>
<tr>
<td>Cash</td>
<td>5,179</td>
<td>(52)</td>
<td>(52)</td>
</tr>
<tr>
<td>Potential Impact</td>
<td></td>
<td>(52)</td>
<td>(52)</td>
</tr>
</tbody>
</table>
CERTIFICATE OF THE COMMISSION FOR CHILDREN AND YOUNG PEOPLE AND CHILD GUARDIAN

These general purpose financial statements have been prepared pursuant to section 62(1) of the Financial Accountability Act 2009 (the Act), relevant sections of the Financial and Performance Management Standard 2009 and other prescribed requirements. In accordance with section 62(1)(b) of the Act we certify that in our opinion:

a) the prescribed requirements for establishing and keeping the accounts have been complied with in all material respects; and

b) the statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of the Commission for Children and Young People and Child Guardian for the financial year ended 30 June 2011 and of the financial position of the Commission at the end of that year.

Bob Van-Kempen
Executive Director
31 August 2011

Elizabeth Fraser
Commissioner for Children and Young People and Child Guardian
31 August 2011
INDEPENDENT AUDITOR’S REPORT

To the Commissioner for Children and Young People and Child Guardian


I have audited the accompanying financial report of the Commission for Children and Young People and Child Guardian, 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, and certificates given by the Commissioner and Executive Director.

The Commissioner’s Responsibility for the Financial Report

The Commissioner is responsible for the preparation of the financial report that gives a true and fair view in accordance with prescribed accounting requirements identified in the Financial Accountability Act 2009 and the Financial and Performance Management Standard 2009, including compliance with Australian Accounting Standards. The Commissioner’s responsibility also includes such internal control as the Commissioner determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor’s Responsibility

My responsibility is to express an opinion on the financial report based on the audit. The audit was conducted in accordance with the Auditor-General of Queensland Auditing Standards, which incorporate the Australian Auditing Standards. Those standards require compliance with relevant ethical requirements relating to audit engagements and that the audit is planned and performed to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor’s judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity’s preparation of the financial report that gives a true and fair view 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 control, other than in expressing an opinion on compliance with prescribed requirements. 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 report including any mandatory financial reporting requirements approved by the Treasurer for application in Queensland.

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

The Auditor-General Act 2009 promotes the independence of the Auditor-General and all authorised auditors. The Auditor-General is the auditor of all Queensland public sector entities and can only be removed by Parliament.

The Auditor-General may conduct an audit in any way considered appropriate and is not subject to direction by any person about the way in which audit powers are to be exercised. The Auditor-General has for the purposes of conducting an audit, access to all documents and property and can report to Parliament matters which in the Auditor-General’s opinion are significant.

Opinion

In accordance with s.40 of the Auditor-General Act 2009 –

(a) I have received all the information and explanations which I have required; and

(b) in my opinion –

(i) the prescribed requirements in relation to the establishment and keeping of accounts have been complied with in all material respects; and

(ii) the financial report presents a true and fair view, in accordance with the prescribed accounting standards, of the transactions of the Commission for Children and Young People and Child Guardian for the financial year 1 July 2010 to 30 June 2011 and of the financial position as at the end of that year.

Other Matters - Electronic Presentation of the Audited Financial Report

This auditor’s report relates to the financial report of the Commission for Children and Young People and Child Guardian for the year ended 30 June 2011. Where the financial report is included on the Commission for Children and Young People and Child Guardian’s website the Commissioner is responsible for the integrity of the Commission for Children and Young People and Child Guardian’s website and I have not been engaged to report on the integrity of the Commission for Children and Young People and Child Guardian’s website. The auditor’s report refers only to the subject matter described above. It does not provide an opinion on any other information which may have been hyperlinked to/from these statements or otherwise included with the financial report. If users of the financial report are concerned with the inherent risks arising from publication on a website, they are advised to refer to the hard copy of the audited financial report to confirm the information contained in this website version of the financial report.

These matters also relate to the presentation of the audited financial report in other electronic media including CD Rom.

J P BEH FCPA
(as Delegate of the Auditor-General of Queensland)
Queensland Audit Office
Brisbane

3 1 AUG 2011