

INVESTIGATION PROCESS — FORMAT AND SPECIAL PROVISIONS CASE MANAGEMENT — MONITORING AND REVIEW

NEW SOUTH WALES	QUEENSLAND	SOUTH AUSTRALIA
<p>There is an urgency rating according to seriousness of case:</p> <ol style="list-style-type: none"> 1) immediately 2) within one working day 3) within five working days (shortly to be reduced to two) <p>Desirably two rather than one Y.C.S. workers investigate. Removal from home to a safe place may be made by an authorised person, without first obtaining a judicial order if an offence against the child is suspected. * At time of notification a case co-ordinator is assigned, who is always a Y.C.S. worker, a primary worker is also appointed who may be someone from outside Y.C.S. Case conference of confirmed, i.e. registered case must take place within 28 days. The several functions of case co-ordinator and primary worker is that former is "hands-on" worker, the latter acts as reviewer, consultant and re-allocator, if necessary.</p> <p>* a holding power exists for 72 hours, for medical examination.</p>	<p>Every case is investigated within 24 hours of the receipt of notification by D.F.C.D., and a determination made within 3 days; police may also investigate. Case discussion between investigating worker and supervisory worker and thereafter case conference and/or referral to Suspected child abuse and Neglect Team (S.C.A.N.). S.C.A.N. teams then appoint a co'ordinator, provide for initial management of case, monitor and review regularly. S.C.A.N. teams also have other functions. They have statutory basis in new Act. D.F.C.D. child protection units (currently in Brisbane) deal with high risk cases, provide training development of practice skills. Removal of child is possible with or without a judicial warrant plus placement in a safe place. A 96 hours holding power in hospital exists.</p>	<p>On receipt of notification D.C.W. worker investigates within 24 hours, reports to co-ordinator of Children's Protection Panel (set up by legislation) within 48 hours, and reports fully within 28 days. Panels report back to worker who made initial investigation. Panel reviews management of the case and may recommend alternative or additional action. (n.b. panels do not supply orders to workers. Their purpose is to review C.W.D. child protection work in the initial and later management stages and to recommend appropriate action). Regional Directors of C.W.D. have delegated authority to remove a child to a hospital for medical examination. A hospital holding power for up to 96 hours exists.</p>

PERSONNEL IN CHILD PROTECTION — TRAINING

NEW SOUTH WALES	QUEENSLAND	SOUTH AUSTRALIA
<p>Investigation by generalist workers located in 77 Y.C.S. local offices; new positions of community programs officers (child protection), two training officers for district offices to train generalist workers, residential workers, community groups. Major training programs for district managers and senior central staff, instructive pamphlet for professionals and general public. Maintenance of two specialist Child protection and Family Crisis Units for assessment, includes temporary residence, central register, direct specialist service. Staff for protection work has been substantially increased recently. Child Abuse Council advises Minister of C.Y.S. on planning publicity campaigns on sexual abuse (other developments are under way). Work operations manuals are made available to staff.</p>	<p>Investigation by generalist child care officers located in 37 area offices. S.C.A.N. teams comprise membership from F.C.D.P., medical practitioner and police, plus co-option, initially metropolitan hospital-based, now moving to be community based throughout the State. Child Protection Unit takes direct casework with high risk cases, training, consultancy, development of practice skills. Sexual abuse treatment program, staffed by three social workers and a psychologist provides intensive family treatment for families which have experienced sexual abuse, also provides training, consultation, community liaison, development and research. Currently operates as a demonstration program in Brisbane Co-ordinating Committee on Child Abuse and Neglect.</p> <p>(legislated in new Act)</p>	<p>Investigations are handled by generalist social workers located in 48 area offices. Each of 7 regional employs one staff member who acts as executive officer to the region based child protection panels, provides consultation to generalist workers on procedures and resources and helps with implementation of community awareness programs. All new child care workers undergo an orientation course in child protection procedures. There is a senior consultant specialising in child protection in each region, and a senior social planner reporting to the Director. A Sexual Abuse Task Force has been set up. Focus: community and professional education, health and welfare services, legal aspects. Child Protection Management Committee established in C.W.D. Work operations manuals are made available to staff.</p>

TASMANIA	VICTORIA	WESTERN AUSTRALIA
<p>On receipt of notification immediate response and in any case not later than within 48 hours. Board officers are authorised to investigate but certain other authorised officers also are appointed. Removal to a safe place for assessment in a hospital for up to 120 hours is authorised. A Justice of the Peace can grant a Board application for up to 30 days custody. The Board's assessment team advises on case management and the case may then be transferred to another agency for case working. The Board is essentially an assessment and crisis work agency. There are four assessment teams.</p>	<p>Investigation is a dual responsibility of the police and C.S.V. receives notice, investigation is according to urgency:</p> <ul style="list-style-type: none"> priority 1 – within 24 hours priority 2 – within 2 working days priority 3 – within 5 working days <p>Priority '1' cases are investigated by 2 workers; exchange of cases according to appropriateness can take place between C.S.V. and police. Where C.S.V. receives notification there is a first screening for validation, then to duty protective worker, then second screening. When assessment confirms that case falls within abuse definition, case conference is called within 28 days, followed by department's own case management or referral onto another agency. Review by key caseworker after after 3 months, then retention only with approval from senior protective worker. C.S.V. workers may be authorised to remove child to a safe place for unspecified period up to next court hearing.</p>	<p>Investigation by C.W.S. is made on an urgency basis:</p> <ul style="list-style-type: none"> 1. High risk – within 1 hour 2. medium risk – within 24 hours 3. low risk – within 48 hours <p>Investigation by department depends on certain factors, main criterion is where child is in someone's custody (parent or other person). Otherwise, cases are dealt with by police, though department continues its service responsibilities. The primary worker allocated to a case is also the person responsible for review; initial review within two weeks of confirmation, use made of case conference, then further review after one month (i.e. six weeks total), then every three months.</p> <p>There is provision for removal of child by authorised officer to a safe place and special facility for a child up to 6 years of age to be detained in a hospital for up to 48 hours.</p>

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<p>Investigations are handled by six designated child protection workers; they also provide training for staff of the community welfare department and the police. A film has been produced in conjunction with the Tasmanian Film Authority for training purposes. Finances permitting, the board hopes to appoint an executive officer to take fuller initiative for training. The Board runs a Sexual Abuse Unit, in conjunction with the police vice squad. Work operations manuals are made available to all staff.</p>	<p>C.S.V. is in process of completing a program of appointing child protection workers in all its eighteen regions; so far 14 regions are covered. A child protection unit is run from C.S.V. central office, which includes one public education officer. Each new general worker receives ten days of training within three months of taking on a protection caseload, followed by three months' region based training on an apprenticeship model. The department has added 75 extra staff in recent years for child protection work. Work operations manuals are made available to all staff. Child abuse interest groups formed and encouraged to form throughout the State. Inter-departmental Committee on Child Abuse. Core planning unit in H.Q.</p>	<p>The department used to be run on a generalist worker basis for child protection but is in process of appointing 20 specialist workers who will be distributed throughout C.W.S. regions. (The current operating specialist units, including the sexual assault unit, will be dispersed.) Whilst all workers will have child protection role, the specialist workers will most likely deal with the more difficult cases. A core policy and planning unit will be formed with four specialist workers. Work operations manuals are made available to all staff. A.C.C.C.A. takes a leading part in policy advice; it has 9 sub-committees and a large membership drawn from the helping professions and community organisations.</p>

