



nsw commission for
children & young people

Annual Report

2003-04





About the Commission

The NSW Commission for Children and Young People is an independent organisation set up to advocate for the children and young people of NSW.

The Commission works to influence and initiate broad, positive change for children and young people. To do this the Commission:

- researches and monitors trends into children's welfare, safety and well-being;
- advises government and non-government agencies;
- informs and educates children, the community and professionals;
- conducts inquiries into issues important to children; and
- implements and monitors the Working With Children Check to help make workplaces safe for children.



Providing opportunities for children and young people to speak up and get involved

Helped young people speak up about alcohol abuse at the Young People and Alcohol Forum and the NSW Summit on Alcohol Abuse, page 13.

Provided advocacy training for young people, page 17.

Published young people's views about issues that affect them, page 15.

Supported young people participating in conferences, including the 9th Australasian Conference on Child Abuse and Neglect, page 19.

Produced two new resources to encourage people to involve kids in meetings and to help organisations reflect on how well participation is working, page 18.

Making workplaces safer and friendlier for children and young people

Conducted workshops and developed resources to help organisations become more child-safe and child-friendly, page 27.

Piloted Working With Children Checks for organisations with volunteers and students on placement, page 27.

Revised and reissued the *Working With Children Check Guidelines*, page 25.

Provided training for risk assessors, page 27.

Building knowledge about children and young people

Published research into the fatal assault and neglect of children and young people, page 29.

Conducted three workshops for professionals who work with people who sexually offend against children, page 28.

Made information about kids in NSW available through *Kids' Stats*, page 35.

Influencing decision-makers about issues that affect children and young people

Published and promoted a national framework for the early years in collaboration with the Queensland Commission for Children and Young People and the National Investment for the Early Years, page 33.

Advocated on behalf of kids at national, state and community levels on issues such as child-related employment and mental health services, page 40.

Conducted four workshops about issues that affect children and young people, page 34.





The Hon Dr Meredith Burgmann MLC
President
Legislative Council
Parliament House
SYDNEY NSW 2000

The Hon John Aquilina MP
Speaker
Legislative Assembly
Parliament House
SYDNEY NSW 2000

Dear Madam President and Mr Speaker

In accordance with section 23 of the *Commission for Children and Young People Act 1998*, I am pleased to present the Commission's annual report for the 2003-04 financial year.

The annual report has been prepared in accordance with the *Annual Reports (Departments) Act 1985* (as modified by the *Commission for Children and Young People Act 1998*) and the *Public Finance and Audit Act 1983*.

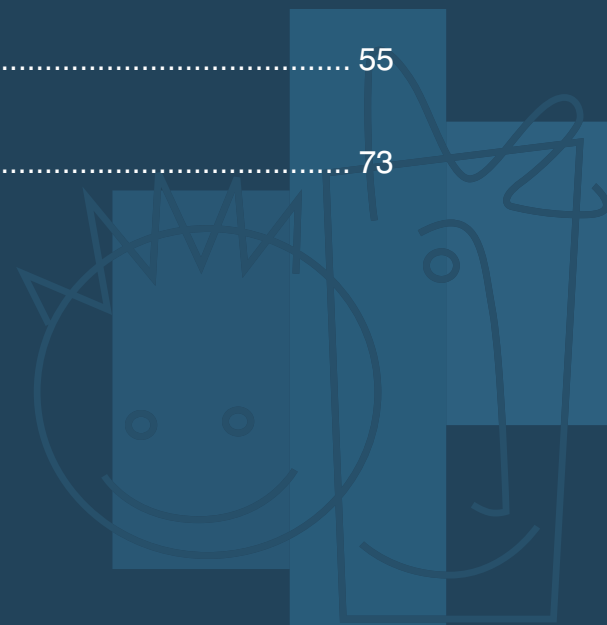
As provided by section 26 of the *Commission for Children and Young People Act 1998*, I hereby request that you make this report public forthwith.

Yours sincerely

Gillian Calvert
Commissioner

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Commissioner's message



There has been a great sense of achievement at the Commission over the last 12 months. 2004 marks our five year milestone since we were first established to look out for the 1.5 million children and young people who live in NSW.

What is unique and beneficial about the Commission is as relevant now, as it was five years ago. Our legislation enables us to be a truly independent voice for kids so we can work on their behalf to promote more positive outcomes in their lives.

The legislation that guides the Commission's work is being reviewed this year and kids have provided very clear messages during the consultations. They said having an organisation to specifically represent their interests, communicate their views and promote their participation in decision-making on issues, makes them feel more valued and validated.

Supporting the participation of children and young people helps to strengthen their resilience and prevent them from becoming vulnerable. With this in mind, the Commission has been expanding its focus from child protection in the workplace towards helping workplaces become both child-safe and child-friendly.

Our new strategic plan for the next three years will build on the themes and directions that have been set out by the community during the legislative review and we look forward to continuing to make NSW a better place for children and young people.

Gillian Calvert
Commissioner

Chapter 1

About the NSW Commission for Children and Young People

listen

promote

positive difference

believe



“Young people should be able to
voice their opinions on anything
that is of interest to them.”

Daniel, 17 years

“My family is important to me
because they give me the support
and help I need to get through life.”

Amy, 15 years



About the Commission

Our vision

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

Our guiding principles

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

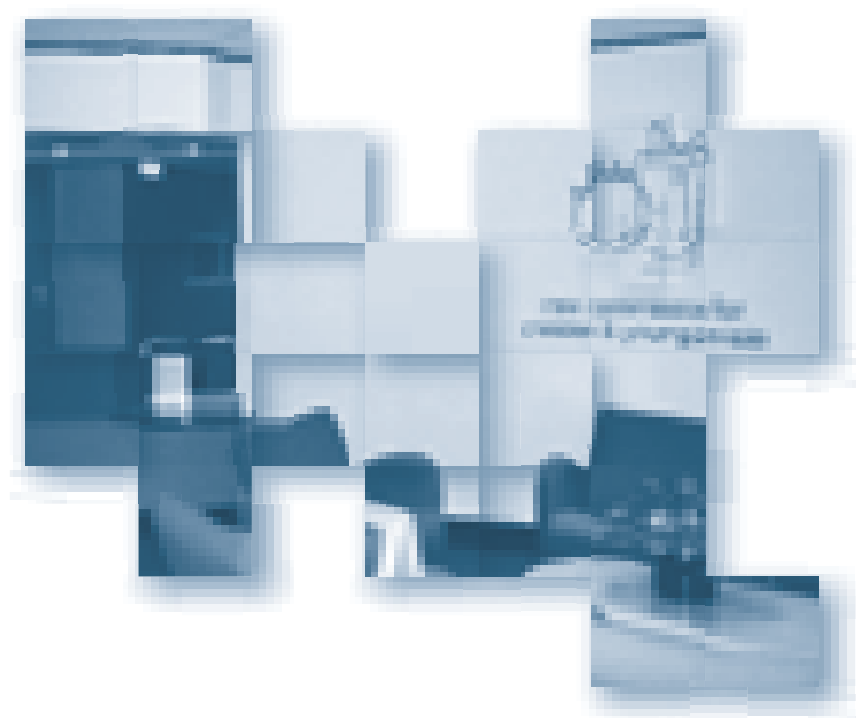
- make the safety, welfare and well-being of children our paramount consideration;
- listen to children and young people, take their views seriously and promote their interests;
- believe strong relationships between children and families and communities are important;
- focus on things that make a positive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

Our role and functions

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

- hold inquiries or investigations into important questions about issues relating to children and young people;
- make recommendations to Parliament, government and non-government agencies on legislation, policies, practices and services that affect children and young people;
- promote children and young people's participation in activities and decision-making about issues that affect their lives;
- provide information to help children and young people and people who work with them;
- research and monitor issues that affect children and young people;
- promote, conduct and monitor training for adults who work with children and young people and develop programs specifically for children and young people;
- implement and monitor laws to check a person's background to determine their suitability to work with children and young people; and
- manage a voluntary accreditation system for counsellors and therapists who work with people who have committed sexual offences against children.

The Commission does not have the powers to examine individual complaints about unfair, illegal or improper conduct relating to children. Individual grievances by children and young people can be referred to other bodies such as the Ombudsman, Health Care Complaints Commission or Independent Commission Against Corruption for investigation.





Our stakeholders

Our stakeholders in NSW are:

- children and young people under 18 years of age;
- parents and carers of children and young people;
- people who work in the interests of children and young people;
- people who provide services to children and young people;
- parliamentary committees, politicians, Ministers;
- employers, employees, volunteers and unions;
- complaints/watchdog bodies;
- media; and
- Commission staff and committees.

Our history

The Commission was established in June 1999 by the *Commission for Children and Young People Act 1998* which had bipartisan support. Gillian Calvert was appointed as the first Commissioner.

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

Children, young people and others who were consulted about setting up the Commission felt that it should broaden its focus to consider the broad range of issues that affect all children and young people.

The Commission reports directly to the NSW Parliament and is overseen by the Parliamentary Committee on Children and Young People.

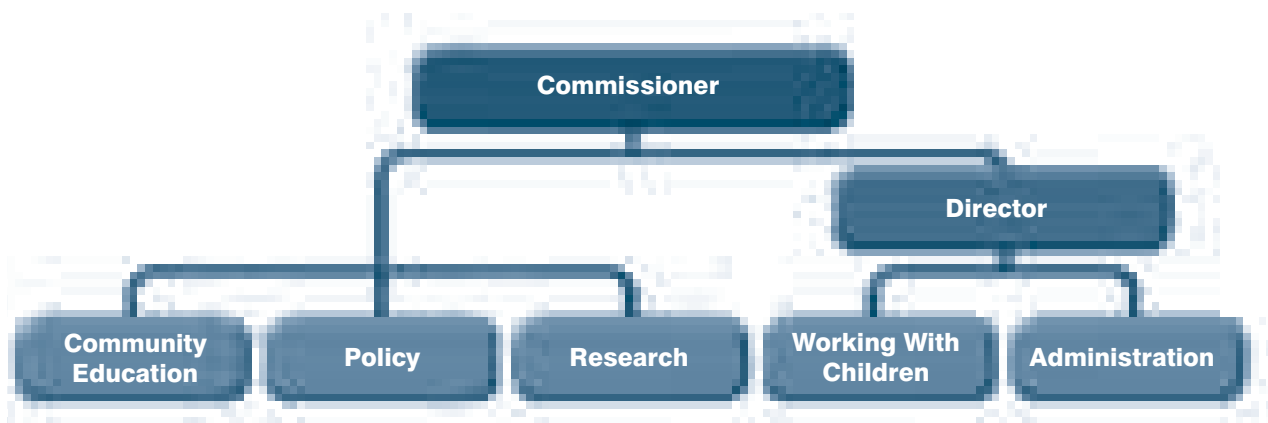
Five years on

2004 marks five years since the Commission was established.

Both Acts of Parliament that govern the work of the Commission require that they be reviewed after five years. This is to check that the policy objectives of the Acts are still valid and that the legislation remains appropriate to achieve these objectives. The Review commenced in December 2003 (refer to page 45).

In May 2004 Gillian Calvert was appointed for a second five-year term as Commissioner.

Our structure and staff



There were 48 staff employed in the Commission as at 30 June 2004. This equates to a full-time equivalent of 41.2 positions. During 2003-04 the Commission employed an average of 35.5 full-time equivalent staff compared with 34 full-time equivalent staff in 2002-03.

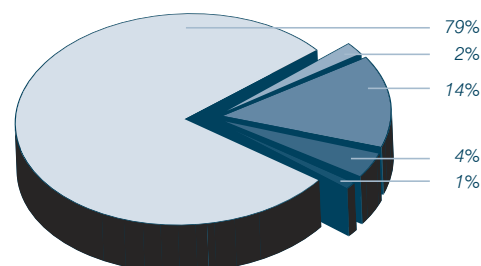
Of these staff, one is a Chief Executive Officer, and all other staff are employed under the *Public Sector Employment and Management Act 2002*.

More information about the human resource policies and practices of the Commission can be found on page 81.

How we use our funding

CHART 1: SOURCES OF FUNDING 2003-04
(TOTAL REVENUE \$7.352 MILLION)

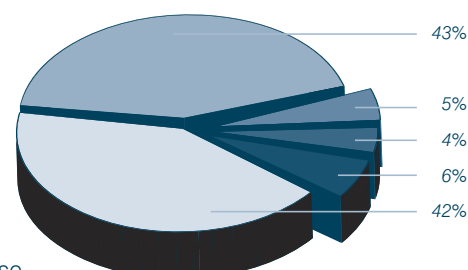
- NSW Treasury — Recurrent 79%
- NSW Treasury — Capital 2%
- Grants and contributions 14%
- Other Crown funding 4%
- Retained revenue 1%



As a budget sector agency the Commission receives the majority of its funding from the NSW Treasury. In 2003-04 the Commission received funds of \$0.925 million from the Department of Community Services as a grant payment for the transfer of their employment screening functions.

CHART 2: ALLOCATION OF TOTAL EXPENSES 2003-04
(TOTAL EXPENSES \$7.683 MILLION)

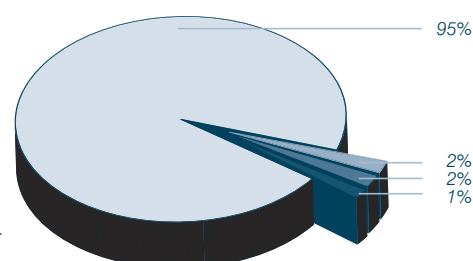
- Employee related expenditure 42%
- Maintenance and operating expenses 43%
- Grants and subsidies 5%
- Depreciation 4%
- Capital 6%



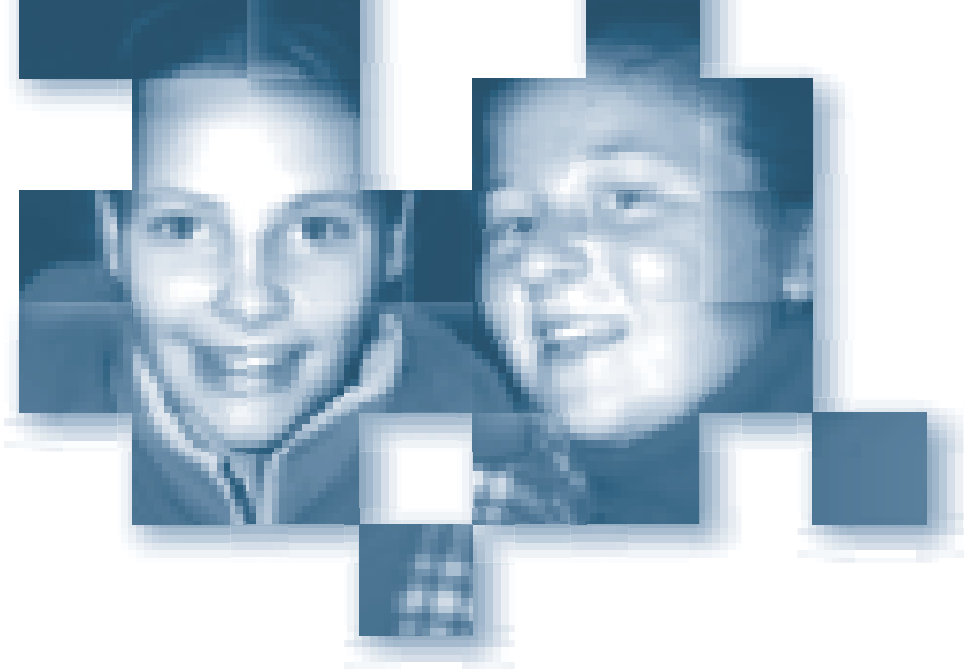
Total expenses for 2002-03 reflect an increase of 20% from 2002-03. The increase in expenditure was due to the transfer of the Department of Community Services employment screening functions to the Commission in March 2004.

CHART 3: OUR BUDGET FOR 2004-05
(TOTAL BUDGET \$8.203 MILLION)

- Treasury — Recurrent 95%
- Treasury — Capital 2%
- Other Crown funding 2%
- Retained revenue 1%



The Commission's budget for 2004-05 includes the full year cost of the transfer of the Department of Community Services employment screening functions.



Kids in NSW: a snapshot

- 1,578,238 children were living in NSW in 2001, making up 24.8% of the population¹.
- 51.3% were male and 48.7% were female¹.
- 26.8% of our kids were aged 0 to 4 years, 28.2% were aged 5 to 9 years, 28.2% were aged 10 to 14 years, and 16.8% were aged 15 to 17 years¹.
- 55,970 Indigenous children were living in NSW in 2001, making up 3.5% of all children in NSW¹.
- 69.0% of children lived in major cities and 31.0% lived in regional and remote areas of NSW during 2001¹.
- 85,883 babies were born in 2003⁵.
- 566 children died in 2003³.
- 94.4% of young people aged 15 to 17 years in NSW were participating in full-time education, full-time work, or a combination of education and work during 2002².
- In 2001, approximately 75% of children aged 4 to 12 years in NSW reported having participated in some form of organised activity outside of school hours in the past 12 months⁴.
- In 2001, the top three favourite activities of children aged 4 to 12 years were playing (at home, in the front or backyard or in the park), playing sport, and watching television, movies, videos or using a computer⁴.
- In 2001, 97.3% of 5 to 12 year olds were rated by their parents or carers as having good or very good overall health⁴.
- In 2001, 6.0% of parents or carers of children aged 0 to 12 years reported having run out of food at least once in the past 12 months⁴.

1. Australian Bureau of Statistics (2002). 2001 Census Basic Community Profile and Snapshot: New South Wales, Australia. No. 2001.0. ABS: Canberra.

2. Australian Bureau of Statistics (unpublished data). Education and Work collection.

3. NSW Child Death Review Team (2004). 2003 Annual Report. NSW Commission for Children and Young People: Sydney.

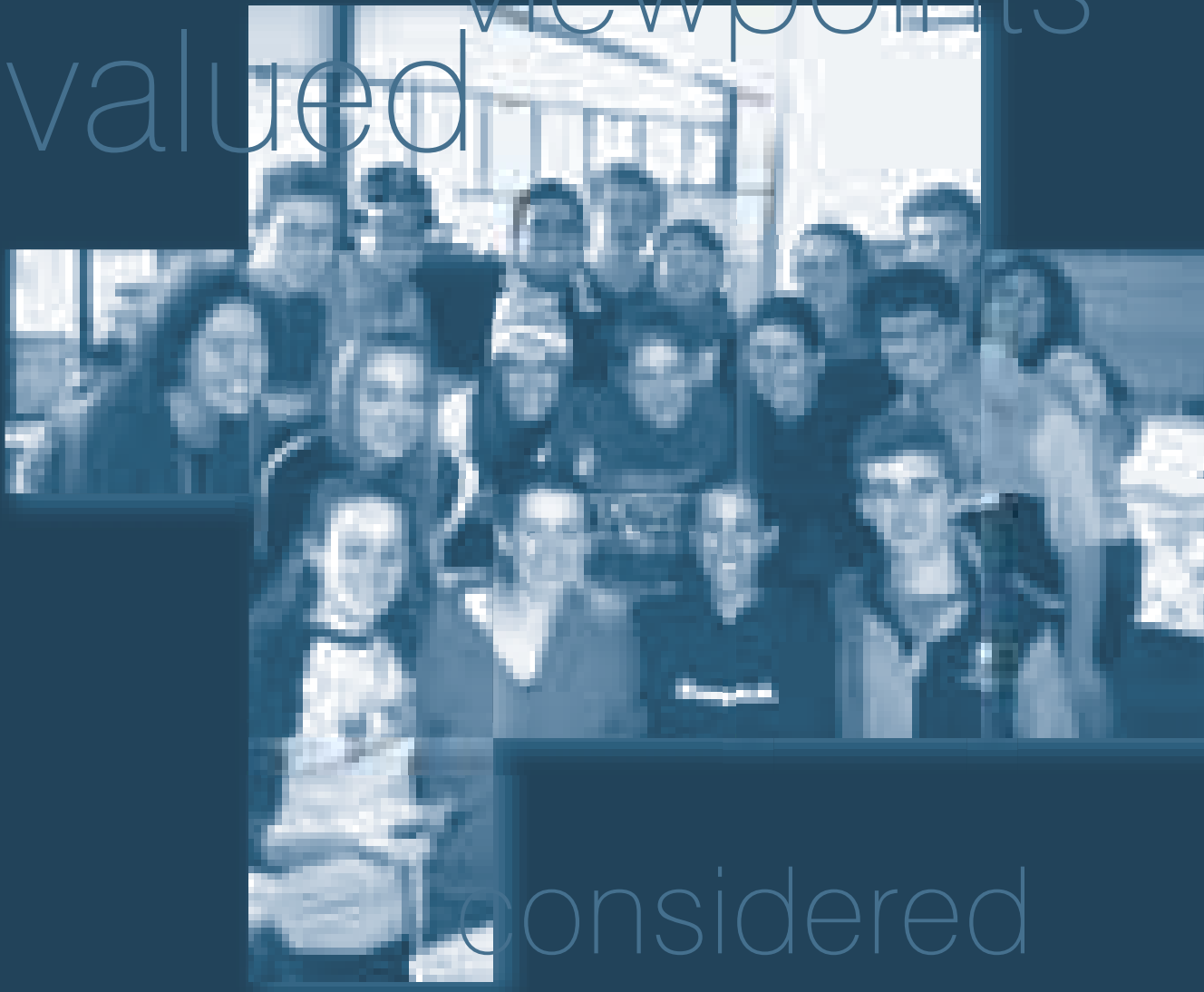
4. NSW Department of Health (2002). NSW Child Health Survey 2001. NSW Public Health Bulletin, 13, S-4.

5. NSW Midwives Data Collection, Centre for Epidemiology and Research, NSW Department of Health.

Chapter 2

Building participation

viewpoints
valued



considered
heard

“Young people should have a say in
getting together and participating in
activities around their local area.”

Kir, 13 years

“Young people need to be aware
that they have a loud and strong
voice today in society.”

Ruth, 17 years



Building participation

Overview

Children and young people often don't get a say about issues or decisions that affect them. But better decisions are made when children can contribute their views to the debate. The Commission supports and promotes children and young people's participation in important areas of their lives so their views are heard and considered.

During 2003-04 the Commission supported young people participating in events and conferences and also provided advocacy training. We helped make children and young people's views available to decision-makers by publishing them in our *Ask the Children* series and by organising media interviews for young people. In addition, we published practical participation resources for organisations working with children and young people and also provided an advisory service.

Our achievements

Our aim

Kids' views in nominated areas will be available to, and sought by, the public and decision-makers.

Our activities

Young People and Alcohol Forum and the NSW Summit on Alcohol Abuse

In August 2003 the NSW Government organised a Summit on Alcohol Abuse to investigate and address the problem of alcohol abuse in NSW. The Commission organised young people's participation at the Summit.

The Commission undertook a number of lead-in activities to canvass young people's views about alcohol-related issues, such as what young people know about alcohol, why they drink, the impact alcohol abuse has on their lives and what they think can be done to reduce alcohol-related harm.

During these activities the Commission consulted with more than 200 young people in

juvenile detention centres, alcohol rehabilitation services, community drug and alcohol services and Police Community Youth Clubs.

The Commission also spoke with young people in schools, Student Representative Councils and local government Youth Councils.

The day before the Summit the Commission hosted a Young People and Alcohol Forum, which brought together 59 young people from around NSW to discuss alcohol-related harm and how it can be reduced. The young people developed 67 resolutions which were then taken forward to the Summit by 16 young people who participated throughout the four days of the Summit as delegates and associate delegates.

They delivered speeches in plenary sessions, tabled the resolutions from the Forum, debated issues in the parliamentary chamber, participated on working groups and undertook 30 media engagements. The young people's participation proved successful with the Summit adopting 47 of the young people's 67 resolutions. The final Summit communiqué reflected what young people said and will involve young people in implementing the outcomes.

"It was great to see emphasis being placed on harm minimisation amongst young people. It was good to be listened to, but what was more important was the fact that our opinions were actually valued."

Kaila, 16 years



Young people in the media

The Commission helps young people have their voices heard in the media by liaising with media about relevant issues and events and supporting young people to conduct interviews.

Media about NSW Summit on Alcohol Abuse

Young people who participated in the Young People and Alcohol Forum and NSW Summit on Alcohol Abuse conducted 30 interviews in August and September 2003. The interviews focused on young people's views and experiences of alcohol-related issues and the resolutions from the Forum that were taken forward to the Summit. The young spokespeople conducted 17 radio interviews on both regional and national radio, appeared on six television programs and were interviewed for six press articles and one feature in *Girlfriend* magazine.

Young People's Reference Group in the media

The Commission contacted relevant media around NSW about the appointment of new members of the Young People's Reference Group (see page 16) in January 2004. This resulted in young people conducting 17 interviews between February and June 2004 about their involvement with the Commission and issues for young people in their local areas. Nine articles appeared in newspapers and young people were interviewed on both radio and television.

"Being interviewed about the Alcohol Summit was nerve-racking and exciting all at once. It was great to see so much media interest in what young people think about alcohol misuse and the effect it has on our lives."

Zeah, 20 years

Ask the Children – making kids' voices heard

The Commission's *Ask the Children* series helps make kids' views available to the public and to decision-makers. The series is available on the Commission's website at www.kids.nsw.gov.au/ourwork/ask.html.

Two new resources were added to the series in 2003-04.

Ask the Children – Young people talk alcohol

Ask the Children – Young people talk alcohol tells young people's stories of their experiences of alcohol use and abuse. It is based on the consultations the Commission did with more than 200 young people in the lead up to the NSW Summit on Alcohol Abuse.

Young people talk alcohol aims to help people working to reduce alcohol-related harm in NSW. It provides them with information about young people's experiences of alcohol use and abuse so they can improve services for young people.

More than 850 copies were sent out to people and organisations working on alcohol-related harm issues.

"I saw the effects of alcohol through my dad and sometimes my mum. I don't need any more information about alcohol, I need information and support about how to deal with the effects of alcohol."

Rachel, 17 years



Ask the Children – Children and young people speak about the issues important to them

Ask the Children – Children and young people speak about the issues important to them is based on consultations and research the Commission conducted with more than 430 children and young people in NSW during 2001-03.

This information provides valuable insight into what issues are important to young people and what areas of their lives they would like to see change in. The Commission is using this information to guide policy, planning and decision-making.

The resource will be published and distributed in July 2004.

Two additional *Ask the Children* resources are planned for 2004-05, which will focus on young people's experiences of work and children and young people's perceptions of well-being. Research into these areas is currently underway (see pages 34-35).

"The type of issues which authorities and the media see as important are often not truly issues that young people see as important."

Jake, 17 years

Our aim

The Commission for Children and Young People will have more effective participation by children and young people in its operations.

Our activities

Advice provided by the Young People's Reference Group

The Young People's Reference Group is made up of 12 young people aged 12-17 years from around NSW. They meet with the Commissioner regularly to provide advice and feedback on specific issues affecting children and young people.

During 2003-04 the Reference Group provided advice on 30 Commission projects, policies and new legislation proposed by government, including:

- development of the Commission's *2004 -2007 Strategic Plan*
- review of the *Youth Advisory Council Act 1989*
- solutions to the effects of alcohol abuse on children and young people
- organising the NSW Young People and Alcohol Forum
- review of alcoholic beverages that may be targeted at young people
- the Inquiry into Child Custody Arrangements in the Event of Family Separation



- planning for NSW Consumer Week which focused on young people and debt
- rural transport issues for young people
- publications including *Feedback 2003*, *All aBoard!*, *Checking the scoreboard* and the *Illawarra Kids' Calendar*
- Assisted Reproductive Technologies
- the Year of the Built Environment
- review of the Commission's legislation
- solutions to vandalism
- development of closer links with the New Zealand Children's Commission
- production of a video submission to the *Non-Government Report on Australia's Implementation of the Convention on the Rights of the Child*

The 2003 Reference Group conducted consultations with children and young people in their local communities to identify important issues and reported back to the Commission. This information was used in the development of the Commission's *2004-2007 Strategic Plan*.

Our personnel practices

The Commission involves young people in its work by employing three young trainees each year (see page 46) and involving young people on selection committees and tender panels.

Increasing participation through our website

In 2002-03 the Commission investigated the feasibility of increasing children and young people's participation in our work through our website. Factors such as internet access and user safety influenced our decision that this was not the best way to increase participation. The Commission will be looking at new and different ways to involve children and young people as part of our *2004-2007 Strategic Plan*.

Communicating with children and young people

Children and young people have told us it makes them feel secure to know there is an organisation like the Commission looking out for their interests. The Commission communicates with kids about the work we do and the issues that affect them through *Feedback* (our annual report to children and young people), presentations at schools and events and activities such as forums and training sessions. The Commission will be looking at new ways to communicate with kids as part of our *2004-2007 Strategic Plan*.

Our aim

Children and young people will better understand their rights and have the skills to advocate on their own behalf.

Our activities

Advocacy training for young people – *Speak Up, Speak Out*

The Commission continued to deliver training to young people to give them an opportunity to learn and practice advocacy skills and develop strategies to use in speaking up about issues that are important to them.

During 2003-04 the Commission used its advocacy training package *Speak Up, Speak Out* to run workshops for the 2004 Young People's Reference Group and the Student Representative Council from Killara High School.

The Commission also granted licenses to the CREATE Foundation and the Local Government and Shires Association to use *Speak Up, Speak Out* to deliver the workshop independently of the Commission.

Our aim

Schools, local councils and non-government organisations will have resources to help them understand the benefit to them of children and young people's participation and have the skills to facilitate children and young people's participation.

Our activities

TAKING PARTicipation seriously kit

TAKING PARTicipation seriously is a practical resource kit published by the Commission to help organisations involve kids in decision-making. It is made up of different guides that focus on involving children and young people in different activities or areas of work.

The first parts of the kit the Commission published were *Sharing the stage* – which looks at the elements that need to be in place for kids to participate effectively and *Conferences and events* – which helps organisations run events that make space for kids' participation.

All the *TAKING PARTicipation seriously* modules are available on the Commission's website at www.kids.nsw.gov.au/publications/taking.html

In 2003-04 the Commission added two sections to the *TAKING PARTicipation seriously* kit.

Meeting together – deciding together

Meeting together – deciding together is a guide to help adults involve children and young people in meetings where decisions are made about their lives, such as case-planning meetings.

The guide looks at how to help a young person prepare for a meeting, participate during the meeting and 'debrief' afterwards. As well as lots of practical ideas, the guide has 'child-friendly' templates for invitations, agendas and minutes.

Many of the ideas for *Meeting together – deciding together* came from children

and young people who were involved with a project that focused on finding ways for young people to participate in their own case-planning meetings.

The project was a collaborative initiative of the Commission, the CREATE Foundation, the NSW Department of Community Services and the NSW Office of the Children's Guardian.

Meeting together – deciding together was launched at the 9th Australasian Conference on Child Abuse and Neglect in November 2003.

"Everybody should have a say in what they do in their life."

James, 12 years

Checking the scoreboard

Checking the scoreboard is a resource to help organisations get feedback from children, young people and staff about how well kids are being involved in the organisation. It is intended to help organisations reflect on their participation activities to assess what's working and what could be changed. The resource is made up of a facilitator's guide and separate worksheets for staff and children and young people.

All aBoard! – Young people on boards and committees

All aBoard! is a guide to help organisations involve children and young people on committees and boards.

During 2003-04 the Commission consulted with more than 100 organisations and young people involved with committees about how to best support kids on committees and boards.

The information from these consultations was used to write a draft guide of the resource which was then distributed to young people and organisations for comment.

All aBoard! will be published in 2004-05.

Count me in! – Involving children and young people in research

Count me in! provides advice to people doing research that involves children and young people.

The Commission is working on the guide with the University of Western Sydney and has sought input from the Young People's Reference Group. The draft guide has been distributed to a number of individuals and agencies for comment.

The final version of *Count me in!* will be published in 2004-05.

Participation advisory service

The Commission continued to provide advice, support and resources to schools, government agencies and non-government organisations to promote opportunities for children and young people to participate in decisions about their lives.

During 2003-04 the Commission organised a participation seminar for Catholic schools in the diocese of Wollongong, presented to Maternity Social Workers, ran workshops for youth workers and police and conducted orientation sessions for student leaders in public secondary schools and in local government advisory committees. Commission staff also provided support and advice to individuals and organisations.

Facilitating young people's involvement in conferences

NSW Summit on Alcohol Abuse

The Commission organised young people's participation at the Summit, details on page 13.

2003 Australasian Conference on Child Abuse and Neglect

The Commission worked with the NSW Office of the Children's Guardian to coordinate young people's participation at the 9th Australasian Conference on Child Abuse and Neglect in November 2003.

For the first time in the history of the Conference, a Kids' Committee was formed to enable children and young people under 18 years to exchange and discuss ideas and strategies for the prevention and reduction of child abuse. The Kids' Committee played an active role in the planning and delivery of the conference.

The Kids' Committee organised a program of workshops and activities for young people attending, such as sessions on advocacy, participating in case-planning and student led anti-bullying projects. They also organised a special social events program.

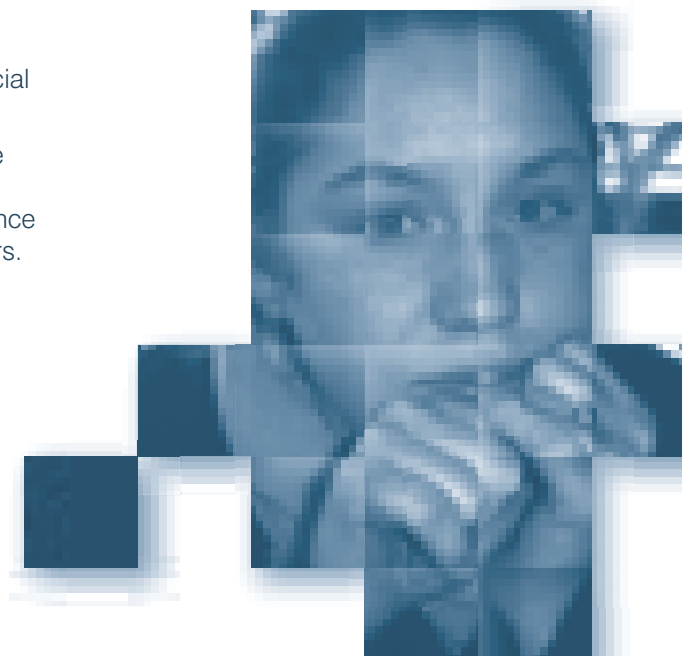
More than 60 young people from around Australia participated at the Conference as delegates and presenters.

"As this is a conference about kids it's important that kids' views are taken into account by adults.... sometimes adults can miss the finer points in these discussions, which are obvious to us – because we're kids!"

Kimberley, 15 years

2004 International Congress on Child Abuse and Neglect

The Commission is working with the NSW Office of the Children's Guardian and the Queensland Commission for Children and Young People to plan for young people's participation at the 2004 International Congress on Child Abuse and Neglect. The Congress will be held in Brisbane in September 2004.



Recommendations and responses

Recommendations to the NSW Summit on Alcohol Abuse

The young people who took part in the Young People and Alcohol Forum (details page 13) developed 67 resolutions for consideration by the Summit.

Agency response

The Summit adopted 47 of the young people's 67 resolutions.

Recommendations to NSW Health on the Assisted Reproductive Technology Bill 2003

The Commission consulted with the 2004 Young People's Reference Group on the terms and objectives of the *Assisted Reproductive Technology Bill 2003*. This feedback was used in the Commission's submission which recommended that:

- the laws, policies and practices about assisted reproductive technology should focus on the best interests of children and young people;
- donor offspring should have the same rights to access information about their donor parents as adoptive children have to access information about their biological parents; and
- the Bill impose a limit of five women who may bear offspring from a particular donor and a maximum number of 10 offspring from any one donor.

Agency response

NSW Health is currently reviewing the Bill in light of the recommendations received during the consultation process. The Government anticipates introducing the revised Bill to Parliament during the 2004 Spring Parliamentary Session.

Chapter 3

Improving safety and welfare

secure

happy

healthy

free





"I like spending time with my family and friends, knowing that I am safe."

Paddy, 16 years

"I love spending time with my friends because I feel so free when I'm with them."

Jenny, 16 years

"It's important to always be able to have fun, whilst keeping safe."

Tom, 17 years

Improving safety and welfare

Overview

The Commission has been working with other organisations and the community to identify and reduce risks to the safety and welfare of children and young people.

During 2003-04 the Commission revised and reissued the *Working With Children Check Guidelines*, continued the Working With Children: Volunteers and Students pilot and worked with organisations to help them develop child-safe and child-friendly policies and practices.

The Commission also published research into the fatal assault and neglect of children and continued research into the sudden and unexpected deaths of infants.

Our achievements

Our aim

People who pose a risk to children and young people will be identified and assessed for suitability for child-related employment through the Working With Children Check program.

Our activities

The Working With Children Check

The Working With Children Check checks the background of job applicants to reduce the possibility of unsuitable people being employed in roles that involve direct, unsupervised contact with kids.

The Working With Children Check has two parts:

1. Prohibited Employment

Declaration: anyone who has been convicted of a serious sex offence, kidnapping or murder of a child is prohibited from working with children. Every person who works unsupervised with children must sign a form to confirm that they are not a prohibited person.

2. Background checking:

background checks are done on paid workers, foster carers, ministers of religion and members of religious organisations. This checking process looks at:

- relevant national criminal records;
- relevant employment proceedings; and
- relevant Apprehended Violence Orders.

Table 1 shows the number of checks conducted throughout NSW by the Commission and its Approved Screening Agencies.

Number of checks

The lower number of checks in 2003-04 reflects system improvements that eliminated multiple checks of a person who had more than one name, such as women who had changed their name at marriage.

TABLE 1: BACKGROUND CHECKS COMPLETED BETWEEN 2000 AND 2004

	2000-01	2001-02	2002-03	2003-04
Number of checks completed	223,000	238,824	265,798	215,792*
Number of people with a relevant record requiring assessment	112 (0.05%)	360 (0.15%)	411 (0.15%)	652 (0.3%)
Number of people rejected for employment	68 (0.03%)	101 (0.04%)	92 (0.03%)	106 (0.05%)

*see section 'Number of checks'

Approved Screening Agencies

Working With Children Checks are conducted by the Commission and five Approved Screening Agencies. At the request of the Department of Community Services, the Commission took over its Approved Screening Agency role. The Commission commenced undertaking Working With Children Checks for all of the Department of Community Services' clients on 15 March 2004.

Working With Children Check audit

When a relevant record is found in a Working With Children Check, the Commission conducts a risk assessment of that person's suitability for working with children. We tell the employers about the level of risk we have found and the employer then decides whether to employ that person. We audit all these employers to see what decision they made.

The audit findings for the period 1 April 2003 to 31 March 2004 are summarised in Table 2.

CHART 4: WORKING WITH CHILDREN CHECKS CONDUCTED IN 2003-04 BY APPROVED SCREENING AGENCY

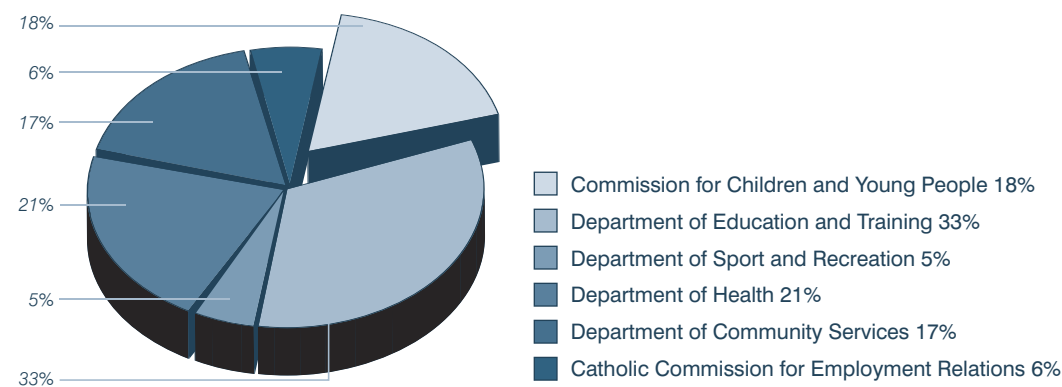


TABLE 2: RISK ASSESSMENT AUDITS – 1 APRIL 2003 TO 31 MARCH 2004

<i>Risk Assessment Outcome</i>	<i>Employed</i>	<i>Rejected on the basis of the risk assessment</i>	<i>Rejected for reasons other than the risk assessment</i>	<i>Employment decision to be advised by employer</i>	<i>Total</i>
No Greater than Average	197	6	28	22	253
Low	136	11	36	40	223
Low-Medium	12	5	8	9	34
Medium	17	27	6	13	63
Medium-High	2	6	1	2	11
High	3	42	4	12	61
Total	367	97	83	98	645



The Commission also completed an audit of all Approved Screening Agencies. The Commission's screening functions were independently audited at the same time. The main findings of these audits related to the documentation of procedures and the length of time taken to complete risk assessments. The Commission is working with all Approved Screening Agencies to make improvements in these areas.

The Commonwealth CrimTrac Agency audited the Commission and Approved Screening Agencies and reported generally high standards of performance. Some security practices have been strengthened as a result of the audit.

Legislative change

Following concerns expressed by the education sector, the Government reviewed aspects of the employment screening legislation.

The *Child Protection Legislation Amendment Act 2003* replaced the term "child abuse" with "reportable conduct" and established a more precise definition of behaviour that warrants reporting. Reportable conduct includes relevant sexual offences, assault, ill-treatment or neglect of children.

The Act also explains behaviours that do not need to be reported but do need to be locally investigated. Conduct is not reportable if it is reasonable for the purposes of the discipline, management or care of children or if it is of the kind exempted by the Guidelines. For organisations covered by Part 3A of the *Ombudsman Act 1974*, physical force which is trivial or negligible is not reported as long as it is investigated and the results recorded.

Revised Working With Children Check Guidelines

The *Working With Children Check Guidelines* were reissued in April 2004 to reflect these legislative changes and additional improvements. The new Guidelines are the result of extensive consultations with the community.

The new Guidelines provide a two-tier category system for reporting employment proceedings to the Commission. Matters reported into Category 2 have no impact on a worker's future career unless supplemented by other relevant matters. This means that lower level matters only become significant when they are part of a pattern of conduct.



Dealing with Prohibited Employment exemption applications

The *Child Protection (Prohibited Employment) Act 1998* makes it an offence for a person convicted of a serious sex offence, kidnapping or murder of a child to apply for, undertake or remain in, child-related employment. A prohibited person can apply for an exemption. The Administrative Appeals Tribunal, the Industrial Relations Commission and the Commission can give exemption orders.

2003-04 was the first full reporting period in which the Commission could grant exemption orders. The Commission is now dealing with the majority of exemption applications.

The reduced number of applications being heard by the Administrative Decisions Tribunal and Industrial Relations Commission means that applications are generally dealt with more quickly and with less burden on applicants. As a consequence the cost to Government of maintaining the prohibited employment system has been reduced.

TABLE 3: APPLICATIONS FOR EXEMPTION DURING 2003-04

	<i>Industrial Relations Commission</i>	<i>Administrative Decisions Tribunal</i>	<i>Commission for Children and Young People</i>	<i>Total</i>
Applications pending as at 1 July 2003	1	10	8	19
New Applications	2	22	43	67
Applications withdrawn by applicant	1	7	3	11
Applications dismissed because of jurisdictional issues	0	3	0	3
Interim orders granted	1	4	8	13
Appeals by the Commission against decisions	0	0	0	0
Exemption orders granted	0	9	32	41
Exemption orders granted that were subject to conditions	0	1	1	2
Exemption applications declined	0	4	12	16
Applications pending at 30 June 2004	2	7	4	13

Of the 73 applications finalised in 2003-04, 16 applications were declined as the Commission or Tribunals were not satisfied that the applicant did not pose a risk to the safety of children.

The Administrative Decisions Tribunal granted exemptions to 10 applicants. The Commission did not oppose these applications in nine cases. The Administrative Decisions Tribunal granted one order that was opposed by the Commission.

Training and development for risk assessors

When background checking reveals that a person has relevant records, a risk assessment is conducted. The Commission has developed a training and development plan for risk assessors based on a needs analysis which was undertaken in 2003.

As part of this, the Commission held a series of professional development workshops for risk assessors during the first half of 2004. The workshops covered critical questioning techniques, communication skills, legal definitions and court procedures.

Evaluation of the risk assessment model

The Commission commenced an evaluation of the risk assessment model used in the Working With Children Check. The evaluation design was developed with the assistance of the US-based Children's Research Center (an independent centre with expertise in this area). The evaluation will continue throughout 2004-05.

Working With Children: Volunteers and Students

The Commission continued to work with organisations that engage volunteers and students on placement to help them make their workplaces safer and friendlier for children and young people.

The Working With Children: Volunteers and Students pilot program involved conducting random background checks on new volunteers and students working with children in 'high risk' activities. The Commission also worked with organisations to help them develop and adopt more child-safe and child-friendly practices (see next section).

The Commission was assisted in the pilot by a 16 member Reference Group, which provided a wide range of experience and expertise in relation to volunteer organisations and student placements.

The program was evaluated during 2004. The evaluation will help the Commission make recommendations to the NSW Government for the future direction of the Working With Children Check for volunteers.

Child-safe and child-friendly strategy

Background checks do not provide a substitute for risk management in an organisation. The Commission has developed resources to help organisations manage their risks and become child-safe and child-friendly.

The Commission piloted a *How to make your organisation more child-safe and child-friendly* workshop in Sydney, Newcastle and Byron Bay during 2003-04.

The workshops focused on practical resources the Commission is developing to help organisations meet their responsibilities around children's safety and still be welcoming and child-friendly. The resources will be available on the Commission's website in August 2004.

Following positive feedback the Commission plans to conduct further workshops during 2004-05 in both rural and metropolitan areas.



Our aim

Accredited counsellors for child sex offenders will be recognised by targeted stakeholders.

Our activities

The Child Sex Offender Counsellor Accreditation Scheme

The Child Sex Offender Counsellor Accreditation Scheme was established for counsellors who work with people who have sexually abused children. It remains the only scheme of its kind in Australia. The Commission administers the Scheme and is supported by a panel of five independent experts.

Thirteen new counsellors were accredited in 2003-04, bringing the number of accredited counsellors to 43. Of these counsellors, 20 work with adults, 14 work with children and young people and nine counsellors are accredited to work with both.

Accredited counsellors are promoted on the Commission's website to assist anyone seeking the services of a professional counsellor.

The Commission supports the Scheme by providing professional development opportunities for counsellors, promoting the profile of the accreditation scheme and encouraging the use of accredited professionals.

Three training workshops were held during 2003-04. The workshops focused on:

1. Interventions with young people who sexually abuse children.
2. Treatment of adults who sexually abuse children.
3. Supervision skills for those who supervise people who sexually offend against children.

Our aim

Targeted stakeholders will have information and tools/strategies to help them reduce the risk and disadvantage experienced by vulnerable kids.

Our activities

The Commission prioritises the needs of vulnerable children and young people in all areas of our work. During 2003-04 we addressed our aim in this area by:

- publishing a resource called *Meeting together – deciding together* to help adults involve kids in meetings such as case-planning meetings (page 18);
- supporting young people's participation in the NSW Alcohol Summit (page 13);
- conducting workshops and developing resources to help organisations become more child-safe and child-friendly (page 27);
- publishing research into the fatal assault and neglect of children and young people (page 29);
- running four seminars addressing issues important to vulnerable children and young people (page 34);
- chairing the organising committee for the 9th Australasian Conference on Child Abuse and Neglect (page 42);
- supporting a workshop for 35 young refugees as part of the 'Refugee Young People Rule Project' organised by the Auburn Migrant Resource Centre and the Youth Action & Policy Association.
- advising the Cabinet Office on service models and participation structures and service design in some regions as part of *Better Futures Regional Strategy*, the NSW Government's cross-agency framework to support vulnerable young people.

Our aim

Knowledge will be available to inform policy and practice relating to children and young people's safety and welfare.

Our activities

Specialised research on causes of death

Fatal assault and neglect of children and young people

Prior to 1 January 2003, the Child Death Review Team was required to identify the deaths of children that were due to abuse or neglect or that occurred in suspicious circumstances and conduct in-depth reviews.

In October 2003 the Team released a new research report titled *Fatal assault and neglect of children and young people*. This research examined the deaths of 75 children in NSW aged 0-17 years registered in the three-year period from 1 July 1999 to 30 June 2002.

This research continued the examination of fatal assault that began with the *Fatal Assault of Children and Young People* report, which was published in June 2002.

The 2003 report made two recommendations for the prevention of further deaths from assault and neglect.

Sudden unexpected deaths in infancy

The Commission is conducting research on behalf of the Child Death Review Team into the sudden and unexpected deaths of infants in NSW.

The research project, which is funded by the NSW Government, will increase knowledge of unsafe sleeping environments and known risk factors and improve the scope and quality of the systematic information available in these types of deaths in NSW.

A final report will be released in 2004-05.

The Child Death Review Team Annual Report

The *Child Death Review Team Annual Report* identifies patterns and trends in child deaths and makes recommendations to agencies responsible for children and young people's safety and welfare. The *Annual Report, July to December 2002* was tabled on 30 October 2003 within the legislative timeframe.

Maintaining the Child Death Register

Under the *Commission for Children and Young People Act 1998*, the Child Death Review Team is to maintain a register of all child deaths occurring in NSW after 1 January 1996.

Deaths are classified according to cause, demographic criteria and other factors. The Team uses this information to monitor child deaths in NSW and to report annually or in special reports.

The *Community Services (Complaints, Appeals and Monitoring) Amendment Regulation 2002* transferred the responsibility for the review of deaths resulting from child abuse and neglect or occurring in circumstances suspicious of abuse or neglect to the NSW Ombudsman on 1 January 2003. With the change in focus of the Child Death Review Team, the Child Death Register was reviewed and updated during 2003-04.

Coordinating research into children and young people's experiences of 'toileting' and the NSW schools' toilet environment

The Commission, with the Faculty of the Built Environment at the University of New South Wales, the School of Education and Early Childhood Studies at the University of Western Sydney and the Department of Education and Training, commenced research into the issues posed by toilets and toileting in NSW schools.

The Department of Education and Training's *Schools Improvement Package* has recognised the importance of this issue and is making progress toward the upgrade of school toilets in NSW.

Recommendations and responses

Recommendations on the proposed National Child Protection Registration Scheme

The Commission provided advice to the NSW Government on the development of a National Child Protection Registration Scheme. The Commission:

- opposed removing kidnapping as a registrable offence;
- supported extending the range of information offenders would be required to notify when registering; and
- supported the introduction of a new sentencing order to be known as the child protection registration order.

Government response

On 23 June 2004 the Government introduced the *Child Protection (Offenders Registration) Amendment Bill 2004*, which is intended to prepare NSW for the introduction of a National Registration Scheme. The Bill is consistent with the Commission's submission and retains kidnapping as a registrable offence.

Recommendations on the Child Protection Legislation Amendment Act 2003

The Commission provided advice to the Government on the Cabinet Office's review of the impact of Part 3A of the *Ombudsman Act 1974* and Part 7 of the *Commission for Children and Young People Act 1998* on teachers. The Commission also provided advice to the Government on the resulting *Child Protection Legislation Amendment Act 2003*.

Government response

The *Child Protection Legislation Amendment Act 2003* reflected the Commission's advice regarding conduct that should be reported to the Commission. The Commission revised its *Working With Children Check Guidelines* to be consistent with the terms of the new Act.

Chapter 4

Strengthening well-being





What's important to you?

"My family, friends and school are the most important thing to me."

Fatima, 15 years

"My mates and my music."

Lisa, 14 years

"My dog and my Mum and my Dad."

Matt, 9 years

"My mother, she is a true role model and strength to keep going in life."

Rowena, 15 years

"My mates are important to me as well as my education."

Brendan, 17 years

Strengthening well-being

Overview

Kids have told us well-being is about feeling safe, being healthy, having opportunities, being listened to and having strong, supportive relationships with family, friends, school and child-care.

During 2003-04 the Commission worked to strengthen children and young people's well-being by conducting research into key areas of children's lives, developing a national framework for the early years and making information about kids available through professional seminars, publications and the launch of *Kids' Stats*.

Our achievements

Our aim

Key decision-makers will be aware of the importance of children's early years

Our activities

National framework for the early years

During 2003-04 the Commission, in partnership with the Queensland Commission for Children and Young People and the National Investment for the Early Years, released a national framework for the early years.

A Head Start for Australia: An Early Years Framework aims to promote a more widespread understanding of the importance of the early years and provide a coordinated, national approach to giving children the best possible start in life.

The framework sets out an agenda for professionals, business and industry, all levels of government, community groups and families to work together so children are happy, healthy, educated and able to participate in and contribute to the community.

A Head Start for Australia identifies nine key areas in which we can take action to give children the best possible head start and outlines suggested actions and underpinning strategies to implement them.

The Commission published both a full and summary version of the framework, which were distributed to more than 560 agencies and organisations around Australia in early 2004. Information about the framework has also been disseminated via presentations, journal articles and media interviews.



Promoting the importance of the early years

The Commissioner chairs the Families First Experts Group, a committee of government and non-government service providers, planners and program managers reporting to the Hon. Carmel Tebbutt, MLC, Minister for Community Services. The group provides advice about the directions and policy for Families First, the NSW Government's key strategy to support parents to give children a good start in life.

Our aim

Targeted employers and regulators will be made aware of the importance of child centred and family-friendly work practices.

Our activities

Research into children and young people's experience of work

The Commission, in collaboration with the Departments of Community Services and Education and Training, is conducting research into children and young people's experiences of paid and unpaid employment in NSW.

Approximately 11,000 children and young people aged 12 to 16 years across NSW completed a paper-based questionnaire survey during May and June 2003. Data analysis is currently underway.

The research looks at employment from young people's perspectives, including what they like and dislike about work and how it affects their other opportunities and activities.

The research findings will be published in 2004-05.

Our aim

Targeted professionals will be more knowledgeable about children and young people's well-being.

Our activities

Research forums

The Commission's research forums aim to bring together people from diverse professional areas who conduct research with children and young people.

In 2003-04 these research forums were amalgamated with the Commission's professional development seminar series.

Seminar series

The Commission conducted four seminars in 2003-04 to raise awareness of key issues that affect children and young people and to provide professional development opportunities for workers in child-related sectors.

The seminars focused on:

1. Young people's suicide and risk-taking behaviour.
2. Young people and bullying.
3. Injury to children as a result of neglect.
4. Young people in care participating in their own case-planning.

The first three seminars above were open to the public and were fully booked, with more than 80 participants at each and demand for places exceeding supply. The Commission received positive feedback from attendees and keynote speakers. The Commission was also able to further raise awareness of the issues by generating media coverage about the seminars and the issues being discussed.

Our aim

The Commission will have an agreed understanding of well-being and a set of well-being factors that it will monitor and report on.

Our activities

Research into children's understanding of well-being

The Commission is collaborating with the University of Western Sydney to conduct research into children and young people's perceptions and understanding of what constitutes well-being.

Fieldwork commenced in June 2003, with 120 children and young people aged 8-15 years participating in 150 interviews. This process is nearing completion and data analysis has commenced.

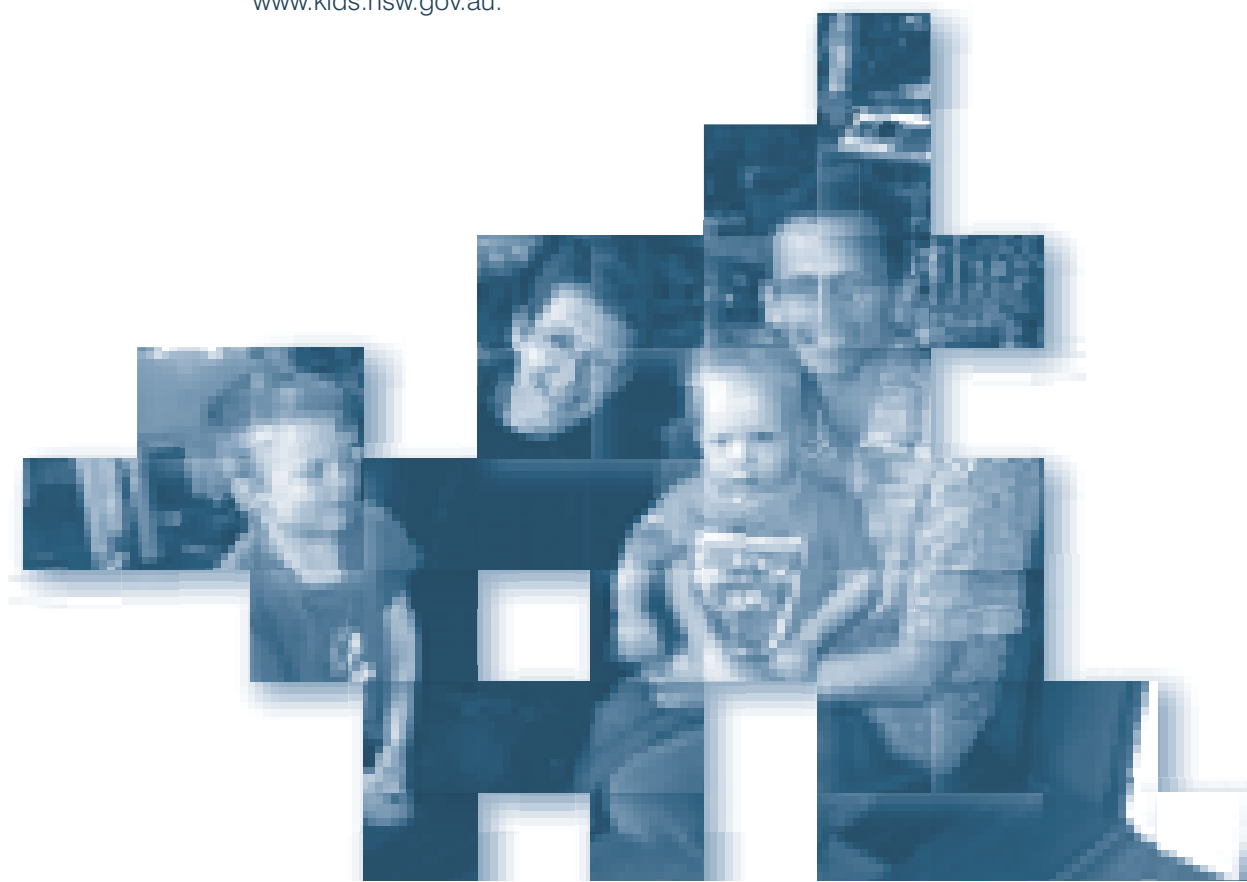
The research findings will be published in 2004-05.

Kids' stats – an online resource for measuring kids' well-being

In May 2004 the Commission launched an online resource called *Kids' Stats* that has information about the safety, welfare and well-being of children and young people in NSW. It is the first time in Australia that information about kids in NSW can be accessed from one online location.

Kids' Stats brings together data collected by other agencies on a range of issues in seven key areas of kids' lives – family, child care, school and work, community, crime and safety, health and economic security. These areas were selected because kids told the Commission they were important and because they reflect key aspects of children and young people's lives.

Kids' Stats can be accessed by following the links from the Commission's website at www.kids.nsw.gov.au.



Recommendations and responses

Recommendations to the Federal Standing Committee on Family and Community Affairs on the Inquiry into Child Custody Arrangements in the Event of Family Separation

The Commission's submission recommended that:

- reforms to family law, policy and practice should focus on the interests of the child, rather than the interests of his or her parents;
- there should be no stipulation either of equal parenting time or that children should divide their time and physical presence equally between their parents' separate households;
- equal parenting time should continue to be seen as one option, but not the default option, for securing the best outcomes for children in light of the circumstances of a particular family; and
- the Family Court should continue to hear and make particularised determinations based on the evidence put before it of what is in the best interests of individual children.

Agency response

The Standing Committee released its report on 29 December 2003. Contrary to the Commission's views, the Committee's report recommended a general rebuttable presumption of equal parenting time. As at 30 June 2004 the Federal Government was yet to release its response to the Committee's recommendations.

Recommendations to the Standing Committee on Social Issues' Inquiry into the Inebriates Act 1912

The Commission's submission recommended that:

- the *Inebriates Act 1912* should not be applied to young people under the age of 18 years; and
- if the Act is not repealed, the Government should follow the precedent established by the *Drug Summit Legislative Response Act 1999*, which excludes people under 18 years from medically supervised injecting centres.

Agency response

The Standing Committee on Social Issues has not yet reported.

Influencing children and young people's issues

awareness

emerging

communicate

networks



What does being young mean to you?

“Being young is learning from others.”

Vishal, 12 years

“Being young means having fun and deciding
what I’m going to do with the rest of my life.”

Alice, 16 years



Influencing children & young people's issues

39

Overview

The Commission has been increasing awareness and understanding of our role, our work and our views about issues that affect the lives of children and young people.

During 2003-04, the Commission has continued to raise awareness through the media, professional networks and our publications, website, print and electronic communication. We use these channels to provide comments, expertise and advice on key legislation, policy, services and practice related to children and young people at both a state and national level.

Our achievements

Our aim

Our partners and stakeholders will have a clearer understanding of the Commission's role, priorities and views.

Our activities

Maintaining our publication and communication services

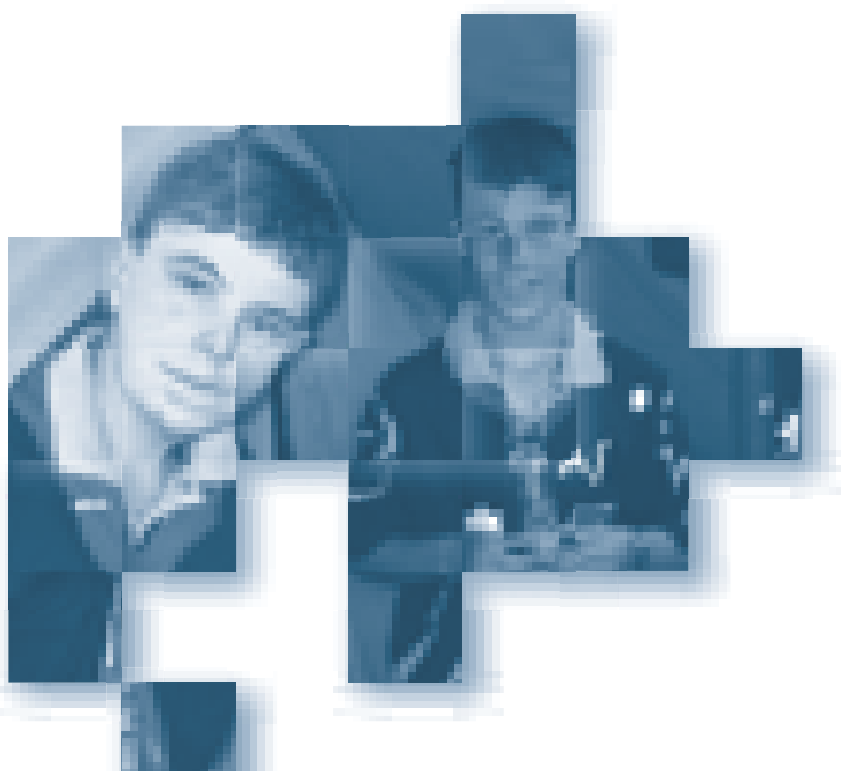
Exchange – our quarterly newsletter

The Commission published four editions of *Exchange* during 2003-04 to keep stakeholders up-to-date with the latest developments at the Commission and emerging issues for children and young people. In 2003-04 a hard-copy of each edition was sent to 9,665 stakeholders and an electronic copy to 2,011 subscribers.

As illustrated by Table 4, the number of subscribers to the electronic version of *Exchange* has increased significantly in recent years.

TABLE 4: EXCHANGE SUBSCRIBERS

Subscribers	2001-02	2002-03	2003-04
<i>Exchange</i> – electronic	600	1,438	2,011



Feedback – our annual report to kids

Each year the Commission publishes a special annual report for young people called *Feedback*. *Feedback* is short, colourful and focuses on the areas of our work that are of particular interest and relevance to kids. Young people helped us to produce *Feedback 2003* by taking the photographs and contributing articles about their involvement with the Commission.

In 2003-04 the Commission sent out more than 8,000 copies of *Feedback 2003* to children and young people around NSW via organisations such as high schools, youth services, councils, youth clubs and youth centres.

The Commission's website – www.kids.nsw.gov.au

In 2003-04, 818,406 pages were downloaded from the website, a 4.9% increase on the pages downloaded in 2002-03.

This was below the Commission's targeted growth of 10%. However, the increase indicates that the site is still developing a core of users who return to the site on a regular basis to keep up to date with the work of the Commission.

Latest News – email updates

More than 3,000 people have registered through the Commission's website to receive email updates about the Commission's activities. Thirteen *Latest News* emails were sent in 2003-04.

Our aim

The Commission's comments and advice will be sought on key legislative, policy, service and practice changes regarding participation, safety, welfare and well-being.

Our activities

Advice to others

During 2003-04 the Commission provided advice or comment on the following issues:

Advice to Parliament

- Standing Committee on Social Issues' Inquiry into the *Inebriates Act 1912*.

Recommendations on NSW Bills and Acts

- *Assisted Reproductive Technology Bill 2003*.
- *Children and Young Persons (Care and Protection) Amendment (Child Abuse or Neglect) Bill 2003*.
- *Child Protection Legislation Amendment Bill 2003*.
- *Child Protection (Offenders Prohibition Orders) Bill 2004*.
- *Child Protection (Offenders Registration) Amendment Bill 2004*.
- *Commission for Children and Young People Amendment (Child Death Review Team) Bill 2003*.
- *Residential Tenancies Amendment (Public Housing) Bill 2004*.
- *Children (Criminal Proceedings) Amendment (Adult Detainees) Act 2001*.
- *Evidence (Children) Act 1997*.
- *Justice Legislation Amendment (Non-Association and Place Restriction) Act 2001*.
- *Privacy and Personal Information Protection Act 1998*.

Recommendations on Commonwealth Bills and Acts

- *Disability Discrimination Amendment Bill 2003.*
- *Family Law Amendment Bill 2003.*
- *Family Law Amendment Bill 2004.*

Recommendations on policy and practice

- *Criminal Records Regulation 1999.*
- *Children's Court Amendment (Accused Child Detainees) Rule 2000.*
- NSW Sentencing Council's review of firearms offences and the standard non-parole sentencing scheme.
- Attorney General's review to consider the merits of establishing a NSW Gun Court.
- NSW Health on the Government's Draft Response to the Legislative Council's Select Committee's Report in its Inquiry into Mental Health Services in NSW.
- Youthsafe *Safe Celebrating Kit*.
- Office of the Children's Guardian case-planning policy.
- Department of Housing on young people's participation in *Developing a Framework for Effective Community Involvement in Community Regeneration*.
- National Child Sexual Assault Reform Committee.
- Community and Disability Services Ministers Conference Working Party on Child-Related Employment.
- Picture of Australia's Children initiative.
- Farmsafe New South Wales regarding child-safe farm fencing.

Networks with stakeholders

The Commission works closely with other groups and individuals to contribute to policy, legislative, service and practice development to help achieve our goals. In 2003-04 the Commissioner and Commission staff participated in 46 committees and groups.

In addition, the Commission provides opportunities for networking through events such as its seminar series and presentations at conferences.

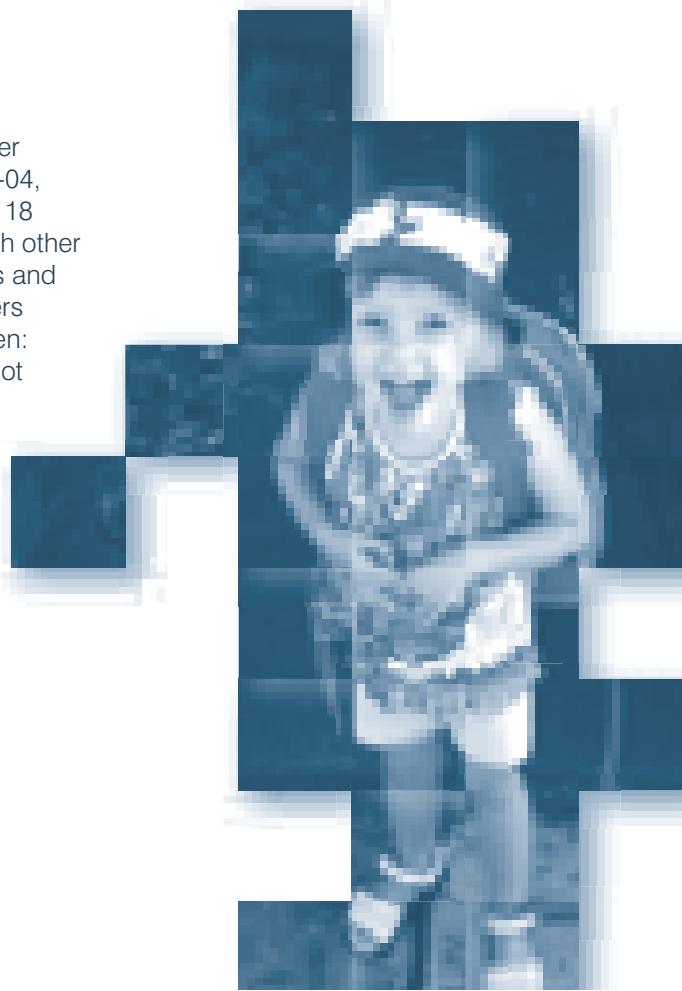
Our aim

Improve outcomes for children and young people through taking more opportunities to work with partners and stakeholders

Our activities

Work with other organisations

The Commission wants to work cooperatively with other organisations. During 2003-04, the Commission undertook 18 projects in collaboration with other agencies and organisations and continued to work with others on the Working With Children: Volunteers and Students pilot program (see page 27).



Involvement on conference organising committees

NSW Country Road Safety Summit

In May 2004 the Commissioner co-chaired the NSW Country Road Safety Summit convened by the NSW Roads & Traffic Authority in conjunction with the Motor Accidents Authority. The two-day Summit, which was held in Port Macquarie, brought together road safety stakeholders to review factors contributing to the country road toll, to progress outcomes of the NSW Alcohol Summit and to progress new directions in country road safety policy, planning, practice and evaluation.

The Commissioner was also a member of the Special Resolutions Group which was responsible for co-ordinating the resolutions from the nine working groups across the Summit and has been appointed to the Government Agencies Road Safety Council.

2003 Australasian Child Abuse and Neglect Conference Committee

The Commissioner chaired the organising committee for the 9th Australasian Conference on Child Abuse and Neglect held in November 2003. The conference was hosted by the Department of Community Services. Its theme was *Many Voices, Many Choices* to reflect that child abuse and neglect is of concern to a wide range of people across society and that there are many ways to address child abuse and neglect issues. Demand for places at the conference exceeded supply, with more than 1,000 people attending. Children and young people actively participated in the conference (see page 19).

2004 ISPCAN Conference Organising Committee

The NSW and Queensland Commissioners for Children and Young People are co-chairing the organising committee for the 15th International Congress on Child Abuse and Neglect. The Conference, to be held in Brisbane during September 2004, is themed *Working Together for a Child Safe World*. The theme recognises that abuse and neglect are complex problems that call for a joint government and community response to allow children to live in a world free from all forms of abuse and neglect.

Chapter 6

Being an accountable and effective organisation

responsibilities

deliver

priorities

review



"I like to be part of the community,
where I can have a say on the issues
and decisions being made that will
directly or indirectly affect children
and young people."

Kim, 16 years

"I think young people should have more
of a say in how their community and
things around them are run because
they are the people that have to live and
work around that area in the future."

Alesha, 14 years



Being an accountable and effective organisation

The Commission works to deliver projects on time and within budget and to meet our statutory responsibilities.

Review of our legislation

During 2004 the Hon. Carmel Tebbutt, MLC, Minister for Youth appointed Ms Helen L'Orange AM as Independent Chair of the Review of the *Commission for Children and Young People Act 1998* and the *Child Protection (Prohibited Employment) Act 1998*.

The Review, scheduled five years after the legislation commenced, is to check whether the policy objectives of the Acts remain valid and whether the legislation remains appropriate to achieve these objectives.

A consultation paper for adults and one for children and young people were released in early May 2004. The Review is inviting written submissions and will be consulting with key stakeholders and local communities, including children and young people, across NSW.

The Minister is due to table a final report in Parliament in December 2004.

Our achievements

Our aim

Corporate personnel management and reporting requirements will be met.

Our activities

Performance development plans for staff

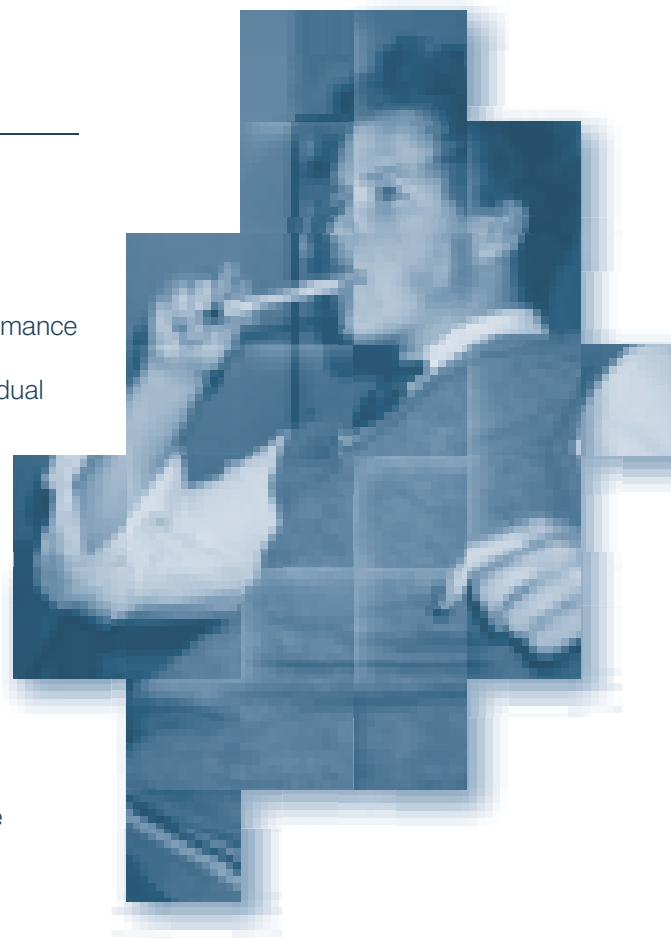
The Commission uses performance development planning to link organisational goals to individual staff goals, including their learning and development activities.

Reviews are conducted twice a year for permanent staff. Twenty-five reviews were conducted during 2003-04, representing 76% of the permanent workforce compared with 18 reviews in 2002-03. Staff turnover and long term leave account for those reviews not conducted.

During 2003-04 the Commission commenced a review of our performance development framework.

Staff development activities

The Commission continues to make staff learning and development a priority. During 2003-04 Commission staff undertook 483 hours of internal and external training as well as participating in conferences and seminars.



Support for young people through traineeships

The Commission is committed to providing training to young people to help them get a start in their working life. We have a policy of employing three trainees and supporting them through their study at TAFE or private training providers. During 2003-04 all three positions were filled.

Three trainees successfully completed their traineeship and all were successful in gaining employment. Two of the trainees are also pursuing tertiary study.

Time with kids

The Commission maintained its Kids' Time policy to provide staff with the time and opportunity to build relationships with children and young people, listen to them and begin to understand the world through their eyes. Commission staff worked a total of 31 hours of Kids' Time during 2003-04. This represents a decrease from the 225 hours worked in 2002-03 and 208 hours in 2001-02.

Commission staff not participating in Kids' Time are required through their performance development plans to identify how they maintain a focus on understanding the world through kids' eyes.

Children and young people also participate in staff selection committees and public tender/quotation panels. There were nine such panels in 2003-04, all of which involved the participation of a young person, compared with 92% in 2002-03 and 100% in 2001-02.

Our aim

Corporate financial management and reporting requirements will be met.

Our activities

Managing our finances

In 2003-04 the Commission reported an operating surplus of \$0.126 million compared with a budgeted surplus of \$0.072 million.

The total operating expenses rose by \$1.026 million (14%) to \$7.226 million from last financial year's actual total of \$6.200 million.

This increase is largely attributable to the transfer of the NSW Department of Community Services employment screening function to the Commission and enhancement funding from NSW Treasury for the Working With Children: Volunteers and Students program.

The Capital Works Program carried out during 2003-04 totalled \$0.457 million. Expenditure was mainly for improvements to the Working With Children Employment Screening System and funding from the Department of Community Services was received for the capital fit out for additional accommodation leased as a result of the transfer of their employment screening function.

Meeting Departmental Savings Taskforce requirements

Based on the November 2003 review of the Commission's return, the Departmental Savings Taskforce was convinced of the completeness of the Commission's plans to achieve the savings of \$124,000, or 100% of our productivity savings target in 2004-05.

The Commission was able to demonstrate that savings were being generated as a result of technology changes to the Working With Children Employment Screening System.

Paying our accounts on time

The Commission produced a consistent performance for the payment of its accounts during 2003-04. On average the Commission paid 99% of its accounts by the due date, consistent with 99% achieved in 2002-03 and 97% in 2001-02.

There were no instances leading to payment of interest on overdue accounts under clause 18 of the *Public Finance and Audit Regulation 2000* and *Treasurer's Direction TD 219.01*. There were also no instances of interest paid on overdue accounts in any previous year.

The table on page 85 details the Commission's performance for 2003-04.

Our aim

Corporate infrastructure management and reporting requirements will be met.

Our activities

Sharing corporate service arrangements

The Commission continued to contract the Central Corporate Services Unit of the Department of Commerce to provide corporate service functions for financial, human resource and information technology activities.

A report on Shared Corporate Services Strategy as at 30 June 2004 showed that the Commission's corporate services cost is 11% of the Commission's operating budget. This is slightly above the 10% benchmark standard set for small agencies.

Conducting internal reviews

During 2003-04 the Commission contracted the Internal Audit Bureau and independent contractors to undertake internal reviews. The following reviews were completed or commenced in 2003-04:

Review of Grants and Subsidies: was issued in June 2004 and contained four recommendations which will be acted upon in 2004-05.

Review of the Commission's Approved Screening Agency functions: this audit made up part of a broader audit of the performance of all Approved Screening Agencies. This report will be finalised early 2004-05.

Review of Working With Children Check capacity: reported that the Commission had the appropriate resources and procedures in place to take on the Department of Community Services employment screening functions.

Audit of Child Safety Practices: the Commission retained a specialist auditor to review our child safety practices. This audit commenced in February 2004 and will continue over an 18 month period. Work undertaken to date includes a review of the Commission's relevant policies and guidelines and development of strategies to improve current practices.

Meeting information security standards

As required by *Premier's Circular 2001-46* the Commission is working towards compliance with the Australian Standard for Information Security Management, AS/NZS 7799.

During 2003-04 the Commission engaged a contractor to assist with the development of high level security policies and the development of the *Statement of Applicability*. During 2004-05 the Commission will continue to finalise compliance issues so that certification can be achieved in 2005-06.

Timely responses to written communications

The Commission aims to respond to 85% of correspondence within two weeks of receiving it. During 2003-04 the Commission achieved a 77% response rate, compared with 77% in 2002-03 and 83% in 2001-02.

The Commission is investigating strategies to improve performance in this area.

Supporting organisations that work with or support children and young people

The Commission has a number of meeting rooms that are available for the use of organisations that work with or support children and young people. During 2003-04 the Commission's meeting rooms were used on 555 occasions, compared with 700 occasions in 2002-03 and 707 occasions in 2001-02.

Due to changes in the Commission's office accommodation in 2002-03 there was one less meeting room available for use.

Our aim

The Commission will deliver project deliverables on time and on budget.

Our activities

Using a team based approach in our activities

The Commission uses a team based structure to manage projects according to planned timeframes and within budget. In 2003-04, 32 projects were undertaken using a team based approach.

Timely access for staff to information services

The Commission's library and information service provides staff with timely access to accurate, up-to-date information which assists staff with their work. Requests for information are also received from members of the public. The Commission's library now holds 3,000 books and resources reflecting a broad range of subjects and disciplines to do with children and young people's issues.

Our aim

Commission committees will be well supported and provide sound advice to the Commissioner.

Our activities

Supporting and working with Commission committees

Young People's Reference Group

Each calendar year, the Commissioner appoints a Young People's Reference Group to share their opinions and ideas about our work and advise the Commissioner about issues that affect children and young people.

The Commission's fourth Young People's Reference Group was appointed in January 2003. The group met four times during the 2003-04 financial year. The fifth Young People's Reference Group was appointed in January 2004 and met three times during the 2003-04 financial year. These young people will continue to meet as a group until December 2004.

All members attended orientation and training days in January 2004. Background material, including agenda and briefing papers, were provided to group members one week before the scheduled meeting date for 100% of meetings.

"The Young People's Reference Group gives me the chance to meet and discuss things with other young people, who all feel equally as passionate about the issues affecting young people today."

Kim, 16 years

Expert Advisory Committee

The Expert Advisory Committee met four times in 2003-04 to advise the Commissioner on the directions and activities of the Commission. Background material, including agenda and briefing papers, were provided to group members one week before the scheduled meeting date for 75% of meetings.

The seven committee members give the Commission the benefit of their knowledge, skills and networks in medicine, law, child protection, disability, sport and employment. Their input helps the Commission to set strategic directions, providing specialist advice on policy development and implementation issues and steer major Commission projects.

During 2002-03, Ms Helen L'Orange resigned from the Expert Advisory Committee.

Secretariat support for the Child Death Review Team

The Child Death Review Team consists of independent experts appointed by the Minister for Community Services who have expertise in health care, research methodology, child development or child protection. The Team also has nominees from NSW Government departments concerned with the safety and well-being of children including the Departments of Community Services, Education and Training, NSW Health, Ageing Disability and Home Care, NSW Police, Attorney General's and the Office of the State Coroner. Currently there are 17 members, including two Aboriginal members.

The Commission provides secretariat support to the Team. The Team met on five occasions during 2003-04 and agenda and briefing papers were provided one week before the scheduled meeting date for 100% of meetings.

Child Sex Offender Counsellor Accreditation Scheme Panel

The Commission administers the Child Sex Offender Counsellor Accreditation Scheme (see page 28) with the support of a panel of five independent experts. The panel met on four occasions during 2003-04 to assess applications for accreditation or accreditation renewals. Background material, including agenda and briefing papers, were provided to group members one week before the scheduled meeting date for 100% of meetings.



Our aim

Public accountability regarding the Commission's activity will be met.

Our activities

Timely and accessible Annual Reports

Annual Report

The Commission's *2002-03 Annual Report* was tabled on 29 October 2003, within the legislative timeframe.

Child Death Review Team Annual Report

The Child Death Review Team *Annual Report July-December 2002* was tabled in Parliament on 30 October 2003, within the legislative timeframe.

Keeping track of our performance

The Commission maintains and reviews Key Performance Indicators to keep its activities on track and to meet intended outcomes.

2003-04 was the last year of the Commission's *Strategic Plan 2001-2004*. In accordance with the NSW Treasury financial management framework the Commission finalised its *Results and Services Plan* that demonstrates the relationship between the services we deliver and the results we are working towards.

The *Results and Services Plan* provided the framework for the Commission's *Strategic Plan 2004-2007* which was completed in 2003-04.



Future activities

promote



develop

initiate

expand



"I like playing sport because it's athletic and physical and I like doing things with my mates."

Tim, 16 years

"I like bike riding and using computers, because they're both fun things to do. I also like socialising and playing sport."

Dan, 12 years

Overview

During 2004-05 the Commission will be implementing the new *2004-2007 Strategic Plan* and focusing on the following areas and activities.

Participation

Work with targeted agencies to involve children and young people in case-planning meetings.

Review our participation activities and the ways we involve children and young people in our work.

Children's issues

Explore the impact of the economy on children and young people.

Complete research into:

- children and young people in work.
 - children's perceptions of well-being.
-

Further develop *Kids' Stats*.

Promote take-up of *A Head Start for Australia: An Early Years Framework*.

Work with other organisations to address issues identified by children and young people as being important.

Safety

Develop resources to help organisations become more child-safe and child-friendly and promote the value of such organisations to the community.

Evaluate the Working With Children: Volunteers and Students pilot program and advise the Government on its outcomes.

Continue to develop the Working With Children Check through system enhancements and evaluating and improving the Risk Assessment model, Working With Children Audit and the two-category relevant employment proceedings procedures.

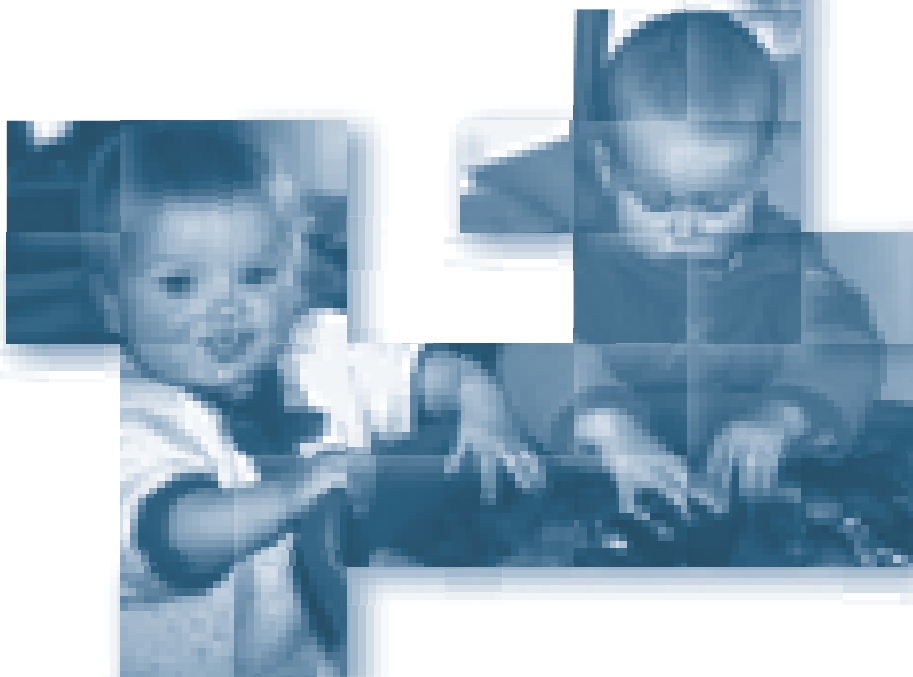
Review and improve the operation of Child Sex Offender Counsellor Accreditation Scheme and promote the Scheme's benefits.

Complete research into the sudden and unexpected deaths of infants.

Improve the Child Death Register by standardising the database and publishing a database manual.

Corporate support

Continue to improve and develop the Commission's information systems, library, record management systems, financial management and planning and reporting.



“Being young to me means freedom and opportunities; some of these are being in the SRC and going on excursions.”

Sarah, 12 years

“My friends are very important to me. We all help each other with things because we see each other five days a week.”

Alice, 16 years



Chapter 8

Our finances





Independent Audit Report

To Members of the New South Wales Parliament

Audit Opinion

In my opinion, the financial report of the Commission for Children and Young People:

- (a) presents fairly the Commission's financial position as at 30 June 2004 and its financial performance and cash flows for the year ended on that date, in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia, and
- (b) complies with section 45E of the *Public Finance and Audit Act 1983* (the Act).

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

The Commissioner's Role

The financial report is the responsibility of the Commissioner. It consists of the statement of financial position, the statement of financial performance, the statement of cash flows, the summary of compliance with financial directives and the accompanying notes.

The Auditor's Role and the Audit Scope

As required by the Act, I carried out an independent audit to enable me to express an opinion on the financial report. My audit provides *reasonable assurance* to members of the New South Wales Parliament that the financial report is free of *material* misstatement.

My audit accorded with Australian Auditing and Assurance Standards and statutory requirements, and I:

- evaluated the accounting policies and significant accounting estimates used by the Commissioner in preparing the financial report, and
- examined a sample of the evidence that supports the amounts and other disclosures in the financial report.

An audit does *not* guarantee that every amount and disclosure in the financial report is error free. The terms 'reasonable assurance' and 'material' recognise that an audit does not examine all evidence and transactions. However, the audit procedures used should identify errors or omissions significant enough to adversely affect decisions made by users of the financial report or indicate that the Commissioner had not fulfilled her reporting obligations.

My opinion does *not* provide assurance:

- about the future viability of the Commission for Children and Young People,
- that the Commission for Children and Young People has carried out its activities effectively, efficiently and economically,
- about the effectiveness of its internal controls, or
- on the assumptions used in formulating the budget figures disclosed in the financial report.

Audit Independence

The Audit Office complies with all applicable independence requirements of Australian professional ethical pronouncements. The Act further promotes independence by:

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

M T Spriggins CA
Director of Audit
SYDNEY

20 October 2004

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

Pursuant to Section 45F of the Public Finance and Audit Act 1983, I state that to the best of my knowledge and belief:

- (a) the accompanying financial statements have been prepared in accordance with applicable Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board, Urgent Issues Group Consensus Views, the requirements of the Public Finance and Audit Act 1983 and the Public Finance and Audit Regulation 2000, the Financial Reporting Code for Budget Dependant General Government Sector Agencies and Treasurer's Directions.
- (b) the financial statements exhibit a true and fair view of the financial position of the Commission for Children and Young People as at 30 June 2004 and for the operations for the year then ended;
- (c) there are no circumstances which would render any particulars included in the financial statements to be misleading or inaccurate.



**GILLIAN CALVERT
COMMISSIONER**

Dated: 17 June 2004

statement of financial performance

for the year ended 30th June 2004

	Notes	Actual 2004 \$'000	Budget 2004 \$'000	Actual 2003 \$'000
EXPENSES				
Operating expenses:				
Employee related	2(a)	3,232	2,926	2,867
Other operating expenses	2(b)	3,186	3,205	2,514
Maintenance		106	111	118
Depreciation	2(c)	317	210	244
Grants and subsidies	2(d)	385	0	457
Total Expenses		7,226	6,452	6,200
Less:				
Retained Revenue				
Sale of goods and services	3(a)	4	0	5
Investment income	3(b)	39	12	40
Grants and contributions	3(c)	1,008	60	20
Other revenue	3(d)	11	0	35
Total Retained Revenue		1,062	72	100
Gain / (loss) on disposal of non-current assets	4	0	0	(13)
Net Cost of Services	19	6,164	6,380	6,113
Government Contributions:				
Recurrent appropriation	5	5,851	6,060	5,424
Capital appropriation	5	122	122	248
Acceptance by the Crown Entity of employee benefits and other liabilities	6	317	126	329
Total Government Contributions		6,290	6,308	6,001
SURPLUS / (DEFICIT) FOR THE YEAR FROM ORDINARY ACTIVITIES	15	126	(72)	(112)
TOTAL REVENUE, EXPENSES AND VALUATION ADJUSTMENTS RECOGNISED DIRECTLY IN EQUITY		0	0	0
TOTAL CHANGES IN EQUITY OTHER THAN THOSE RESULTING FROM TRANSACTIONS WITH OWNERS AS OWNERS	15	126	(72)	(112)

The accompanying notes form part of these statements

statement of financial position

as at 30th June 2004

	Notes	Actual 2004 \$'000	Budget 2004 \$'000	Actual 2003 \$'000
ASSETS				
Current Assets				
Cash	8	1,042	1,013	836
Receivables	9	153	166	166
Other	10	11	33	33
Total Current Assets		1,206	1,212	1,035
Non Current Assets				
Plant and Equipment	11	784	556	644
Total Non-Current Assets		784	556	644
Total Assets		1,990	1,768	1,679
LIABILITIES				
Current Liabilities				
Payables	12	682	407	407
Provisions	13	284	266	266
Other	14	209	330	330
Total Current Liabilities		1,175	1,003	1,003
Non-Current Liabilities				
Provisions	13	13	0	0
Total Non-Current Liabilities		13	0	0
Total Liabilities		1,188	1,003	1,003
Net Assets		802	765	676
EQUITY				
Accumulated Funds	15	802	765	676
Total Equity		802	765	676

The accompanying notes form part of these statements

statement of cash flows

for the year ended 30th June 2004

	Notes	Actual 2004 \$'000	Budget 2004 \$'000	Actual 2003 \$'000
CASH FLOWS FROM OPERATING ACTIVITIES				
Payments				
Employee related		(3,035)	(2,765)	(2,620)
Grants and subsidies		(385)	0	(457)
Other		(2,995)	(3,568)	(2,827)
Total Payments		(6,415)	(6,333)	(5,904)
Receipts				
Sale of goods and services		25	0	12
Interest received		40	12	27
Other		1,010	312	411
Total Receipts		1,075	324	450
Cash Flows from Government				
Recurrent appropriation		6,060	6,060	5,723
Capital appropriation		122	122	279
Cash reimbursements from the Crown Entity		151	126	139
Cash transfers to the Consolidated Fund		(330)	0	0
Net Cash Flows from Government		6,003	6,308	6,141
NET CASH FLOWS FROM OPERATING ACTIVITIES	19	663	299	687
CASH FLOWS FROM INVESTING ACTIVITIES				
Purchases of Plant and Equipment		(457)	(122)	(248)
NET CASH FLOWS FROM INVESTING ACTIVITIES		(457)	(122)	(248)
NET INCREASE / (DECREASE) IN CASH		206	177	439
Opening cash and cash equivalents		836	836	397
CLOSING CASH AND CASH EQUIVALENTS	8	1,042	1,013	836

The accompanying notes form part of these statements

summary of compliance with financial directives for the year ended 30th June 2004

	2004				2003			
	Recurrent Approp. \$'000	Expenditure/ Net Claim on Consolidated Fund \$'000	Capital Approp. \$'000	Expenditure/ Net Claim on Consolidated Fund \$'000	Recurrent Approp. \$'000	Expenditure/ Net Claim on Consolidated Fund \$'000	Capital Approp. \$'000	Expenditure/ Net Claim on Consolidated Fund \$'000
Original Budget Appropriation/ Expenditure								
- Appropriation Act	6,060	5,851	122	122	5,950	5,424	279	248
	6,060	5,851	122	122	5,950	5,424	279	248
Other Appropriation/ Expenditure								
- Treasurer's Advance	0	0	0	0	192	0	0	0
- Section 22 - expenditure for certain works and services	0	0	0	0	0	0	0	0
- Transfers to / from another agency (s25 of the <i>Appropriation Act</i>)	0	0	0	0	0	0	0	0
	0	0	0	0	192	0	0	0
Total Appropriations/ Expenditure/ Net Claim on Consolidated Fund (includes transfer payments)	6,060	5,851	122	122	6,142	5,424	279	248
Amount drawn down against Appropriation Liability to Consolidated Fund								
		6,060		122		5,723		279
		209		0		299		31

Notes to Summary of Compliance with Financial Directives

- The summary of Compliance is based on the assumption that Consolidated Fund moneys are spent first (except where otherwise identified or prescribed).
- The Liability to Consolidated Fund represents the difference between the "Amount drawn down against Appropriations" and the "Total expenditure / Net claim on Consolidated Fund".
- The variations between the original Consolidated Fund budgets and the amounts drawn down are commented on in Note 18.

notes accompanying and forming part of the financial statements for the year ended 30th June 2004

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) Reporting Entity

The Commission for Children and Young People (the Commission) is a separate reporting entity. There are no other entities under its control.

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

The Commission is consolidated as part of the NSW Total State Sector Accounts.

(b) Basis of Accounting

The Commission's financial statements are a general purpose financial report which have been prepared on an accruals basis and in accordance with:

- applicable Australian Accounting Standards;
- other authoritative pronouncements of the Australian Accounting Standards Board (AASB);
- Urgent Issues Group (UIG) Consensus Views;
- the requirements of the *Public Finance and Audit Act* and Regulations; and
- the Financial Reporting Directions published in the Financial Reporting Code for Budget Dependent General Government Sector Agencies or issued by the Treasurer under section 9(2)(n) of the Act.

Where there are inconsistencies between the above requirements, the legislative provisions have prevailed.

In the absence of a specific Accounting Standard, other authoritative pronouncements of the AASB or UIG Consensus View, the hierarchy of other pronouncements as outlined in AAS 6 "Accounting Policies" is considered.

Except for certain investments and land and building, plant and equipment, which are recorded at valuation, the financial statements are prepared in accordance with the historical cost convention.

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

The Commission has applied accounting policies consistent with those of the previous year, unless otherwise stated.

(c) Administered Activities

The Commission does not administer any activities on behalf of the Crown Entity.

(d) Revenue Recognition

Revenue is recognised when the Commission has control of the good or right to receive, it is probable that the economic benefits will flow to the Commission, and the amount of revenue can be measured reliably. Additional comments regarding the accounting policies for the recognition of revenue are discussed below.

(i) Parliamentary Appropriations and Contributions from Other Bodies

Parliamentary appropriations and contributions from other bodies (including grants and donations) are generally recognised as revenues when the Commission obtains control over the assets comprising the appropriations / contributions. Control over appropriations and contributions is normally obtained upon the receipt of cash.

An exception to the above is when appropriations are unspent at year end. In this case, the authority to spend the money lapses and generally the unspent amount must be repaid to the Consolidated Fund in the following financial year. As a result, unspent appropriations are accounted for as liabilities rather than revenue.

The liability is disclosed in Note 14 as part of 'Current Liabilities - Other'. The amount will be repaid and the liability will be extinguished in the next financial year.

In the case of the Commission, there is a liability of \$209,000 to be repaid against the Recurrent Appropriation for the year 2003/2004 (2002/2003 \$299,000). The Commission has no liability to be repaid against the Capital Appropriation for the year 2003/2004 (2002/2003 \$31,000).

(ii) Sale of Goods and Services

Revenue from the sale of goods and services comprises revenue from the provision of products or services ie user charges. User charges are recognised as revenue when the Commission obtains control of the assets that result from them.

(iii) Investment Income

Interest income is recognised as it accrues.

(e) Employee Benefits and other provisions

(i) Salaries and wages, Annual Leave, Sick Leave and On-Costs

Liabilities for salaries and wages (including non-monetary benefits), annual leave and vesting sick leave are recognised and measured in respect of employees' services up to the reporting date at nominal amounts based on the amounts expected to be paid when the liabilities are settled.

This is in accordance with AASB 1028 applicable for this financial year. The previous Standard required the nominal basis to use remuneration rates current as at the reporting date.

Unused non-vesting sick leave does not give rise to a liability as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

The outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefits tax, that are consequential to employment are recognised as liabilities and expenses where the employee benefits to which they relate have been recognised.

(ii) Accrued salaries and wages - reclassification

As a result of the adoption of Accounting Standard AASB 1044 "Provisions, Contingent Liabilities and Contingent Assets", accrued salaries and wages and on-costs have been reclassified to "payables" instead of "provisions" in the Statement of Financial Position and the related note disclosures (Note 12), for the current and comparative period.

On the face of the Statement of Financial Position and in the notes, reference is now made to "provisions" in place of "employee entitlements and other provisions". Total employee benefits (including accrued salaries and wages) are reconciled in Note 13 "Provisions".

(iii) Long Service Leave and Superannuation

The Commission's liabilities for long service leave and superannuation are assumed by the Crown Entity. The Commission accounts for the liability as having being extinguished resulting in the amount assumed being shown as part of the non-monetary revenue item described as "Acceptance by the Crown Entity of employee benefits and other liabilities" (Note 6).

Long service leave is measured on a present value basis. The liabilities that are expected to be settled more than twelve months after the reporting date are measured as the present value of the estimated future cash outflows to be made by employers in respect of services provided by employees up to the reporting date. The present value method is based on the remuneration rates on what the entity expects to pay at each reporting date for all employees with five or more years of service. This means that where it is expected that employees will receive a pay rise after reporting date, the increased pay rate is used in determining the employee benefit liabilities.

The simple factors provided by the NSW Treasury to increase the long service leave liability and related on-costs to approximate present value calculations have been used in determining the liabilities.

The superannuation expense for the financial year is determined by using the formulae specified in the Treasurer's Directions. The expense for certain superannuation schemes (ie Basic Benefit and First State Super) is calculated as a percentage of the employees' salary. For other superannuation schemes (ie State Superannuation Scheme and State Authorities Superannuation Scheme), the expense is calculated as a multiple of employees' superannuation contributions.

(iv) Other Provisions

Other provisions exist when the entity has a present legal, equitable, or constructive obligation to make a future sacrifice of economic benefits to other entities as a result of past transactions or other past events. These provisions are recognised when it is probable that a future sacrifice of economic benefits will be required and the amount can be measured reliably.

(f) Insurance

The Commission's insurance activities are conducted through the NSW Treasury Managed Fund Scheme of self insurance for Government agencies. The expense (premium) is determined by the Fund Manager based on past experience.

(g) Accounting for the Goods and services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where:

- the amount of GST incurred by the agency as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of the cost of acquisition of an asset or as part of an item of expense.
- receivables and payables are stated with the amount of GST included.

(h) Acquisition of Assets

The cost method of accounting is used for the initial recording of all acquisitions of assets controlled by the Commission. Cost is determined as the fair value of the assets given as consideration plus the costs incidental to the acquisition.

Assets acquired at no cost, or for nominal consideration are revalued and recognised at their fair value at the date of acquisition. Any resulting increase in value is treated as revenue.

(i) Plant and Equipment

Plant and Equipment costing \$5,000 and above individually are capitalised.

(j) Revaluation of Physical Non-Current Assets

Physical non-current assets are valued in accordance with the "Guidelines for the Valuation of Physical Non-Current Assets at Fair Value" (TPP 03-02). This policy adopts fair value in accordance with AASB 1041 from financial years beginning on or after 1 July 2002. There is no substantive difference between the fair value valuation methodology and the previous valuation methodology adopted in the NSW public sector.

Where available, fair value is determined having regard to the highest and best use of the asset on the basis of current market selling prices for the same or similar assets. Where market selling price is not available, the asset's fair value is measured as its market buying price ie the replacement cost of the asset's remaining future economic benefits. The agency is a not for profit entity with no cash generating operations.

Each class of physical non-current assets is revalued every five years and with sufficient regularity to ensure that the carrying amount of each asset in the class does not differ materially from its fair value at reporting date.

Non-specialised assets with short useful lives are measured at depreciated historical cost, as a surrogate for fair value.

(k) Depreciation of Non-Current Physical Assets

Depreciation is provided for on a straight line basis for all depreciable assets so as to write off the depreciable amount of each asset as it is consumed over its useful life to the Commission.

All material separately identifiable component assets are recognised and depreciated over their shorter useful lives, including those components that in effect represent major periodic maintenance.

Depreciation Rates	% Rate
- Computer equipment and software	25.00
- Office equipment	14.28
- Furniture & fitouts	10.00

Leasehold improvements are amortised over its estimated useful life or its unexpired period of the lease, whichever is shorter.

(l) Maintenance and Repairs

The costs of maintenance are charged as expenses as incurred, except where they relate to the replacement of a component of an asset, in which case the costs are capitalised and depreciated.

(m) Leased Assets

A distinction is made between finance leases which effectively transfer from the lessor to the lessee substantially all the risks and benefits incidental to ownership of the leased assets, and operating leases under which the lessor effectively retains all such risks and benefits.

The assets leased by the Commission are motor vehicles and office accommodation.

Operating lease payments are charged to the Statement of Financial Performance in the periods in which they are incurred.

(n) Receivables

Receivables are recognised and carried at cost, based on the original invoice amount less (where necessary) a provision for any uncollectable debts. An estimate for doubtful debts is made when collection of the full amount is no longer probable. Bad debts are written off as incurred.

(o) Other Assets

Other assets including prepayments are recognised on a cost basis.

(p) Payables

These amounts represent liabilities for goods and services provided to the agency and other amounts, including interest. Interest is accrued over the period it becomes due.

(q) Budgeted Amounts

The budgeted amounts are drawn from the budgets as formulated at the beginning of the financial year and with any adjustments for the effects of additional appropriations, s 21A, s 24 and / or s 26 of the *Public Finance and Audit Act 1983*.

The budgeted amounts in the Statement of Financial Performance and the Statement of Cash Flows are generally based on the amounts disclosed in the NSW Budget Papers (as adjusted above). However, in the Statement of Financial Position, the amounts vary from the Budget Papers, as the opening balances of the budgeted amounts are based on carried forward actual amounts as per the audited financial statements (rather than carried forward estimates).

2. EXPENSES

(a) Employee related expenses	2004 \$'000	2003 \$'000
- Salaries and wages (including recreation leave)	2,730	2,373
- Superannuation	220	217
- Long service leave	84	99
- Workers compensation insurance	12	21
- Payroll tax and fringe benefits tax	186	157
	3,232	2,867

Salaries and wages (including non-monetary benefits), recreation leave and sick leave (regardless of when they are expected to be settled) are measured on a nominal basis in accordance with AASB 1028 (see also Note 1(e) and Note 13).

The Crown Entity generally assumes the long service leave and superannuation liabilities for the budget dependent General Government Sector agency. This means on initial incurrence the Commission recognises a liability and expense and on assumption of the liability, a revenue equivalent to the liability assumed (see also Note 1(e) and Note 6) is recognised. On-costs are not assumed by the Crown Entity and are the responsibility of the Commission.

(b) Other operating expenses	2004 \$'000	2003 \$'000
- Auditors remuneration	24	22
- Accommodation	406	348
- Insurance	7	5
- Community education	107	111
- Consultancies	255	242
- Stores, printing and stationery	166	155
- Corporate services	362	263
- External training	242	335
- Staff recruitment	8	11
- Boards, tribunals and meetings	51	58
- Employee Screening	765	369
- EDP	169	159
- Travel	64	43
- Postage	52	101
- Conference	28	30
- Media	36	31
- Internal Audit	75	31
- Telephone	44	36
- Data Services	127	46
- Other	198	118
	3,186	2,514

(c) Depreciation	2004 \$'000	2003 \$'000
- Plant and Equipment	317	244
	317	244

(d) Grants and subsidies	2004 \$'000	2003 \$'000
- Employment Screening	372	424
- General Government	3	3
- Other	10	30
	385	457

3. REVENUES

(a) Sales of goods and services	2004 \$'000	2003 \$'000
- Publication Sales	4	5
	4	5

(b) Investment income	2004 \$'000	2003 \$'000
- Interest	39	40
	39	40

(c) Grants and contributions	2004 \$'000	2003 \$'000
- Grants*	1,008	20
	1,008	20

* Grants include funding received from Department of Community Services for the transfer of the employment screening activities to the Commission.

(d) Other revenue	2004 \$'000	2003 \$'000
- Seminars	11	35
	11	35

4. GAIN / (LOSS) ON DISPOSAL OF NON-CURRENT ASSETS

	2004 \$'000	2003 \$'000
Plant and Equipment		
- Proceeds from disposal	0	2
- Written down value of assets disposed	0	(15)
- Net Gain / (Loss) on disposal	0	(13)

5. APPROPRIATIONS

	2004 \$'000	2003 \$'000
Recurrent appropriations		
Total recurrent drawdowns from Treasury (per Summary of Compliance)	6,060	5,723
Less: Liability to Consolidated Fund (per Summary of Compliance)	(209)	(299)
	5,851	5,424
Comprising:		
Recurrent appropriations (per Statement of Financial Performance)	5,851	5,424
Transfer payments	0	0
	5,851	5,424
Capital appropriations		
Total capital drawdowns from Treasury (per Summary of Compliance)	122	279
Less: Liability to Consolidated Fund (per Summary of Compliance)	0	(31)
	122	248
Comprising:		
Capital appropriations (per Statement of Financial Performance)	122	248
Transfer payments	0	0
	122	248

6. ACCEPTANCE BY THE CROWN ENTITY OF EMPLOYEE BENEFITS AND OTHER LIABILITIES

	2004 \$'000	2003 \$'000
The following liabilities and / or expenses have been assumed by the Crown Entity.		
- Superannuation	220	217
- Payroll tax	13	13
- Long service leave	84	99
	317	329

7. PROGRAMS / ACTIVITIES OF THE COMMISSION

Program 1 – Commission for Children and Young People

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

8. CURRENT ASSETS – CASH

	2004 \$'000	2003 \$'000
- Cash at bank and on hand	1,042	836
	1,042	836

For the purposes of the Statement of Cash Flows, cash includes cash on hand, and cash at bank.

Cash assets recognised in the Statement of Financial Position are reconciled to cash at the end of the financial year as shown in the Statement of Cash Flows as follows:

Cash (per Statement of Financial Position)	1,042	836
Closing Cash and Cash Equivalents (per Statement of Cash Flows)	1,042	836

Included in Cash is \$209,000 repayable to the Crown Entity. This cash cannot be used by the Commission in its day to day operations.

9. CURRENT ASSETS – RECEIVABLES

	2004 \$'000	2003 \$'000
- Sale of goods and services	7	28
- Interest receivable	20	21
- Other debtors	126	117
	153	166

No provision has been made for doubtful debts as all amounts are considered to be collectable.

10. CURRENT ASSETS – OTHER FINANCIAL ASSETS

	2004 \$'000	2003 \$'000
- Prepayments	11	33
	11	33

11. NON-CURRENT ASSETS – PLANT AND EQUIPMENT

	2004 \$'000	2003 \$'000
Plant and Equipment		
At cost	1,767	1,319
Less:		
Accumulated depreciation	983	675
Total Plant and Equipment at Net Book Value	784	644

Reconciliations

Reconciliations of the carrying amounts of each class of plant and equipment at the beginning and end of the current and previous financial year are set out below:

Plant and Equipment	2004 \$'000	2003 \$'000
Carrying amount at start of year	644	655
Additions	457	248
Disposals	(9)	(33)
Write back on disposals	9	18
Depreciation	(317)	(244)
Carrying amount at end of year	784	644

12. CURRENT LIABILITIES – PAYABLES	2004 \$'000	2003 \$'000
Accrued salaries, wages and on-costs	47	108
Creditors	635	299
	682	407

13. CURRENT / NON-CURRENT EMPLOYEE RELATED PROVISIONS

Employee benefits and related on-costs	2004 \$'000	2003 \$'000
Current		
- Recreation leave	269	258
- Long Service Leave	15	8
Total Current Provisions	284	266
Non-Current		
- Long Service Leave	13	0
Total Non-Current Provisions	13	0
Total Provisions	297	266

Aggregate employee benefits and on-costs:	2004 \$'000	2003 \$'000
Reconciliation		
Provisions - current (Note 13)	284	266
Provisions - non-current (Note 13)	13	0
Accrued salaries, wages and on-costs (Note 12)	47	108
Total	344	374

14. CURRENT LIABILITIES – OTHER	2004 \$'000	2003 \$'000
Liability to Consolidated Fund – recurrent	209	299
Liability to Consolidated Fund – capital	0	31
	209	330

15. CHANGES IN EQUITY

	2004 \$'000	Accumulated Funds 2003 \$'000
Balance at the beginning of the financial year	676	788
<u>Changes in equity-other than transactions with owners as owners</u>		
Surplus / (deficit) for the year	126	(112)
Total Balance at the end of the financial year	802	676

16. COMMITMENTS FOR EXPENDITURE**(a) Other Expenditure Commitments**

Aggregate other expenditure for the acquisition of goods and services contracted for at balance date and not provided for:

	2004 \$'000	2003 \$'000
- Not later than one year	46	248
Total (including GST)	46	248

(b) Operating Lease Commitments

Future non-cancellable operating lease rentals not provided for and payable:

	2004 \$'000	2003 \$'000
- Not later than one year	336	319
- Later than one year and not later than five years	109	236
Total (including GST)	445	555

These operating lease commitments are not recognised in the financial statements as liabilities. The lease commitments relate to the Commission's rental premises to 30 April 2005 and 31 December 2006 respectively, and the lease payments for two motor vehicles. Lease commitments disclosed above include GST of \$45,000 that will be recovered from the Australian Taxation Office.

17. CONTINGENT LIABILITIES AND CONTINGENT ASSETS

The Commission is not aware of any contingent liabilities and / or contingent assets associated with its operations.

18. BUDGET REVIEW**Net Cost of Services**

The net cost of services was below budget by \$216M due to funding received from Department of Community Services (DOCS) for the transfer of employment screening activities.

Assets and Liabilities

Current assets are under budget by \$6K, due to a reduction in receivables.

Non-current assets are above budget by \$228K due to the acquisition of assets using capital grant funding received from DOCS.

Cash Flows

The increase in cash flows from operating activities is mainly due to the transfer of additional activities from DOCS.

19. RECONCILIATION OF NET CASH FLOWS FROM OPERATING ACTIVITIES TO NET COST OF SERVICES

Reconciliation of cash flows from operating activities to the net cost of services as reported in the Statement of Financial Performance	2004 \$'000	2003 \$'000
Net Cash used on operating activities	663	687
- Cash Flows from Government / Appropriations	(5,973)	(5,672)
- Acceptance by the Crown Entity of employee benefits and other liabilities	(317)	(329)
- Depreciation	(317)	(244)
- Decrease / (increase) in provisions	(31)	(59)
- Increase / (decrease) in prepayments and other assets	(35)	(11)
- Decrease / (increase) in creditors	(275)	(142)
- Net loss / (gain) on sale of plant and equipment	0	(13)
- Decrease / (increase) in other liabilities	121	(330)
Net cost of services	(6,164)	(6,113)

20. FINANCIAL INSTRUMENTS

Cash

Cash comprises cash on hand and bank balances within the Treasury Banking System. Interest is earned on daily bank balances at the monthly average NSW Treasury Corporation (TCorp) 11 am unofficial cash rate adjusted for a management fee to Treasury. The average rate over the year was 4.06% (3.75% in 2003) and the final rate was 4.25% (3.75% in 2003).

Receivables

All trade debtors are recognised as amounts receivable at balance date. Collectability of trade debtors is reviewed on an ongoing basis. Debts which are known to be uncollectable are written off. A provision for doubtful debts is raised when some doubt as to collection exists. The credit risk is the carrying amount (net of any provision for doubtful debts). No interest is earned on trade debtors. The carrying amount approximates net fair value. Sales are made on 30 day terms.

Bank Overdraft

The Commission does not have any bank overdraft facility.

Trade Creditors and Accruals

The liabilities are recognised for amounts due to be paid in the future for goods or services received, whether or not invoiced. Amounts owing to suppliers (which are unsecured) are settled in accordance with the policy set out in Treasurer's Direction 219.01. If trade terms are not specified, payment is made no later than the end of the month following the month in which an invoice or a statement is received. Treasurer's Direction 219.01 allows the Minister to award interest for late payment. The rate of interest applied was Nil% (Nil% in 2003).

21. ADOPTING AASB 1047 DISCLOSURE

(a) Explanation of how the transition to AIFRS is being managed

The Commission will apply the Australian Equivalent to International Financial Reporting Standards (AIFRS) from the reporting period beginning 1 July 2005.

The Commission is managing the transition to the new standards by allocating internal resources and engaging Central Corporate Services Unit (CCSU) to analyse the pending standards and Urgent Issues Group Abstracts to identify key areas regarding policies, procedures, systems and financial impacts affected by the transition.

As a result of this exercise, the Commission has taken the following steps to manage the transition to the new standards:

The CCSU's Internal Audit Committee is overseeing the transition. The Commission's representative is responsible for the project and reports regularly to the Committee on progress against the plan. The following phases that need to be undertaken have been identified:

- May / July 2004 - Review the AIFRS;
- August 2004 - Identify the changes applicable to the Commission and disclose likely impacts of moving to AIFRS in 2004/05 financial statements;
- September 2004 - Major implementation decisions at high level - determine system requirements, review procedures, develop communication plans and assess training needs;
- October 2004 - Analyse NSW Treasury reporting policy, review position of the Commission, identify and convert to requirements and liaise with Audit Office;
- November 2004 - Prepare draft Balance Sheet as at 1 July 2004 for the NSW Treasury, identify target changes / analysis, develop check lists, review process, liaise with clients and external consultants to review the approach;
- December 2004 - Submit draft Balance Sheet as at 1 July 2004 prepared under AIFRS (in parallel with existing AGAAP financial information and financial statements) to the NSW Treasury and Audit Office;
- January / February 2005 - Finalise status for reporting to NSW Treasury and complete Commission's requirements;
- March 2005 - Finalise audit by the Audit Office, record correct balances in Commission's ledgers, run parallel data, reconcile both sets of figures and develop processes for on going recording and updating training program. Submit Balance Sheet as at 1 July 2004 prepared under AIFRS (in parallel with existing AGAAP financial information and financial statements) to the NSW Treasury and Audit Office;
- April / June 2005 - Modify the systems used to produce year end financial statements;
- July / August 2005 - Prepare initial set of financial statements for 2004-05 financial year under AIFRS with 2003-04 comparative information and review.

To date we have reviewed the known changes and identified some common changes. The target dates shown above are only estimates because the AIFRS are still being formulated and mandatory provisions have not been finalised by the NSW Treasury.

(b) Key Differences in Accounting Policies

Based on current information, the following key differences in accounting policies are expected to arise from adopting AIFRS:

- **AASB 1 First-time Adoption of Australian Equivalents to International Financial Reporting Standards** requires retrospective application of the new AIFRS from 1 July 2004, with limited exemptions. Similarly, AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors requires voluntary changes in accounting policy and correction of errors to be accounted for retrospectively by restating comparatives and adjusting the opening balance of accumulated funds. This differs from current Australian requirements, because such changes must be recognised in the current period through profit or loss, unless a new standard mandates otherwise.
- **AASB 116 Property, Plant and Equipment** requires the cost and fair value of property, plant and equipment to be increased to include restoration costs, where restoration provisions are recognised under AASB 137 Provisions, Contingent Liabilities and Contingent Assets.
- **AASB 117 Leases** requires operating lease contingent rentals to be recognised as an expense on a straight-line basis over the lease term rather than expensing it in the financial year in which the leases are expensed.
- **AASB 119 Employee Benefits** requires the defined benefit obligation to be discounted using the government bond rate as at each reporting date rather than the long-term expected rate of return on plan assets. Where the unfunded superannuation liability is not assumed by the Crown, this will increase the amount and the future volatility of the unfunded superannuation liability and the volatility of the employee benefit expense.

22. AFTER BALANCE DATE EVENTS

There are no events occurring after reporting date requiring disclosure.

(END OF AUDITED FINANCIAL STATEMENTS)

Chapter 9

Additional statutory requirements

guarantee

action plan



publications

"Having an opinion and being able to
express that opinion is so important to me."

Elyse, 16 years

"I like drawing and colouring in."

Aelish, 8 years



Additional statutory requirements

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Action Plan for Women

All NSW Government agencies are required to publish an *Action Plan for Women*. The plan is based on the principles of equity, rights and participation and assists women with the least access to social and economic resources. The Commission has completed its *Action Plan for Women*.

Women participate at all levels of the organisation and women from rural NSW and from a range of ethnic backgrounds are represented on the Commission's Advisory Groups and Committees.

Women comprised 75% of the Commission's staff as at 30 June 2004, compared with the government benchmark of 50%.

Further information about the Commission's *Action Plan for Women* is available from the Commission's Director (contact details on page 81).

After balance date events

There were no after balance date events having a significant effect in the year 2003-04.

Chief and Senior Executive Officers

NUMBERS OF EXECUTIVE OFFICERS

Bands	30/6/03	30/6/04
Level 6	0	0
Level 5	0	0
Level 4	1	1
Level 3	0	0
Level 2	0	0
Level 1	0	0
Total	1	1

NUMBERS OF FEMALE EXECUTIVE OFFICERS

CES/SES staff 30/6/03		CES/SES staff 30/6/04	
Total staff	Women	Total staff	Women
1	1	1	1
	(100%)		(100%)

Performance statements

Ms Gillian Calvert

- Bachelor of Arts, Bachelor of Social Work, Master of Business Administration
- Commissioner
- Contract appointment from 31 May 1999, renewed 31 May 2004
- SES Level 4

The Minister has expressed her satisfaction with Ms Calvert's management of the Commission for Children and Young People throughout 2003-04.

As Chief Executive Officer of the Commission for Children and Young People, Ms Calvert has overall responsibility for the Commission's performance in working with others to make NSW a better place for children and young people.

A record of the many significant matters handled by the Commission in 2003-04 appears elsewhere in this report. Key activities undertaken by Ms Calvert during 2003-04 included:

- the successful participation of young people in the NSW Alcohol Summit;
- the release of revised *Working With Children Check Guidelines* and the implementation of amended legislation;
- the release of *A Head Start for Australia: An Early Years Framework*;

Ms Calvert was reappointed to the position of Commissioner for a further five year term.

Code of conduct

There were no changes to the Commission's *Code of Conduct and Ethics* during 2003-04.

Consultants

During 2003-04, the following consultants were engaged at a cost equal to or more than \$30,000 (excluding GST).

CONSULTANTS ENGAGED 2003-04

Consultant	Project title	Project description	Category	Cost
Urbis Keys Young	Working With Children: Volunteers and Students	Worked on capacity building component of project.	Organisational review	\$66,387.50
Child Wise	Child-Safe and Child-Friendly	Developed resources to help organisations implement child-safe and child-friendly practices.	Organisational review	\$22,000.00 (1st instalment)
Helen L'Orange	Legislation review	Independent Chair of the Review	Legal	\$40,218.70
PK Information Systems	<i>Kids' Stats</i>	Developed the <i>Kids' Stats</i> website	Information technology	\$24,160.00 (final payments)

During the year, nine other consultancies were engaged at a total cost of \$99,985.00 (excluding GST).

Consumer response

All state government agencies are required to publish a *Complaints Handling Policy*.

The Commission reviewed its *Complaints Handling Policy* during 2003-04. This Policy is posted on the Commission's website and complaints can be lodged electronically via the website at www.kids.nsw.gov.au.

The Director manages all complaints lodged with the Commission. There was one complaint lodged during the year. This written complaint concerned a contractor identifying individual email addresses when sending a bulk email.

The Commission's internal email procedures require all bulk emails to be sent as blind copies to the individual recipients. The Commission has now requested that all contractors adopt this as a standard procedure.

Controlled entities

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

Cost of Annual Report

The total cost of producing the *Annual Report 2003-04* was \$13,000.00. The full Annual Report is available as a PDF and an Executive Summary is available in HTML format on the Commission's website at www.kids.nsw.gov.au.

Credit card usage

The Commissioner certifies that credit card usage in the Commission has met the best practice guidelines in accordance with *Premier's Memoranda* and *Treasury Guidelines*.

Departures from Subordinate Legislation Act 1989

The Commission did not undertake any activity that departed from the requirements of this legislation.

Disability Action Plan

The *Disability Services Act 1983* requires all government agencies to publish a *Disability Strategic Plan*.

Summary of 2003-04 Outcomes

- Children and young people with a disability are represented on the Commission's Young People's Reference Group.
- People with a disability are members of the Commission's Expert Advisory Group.
- Targeted areas within the disability sector have participated in the Working With Children: Volunteers and Students program.

Key Disability Action Plan Priorities for 2004-05

- Continue to explore new initiatives to involve the disability sector in the Commission's programs.
- Develop strategies to increase our workforce diversity.
- Work with the Department of Ageing, Disability and Home Care regarding kids' participation in case-planning meetings.

Economic and other factors affecting achievement of operational objectives

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

Electronic service delivery

The Commission met its commitment to the NSW Government to make all appropriate transactional services available online by 31 December 2001.

In meeting the targets, the Commission made all its publications available on the website, made provision for tender information on the website and provided for a number of transactional-based processes to be available on the website.

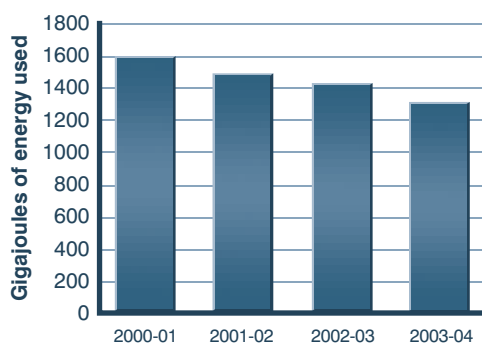
In 2003-04 the Commission implemented e-procurement through the introduction of NetExpress and Smart-Buy.

Energy Management Policy

During 2003-04 the Commission continued to meet its requirements by reporting its annual energy use to the NSW Minister of Energy and Utilities.

This information has been used to establish energy performance indicators and benchmarks for the Commission.

CHART 5: GIGAJOULES OF TOTAL ENERGY USED BY THE COMMISSION



Ethnic Affairs Priority Statement and Ethnic Affairs Agreement

The *Ethnic Affairs Commission Amendment Act 1996* requires all government agencies to report on their key initiatives in ethnic affairs.

The Commission's Ethnic Affairs Priority Statement incorporates key ethnic affairs initiatives and priorities into our service delivery, corporate planning and management tools.

Summary of 2003-04 Outcomes

- The Expert Advisory Group, Young People's Reference Group, Child Death Review Team and Voluntary Screening Reference Group have a membership that reflects the principles of equity and the Government's commitment to cultural diversity.
- Kids from culturally and linguistically diverse communities participated in the Young People's Alcohol Forum and the NSW Alcohol Summit.
- Targeted culturally and linguistically diverse communities are participating in the Working With Children Check: Volunteers and Students program.
- Community Education staff attended a workshop on engaging with the ethnic media to better communicate the Commission's messages to culturally and linguistically diverse communities.
- Provided support and training for participants of the *Refugee Young People Rules* project.

Key Ethnic Affairs Priorities for 2004-05

- Explore media opportunities to inform culturally and linguistically diverse communities about the Commission.
- Develop strategies to increase our workforce diversity.

Equal Employment Opportunity (EEO)

Summary of 2003-04 Outcomes

- Equal Employment Opportunity strategies are included in the Commission's *Strategic Plan* under Key Result Area 5 – Being an Accountable and Effective Organisation and are also contained in SES performance agreements and all role statements.
- Revised *Flexible Working Hours Agreement* introduced.
- Increase in part-time working arrangements and staff working from home.
- Revised the Commission's *Performance Development Policy* to better link individual learning and development needs with the Commission's organisational objectives.

Key Equal Employment Opportunities Priorities for 2004-05

- Develop strategies to increase our workforce diversity.
- Identify corporate and individual learning and development needs.
- Review the *Flexible Working Hours Agreement*.

TABLE A.
TREND IN THE REPRESENTATION OF EEO GROUPS (NOTE 1)

EEO Group	% of Total Staff (note 2)				
	Benchmark or Target	2001	2002	2003	2004
Women	50%	71%	70%	74%	75%
Aboriginal people and Torres Strait Islanders	2%	0%	0%	0%	0%
People whose first language was not English	20%	9%	5%	5%	4%
People with a disability	12%	7%	3%	3%	3%
People with a disability requiring work-related adjustment	7%	0%	3%	0%	0%

TABLE B.
TRENDS IN THE DISTRIBUTION OF EEO GROUPS (NOTE 1)

EEO Group	% of Total Staff (note 3)				
	Benchmark or Target	2001	2002	2003	2004
Women	100%	n/a	n/a	n/a	n/a
Aboriginal people and Torres Strait Islanders	100%	n/a	n/a	n/a	0
People whose first language was not English	100%	n/a	n/a	n/a	n/a
People with a disability	100%	n/a	n/a	n/a	n/a
People with a disability requiring work-related adjustment	100%	n/a	n/a	n/a	0

Notes:

1 - Staff numbers are at 30 June 2004.

2 - Excludes casual staff.

3 - A distribution of 100 indicates that the centre of the distribution of the EEO group across salary levels is equivalent to that of other staff. Values less than 100 mean that the EEO group tends to be more concentrated at lower salary levels than is the case for other staff. The more pronounced this tendency is, the lower the index will be. In some cases the index may be more than 100, indicating that the EEO group is less concentrated at lower salary levels. The Distribution Index is automatically calculated by the software provided by ODEOPE.

- The Distribution Index is not calculated where EEO group or non-EEO group numbers are fewer than 20. This is indicated by n/a.

During 2003-04 the Commission employed trainees through a training company. Their details are not included in the above tables.

Establishment

The Commission for Children and Young People was established on 31 May 1999. The Commission is responsible to the Hon. Carmel Tebbutt MLC, Minister for Community Services, Minister for Ageing, Minister for Disability Services and Minister for Youth.

Freedom of Information

The following information is provided in accordance with s14 (1) (b) of the *Freedom of Information Act 1989*.

Organisation

The Commission's structure is set out in the organisational chart on page 9.

Functions and objectives

The Commission's role and functions are set out on page 7.

Description of documents held in the Commission

Files: A range of files are stored in a central location in the Commission. The RECFIND Records Management System is used to make files easily accessible.

Administrative files cover most day-to-day aspects of the Commission's work including recruitment, staffing, equipment purchases, finance, budgeting, general purchasing and corporate relations. Commission staff are entitled to view their personal files.

Child Death Review Team files are stored in a secure location separate from all other files. The files cover the work of the Child Death Review Team and are only accessible to Team members and staff approved by the Commissioner.

Working With Children files are stored in a secure location separate from all other files. The files cover the work of employment screening and prohibited employment and are only accessible to staff approved by the Commissioner.

Records of permanent value are transferred to the State Records Authority of NSW for preservation under the terms of the *NSW State Records Act 1998*.

Freedom of Information statistics

During 2003-04 there were 16 Freedom of Information requests lodged with the Commission.

Twelve of these requests were granted in full within the required timeframe. Two requests were granted in part and one request was denied as it was lodged by a third party on behalf of the individual without proper authority. One request was still outstanding as it was received in June 2004.

The Commission provided 13 requests free of charge, as required by Section 43 of the *Commission for Children and Young People Act 1998*.

Total fees collected for Freedom of Information requests not made under Section 43 of the *Commission for Children and Young People Act 1998* were \$60.00.

Freedom of Information requests

Under the *Freedom of Information Act 1989*, members of the public have the right to access personal, policy and administrative documents held by the Commission, except for certain types of information for which the *Freedom of Information Act 1989* allows an exemption. The Act also allows for applications to be lodged for amendments of records where they are 'incorrect, misleading or out of date'.

Section 43 of the *Commission for Children and Young People Act 1998* extends Freedom of Information to cover all non-government organisations involved in child-related employment. Any person for whom relevant completed employment proceedings have been undertaken is entitled, under the *Freedom of Information Act 1989*, to access any documents of an organisation which contain relevant employment proceedings information in relation to them. The right exists irrespective of whether the employer is a public or private sector employer.

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

The Director manages the Freedom of Information function. Inquiries can be made in person, in writing or by telephone. Commission documents are available for public inspection by arrangement, telephone the Director on 9286 7276. Access is available during office hours (9am to 5pm, Monday to Friday) at Level 2, 407 Elizabeth Street, Surry Hills, NSW, 2010 or at other times with prior agreement.

Funds granted to non-government community organisations

The Catholic Commission for Employment Relations received funds totaling \$373,616.25 towards their costs in undertaking Working With Children Check activities as an Approved Screening Agency.

Guarantee of Service

All state government agencies are required to publish a *Guarantee of Service*.

The Commission has developed two forms of service guarantees. The first is a *Commitment to Service* for the Commission's employment screening clients. This was developed in conjunction with the Approved Screening Agencies. This *Commitment to Service* is published on the Commission's website and the Commission's employer clients have been advised in writing about the guarantee.

The second Guarantee of Service applies to all other service standards in the Commission. The final document is available on the Commission's website at www.kids.nsw.gov.au.

Human resources

There were 48 staff employed in the Commission as at 30 June 2004 excluding casual employees and board members. This equates to a full-time equivalent of 41.2 positions. An average of 35.5 full-time equivalent staff were employed during 2003-04.

Of these staff, one is a Senior Executive Service Officer, and all other staff are employed under the *Public Sector Employment and Management Act 2002*.

During 2003-04 the Commission recruited 23 staff and 17 staff left the Commission.

Of the staff that left 10 (59%) completed their period of contract employment, two (12%) resigned, one (6%) is on a secondment to another government agency and four (23%) transferred to other government agencies.

At the end of June 2004, the Commission had 90% of its staff establishment filled compared to 94% in June 2003 and 95% in June 2002.

There were no exceptional movements in salaries during the year. Consistent with the provisions of the *Crown Employees (Public Sector Conditions of Employment) Award 2002* staff were paid a 5% salary increase from July 2003. Senior Executive Service Officers were also paid a 4.7% increase in accordance with the determination of the Statutory and Other Officers Remuneration Tribunal.

There were no industrial disputes within the Commission during 2003-04. In July 2003 the Commission introduced a new *Flexible Working Hours Agreement* for staff of the Commission.

During 2003-04, average sick leave taken by Commission staff was 4.78 days. This compares with an average of 6.1 days in 2002-03 and an average of 4.9 days for 2001-02.

Employee Assistance Scheme

The Commission continues to provide a free confidential counselling service to employees, Committee members and their immediate family using Davidson Trahaire.

Industrial relations policies and practices

The Commission has a Staff Management Committee which maintains consultative workplace practices. The Committee held four meetings during 2003-04.

Land disposal

The Commission does not own any properties. The Commission did not dispose of any properties during 2003-04.

Legal change

Child Protection Legislation Amendment Act 2003: improves the operation of Part 3A of the *Ombudsman Act 1974* (which relates to notification to and monitoring by the Ombudsman of employment proceedings against employees of government and certain non-government agencies) and Part 7 of the *Commission for Children and Young People Act 1998* (which relates to employment screening for child-related employment) by clarifying the reportable conduct of employees under that legislation. More detail is at page 25.

Child Protection (Offenders Prohibition Orders) Act 2004: strengthens child protection in NSW by enabling police to apply to a Local Court for an order prohibiting a registrable person from engaging in specific behaviour when, on the balance of probabilities, there is reasonable cause to believe that the person poses a risk to the sexual safety or to the life of a child, or to children generally.

Commission for Children and Young People Amendment (Child Death Review Team) Act 2003: strengthened the role of the Child Death Review Team and provided the Team with a broader and more flexible research focus to look at deaths from all causes.

Child Protection (Prohibited Employment) Regulation 2004: clarifies that the provision of foster care or out-of-home care constitutes 'employment' for the purposes of the *Child Protection (Prohibited Employment) Act 1998*.

Commission for Children and Young People Amendment (Employment Screening) Regulation 2004: amends the *Commission for Children and Young People Regulation 2000* to reflect amendments to Part 7 of the *Commission for Children and Young People Act 1998* by the *Child Protection Legislation Amendment Act 2003*

Major assets

The major assets held by the Commission are leased motor vehicles, office equipment, computers, furniture and fittings. The Commission has no major works in progress at 30 June 2004.

Management and activities

This year was the last year of delivering and reporting against the Commission's *Strategic Plan 2001-2004*. During the year the strategic directions for the next three years were developed in consultation with young people, staff and other stakeholders.

The Commission's *Strategic Plan 2004-2007* supports the Commission's *Results and Services Plan*. Progress will be monitored through quarterly and annual reports to the Executive on the Plan's Key Performance Indicators.

Management and structure

Principal Officer

Commissioner

Ms Gillian Calvert

Bachelor of Arts

Bachelor of Social Work

Master of Business Administration

Young People's Reference Group

July – December 2003:

Mr Shawn Broughton

Mr Rouel Dayoan

Mr Matthew Floro

Ms Kelly Griffiths

Ms Katy Hawkins

Ms Amanda Kerslake

Mr Andrew Little

Mr Angus McDowell

Ms Kaila Murnain

Ms Holly-Ann O'Donnell

Mr Rocky Ruperto

Ms Christine Shoemark

Ms Gillian Calvert, Commissioner

January – June 2004:

Mr Anton Jurisevic

Mr Daniel Connell

Ms Emma Baldry

Ms Fatima Matar

Ms Hannah Klapdor

Ms Kimberley Stuart

Mr Kir Deng

Mr Marshall Peachey

Mr Patrick Mayoh

Ms Ruth Tuulau

Ms Serena Hills

Mr Troy Rebello

Ms Gillian Calvert, Commissioner

Executive Team

Ms Gillian Calvert, Commissioner

Ms Virginia Neighbour, Director

Mr Stephen Robertson,
Manager Policy

Ms Trish Malins,
Manager Research

Mr Grant Marley,
Manager Working With Children

Ms Liz McGee,
Manager Administration

Ms Tracey Young,
Manager Community Education
(to September 2003)

Ms Michelle Neathercote,
Acting Manager Community
Education (from September 2003)

Staff Management Committee

Ms Virginia Neighbour, Director

Ms Liz McGee,
Manager Administration
(to December 2003)

Ms Michelle Neathercote,
A/Manager Community Education
(from April 2004)

Mr Brendan Bruce, Legal Officer
(from December 2003)

Mr David Burfoot, Policy Officer
(to December 2003)

Mr Jonathan Wood,
Information Co-ordinator
(to April 2004)

Mr Joshua Heuchan,
Senior Community Education
Officer (from April 2004)

Commission Trainee on rotation.

Child Sex Offender Counsellor Accreditation Scheme (CSOCAS) Panel

Mr Dale Tolliday, Chair

Ms Bronwyn Cintio

Dr Chris Lennings

Ms Mary-Jo McVeigh

Mr Craig Warwicker

Ms Anne Young

Ministerial Advisory Committees and statutory bodies

NSW Child Death Review Team

The purpose of the NSW Child Death Review Team, as specified in the *Commission for Children and Young People Amendment (Child Death Review Team) Act 2003*, is to prevent or reduce the number of child deaths in NSW. The Team considers children from birth to 17 years and only live births.

At 30 June 2004 the members of the Team were:

Ms Gillian Calvert, Convenor
Professor Judy Atkinson
Dr Ian Cameron
Professor Kathleen Fahy
Mr John Feneley
Professor Caroline Finch
Dr Jonathan Gillis
Ms Leanne Hillman
Dr John Howard
Associate Professor Judith Irwin
Dr Dianne Little
Superintendent Kim McKay
Mr David McKie
Dr Elisabeth Murphy
Mr Stephen Olischlager
Ms Robyn Sheilds
Mr Michael Tizzard

Expert Advisory Group

The principal role of the Group is to assist the Commissioner in the exercise of her functions. The Commission's functions are detailed in Part 3 of the *Commission for Children and Young People Act 1998*.

The members are:

Dr John Yu, Chairperson
Mr Michael Antrum
Ms Lyndsay Connors
Professor Gwynnyth Llewellyn
Professor Ron McCallum
Dr Robert Parker
Fr John Usher

Joint Parliamentary Committee

The functions of the Committee are detailed in Part 6 of the *Commission for Children and Young People Act 1998*.

The members are:

Mrs Barbara Perry, MP (Chair)

The Hon Jan Burnswoods, MLC
(Deputy Chair)

Mr John Bartlett, MP

Ms Linda Burney, MP

Mr Stephen Cansdell, MP

Mrs Judy Hopwood, MP

Ms Virginia Judge, MP

The Hon Tony Catanzariti, MLC

The Hon Kayee Griffin, MLC

The Hon Sylvia Hale, MLC

The Hon Melinda Pavey, MLC

Statutory and significant interdepartmental bodies

Names and positions of Commission staff as members of significant statutory and interdepartmental bodies:

Australian and Pacific Children's Commissioners Network

Ms Gillian Calvert, Commissioner

Chief Executive Officers' Group (Human Services)

Ms Gillian Calvert, Commissioner

Child Death Review Team

Ms Gillian Calvert, Commissioner

Families First Expert Group

Ms Gillian Calvert, Commissioner

National Child Sexual Assault

Law Reform Committee

Ms Gillian Calvert, Commissioner

Government Agencies

Road Safe Advisory Committee

Ms Gillian Calvert, Commissioner

Approved Screening Agencies Forum

Ms Virginia Neighbour, Director

Mr Grant Marley,

Manager Working With Children

NSW Youth Interagency Taskforce

Mr Stephen Robertson, Manager Policy

Community Services Minister's Advisory

Council Working Group on Persons

Working/Volunteering in Child-Related Areas

Ms Virginia Neighbour, Director

Ms Rennie Gay, Senior Policy Officer

Occupational health and safety

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

There were two reported incidents during 2003-04 neither of which has resulted in a claim being made against the Commission's Workers Compensation insurance coverage during 2003-04.

Overseas visits

The Commissioner travelled to Ireland in January 2004 on official business as the keynote speaker at the Institute of Public Health in Ireland conference on *Leadership for Building a Healthier Society*. The Commissioner's airfare and accommodation costs were met by the North Western Health Board, Public Health Department Ireland.

Payment of accounts

The payment of accounts is closely monitored to ensure accounts are paid in accordance with Clause 18 of the *Public Finance and Audit (General) Regulation 1995* and *Treasurer's Direction TD219.01*. The Commission did not incur any penalty interest for the late payment of accounts.

Performance Development Policy

As detailed on page 45 the Commission continued to implement its *Performance Development Policy* during 2003-04. A new *Performance Development Policy* will be implemented in 2004-05.

Policies and procedures

The following policies were reviewed during 2003-04:

- *Complaints Handling Policy*.
- *Internal Reporting Policy*.
- *Privacy Management Plan*.
- *Performance Development Policy*.

Price determination

There were no pricing determinations made by the Commission during the reporting period.

Privacy Management Plan

The Commission has a *Privacy Management Plan* in accordance with Section 33 of the *Privacy and Personal Information Protection Act 1998*.

The *Privacy Management Plan* was reviewed in June 2004 to incorporate changes as a result of the *Health Records and Information Privacy Act 2002*. The Commission did not receive any breach of privacy complaints during 2003-04.

AGED ANALYSIS AT THE END OF EACH QUARTER:

Quarter	Current (ie within due date) \$	Less than 30 days overdue \$	Between 30 and 60 days overdue \$	Between 60 and 90 days overdue \$	More than 90 days overdue \$
September	14,480	0	0	0	0
December	16,425	0	0	0	0
March	0	0	0	0	0
June	288,779	0	0	0	0

ACCOUNTS PAID ON TIME WITHIN EACH QUARTER:

Quarter	Total Accounts Paid on Time			Total Amount Paid \$
	Target %	Actual %	\$	
September	95	99	674,207	677,287
December	95	97	952,300	959,286
March	95	97	967,035	1,057,179
June	95	99	2,120,521	2,128,419

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

Publications

Publications published during 2003-04

- *Exchange* newsletter – Winter, Spring, Summer and Autumn editions
- Child Death Review Team *Annual Report July – December 2002*
- Commission for Children and Young People *Annual Report 2002-03*
- *Feedback 2003*
- *Fatal Assault and Neglect of Children and Young People*
- *Meeting together – deciding together*
- *Checking the Scoreboard*
- *The Working With Children Check Guidelines* (April 2004)
- *A Head Start for Australia – An Early Years Framework* (full and summary reports)
- *Ask the Children – Young people talk alcohol*
- *Ask the Children – Children and young people speak about the issues important to them*
- Fact sheets for Child Death Review Team research:
 - Child deaths in NSW 1996-2002
 - Suicide and risk-taking deaths of children and young people
 - Fatal assault of children and young people

Existing Commission publications available free of charge

Reports and publications

- Annual Report 1999-00, 2000-01, 2001-02, 2002-03
- *Feedback 2000, 2001, 2002, 2003*
- Child Death Review Team Annual Report 1998-99, 1999-00, 2001-02, July – December 2002
- *Fatal Assault and Neglect of Children and Young People* report
- *Suicide and Risk-taking Deaths of Children and Young People* report
- *Fatal Assault of Children and Young People* report
- *The Working With Children Check Guidelines* (April 2004)
- *A Head Start for Australia – An Early Years Framework* (full and summary reports)
- *Participation – Checking the Scoreboard*
- *Exchange*
- *A Voice For Kids'* brochure – promotional brochure

Fact sheets

- Key trends from Child Death Review Team reports
- Key trends in child fatalities from drowning
- Key trends in child fatalities from transport incidents

Information sheets

- Including children and young people
- Listening to children
- Raising children
- Child protection is everyone's business
- Reporting abuse and neglect
- Child sexual assault
- Involving kids in staff selection

Ask the Children resources

- Young people talk alcohol
- Children and young people speak about the issues important to them
- Kids speak out about immigration detention experiences
- Prescription and Over-the-Counter Drugs – General Practitioners
- Prescription and Over-the-Counter Drugs – Pharmacists
- Prescription and Over-the-Counter Drugs – Sports Coaches
- Prescription and Over-the-Counter Drugs – Teachers and School Staff

Research and development

Child Death Review Team research

Six Commission staff members worked on the research that forms the basis of the Child Death Review Team *Annual Report, July - December 2002*.

Fatal assault and neglect of children and young people research

Two Commission staff members worked on this research during 2003-04.

Sudden unexpected deaths in infancy

Four Commission staff members worked on this research during 2003-04.

Joint research project into children and young people's well-being with the University of Western Sydney

Two Commission staff members worked on this research during 2003-04.

Joint research project into children and young people's experiences of work

One Commission staff member worked on this research during 2003-04.

TAKING PARTicipation seriously kit – Involving children and young people in research

Three Commission staff members worked on this research during 2003-04.

Kids' Stats

Three Commission staff members worked on this research during 2003-04.

Children and young people's experiences of toilets and toileting in NSW schools

Three Commission staff members worked on this research during 2003-04.

Evaluation of the Working With Children Check risk assessment model

Three Commission staff members worked on this research during 2003-04.

Further information about the nature and purpose of the Commission's research activities is available in the main body of the report.

Risk management and insurance

The Commission's risk management obligations extend to all areas of the management accountability, including staff performance, budget management fraud control and Commission operations.

The Commission uses a number of tools to identify and manage risks as detailed below:

Internal audits

Internal audits help the Commission to maximise efficiency and effectiveness in specific programs and processes. The Commission appoints independent auditors to undertake the internal audit reviews.

In line with its *Internal Audit Plan* the Commission completed four audits during the year which focused on the effectiveness and/or efficiency of:

- payment of grants and subsidies;
- review of the Commission's child-safe and child-friendly policies, procedures and practices;
- review of the Commission's Approved Screening Agency operations; and
- review of the Working With Children Check capacity.

External reviews

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

There were no specific reviews of the Commission's activities in 2003-04 undertaken by the Audit Office of NSW.

The NSW Treasury Managed Fund, through the GIO, provides insurance cover for our workers' compensation, motor vehicles, public liability, property and miscellaneous items. The premium payable in 2003-04 was \$22,099 compared to \$25,894 in 2002-03 and \$16,474 in 2001-02. The increase in premiums is mainly attributed to an increase in the Commission's Workers Compensation insurance as a result of increased salary costs in 2002-03 compared to 2001-02.

Waste Reduction Policy and Purchasing Plan

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

The outcomes for 2003-04 are detailed below:

- Where appropriate, documents are forwarded and filed electronically to reduce paper use.
- Laser and photocopy paper – 50% of paper purchased was manufactured from 50% recycled de-inked pulp and 50% virgin fibre plantation timber pulp.
- Paper used for draft documents is recycled for notebooks.
- 100% of empty printer toner cartridges are returned for reuse.
- Package wrapping is reused.
- Participated in a computer re-use pilot in conjunction with the Office of Information and Technology.
- Purchased printer toner cartridges with a recycled component.

In 2004-05 the Commission will continue to implement our *Waste Reduction and Purchasing Policy Plan* with the target of 100% of paper purchases from environmentally friendly range.

COMMISSION'S CLAIMS HISTORY 2001-02 TO 2003-04

Claim Type	2001-02	2002-03	2003-04
Workers' Compensation	0	0	0
Motor Vehicle	1	0	0
Public Liability	0	0	0
Property	0	0	0
Miscellaneous	0	1	0
Total	1	1	0

Acknowledgements

Our thanks to the children and young people who took the photographs, told us about their experiences and gave us their views on a range of topics for inclusion in this report.

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