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**Government
of South Australia**

Department for Child Protection
2023-24 Annual Report

DEPARTMENT FOR CHILD PROTECTION

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ISSN: 2652-3019
Date presented to Minister: 30 September 2024

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2023-24 ANNUAL REPORT for the Department for Child Protection

To:

The Hon Katrina Hildyard MP

Minister for Child Protection

This annual report will be presented to Parliament to meet the statutory reporting requirements of the *Public Sector Act 2009* and the *Children and Young People (Safety) Act 2017* and the requirements of Premier and Cabinet Circular *PC013 Annual Reporting*.

This report is verified to be accurate for the purposes of annual reporting to the Parliament of South Australia.

Submitted on behalf of the Department for Child Protection by:

Jackie Bray

Chief Executive

Date 30 September 2024

Signature



From the Chief Executive



As the Chief Executive, I am pleased to present the annual report for the South Australian Department for Child Protection (DCP) for the year 2023-24.

This year, the department has continued in its design and delivery of a transformative reform agenda for the child protection and family support system. Guided through our strategic framework, our key directions are also shaped and informed by all our sector partners – the incredible child protection and family support sector workforce, child protection governance, families, carers and most importantly the children and young people we work with every day.

As we consolidate and build upon the strong foundations for reform, I am thrilled to advise that we have made some significant progress in realising our shared vision and aspirations for South Australia's children and young people. Critically, through continued investment in family support, family led decision making, family group conferencing and reunification services, we are continuing to see a reduction in the growth rate for children and young people requiring out of home care, including Aboriginal children and young people.

Our efforts towards Closing the Gap are beginning to show small but promising signs of progress. We have continued to grow the Aboriginal workforce and the proportion of Aboriginal led service delivery through targeted strategies. We are seeing the particular success of family group conferencing as a powerful way to engage with Aboriginal families to make decisions about keeping children safely at home, with an expanded program this year and plans to continue to expand this into the future. This year we also supported the next phase of the establishment of Wakwakurna Kanyini - the first state Peak Body for Aboriginal Children and Families - who alongside the South Australian Aboriginal Community Controlled Organisations Network (SAACCON) and other key partners will provide critical governance over the reform wherein we work together towards the goal of an Aboriginal-led sector.

While these are important steps towards reducing over-representation, we know that as a department and a government we cannot be complacent. This year we also received the Commissioner for Aboriginal Children and Young People's final report 'Holding on to Our Future', which provides both strong advocacy and clear guidance on the ways we must improve. We are committed to that journey, to be transparent and accountable, and to continue to reflect, learn and improve.

As a department, we are making every effort to give all children and young people in care the best opportunity to feel safe and supported. A range of programs are underway to support children and young people in care, and leaving care, including collaborations with government and community organisations who are all playing their role in keeping South Australia's children safe. This year, we have increased access to new developmental and recreational opportunities for children and young

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people, as we have been consolidating existing partnerships and creating new partnerships with government agencies, community groups and other bodies.

Alongside this we have implemented strategies to build our capacity to ensure young people can grow up in family-based settings, and more broadly to ensure that all children receive the therapeutic and other supports they need to heal and thrive. In this context, it is important to acknowledge our kinship and foster carers who are so essential to enabling children and young people grow up in safe and loving family environments. It is well evidenced that children and young people who grow up in family-based care settings have the best opportunity to thrive and develop a strong sense of belonging and identity, leading to improved outcomes later in life. We will continue to work with carers, and to support them through targeted initiatives such as the Statement of Commitment, the Carers Voice website and dedicated training to support carers in their role.

We continue to work to amplify children's voices through our practice and through our governance. This includes our stellar child and young person representative group, No Capes for Change, alongside a number of local Youth Advisory Groups and CREATE. These sit as part of the broader governance mechanisms established to guide the government in its reform journey including the Child Protection Expert Group, the Carer Council and the Direct Experience Group. I want to acknowledge their contribution and that of existing peaks, other governance, advisory, advocacy and oversight mechanisms who continue to partner with the department to support a joined-up approach to our work.

As always, central to our success is the incredible contribution of the department's workforce, particularly those who directly support children, young people, carers and families. I am grateful to lead an organisation of skilled and dedicated child protection practitioners and professionals that have children and young people at the heart of all we do. I am incredibly proud of how much we have accomplished as we continue to work each day to keep children safe at home and to improve the lives of children and young people in care.



Jackie Bray

Chief Executive

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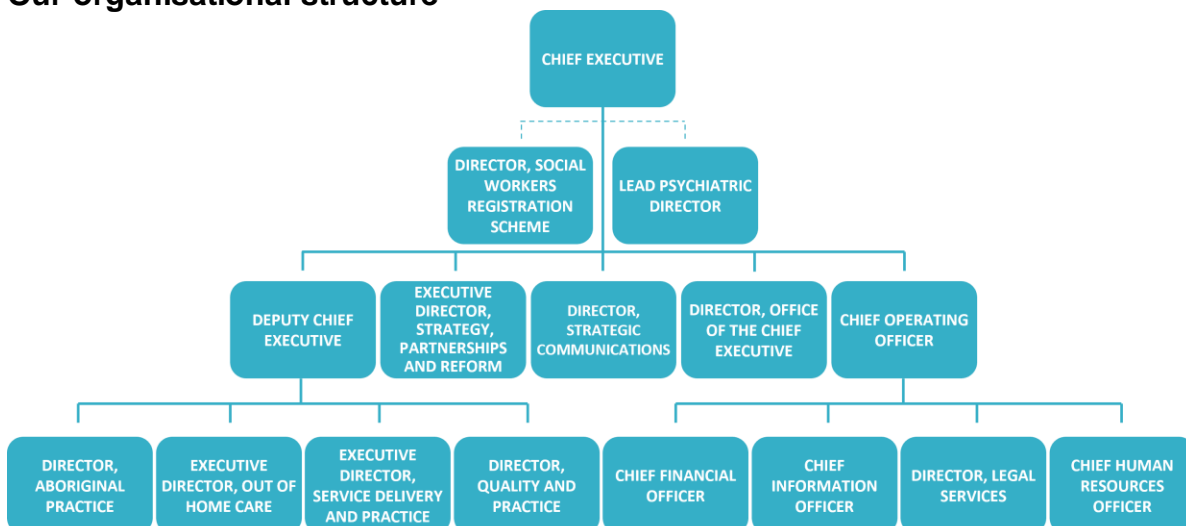
Overview: about the agency

Our strategic focus

<p>Our Purpose</p>	<p>The Department for Child Protection protects, cares for and empowers children and young people at risk and in care. We do this by working together with our key partners to respond to abuse and neglect, keep children and young people safe from further harm, help them heal from trauma and reach their full potential.</p>
<p>Our Vision</p>	<p>DCP’s vision is for all children and young people to grow up safe, healthy, connected and feeling loved so they reach their full potential.</p>
<p>Our Values</p>	<ul style="list-style-type: none"> • Respect • Trust • Collaboration • Accountability • Integrity • Transparency
<p>Our functions, objectives and deliverables</p>	<p>DCP uses a child-centred, trauma and developmentally-informed practice approach that focuses on cultural safety, strengthening families, supporting carers, and working in partnership to meet children and young people’s need for safety.</p> <p>The department is responsible for:</p> <ul style="list-style-type: none"> • Responding to concerns about children and young people who have experienced harm or are at risk of harm, including offering Family Group Conferencing for families whose children are at risk of entering the child protection system. • Placing children and young people in care when they are unable to live safely with their families. • Providing case management and support for children and young people under the custody or guardianship of the Chief Executive. • Supporting the reunification of children and young people with their families where it is safe to do so. • Managing the adoption process. • Supporting children and young people from a refugee background through the Commonwealth Guardianship team. <p>The department’s Strategic Plan sets out its key areas of priority:</p>

- **Leaders in practice excellence** – Staff in all parts of child protection develop and use best practice in their work to deliver improved outcomes for children, young people, carers and families.
- **Closing the gap** – We commit to a transformed child protection and family support system that makes active efforts and where Aboriginal and Torres Strait Islander people and communities are empowered to lead decision making about the wellbeing of Aboriginal and Torres Strait Islander children and young people.
- **A child protection and family support system that meets the needs of children and young people** – We commission and deliver services based on a deep understanding of the needs of children and young people in care and our aspirations for them to heal from trauma and reach their full potential.
- **A thriving workforce** – We are future focused in our workforce strategy, supporting and valuing our staff, proactively recruiting, and establishing sustainable systems, processes and workplaces that enable us to be highly effective.
- **Active and collaborative partnership** – We work together with our service partners and alongside the community to improve outcomes for children, young people, carers and families.
- **Working alongside carers** – We respect and value carers as vital partners in keeping children and young people safe and well.
- **Quality services and safeguarding** – We are accountable and transparent, and pursue continuous improvements to promote the safety and wellbeing of children and young people throughout the services we fund and provide.

Our organisational structure



Changes to the agency

The following changes to the agency's structure took place during 2023-24 as a result of internal reviews:

- Creation of a Chief Operating Officer (COO), resulting in a change of reporting line for the Chief Human Resources Officer, Chief Financial Officer, Chief Information Officer and Director, Legal Services.
- Creation of a Director, Office of the Chief Executive. This position was created to ensure effective departmental strategic governance and organisational management strategies that support the activities of the department.
- Creation of a Director, Strategic Communications. This position was created to ensure effective strategic communication with our audiences and stakeholders.

Our Minister



The Hon Katrine Hildyard MP is the Minister for Child Protection and is responsible for the care and protection of children and young people in South Australia. The Minister is also responsible for promoting the wellbeing of children and young people, and supporting effective intervention where there may be a risk of harm.

Our Executive team

As at 30 June 2024, the department's Executive team comprised:

- Jackie Bray, Chief Executive
- Darian Shephard-Bayly, A/Deputy Chief Executive
- Gabby Ramsay, Chief Operating Officer
- Joanne Male, Chief Financial Officer
- Nikunj Mandlas, Chief Information Officer
- Billie-Jo Barbara, Chief Human Resources Officer
- Shirley Smith, A/Executive Director, Strategy, Partnerships and Reform
- Sue Barr, Executive Director, Out of Home Care
- Rohan Bennett, A/Executive Director, Service Delivery and Practice
- Tracy Rigney, Director, Aboriginal Practice
- Kitty McLean, Director, Quality and Practice
- Elizabeth Boxall, Director, Legal Services
- Kris Swaffer, Director, Office of the Chief Executive
- Emma Schwartz, Director, Strategic Communications

Legislation administered by the agency

- *Adoption Act 1988*
- Adoption (General) Regulations 2018
- *Child Protection Review (Powers and Immunities) Act 2002*
- *Children and Young People (Safety) Act 2017*
- Children and Young People (Safety) Regulations 2017
- Children and Young People (Safety) (Transitional Provisions) Regulations 2017
- *Children's Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017* (administered by Department of Human Services)
- *Commission of Inquiry (Children in State Care and Children on APY Lands) Act 2004*
- *Family and Community Services Act 1972*
- Family and Community Services Regulations 2009
- *Social Workers Registration Act 2021* (uncommenced)

The agency's performance

Performance at a glance

The DCP Strategic Plan 2022-2026 sets out seven key departmental priorities to deliver on its vision for all children and young people to grow up safe, healthy, connected and feeling loved so they reach their full potential:

- Leaders in practice excellence
- Closing the gap
- A child protection and family support system that meets the needs of children and young people
- A thriving workforce
- Active and collaborative partnerships
- Working alongside carers
- Quality service and safeguarding.

This year, the department progressed a program of improvement and reform activities against each of these priorities, set out in the DCP Action Plan 2023-24.

Keeping children safe at home and improving outcomes for children and young people in contact with the child protection and family support system requires sustained effort, not just by DCP but from others across government and the community. DCP has sought to maximise outcomes for children, young people and families through building effective partnerships with other government agencies, non-government organisations, Aboriginal Community Controlled Organisations and community groups, and by establishing clear accountability and governance for our performance across government.

Notwithstanding the continued growth in demand for services in 2023-24, DCP has continued to improve its performance in a range of areas, including:

- Slowing the rate of children and young people entering care to the lowest rate in over a decade
- Continuing to invest in family support, family led decision making, family group conferencing and reunification services
- Adding Kornar Winmil Yunti Aboriginal Corporation (KWY) as a recognised Aboriginal organisation for consultation regarding the placement of an Aboriginal child or young person in care
- Expanding the scope of the Taikurtirna Warri–apinthe Program to include all DCP country offices to assist with identifying placement options for Aboriginal and Torres Strait Islander infants, children and young people with Aboriginal and Torres Strait Islander kin and community
- Providing funding to SNAICC – National Voice for Our Children to support the establishment of Wakwakurna Kanyini, the peak body for Aboriginal children and families
- Recruiting 10 additional principal Aboriginal consultants to increase frontline support

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- Implementing strategies to ensure young people can grow up in family-based settings
- Expanding our programs to support young people leaving care, including transitioning to a new post care model and implementing Stability Post Care Individual Packages for young people
- Approving 313 new family-based carers
- Establishing the Kinship Care Learning and Development program, which includes tailored training packages for kinship carers, while also creating opportunities for carers to engage in the review and development of departmental policy, programs and reform through the new Carers Voice webpage
- Introducing flexible respite support payments to assist carers in their caring responsibilities
- Establishing the Carer Council
- Launching the Child Protection and Family Support Sector Workforce Strategy, the first of its kind for South Australia
- Hosting the inaugural Child Protection and Family Support Symposium to help inform the Child Protection Expert Group in developing a 20-year vision for child protection and family support in South Australia.

CHILDREN IN CARE	30 Jun 20	30 Jun 21	30 Jun 22	30 Jun 23	30 Jun 24
Foster Care	1,641	1,705	1,669	1,666	1,615
Kinship Care	2,090	2,247	2,327	2,406	2,447
Family Day Care	40	41	35	43	51
Independent Living	63	50	60	48	57
Residential Care	413	604	649	701	721

Agency specific objectives and performance

Agency objectives	Indicators	Performance
Leaders in practice excellence - Staff in all parts of child protection develop and use best practice in their work to deliver improved outcomes for children, young people, carers and families.	Grow the use of Family Group Conferences.	<ul style="list-style-type: none"> • Expanded access to Family Group Conferencing across the state with a focus on Aboriginal and Torres Strait Islander families and including for unborn child concerns. • Held 284 Family Group Conferences, involving over 500 children and young people.
	Update practice directions and training specific to child neglect.	<ul style="list-style-type: none"> • Developed practice guidance and led professional development training to case workers on working with concerns about neglect, hoarding and substandard living conditions.

<p>Closing the gap - We commit to a transformed child protection system that makes active efforts and where Aboriginal people and communities are empowered to lead decision making about the care and wellbeing of Aboriginal children and young people.</p>	<p>Support the implementation of a Peak Body for Aboriginal children and young people.</p>	<ul style="list-style-type: none"> • Funded the establishment of Wakwakurna Kanyini, the Peak Body for Aboriginal Children and Families.
	<p>Recruit additional Aboriginal Practice Leaders.</p>	<ul style="list-style-type: none"> • Recruited 10 additional Principal Aboriginal Consultants to increase frontline support.
	<p>Lead Closing the Gap initiatives in Department for Child Protection.</p>	<ul style="list-style-type: none"> • Progressed planning for the child protection schedule under South Australia’s Closing the Gap Implementation Plan. • Key initiatives: <ul style="list-style-type: none"> ○ Expanded Family Group Conferencing ○ Declared KWY as a recognised Aboriginal organisation ○ Provided funding to SNAICC – National Voice for Our Children to support the establishment of Wakwakurna Kanyini ○ Formalised an MOU with SAACCON ○ Expanded the focus on family scoping, reunification and family led decision making ○ Added Kornar Winmil Yunti Aboriginal Corporation (KWY) as a recognised Aboriginal organisation for consultation regarding the placement of an Aboriginal child or young person in care ○ Expanding the scope of the Taikurtirna Warri–apintheta Program to include all DCP country offices to assist with identifying placement options for Aboriginal and Torres Strait Islander infants, children and young

		people with Aboriginal and Torres Strait Islander kin and community.
<p>Working alongside carers - We respect and value carers as vital partners in keeping children and young people safe and well.</p>	Establish a Carer Council.	<ul style="list-style-type: none"> Established a Carer Council with 12 family-based carers, five from regional South Australia.
	Launch a refreshed Statement of Commitment to foster and kinship carers.	<ul style="list-style-type: none"> Worked with the newly established Carer Council on the Statement of Commitment.
	Fast track flexible respite arrangements to ensure timely access to respite care in a way that works for carers and the children for whom they care.	<ul style="list-style-type: none"> Introduced flexible respite support payments to assist carers in their caring responsibilities, offering an additional \$800 per year towards respite-like supports, including gardening, cleaning or transport.
	Develop a mechanism to support carers with accessing therapeutic assessments and support including establishing carer connect forums.	<ul style="list-style-type: none"> Established Carer Connect, providing foster and kinship carers access to the department's therapeutic support team with an inaugural forum held on supporting children aged 2-12 with Autism.
	Provide increased opportunities for carer training.	<ul style="list-style-type: none"> Introduced a new tailored training package for kinship carers of Aboriginal and Torres Strait Islander children and continued to promote an online trauma training package for foster and kinship carers. Delivered training to over 400 kinship carers through the new DCP Kinship Care Learning and Development Program.
	Develop mechanism for Carer Consultation.	<ul style="list-style-type: none"> Created opportunities to engage family-based carers on targeted matters to inform policy, projects and services

		initiated by DCP via a new Carers Voice webpage.
<p>A thriving workforce - We are future focused in our workforce strategy, supporting and valuing our staff, proactively recruiting, and establishing sustainable systems, processes and workplaces that enable us to be highly effective.</p>	<p>Deliver a DCP Aboriginal Employment Action Plan.</p>	<ul style="list-style-type: none"> Developed and launched the Aboriginal Workforce Action Plan 2024-26.
	<p>Develop and launch a sector-wide child protection workforce strategy to ensure sustainable, safe staffing levels for the future.</p>	<ul style="list-style-type: none"> Released the Child Protection and Family Support Sector Workforce Strategy, with priority actions to gain, train and retain a skilled and well supported workforce, the first of the kind for South Australia.
	<p>Implement office Wi-Fi for enhanced collaboration and efficiency.</p>	<ul style="list-style-type: none"> Provisioned Wi-Fi to all DCP sites, enabling enhanced collaboration and efficiency, including for site guests.
	<p>Develop a comprehensive business case for the replacement of C3MS.</p>	<ul style="list-style-type: none"> Supplied funding through the Digital Investment Fund for Phase 1 eCARL and eLOG enhancements as part of DCP's Digital and Business Transformation Program by developing a comprehensive business case outlining requirements for the replacement of C3MS.
<p>Active and collaborative partnerships - We work together with our service partners and alongside the community to improve outcomes for children, young people, carers and families.</p>	<p>Develop and commence implementation of a joint plan of action with SA Health and the Office for Recreation, Sport and Racing and the Department for Education.</p>	<ul style="list-style-type: none"> Established new joint Plans of Action with SA Health, the Department for Education and the Office for Recreation, Sport and Racing to collaboratively pursue improved outcomes for children and young people in care. Partnered with sporting clubs to provide children and young people in care with access to equipment, sporting activities and events.

	Develop an MoAA with the Office of the Public Advocate.	<ul style="list-style-type: none"> Signed an MoAA outlining roles and responsibilities of DCP and the Office of the Public Advocate, to support the smooth transition of young people to adult guardianship.
	Refresh existing MoAAs with Aboriginal Community Controlled Organisations.	<ul style="list-style-type: none"> Reviewed DCP's key agreements with Aboriginal Community Controlled Organisations. Co-signed an MoU with SAACCON that establishes a transparent, and accountable policy and place-based partnership to reduce the overrepresentation of Aboriginal and Torres Strait Islander children in contact with the child protection system.
	Establish a data sharing agreement with the South Australia Certificate of Education Board.	<ul style="list-style-type: none"> Co-signed a data sharing agreement with the South Australia Certificate of Education Board to support positive education outcomes for young people in care.
<p>A child protection and family support system that meets the needs of children and young people - We commission and deliver services based on a deep understanding of the needs of children and young people in care and our aspirations for them to heal from</p>	Embed the Sanctuary model in residential care.	<ul style="list-style-type: none"> Further embedded the Sanctuary Model of Therapeutic Care, including training 93% of DCP Residential Care staff in the model. A total of 9 training sessions were held in 2023-24.
	Commission and operationalise the Stability Post Care Individual Packages pilot program for young people leaving care, including to ensure priority housing is available to children	<ul style="list-style-type: none"> Commenced the Stability Post Care Individual Packages pilot program for young people leaving care from NGO residential care.

<p>trauma and reach their full potential.</p>	<p>leaving care as young adults.</p>	
	<p>Develop staff and carer resources to raise awareness of children’s development.</p>	<ul style="list-style-type: none"> • Developed resources for staff and carers to raise awareness of issues impacting children’s development.
	<p>Transition to the new Post Care Service model, including additional funding for the recommissioned Post Care Support Services to support young people leaving care to obtain housing/ accommodation.</p>	<ul style="list-style-type: none"> • Transitioned to a new post care model and implemented Stability Post Care Individual Packages to better support young people leaving care.
	<p>Continue to expand the Disability and Development Program, extending its focus on staff and carer training, autism specific activities and sector engagement.</p>	<ul style="list-style-type: none"> • Expanded the Program, including: <ul style="list-style-type: none"> ○ providing regular training to kinship carers supported by DCP case workers, residential care staff and Aboriginal Community Controlled Organisations ○ developing new training resources on Fetal Alcohol Spectrum Disorder (FASD) and Autism, and ○ providing input on the development of training materials to be used in partnership with sporting organisations supporting the participation of children and young people in care with disabilities in sport.
<p>Quality services and safeguarding - We are accountable and transparent, and pursue continuous improvements to promote the safety and wellbeing of children and young</p>	<p>Establish the South Australian Child Protection Expert Group.</p>	<ul style="list-style-type: none"> • Established the South Australian Child Protection Expert Group, with government and non-government members from across Australia who have recognised expertise in child protection research, policy and practice. Also commenced working group for

people throughout the services we fund and provide.		the Symposium providing specific advice to development.
	Implement the new child and young person survey and increase the participation of children and young people in decision making.	<ul style="list-style-type: none"> Implemented My Voice Our Views, a new survey tool to support children and young people's participation in decision making.
	Implement a new licensing framework for service providers.	<ul style="list-style-type: none"> Implemented a new licensing framework for service providers to uphold and strengthen the delivery of high-quality services that safeguard children and young people.
	Facilitate the department's transition to new government-wide preferred banking provider.	<ul style="list-style-type: none"> Transitioned to the new whole of government banking provider.
	Establish the Direct Experience Group.	<ul style="list-style-type: none"> Established a new advisory group comprising families and parents with direct experience of the child protection and family support system, who meet regularly and collectively use their experience to contribute to reform.

Corporate performance summary

During 2023-24, DCP continued to progress and deliver on key corporate initiatives, including having:

- Developed the Child Protection and Family Support Sector Workforce Strategy and releasing it for sector consultation.
- Hosted the inaugural Child Protection and Family Support Symposium to inform a South Australian 20 year vision for child protection and family support.
- Worked in partnership to renew Memorandums of Administrative Arrangements (MoAAs) with Aboriginal Community Controlled Organisations and established new MoAAs with the Office of the Public Advocate and the South Australian Aboriginal Community Controlled Organisations Network.
- Together with other agencies, opened a new multi-agency facility on the APY Lands to provide community safety and child protection services.

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- Increased procurement from Aboriginal Community Controlled Organisations (ACCOs) to 10.23%.
- Implemented a new licensing framework for service providers to uphold and strengthen the delivery of high-quality services that safeguard children and young people.
- Developed a comprehensive business case for the replacement of the department's electronic client case management system.
- Relocated the Whyalla DCP office to new premises and undertook planning to move DCP staff from Netley Commercial Park to the new facility at Keswick.
- Hosted the third annual South Australian Child Protection Awards, recognising the outstanding achievements of children and young people, carers, volunteers, staff and organisations from across the child protection sector.

Employment opportunity programs

Program name	Performance
Aboriginal Employment	<p>Following implementation of the DCP Aboriginal Workforce Action Plan 2024-2026, DCP has a clear commitment to enhancing employment opportunities for Aboriginal and Torres Strait Islander people in all areas of the agency.</p> <p>As at 30 June 2024, 138 employees (5.0%) identified as Aboriginal and Torres Strait Islander.</p>
Disability Employment	<p>DCP’s Disability Access and Inclusion Plan 2020-2024 continues to be implemented. The plan outlines the department’s commitment to increasing disability employment in the organisation and supporting employees with disability.</p> <p>To support a more inclusive recruitment process, DCP has partnered with JobAccess who have provided Disability Awareness training to enhance employment opportunities for people with disabilities.</p> <p>As at 30 June 2024, 33 employees declared they have a disability.</p>
Gender Equality & Respect	<p>DCP continues to be a White Ribbon Accredited Workplace, reaffirming our commitment to ending gendered violence against women, and supporting employees in our workplace who may be experiencing domestic violence. The department has commenced a new White Ribbon Accreditation process, which will be finalised in April 2025 and will extend the current accreditation for a further 5 years.</p> <p>DCP has a number of supports in place for employees experiencing domestic and family violence, including the Domestic and Family Violence Workplace Procedure and Workplace Domestic and Family Violence Safety Plan.</p>
Diversity & Inclusion	<p>DCP respects and values the diversity of its employees, clients and partners, and is committed to a diverse and inclusive workforce. The department is currently developing a new diversity and inclusion strategy, which will be informed by government wide strategies including the Anti-Racism Strategy and Action Plan.</p>

Agency performance management and development systems

Performance management and development system	Performance
Performance Development Plans	<p>As at 30 June 2024, 76% of employees had recorded a Performance Development Plan (PDP) completed within the previous six months.</p> <p>Compliance rates are reported to leaders and monitored on a monthly basis.</p> <p>DCP is committed to improving PDP completion rates and, effective January 2024, has digitised this process by moving all performance development plans on to our Human Capital Management System, Pledge.</p> <p>In February 2024, DCP standardised the PDP approach to ensure all plans are completed in April and October each year with a communication and education drive across the agency. This has resulted in an increased completion rate across the agency.</p>

Work health, safety and return to work programs

Program name	Performance
Work, Health and Safety Risk Management	<p>Staff safety and wellbeing remains paramount to DCP. In 2023-24, the department focused on its leadership commitment to safety, wellbeing and injury management through provision of detailed data analytics at forums such as the Work, Health and Safety Peak Governance Committee, to allow senior leaders to make informed decisions, as well as the introduction of a DCP Wellbeing Partner to provide in-house wellbeing support for staff in residential care, to complement the services provided by DCP's Employee Assistance Program.</p> <p>The Employee Assistance Program is delivered by a panel of 3 providers and provides access to 24/7 service provision and an Aboriginal and Torres Strait Islander specific provider to enhance culturally appropriate wellbeing services.</p>
Injury Management	<p>In 2023-24, DCP focused on strategies to reduce the incidence of slips, trips and falls and used a holistic approach to develop corrective measures to improve return to work outcomes. Training materials for managers to increase understanding of injury management processes are currently being developed. This is a key measure to continue to improve early injury reporting, which enhances our preventive strategies, improves workers' return to work outcomes and injured workers' wellbeing, and will also assist in reducing workers compensation financial costs.</p>

Workplace injury claims	Current year 2023-24	Past year 2022-23	% Change (+ / -)
Total new workplace injury claims	129	127	+2%
Fatalities	0	0	0%
Seriously injured workers*	0	2	-100%
Significant injuries (where lost time exceeds a working week, expressed as frequency rate per 1000 FTE)	32.63	28.60	+14%

**number of claimants assessed during the reporting period as having a whole person impairment of 30% or more under the Return to Work Act 2014 (Part 2 Division 5)*

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Work health and safety regulations	Current year 2023-24	Past year 2022-23	% Change (+ / -)
Number of notifiable incidents (<i>Work Health and Safety Act 2012, Part 3</i>)	7	3	+133%
Number of provisional improvement, improvement and prohibition notices (<i>Work Health and Safety Act 2012 Sections 90, 191 and 195</i>)	2	4	-50%

Return to work costs**	Current year 2023-24	Past year 2022-23	% Change (+ / -)
Total gross workers compensation expenditure (\$)	8,712,690	4,994,296	+74%
Income support payments – gross (\$)	3,887,830	2,453,000	+59%

**before third party recovery

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/work-health-safety-and-return-to-work-performance-for-dcp>

Executive employment in the agency

Executive classification	Number of executives
EXECOF	1
SAES 2	8
SAES 1	13

Data reflects the number of employees under an executive contract as at 30 June 2024. This figure does not include vacancies or persons employed on executive backfill arrangements (non-executive contracts) at this date.

The [Office of the Commissioner for Public Sector Employment](#) has a [workforce information](#) page that provides further information on the breakdown of executive gender, salary and tenure by agency.

Financial performance

Financial performance at a glance

The following is a brief summary of the overall financial position of the agency. The information is unaudited. Full audited financial statements for 2023-2024 are attached to this report.

Statement of Comprehensive Income	2023-24-Budget \$000s	2023-24 Actual \$000s	Variation \$000s	Past year 2022-23 Actual \$000s
Total Income	794 801	900 239	105 438	793 109
Total Expenses	790 836	906 856	116 020	810 878
Net Result	3 965	(6 617)	(10 582)	(17 769)
Total Comprehensive Result	3 965	(1 827)	(5 792)	(416)

Statement of Financial Position	2023-24 Budget \$000s	2023-24 Actual \$000s	Variation \$000s	Past year 2022-23 Actual \$000s
Current assets	71 452	47 708	(23 744)	36 354
Non-current assets	54 497	72 138	17 641	66 359
Total assets	125 949	119 846	(6 103)	102 713
Current liabilities	76 074	119 846	6 632	70 244
Non-current liabilities	51 443	82 706	11 104	59 872
Total liabilities	127 517	145 253	17 736	130 116
Net assets	(1 568)	(25 407)	(23 839)	(27 403)
Equity	(1 568)	(25 407)	(23 839)	(27 403)

Consultants disclosure

The following is a summary of external consultants that have been engaged by the agency, the nature of work undertaken, and the actual payments made for the work undertaken during the financial year.

Consultancies with a contract value below \$10,000 each

Consultancies	Purpose	\$ Actual payment
All consultancies below \$10,000 each - combined	Various	\$8 769

Consultancies with a contract value above \$10,000 each

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Consultancies	Purpose	\$ Actual payment
OPEX NOMINEES PTY LTD	Procurement advisory services for the Social Workers Registration Scheme (SWRS)	\$39 800
DUCK & PARTNERS PTY LTD T/A DUCK POND SOLUTIONS	Learning and Development Strategy review	\$27 020
PAUL NIXON ASSOCIATES LTD	Family Group Conferencing advisory services	\$20 211
	Total	\$87 031

Data for previous years is available at:

<https://data.sa.gov.au/data/dataset/consultants-utilised-in-department-for-child-protection>

See also the [Consolidated Financial Report of the Department of Treasury and Finance](#) for total value of consultancy contracts across the South Australian Public Sector.

Contractors disclosure

The following is a summary of external contractors that have been engaged by the agency, the nature of work undertaken, and the actual payments made for work undertaken during the financial year.

Contractors with a contract value below \$10,000

Contractors	Purpose	\$ Actual payment
All contractors below \$10,000 each - combined	Various	\$109 524

Contractors with a contract value above \$10,000 each

Contractors	Purpose	\$ Actual payment
HAYS SPECIALIST RECRUITMENT	HR – Staffing services	\$282 990
TALENT INTERNATIONAL (SA) P/L	HR – Staffing services	\$194 900
RANDSTAD PTY LTD	HR – Staffing services	\$153 643

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Contractors	Purpose	\$ Actual payment
PERNIX PTY LTD	Professional services – ICT services	\$152 650
DATACOM SYSTEMS (AU PTY LTD)	Professional services – ICT services	\$74 255
EDGE RECRUITMENT	HR – Staffing services	\$69 822
TAPTU PTY LTD	Professional services – ICT services	\$49 968
PAN SOFTWARE PTY LTD	Professional services – ICT services	\$46 000
YOUR DC PTY LTD	Professional services – ICT services	\$45 920
KPMG	Professional services – ICT services	\$45 060
ATLASOPEN PTY LTD	Professional services – Child Survey Projects	\$44 793
GORDON MCINTYRE CONSULTING	HR – Staffing services	\$44 633
JONES LANG LASALLE ADVISORY	Professional services – Asset valuation	\$39 000
KATINA D'ONISE CONSULTING	Professional services – Quality and practice	\$37 500
PAXUS AUSTRALIA PTY LTD	HR – Staffing services	\$34 042
CDM Australia PTY LTD	Professional services – ICT services	\$33 600
AKKODIS AUSTRALIA TALENT	HR – Staffing services	\$31 959
GIRL ABOUT TOWN PTY LTD	Professional services – production	\$23 611
ORCHARD TALENT GROUP PTY LTD	HR – Staffing Services	\$20 779
PAUL NIXON ASSOCIATES LTD	Professional Services – Quality and practice	\$19 205

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Contractors	Purpose	\$ Actual payment
VENDOR PANEL PTY LTD	Professional services – ICT services	\$18 315
FRANCA PETRONE	Professional services – Redress services	\$15 362
ONE PACIFIC DISPUTE RESOLUTION	Professional services – Redress services	\$15 223
CHAMONIX IT MANAGEMENT	Professional services – ICT services	\$15 138
NEXT GENERATION SECURITY	Professional services – ICT services	\$12 232
COMMUNITY TRANSITIONS	Professional services – Redress services	\$11 927
MAXIMA TRAINING GROUP (AUST)	HR – Staffing services	\$11 865
NEC AUSTRALIA P/L	Professional services – ICT services	\$10 712
	Total	\$1 555 104

Data for previous years is available at:

<https://data.sa.gov.au/data/dataset/contractors-utilised-by-dcp>

The details of South Australian Government-awarded contracts for goods, services, and works are displayed on the SA Tenders and Contracts website. [View the agency list of contracts.](#)

The website also provides details of [across government contracts.](#)

Risk management

Risk and audit at a glance

DCP maintains a robust risk and internal control environment supported by an effective Internal Audit and Risk function, Performance and Risk Committee (PRC) and associated internal audit and risk management frameworks.

The department has a rolling three-year Internal Audit Plan that is reviewed annually and updated to reflect current risks and priorities. Progress against the plan is monitored and reported to the Senior Executive Group (SEG) and PRC on a regular basis, along with the status and progress of actions arising from internal audit, Auditor General and Control Self-Assessment reviews.

In line with the Risk Assessment Framework, strategic and operational risk registers are formally reviewed on a six-monthly basis. All strategic, operational and fraud risks are recorded and monitored using the Risk Console system to improve the efficiency and usefulness of risk monitoring, review and reporting.

Additionally, the Internal Audit and Risk team facilitated a workshop with SEG members and PRC members to identify any emerging or new strategic risks for the department.

For 2023-24, the key ongoing areas of risk included the:

- Need for continued focus on, and progress tracking against, high priority internal audit and Auditor General action items.
- Tight fiscal environment, budgetary pressures and the case mix (particularly out of home care).
- Difficulty across government in identifying and addressing the underlying issues contributing to the high number of Aboriginal and Torres Strait Islander children in care.
- Need for management to continually review existing and emerging risks in the context of the child protection environment and the department's risk appetite.

The overall internal audit opinion for 2023-24 did not identify any significant issues, concerns or risks that indicated the overall risk and control environment was not effective.

Fraud detected in the agency

Category/nature of fraud	Number of instances
Misrepresentation of hours worked / leave accrued in timesheet, false declaration on official government documents	2*
Use of petty cash for personal purposes (theft and fraud)	1**
Failed to advise of a previous workers compensation claim on pre-employment declaration and screening	1

NB: Fraud reported includes actual and reasonably suspected incidents of fraud.

*One investigation continuing, one finalised in 2023-24

**Investigation continuing

Strategies implemented to control and prevent fraud

DCP is committed to the prevention, detection and control of fraud, corruption and other criminal conduct, misconduct and maladministration in connection with the activities of the department. Fraud risks are identified as part of the department's risk management activities and are captured in a Fraud Risk Register.

The DCP Fraud and Corruption Control Framework, adopted from the South Australian Public Sector Fraud and Corruption Control policy, aligns with Australian Standard – AS 8001:2021 Fraud and Corruption Control. It is designed to assist in the prevention, detection and response to activities labelled or defined as fraud.

DCP continued to undertake a range of corporate and operational activities to prevent and detect fraud in accordance with the Framework, including regular review of financial management policies and procedures, a comprehensive internal audit program, undertaking strategic and operational risk assessments, and raising the general awareness of fraud amongst staff.

The DCP Internal Audit and Risk team carried out operational risk assessments across key areas of the business, with regular reviews of fraud risks pertinent to specific business functions. Operational risk registers were continually assessed and updated, in line with the Risk Assessment Matrix. Fraud risks continued to be captured through operational risk workshops and through the Fraud Risk Register.

DCP addresses any suspected, alleged or proven instances of fraud, corruption or other criminal conduct, misconduct or maladministration by employees or other public officers, including through:

- Investigation by appropriately skilled and experienced personnel who are independent of the business unit in which the alleged conduct occurred.
- Reporting to the Office for Public Integrity or Ombudsman.
- Involvement of other authorities such as South Australia Police.
- Compliance with the *Public Interest Disclosure Act 2018*.

Public interest disclosure

Number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the *Public Interest Disclosure Act 2018*:

0

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/public-interest-disclosures-for-the-department-for-child-protection>

Note: Disclosure of public interest information was previously reported under the *Whistleblowers Protection Act 1993* and repealed by the *Public Interest Disclosure Act 2018* on 1/7/2019.

Reporting required under any other act or regulation

Act or Regulation	Requirement
<p><i>Children and Young People (Safety) Act 2017</i></p>	<p>Part 4 – Additional Reporting Obligations of the Chief Executive</p> <p>Section 156(1) The Chief Executive must, not later than 30 September in each year, submit to the Minister a report setting out:</p> <p>(a) the following information in respect of Aboriginal and Torres Strait Islander children and young people:</p> <ul style="list-style-type: none"> (i) the extent to which case planning in relation to such children and young people includes the development of cultural maintenance plans with input from local Aboriginal and Torres Strait Islander communities and organisations: (ii) the extent to which agreements made in case planning relating to supporting the cultural needs of such children and young people are being met (being support such as transport to cultural events, respect for religious laws, attendance at funerals, providing appropriate food and access to religious celebrations), (iii) the extent to which such children and young people have access to a case worker, community, relative or other person from the same Aboriginal or Torres Strait Islander community as the child or young person.

DCP’s capacity to report on section 156(1)(a)(ii) and (iii) is in development. As at 30 June 2024:

- The rate of case plan completion for Aboriginal and Torres Strait Islander children and young people in care is 93.8%.
- 93.5% of Aboriginal and Torres Strait Islander children and young people in care have a current and approved Aboriginal and Torres Strait Islander Cultural Identity Support Tool.

Act or Regulation	Requirement
<p><i>Children and Young People (Safety) Act 2017</i></p>	<p>Part 4 – Additional Reporting Obligations of the Chief Executive</p> <p>Section 156(1) The Chief Executive must, not later than 30 September in each year, submit to the Minister a report setting out:</p> <p>(b) the following information relating to case workers and children and young people in care:</p> <p style="padding-left: 40px;">(i) whether a case worker has been allocated to each child and young person in care,</p> <p style="padding-left: 40px;">(ii) whether each child and young person in care has had face to face contact with their allocated case worker at least once in each month, and, if not, the extent to which those targets have been achieved, and</p> <p>(c) whether each child or young person under the guardianship of the Chief Executive until they are 18 years of age has a case plan that is developed, monitored and reviewed as part of a regular 6 monthly planning cycle and, if not, the extent to which that target has been achieved, and</p> <p>(d) the emergence of any recurring themes in the matters referred to in a preceding paragraph, and</p>

Act or Regulation	Requirement
	<p>(e) the following information relating to recommendations of the Child Protection Systems Royal Commission (being information relating to the preceding financial year):</p> <p style="padding-left: 40px;">(i) the extent to which any outstanding recommendations have been implemented,</p> <p style="padding-left: 40px;">(ii) if a decision was made to implement a particular recommendation that the government, or the Minister or Chief Executive, had previously indicated would not be implemented—the reasons for that decision and the manner in which the recommendation is to be implemented,</p> <p style="padding-left: 40px;">(iii) if a decision was made not to implement a particular recommendation that the government, or the Minister or Chief Executive, had previously indicated would be implemented—the reasons for that decision, and</p> <p>(f) the number, and general nature, of placements of children and young people under section 77, and</p> <p>(g) any other matter prescribed by the regulations for the purposes of this paragraph.</p>

- As at 30 June 2024, all children and young people in care were allocated to a Primary Assigned Case Worker.
- DCP has reviewed the Data & Analytics Hub report with the intention to better support service provision through access to enhanced data analysis and operational reporting, including monitoring how many children and young people have had face to face contact with their allocated case worker.
- As at 30 June 2024, 94.0% of children and young people had a current and approved case plan.
- In the period 1 July 2023 to 30 June 2024, a further 4 recommendations of the Child Protection Systems Royal Commission were completed. As at 30 June 2024, of the 260 recommendations, 250 recommendations were completed and 6

recommendations were yet to be completed (noting 4 recommendations were not accepted).

- To meet the reporting requirements of section 156(1)(e), DCP has published a comprehensive multi-agency annual report outlining the state government’s progress implementing the Child Protection Systems Royal Commission recommendations. This report is available on the DCP website via the following link: www.childprotection.sa.gov.au/research-and-publications/publications/child-protection-systems-royal-commission
- As of 1 July 2023, 393 children and young people were placed with a temporary carer.
- Of these 393 children and young people:
 - 318 children and young people remain in care as at 30 June 2024
 - 75 children and young people are no longer in care as at 30 June 2024.

Act or Regulation	Requirement
<i>Children and Young People (Safety) Act 2017</i>	Section 15 – Additional annual reporting obligations (1) The Minister must, not later than 30 September in each year, prepare a report: <ul style="list-style-type: none"> – (a) detailing the role of the Minister, and the extent to which the Minister has performed the Minister's functions, in respect of the operation of this Act for the financial year ending on the preceding 30 June.

This annual report details the role of the Minister and the extent to which the Minister has performed the Minister’s functions for the 2023-24 financial year. In addition, to help ensure outcomes for children and young people are at the centre of our efforts, the Minister has:

- Committed to improving the South Australian child protection and family support system and its capacity to meet the needs of children, young people, families, carers and communities:
 - Hosted the inaugural Child Protection and Family Support Symposium to reimagine the system of the future.
 - Prepared the Child Protection and Family Support Sector Workforce Strategy, the first of its kind for South Australia.
 - Broadened our learnings in contemporary child protection and family support practice, through travelling to Scotland and England in the United Kingdom to understand how these jurisdictions have engaged their communities in whole of system change and to further inform our

approach to child protection and family support system reform in South Australia.

- Continued engagement of the NEWPIN Program through a joint State-Commonwealth Social Impact Bond arrangement, supporting families to promote wellbeing, improve parenting capacity and develop positive family relationships including reunification.
- Engaged with new governance groups established by the Minister to support and inform child protection and family support services and reform:
 - Chaired the Chief Executive Governance Group which drives child protection and family support system reform across government.
 - Referred matters for advice to the Child Protection Expert Group.
 - Appointed and consulted with members of the Carer Council.
 - Appointed and consulted with members of the Direct Experience Group.
- Increased funding to the Office of the Guardian for Children and Young People to support the Guardian in delivering her statutory functions.
- Introduced flexible respite support payments to assist carers in their caring responsibilities.
- Signed the Partnership Agreement on behalf of South Australia between governments and Aboriginal and Torres Strait Islander leaders that underpins implementation of *Safe and Supported: the National Framework for Protecting Australia's Children 2021-2031*.
- Appointed the inaugural Social Workers Registration Board to support the registration of social workers and commenced implementation planning for the Scheme.

Act or Regulation	Requirement
<p><i>Children and Young People (Safety) Act 2017</i></p>	<p>Section 15 – Additional annual reporting obligations (1) (b) setting out the following information relating to the provision of family support services and intensive family support services to children and young people who are at risk and their families: (i) the extent to which such services were provided by, or on behalf of, the State (including statistical data relating to the number of times such services were provided) during the financial year ending on the preceding 30 June, (ii) the amount of resources allocated for the provision of such services by or on behalf of the State – (A) during the financial year ending on the preceding 30 June, and (B) during the current financial year,</p>

Act or Regulation	Requirement
	(iii) the extent to which the allocated resources were, in fact, spent on the provision of such services during the financial year ending on the preceding 30 June.

The following information summarises the delivery of programs/services that relate to the provision of family support services and intensive services to children and young people who are at risk and their families.

Program/ Service	Description and Summary of Outcomes in 2023-24	Financial Information		
		2024-25 Budget \$m	2023-24 Actual expenditure \$m	2023-24 Budget \$m
1. Child and Family Support System				
The Child and Family Support System (CFSS) comprises a range of services and programs delivered by government and non-government services with the primary aim to keep children safe and well in family, community and culture.				
Tier 1: Out of home care prevention and intergenerational impact				
Out of home care prevention and intergenerational impact programs	Intensive band of family support programs focused on providing supports to families at imminent risk of having their children placed in care and a specific service working with young women under 25 whose children have been removed and are at risk of repeat removals of future children. There were 122 families accepted with an associated 313 children, and 5 young women accepted during 2023-24.	5.4	5.3	5.3
Tier 2: Intensive Family Services				
Intensive Family Services	Intensive Family Services (IFS) delivered by the Department of Human Services (DHS) and through partnerships with non-government organisations, (including Aboriginal Community Controlled Organisations (ACCOs)). Services provide targeted support for 6-9 months to families with children aged	38.9	33.4	37.5

Program/ Service	Description and Summary of Outcomes in 2023-24	Financial Information		
		2024-25 Budget \$m	2023-24 Actual expenditure \$m	2023-24 Budget \$m
	0-18 years with multiple and complex needs, who have been identified as high to very high risk of deepening involvement of the statutory child protection system. There were 1,416 families (referrals) with 3,053 associated children accepted for Intensive Family Services during 2023-24.			
Tier 3: Family Support Services				
Strong Families Strong Communities Program <i>This is a newly commissioned program and replaces the Community Services Support Program which ceased as of 30 June 2023.</i>	Strong Families Strong Communities is a family support program providing effective intervention by the non-government sector to assist families with medium to low level risk concerns. The new program commenced 1 July 2023.	4.2	4.4	4.1
Community Development Coordinator Program	Community Development Coordinators (CDCs), funded by DHS, are based within Children’s Centers, using a community development approach to improve outcomes for children. Together with local families and groups, they work to identify and strengthen protective factors within a community, enabling co-designed and co-owned programs, and mobilising local resources. Statewide, 40 CDCs engaged with 20,702 families during 2023-24 in a range of programs, group activities and community events.	4.8	4.3	4.6

Program/ Service	Description and Summary of Outcomes in 2023-24	Financial Information		
		2024-25 Budget \$m	2023-24 Actual expenditure \$m	2023-24 Budget \$m
Parenting and Family Support Program <i>DHS holds strategic and operational oversight of Parenting SA. SA Health employ and accommodate staff.</i>	Families Growing Together and Parenting SA deliver parenting programs via face-to-face and online formats, and through Parent Easy Guides that delivers state-wide support. Families Growing Together is funded by DHS and supported 1,687 families during 2023-24.	0.8	0.7	0.8
Family by Family Program	Family by Family is funded by DHS and delivered by a non-government organisation. This peer support program is a network of families supporting other families to make lasting changes and includes support to families at risk of child abuse and neglect, and escalation into the statutory child protection system. There were 132 families with 286 associated children supported during 2023-24.	2.0	1.9	1.9
CFSS Referral System				
Pathways Service and Child and Family Safety Networks (CFSNs)	Referrals into IFS are through the DHS CFSS Pathways Service (which was established in 2021 to provide a single point of entry). The service captures family information to inform system reform and to match families to appropriate services. CFSNs are multi-agency networks that provide regional coordinated responses to referrals (pre-birth to 18 years) from the CFSS Pathways Service. Work includes planning, service allocation, and clinical collaboration. Members include government, non-government, and Aboriginal Community Controlled Organisations (ACCOs). Pathways Service and CFSNs processed a total of 3,879 referrals in 2023-24.	3.9	3.8	3.8

Act or Regulation	Requirement
<i>Children and Young People (Safety) Act 2017</i>	Section 15 – Additional annual reporting obligations (1) (b) The Minister must, not later than 30 September in each year, prepare a report – :(iv) bench-marking the resources referred to in subparagraph (ii) and (iii) against those allocated and spent by other States and Territories in the provision of such services during the financial year ending on the preceding 30 June,

The Report on Government Services (ROGS) details this information. It is published in January each year and is available from

<https://www.pc.gov.au/research/ongoing/report-on-government-services>

Act or Regulation	Requirement
<i>Children and Young People (Safety) Act 2017</i>	Section 15 – Additional annual reporting obligations (1) (c) providing any other information required by the regulations for the purposes of this paragraph.

	Indicators of Performance	Performance 2023-24	Performance Comparison to 2022-23
Responding to notifications	Total calls made to the Call Centre	63,637	In 2023-24, the number of calls to the Call Centre increased by 1.0% from 2022-23 (62,980). In 2023-24, the Call Centre answered 1,432 more calls than in 2022-23 (50,345).
Responding to notifications	Number of calls answered	51,777	
Responding to notifications	Average wait time to the Child Abuse Report Line	11 min 05 sec	The average wait time to the Child Abuse Report Line (CARL) in 2023-24 was one minute and 18 seconds less than 2022-23 (12 min 23 sec).

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	Indicators of Performance	Performance 2023-24	Performance Comparison to 2022-23
Responding to notifications	Number of eCARL submissions	55,575	There were 4,256 (8.3%) more eCARL submissions in 2023-24 than in 2022-23 (51,319).
Responding to notifications	Total number of notifications referred for an alternative response	<p>Of the 20,197, notifications referred:</p> <ul style="list-style-type: none"> • 9,628 were referred to an appropriate State Authority • 1,114 were referred to another agency • 9,455 were referred for another outcome, including Refer Relevant Agency, family meeting, case management response or internal service response. 	There were 277 (1.4%) more alternative responses in 2023-24 than in 2022-23 (19,920)
Child protection responses	Number of notifications	98,931 (24,291 for Aboriginal and/or Torres Strait Islander children and young people)	<p>In 2023-24, there were 5,980 (6.4%) more notifications received than in 2022-23 (92,951).</p> <p>There were 442 (1.1%) more notifications</p>
Child protection responses	Number of screened-in notifications	39,957 (11,185 for Aboriginal and/or Torres Strait Islander children and young people)	<p>screened-in for further assessment and response in 2023-24, than in 2022-23 (39,515*).</p> <p>Of the 2023-24 notifications, 40.4%</p>

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	Indicators of Performance	Performance 2023-24	Performance Comparison to 2022-23
			<p>were screened-in compared to 42.5% screened-in for 2022-23.</p> <p>Notifications for Aboriginal and/or Torres Strait Islander children and young people comprised 24.6% of all notifications in 2023-24 compared to 24.5% (22,759) in 2022-23 and 28.0% of screened-in notifications compared to 27.9% (11,020*) in 2022-23.</p>
Children placed on child protection orders	Total children placed on orders	1,581 (582 for Aboriginal and/or Torres Strait Islander children and young people)	<p>The number of children placed on an order decreased by 142 (8.2%) compared to 2022-23 (1,723).</p> <p>Aboriginal and/or Torres Strait Islander children and young people comprised 36.8% of children placed on an order in 2023-24 compared to 36.2% (686) in 2022-23.</p>
Children placed on child protection orders	Children placed on orders for first time	705 (256 for Aboriginal and/or Torres Strait Islander children and young people)	<p>The number of children placed on an order for the first time decreased by 167 (19.2%) from 2022-23 (872).</p> <p>In 2023-24, 44.6% of children were placed on an order for the first time, compared to 50.6% in 2022-23. Aboriginal and/or Torres Strait Islander</p>

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	Indicators of Performance	Performance 2023-24	Performance Comparison to 2022-23
			children and young people comprised 36.3% of children placed on an order for the first time in 2022-23 compared to 35.3% (308) in 2022-23.
Children placed on child protection orders	Total children on a 12-month order at 30 June 2024	558 (194 for Aboriginal and/or Torres Strait Islander children and young people)	At 30 June 2024, eight (1.5%) more children were on an order under the Guardianship of the Chief Executive up to 12 months, than at 30 June 2023 (550). Aboriginal and/or Torres Strait Islander children and young people comprised 34.7% of children on an order under the Guardianship of the Chief Executive up to 12 months at 30 June 2024 compared to 36.7% (202) in 2023.
Children placed on child protection orders	Total children on an order until 18 years of age under Guardianship of the Chief Executive	4,149 (1,610 for Aboriginal and/or Torres Strait Islander children and young people)	The number of children on a Guardianship of the Chief Executive to 18 years order at 30 June 2024 increased by 16 (0.4%) from 30 June 2023 (4,133). Aboriginal and/or Torres Strait Islander children and young people comprised 38.8% of children on an order to 18 years at 30 June 2024 compared to 38.4% (1,589) in 2023.

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	Indicators of Performance	Performance 2023-24	Performance Comparison to 2022-23
Children in care	Number of children (0-17 years) in care at 30 June 2024	4,891 (1,817 Aboriginal and/or Torres Strait Islander children and young people)	<p>The number of children aged 0-17 years in care at 30 June 2024 increased by 27 (0.6%) compared to 30 June 2023 (4,864).</p> <p>The proportion of children in family-based care has decreased by 0.5 percentage points from 84.6% as at 30 June 2023 to 84.1% as at 30 June 2024. The number in family-based care has also decreased by two (0.05%). Family-based care includes foster, kinship, specific child only and guardianship family day care.</p> <p>The number of Aboriginal and/or Torres Strait Islander children and young people aged 0-17 years in care at 30 June is unchanged in 2024 compared to 2023 (1,817).</p> <p>Aboriginal and/or Torres Strait Islander children and young people comprise 37.1% of the 0-17 year old in care population at 30 June 2024, 0.3 percentage points fewer than 2023 reported figure of 37.4%. The proportion of Aboriginal and/or Torres Strait Islander children in family-based care has</p>

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	Indicators of Performance	Performance 2023-24	Performance Comparison to 2022-23
			increased by 0.3 percentage points to 84.6%.

Figures may be different from those nationally reported, due to timing and the reconciliation process.

* This number has been revised since its inclusion in the 2022-23 Annual Report.

Child Protection Reform – Implementing A Fresh Start	Refer to Child Protection Systems Royal Commission reporting on our website
Deaths of children and young people	<p>The department recorded 11 deaths of children and young people during 2023-24 who were in care or had child protection contact over the previous 12 months.</p> <p>In reporting on deaths and circumstances of death, standards around small cell suppression (i.e. less than 5) have been applied to ensure children and young people are unable to be identified.</p> <p>The above figures do not establish that an individual’s contact with the system was a causative factor in their death.</p>

Public complaints

Number of public complaints reported

Public complaints received by the Complaints and Feedback Management Unit (CFMU) within the Office of the Chief Executive.

Complaint categories	Sub-categories	Example	Number of Complaints 2023-24
Professional behaviour	Staff attitude	Failure to demonstrate values such as empathy, respect, fairness, courtesy, extra mile; cultural competency	37
Professional behaviour	Staff competency	Failure to action service request; poorly informed decisions; incorrect or incomplete service provided	21
Professional behaviour	Staff knowledge	Lack of service specific knowledge; incomplete or out-of-date knowledge	2
Communication	Communication quality	Inadequate, delayed or absent communication with customer	33
Communication	Confidentiality	Customer's confidentiality or privacy not respected; information shared incorrectly	16
Service delivery	Systems/technology	System offline; inaccessible to customer; incorrect result/information provided; poor system design	0
Service delivery	Access to services	Service difficult to find; location poor; facilities/environment poor standard; not accessible to customers with disabilities	5
Service delivery	Process	Processing error; incorrect process used; delay in processing application; process not customer responsive	42
Policy	Policy application	Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given	4

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Complaint categories	Sub-categories	Example	Number of Complaints 2023-24
Policy	Policy content	Policy content difficult to understand; policy unreasonable or disadvantages customer	0
Service quality	Information	Incorrect, incomplete, out-dated or inadequate information; not fit for purpose	14
Service quality	Access to information	Information difficult to understand, hard to find or difficult to use; not plain English	4
Service quality	Timeliness	Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met	2
Service quality	Safety	Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness	35
Service quality	Service responsiveness	Service design doesn't meet customer needs; poor service fit with customer expectations	36
No case to answer	No case to answer	Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate	0
		Total	251[^]

* The allocation of sub-category is driven by the content of the complaint. Therefore, these figures relate to the complainants' views of the department.

[^] On 1 July 2022, DCP updated its recording systems and the classification of communications received by the Complaints and Feedback Management Unit (CFMU) to align with DCP's Complaints and Feedback Management Procedure. In 2023-24, CFMU responded to 925 contacts, in addition to the reported complaints, relating predominantly to communication quality and process.

Additional Metrics	Total
Number of positive feedback comments	1
Number of negative feedback comments	26
Total number of feedback comments	27
% complaints resolved within policy timeframes	78%

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/public-complaints-received-by-dcp-complaints-unit>

Service Improvements

DCP has taken action in response to recommendations from Dr Fiona Arney's Independent Inquiry into Foster and Kinship Care in SA.

DCP has developed and commenced delivering training to officers responsible for receiving and responding to complaints, including to ensure that alternative avenues are understood and promoted to complainants.

DCP notes a range of internal and external channels for complaints exist, and that the current complaints pathway reflects best practice complaints management (that is, local level resolution in the first instance, followed by a clear escalation pathway and avenues for independent review). However, it is recognised that improvements could be made with respect to frontline staff's knowledge and understanding of complaints processes and avenues for alternative complaints resolution.

DCP has developed a roadshow presentation that is being delivered to all metropolitan and regional departmental office locations. This will also be inclusive of delivery to the Kinship Care Program within the department. The roadshow resources (PowerPoint and speaking notes) have also been provided to HR to assist and contribute to online learning resources.

Consultation with carers on complaints, information and resources was undertaken through Carers Voice on the department's website, to inform the development of resources for carers.

DCP met with the Ombudsman and the Office for Public Integrity who each provided key information regarding their role to upskill complaints management staff, with this information included in the roadshow presentation.

As a result of an internal review the department's Complaints and Management Feedback Unit line management have been changed from Service Delivery and Practice to the Office of the Chief Executive to improve strategic oversight and governance and processes within the department.

Compliance Statement

Department for Child Protection is compliant with Premier and Cabinet Circular 039 – complaint management in the South Australian public sector	Y
Department for Child Protection has communicated the content of PC 039 and the agency’s related complaints policies and procedures to employees.	Y

Appendix: Audited financial statements 2023-24

INDEPENDENT AUDITOR'S REPORT



Government of South Australia

Audit Office of South Australia

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200 Victoria Square
Adelaide SA 5000
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**To the Chief Executive
Department for Child Protection**

Opinion

I have audited the financial report of the Department for Child Protection for the financial year ended 30 June 2024.

In my opinion, the accompanying financial report gives a true and fair view of the financial position of the Department for Child Protection as at 30 June 2024, its financial performance and its cash flows for year then ended in accordance with relevant Treasurer's Instructions issued under the provisions of the *Public Finance and Audit Act 1987* and Australian Accounting Standards.

The financial report comprises:

- a Statement of Comprehensive Income for the year ended 30 June 2024
- a Statement of Financial Position as at 30 June 2024
- a Statement of Changes in Equity for the year ended 30 June 2024
- a Statement of Cash Flows for the year ended 30 June 2024
- notes, comprising material accounting policy information and other explanatory information
- a Certificate from the Chief Executive and the Chief Financial Officer.

Basis for opinion

I conducted the audit in accordance with the *Public Finance and Audit Act 1987* and Australian Auditing Standards. My responsibilities under those standards are further described in the 'Auditor's responsibilities for the audit of the financial report' section of my report. I am independent of the Department for Child Protection. The *Public Finance and Audit Act 1987* establishes the independence of the Auditor-General. In conducting the audit, the relevant ethical requirements of APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* have been met.

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

Responsibilities of the Chief Executive for the financial report

The Chief Executive is responsible for the preparation of the financial report that gives a true and fair view in accordance with relevant Treasurer's Instructions issued under the provisions of the *Public Finance and Audit Act 1987* and Australian Accounting Standards, and for such internal control as management determines is necessary to enable the preparation of the financial report that gives a true and fair view and that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Chief Executive is responsible for assessing the entity's ability to continue as a going concern, taking into account any policy or funding decisions the government has made which affect the continued existence of the entity. The Chief Executive is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the assessment indicates that it is not appropriate.

Auditor's responsibilities for the audit of the financial report

As required by section 31(1)(b) of the *Public Finance and Audit Act 1987*, I have audited the financial report of the Department for Child Protection for the financial year ended 30 June 2024.

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control

- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Department for Child Protection's internal control
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Chief Executive
- conclude on the appropriateness of the Chief Executive's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify the opinion. My conclusion is based on the audit evidence obtained up to the date of the auditor's report. However, future events or conditions may cause an entity to cease to continue as a going concern
- evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

My report refers only to the financial report described above and does not provide assurance over the integrity of electronic publication by the entity on any website nor does it provide an opinion on other information which may have been hyperlinked to/from the report.

I communicate with the Chief Executive about, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during the audit.



Andrew Blaskett
Auditor-General

23 September 2024

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Department for Child Protection

Financial Statements

For the year ended 30 June 2024

Department for Child Protection
Certification of the Financial Statements
for the year ended 30 June 2024

Certification of the financial statements


We certify that the:

- financial statements of the Department for Child Protection:
 - are in accordance with the accounts and records of the department;
 - comply with relevant Treasurer's instructions;
 - comply with relevant accounting standards; and
 - present a true and fair view of the financial position of the department at the end of the financial year and the result of its operations and cash flows for the financial year.
- internal controls employed by the Department for Child Protection for the financial year over its financial reporting and its preparation of financial statements have been effective.



Jackie Bray
Chief Executive

13 September 2024



Joanne Male
Chief Financial Officer

13 September 2024

Department for Child Protection **OFFICIAL**
Statement of Comprehensive Income
for the year ended 30 June 2024

	Note	2024 \$'000	2023 \$'000
Income			
Appropriation	2.1	886 861	781 301
Resources received free of charge	2.4	5 190	4 881
Commonwealth-sourced grants and funding	2.2	1 979	2 426
Grants and contributions		1 710	516
Fees and charges	2.3	96	88
Intra-government transfers		71	161
Other income	2.5	4 332	3 736
Total income		900 239	793 109
Expenses			
Child protection services	4.3	561 495	476 450
Employee related expenses	3.3	274 496	262 989
Supplies and services	4.1	63 080	65 088
Depreciation and amortisation	5.1, 5.2	6 293	4 704
Grants and subsidies	4.4	789	423
Borrowing costs	4.5	178	77
Net loss from disposal of property, plant and equipment	2.6	-	637
Other expenses	4.6	525	510
Total expenses		906 856	810 878
Net result		(6 617)	(17 769)
Other comprehensive income			
Items that will not be reclassified to net result			
Changes in property, plant and equipment asset revaluation surplus	5.1	4 790	17 353
Total other comprehensive income		4 790	17 353
Total comprehensive result		(1 827)	(416)

The accompanying notes form part of these financial statements. The net result and total comprehensive result are attributable to the SA Government as owner.

Department for Child Protection
Statement of Financial Position
as at 30 June 2024

OFFICIAL

	Note	2024 \$'000	2023 \$'000
Current assets			
Cash and cash equivalents	6.1	38 746	30 254
Receivables	6.2	8 962	6 100
Total current assets		47 708	36 354
Non-current assets			
Property, plant and equipment	5.1	71 976	66 101
Intangible assets	5.2	162	258
Total non-current assets		72 138	66 359
Total assets		119 846	102 713
Current liabilities			
Payables	7.1	36 318	26 593
Employee related liability	3.4	36 096	34 719
Provisions	7.3	7 168	6 445
Financial liabilities	7.2	2 783	2 355
Other liabilities	7.4	341	132
Total current liabilities		82 706	70 244
Non-current liabilities			
Employee related liability	3.4	34 050	30 048
Provisions	7.3	24 673	27 782
Financial liabilities	7.2	2 435	1 712
Other liabilities	7.4	1 389	330
Total non-current liabilities		62 547	59 872
Total liabilities		145 253	130 116
Net liabilities		(25 407)	(27 403)
Equity			
Contributed capital		7 506	3 683
Retained earnings		(63 745)	(57 128)
Asset revaluation surplus	8.1	30 832	26 042
Total equity		(25 407)	(27 403)

The accompanying notes form part of these financial statements. The total equity attributable to the SA Government as owner.

Department for Child Protection
Statement of Changes in Equity
for the year ended 30 June 2024

OFFICIAL

		Asset		
	Note	Contributed capital \$'000	revaluation surplus \$'000	Retained earnings \$'000
		\$'000	\$'000	\$'000
		Total equity \$'000		\$'000
Balance at 1 July 2022		910	8 689	(39 359)
Net result for 2022-23		-	-	(17 769)
Gain on revaluation of land during 2022-23	5.1	-	8 242	-
Gain on revaluation of Residential accommodation during 2022-23	5.1	-	6 740	-
Gain on revaluation of leasehold improvements during 2022-23	5.1	-	2 371	-
Total comprehensive result for 2022-23		-	17 353	(17 769)
Equity contribution received		2 773	-	-
Balance at 30 June 2023		3 683	26 042	(57 128)
Net result for 2023-24		-	-	(6 617)
Gain on revaluation of land during 2023-24	5.1	-	3 527	-
Gain on revaluation of Residential accommodation during 2023-24	5.1	-	752	-
Gain on revaluation of leasehold improvements during 2023-24	5.1	-	511	-
Total comprehensive result for 2023-2024		-	4 790	(6 617)
Equity contribution received		3 823	-	-
Balance at 30 June 2024		7 506	30 832	(63 745)

The accompanying notes form part of these financial statements. All changes in equity are attributable to the SA Government as owner.

Department for Child Protection
Statement of Cash Flows
for the year ended 30 June 2024

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		2024	2023
		\$'000	\$'000
Cash flows from operating activities	Note		
Cash inflows			
Appropriation		886 861	781 301
GST recovered from the ATO		52 062	41 034
Receipts from Commonwealth-sourced grants and funding		1 979	2 426
Grants and contributions received		1 781	677
Fees and charges		244	126
Other income		1 649	2 098
Cash generated from operations		944 576	827 662
Cash outflows			
Payments for child protection services		(608 393)	(509 678)
Employee related payments		(270 998)	(254 849)
Payments for supplies and services		(52 353)	(66 975)
Payments of grants and subsidies		(823)	(423)
Interest paid		(178)	(77)
Other payments		(913)	(564)
Cash used in operations		(933 658)	(832 566)
Net cash provided by / (used in) operating activities	8.2	10 918	(4 904)
Cash flows from investing activities			
Cash inflows			
Proceeds from the sale of property, plant and equipment		-	1 690
Cash generated from investing activities		-	1 690
Cash outflows			
Purchase of property, plant and equipment		(2 963)	(6 588)
Cash used in investing activities		(2 963)	(6 588)
Net cash used in investing activities		(2 963)	(4 898)
Cash flows from financing activities			
Cash inflows			
Capital contributions from government		3 823	2 773
Cash generated from financing activities		3 823	2 773
Cash outflows			
Repayment of principal portion of lease liabilities		(3 286)	(2 671)
Cash used in financing activities		(3 286)	(2 671)
Net cash provided by financing activities		537	102
Net increase / (decrease) in cash and cash equivalents		8 492	(9 700)
Cash and cash equivalents at the beginning of the reporting period		30 254	39 954
Cash and cash equivalents at the end of the reporting period	6.1	38 746	30 254

The accompanying notes form part of these financial statements.

Department for Child Protection
Notes to and forming part of the financial statements
for the year ended 30 June 2024

1. About the Department for Child Protection

The Department for Child Protection (the department) is a not-for-profit government department of the State of South Australia. The department is established pursuant to the *Public Sector Act 2009* as an administrative unit acting on behalf of the Crown.

The department does not control any other entity and has no interests in unconsolidated structured entities. The financial statements and accompanying notes include all the controlled activities of the department. The department is funded principally from appropriation by the SA Government.

Transactions and balances relating to administered resources are presented separately and are disclosed in note 11. Except as otherwise disclosed administered items are accounted for on the same basis as the department's transactions.

The department is currently supporting the establishment of the independent Social Workers Registration Scheme (SWRS). The SWRS will become an independent entity when the *Social Worker's Registration Act 2021* comes into operation on a day to be fixed by proclamation. This is anticipated to occur by 1 July 2025, at which time, the independent entity is required to produce its own financial statements per the *Social Worker's Registration Act 2021*. Transactions relating to the establishment of the scheme are disclosed within the department's transactions and are considered immaterial in nature, unless specifically detailed in the relevant disclosure(s).

1.1. Basis of preparation

The financial statements are general purpose financial statements prepared in compliance with:

- section 23 of the *Public Finance and Audit Act 1987*;
- Treasurer's Instructions and Accounting Policy Statements issued by the Treasurer under the *Public Finance and Audit Act 1987*; and
- relevant Australian Accounting Standards.

The financial statements are prepared based on a 12-month reporting period and presented in Australian currency. All amounts in the financial statements and accompanying notes have been rounded to the nearest thousand dollars (\$'000). The historical cost convention is used unless a different measurement basis is specifically disclosed in the note associated with the item measured.

Assets and liabilities that are to be sold, consumed or realised as part of the normal operating cycle have been classified as current assets or current liabilities. All other assets and liabilities are classified as non-current.

Significant accounting policies are set out throughout the notes.

The department is liable for fringe benefits tax (FBT) and goods and services tax (GST).

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

- when the GST incurred on a purchase of goods or services is not recoverable from the Australian Taxation Office (ATO), in which case the GST is recognised as part of the cost of acquisition of the asset or as part of the expense item applicable; and
- receivables and payables, which are stated with the amount of GST included.

The net amount of GST recoverable from, or payable to, the ATO is included as part of receivables or payables in the Statement of Financial Position.

Cash flows are included in the Statement of Cash Flows on a gross basis, and the GST component of cash flows arising from investing and financial activities, which is recoverable from, or payable to, the ATO is classified as part of operating cash flows.

Department for Child Protection
Notes to and forming part of the financial statements
for the year ended 30 June 2024

1.2. Objectives and programs

Objectives

The department's primary objective is to work with government agencies, non-government organisations and communities to keep children and young people safe from abuse and neglect and improve their lives, to effectively intervene where necessary to support and help strengthen families, through the administration of the state's child protection and family support system and statutory framework. The department is committed to placing the safety and wellbeing of children and young people at the centre of decision-making, and to working across the system to amplify their voices and the voices of their families, including carers.

The department receives, assesses, refers and investigates child protection notifications and intervenes to keep children and young people safe, and where possible strengthen families. It is required to make an application to the court where it assesses that an order is required to ensure the safety of a child or young person. Where a court determines that a child or young person cannot remain safely at home, the department is responsible for the provision (either directly or indirectly) of quality care and case management, and, when it is safe to do so, for supporting the reunification of children and young people with their families.

The department works closely with a range of government agencies and non-government organisations and communities so that children and young people who have been abused or are at risk of further abuse can be connected, together with their families, to appropriate and effective family supports.

The department works to support foster and kinship carers and to empower people and organisations across the child protection and family support system and is focused on reforming the system through a whole of government, whole of sector and whole of community approach.

Programs

The department operates within the activity, *Care and Protection*.

The department is focused on the care and protection of children and young people who have been abused and/or are assessed as being at risk of harm within their families, or whose families do not have the capacity to protect them from harm, and on strengthening and supporting families.

This includes:

- Assessing and responding to reports of abuse and risk of harm to children and young people, including referral and/or investigation, where appropriate.
- Providing children and young people who are at risk of harm, together with their families, with appropriate supports and effective intervention, including family group conferencing.
- Applying for care and protection orders and placing children and young people in care to ensure their safety when all other options have been explored and the child or young person remains at risk.
- Implementing the five core elements of the Aboriginal and Torres Strait Islander Child Placement Principle to the standard of 'active efforts' and supporting children and young people's connection to family, community and culture.
- Working with families to address the safety concerns for a child or young person, so reunification can take place when it is safe and in the best interests of the child or young person.
- Supporting children and young people to help them to recover from abuse and trauma and reach their full potential.
- Providing assistance and support to young people to transition to adulthood and independence.
- Supporting foster and kinship carers.

Department for Child Protection
Notes to and forming part of the financial statements
for the year ended 30 June 2024

1.3. Budget performance

The budget performance table compares the department's outcomes against budget information presented to Parliament (2023-24 Budget Paper 4). Appropriation reflects appropriation issued to special deposit accounts controlled by the department. The budget amounts have not been adjusted to reflect revised budgets or administrative restructures. The budget process is not subject to audit.

		Original Budget 2024 \$'000	Actual 2024 \$'000	Variance \$'000
Statement of Comprehensive Income				
Income				
Appropriation	(a)	791 861	886 861	95 000
Resources received free of charge		-	5 190	5 190
Commonwealth-sourced grants and funding		1 474	1 979	505
Grants and contributions		-	1 710	1 710
Fees and charges		38	96	58
Intra-government transfers		-	71	71
Other income		1 428	4 332	2 904
Total income		794 801	900 239	105 438
Expenses				
Child protection services	(a)	451 134	561 495	110 361
Employee related expenses		268 065	274 496	6 431
Supplies and services		61 987	63 080	1 093
Depreciation and amortisation		4 625	6 293	1 668
Grants and subsidies		434	789	355
Borrowing costs		49	178	129
Other expenses		4 542	525	(4 017)
Total expenses		790 836	906 856	116 020
Net result		3 965	(6 617)	(10 582)
Other comprehensive income				
Items that will not be reclassified to net result				
Changes in property, plant and equipment asset revaluation surplus		-	4 790	4 790
Total other comprehensive income		-	4 790	4 790
Total comprehensive result		3 965	(1 827)	(5 792)

Explanations are provided for variances where the variance exceeds the greater of 10% of the original budgeted amount and 5% of original budgeted amount for expenses.

- (a) The variance primarily relates to an increase in the number of children and young people in non-family-based care and the costs associated with providing care services.

The opening budget does not include the additional supplementation of \$69.985m to support the number of children and young people in non-family-based care placements.

Department for Child Protection
Notes to and forming part of the financial statements
for the year ended 30 June 2024

1.3. Budget performance (continued)

		Original Budget 2024 \$'000	Actual 2024 \$'000	Variance \$'000
Investing expenditure summary				
Total leases	(1)	3 608	4 227	619
Total existing projects	(2)	7 735	2 715	(5 020)
Total annual program		522	129	(393)
Total investing expenditure		11 865	7 071	(4 794)

(1) An increase in right of use vehicle assets to support the provision of care and protection services.

(2) Lower than budgeted due to project delays associated with DCP owned residential care facilities and office accommodation fit out.

1.4. Significant transactions with government related entities

The department had no significant transactions with government related entities except for the appropriation funding received from the Department of Treasury and Finance (DTF) (refer note 2.1) and incurred expenditure with the Department of Infrastructure and Transport (DIT) of \$14.4 million (2023: \$13.8 million) (refer note 4.1).

The department also receives Commonwealth-sourced grants and funding, some of which are received from the Commonwealth indirectly through DTF (refer note 2.2).

Department for Child Protection
Notes to and forming part of the financial statements
for the year ended 30 June 2024

2. Income

2.1. Appropriation

	2024	2023
	\$'000	\$'000
Appropriation from the Consolidated Account pursuant to the <i>Appropriation Act</i>	791 861	718 676
Appropriation from the Governor's Appropriation Fund	95 000	62 625
Total appropriation	886 861	781 301

Appropriation is recognised on receipt.

2.2. Commonwealth-sourced grants and funding

	2024	2023
	\$'000	\$'000
Family allowances	1 017	923
Unaccompanied Humanitarian Minors	391	360
Transition to Independent Living Allowance	2	144
Family Law Information Sharing Project*	256	255
Newpin program*	313	744
Total Commonwealth-sourced grants and funding	1 979	2 426

*Received from the Commonwealth indirectly through DTF.

Commonwealth-sourced grants and funding are recognised as income on receipt. Obligations under Commonwealth-sourced grants and funding are required to be met by the State of South Australia.

2.3. Fees and charges

	2024	2023
	\$'000	\$'000
Other fees and charges	96	88
Total fees and charges	96	88

Fees and charges are recognised as income on receipt.

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Department for Child Protection
Notes to and forming part of the financial statements
for the year ended 30 June 2024

2.4. Resources received free of charge

	2024	2023
	\$'000	\$'000
Services received free of charge - Shared Services SA	4 070	4 062
Services received free of charge - DPC - ICT	1 120	819
Total resources received free of charge	5 190	4 881

The department receives Financial Accounting, Taxation, Payroll, Accounts Payable and Accounts Receivable services from Shared Services SA free of charge. ICT services are received from the Department of the Premier and Cabinet.

A corresponding expense is recognised in the financial statements (refer note 4.1).

2.5. Other income

	2024	2023
	\$'000	\$'000
Recoveries	4 199	3 611
Child payment recoups	88	115
Other	45	10
Total other income	4 332	3 736

Recoveries are recognised on receipt.

2.6. Net Loss from disposal of property, plant and equipment

	2024	2023
	\$'000	\$'000
Land and buildings		
Net proceeds from disposal	-	1 690
Less carrying amount of assets disposed	-	(2 325)
Net loss on disposal of land and buildings	-	(635)
Right of use vehicles		
Less net book value of assets disposed	-	(2)
Net loss on disposal of plant and equipment	-	(2)
Total assets		
Proceeds from disposal	-	1 690
Less net book value of assets disposed	-	(2 327)
Total loss from disposal of property plant and equipment	-	(637)

Department for Child Protection
Notes to and forming part of the financial statements
for the year ended 30 June 2024

3. Board, committees and employees

3.1. Key management personnel

Key management personnel of the department include the Minister for Child Protection (the Minister), the Chief Executive and the other members of the executive team who have responsibility for the strategic direction and management of the department.

The compensation excludes salaries and other benefits the Minister receives. The Minister's remuneration and allowances are set by the *Parliamentary Remuneration Act 1990* and the Remuneration Tribunal of SA respectively and are payable from the Consolidated Account (via DTF) under section 6 the *Parliamentary Remuneration Act 1990*. Refer to administered items (refer note 11) for disclosures of the Minister's remuneration paid by the department and recovered from the Consolidated Account.

	2024	2023
	\$'000	\$'000
Compensation		
Salaries and other short-term employee benefits	4 385	3 632
Post-employment benefits	668	445
Other long-term employment benefits	103	266
Total compensation	5 156	4 343

Transactions with key management personnel and other related parties

The department did not enter into transactions with key management personnel or their close family during the reporting period.

3.2. Board and committee members

Members during the 2023-24 financial year were:

Performance and Risk Committee

Ms Kitty McLean*
 Ms Billie-Jo Barbara*
 Ms Joanne Male*
 Mr Adam Reilly*
 Ms Nerida Saunders*
 Ms Rosina Hislop (Chair)
 Mr Onno van der Wel
 Ms Linda Abrams-South*
 Mr Darian Shephard-Bayly*

Dame Roma Mitchell Trust Funds Board of Advice

Ms Chelsea Hall*
 Ms Colleen Fitzpatrick (Chair)
 Mr Nick Jenkins
 Ms Marjorie Ellis
 Ms Fiona Endacott
 Ms Laura Hooper
 Ms Shirley Smith*
 Ms Karen McAuley*
 Mr Lachlan McFarlane
 Ms Brigette Geopfert

Social Workers Registration Board

Ms Jane Mussared
 Ms Jodie Stevens
 Mr Ruka Taite
 Dr Carmela Bastian (Presiding Member)
 Ms Kerry Beck* (Deputy Presiding Member)
 Ms Nicole Lancaster*
 Ms Sarah Macdonald*

*Government employees did not receive any remuneration for board/committee duties during the financial year where the board/committee falls under the definitions of Premier and Cabinet Circular No. 016.

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Department for Child Protection
Notes to and forming part of the financial statements
for the year ended 30 June 2024

3.2. Board and committee members (continued)

The department has other internal boards and committees that do not meet disclosure requirements. Paid members of internal boards and committees include:

- Contract Arrangements Review Panel – Ann-Marie Hayes
- Licensing and Compliance Panel – Anthea Pavy
- Committee for Procurement Governance – Zofia Nowak
- Child Protection Expert Group - Prof Leah Bromfield, Claire Ralfs, Sarah Decrea, Melissa O'Donnell, Muriel Bamblett, Dr Robyn Miller, Sharon Dawe, Shirley Young, Simon Schrapel, Fiona Ward

Board and committee remuneration	2024	2023
The number of members whose remuneration received/receivable falls within the following bands:		
	Number of members	Number of members
\$0 - \$19 999	38	22
\$20 000 - \$39 999	1	1
Total number of members	39	23

The total remuneration received or receivable by members was \$57 000 (2023: \$47 000). Remuneration of members reflects all costs of performing board/committee member duties including sitting fees, superannuation contributions, salary sacrifice benefits and fringe benefits and any related fringe benefits tax paid.

3.3. Employee related expenses

	2024	2023
	\$'000	\$'000
Salaries and wages	200 717	193 430
Employment on-costs - superannuation	25 127	22 545
Annual leave	19 999	18 785
Employment on-costs - other	12 481	11 675
Long service leave	7 020	3 520
Workers compensation	6 806	11 019
Skills and experience retention leave	757	743
Board and committee fees	57	47
Targeted voluntary separation packages	52	158
Other employee related expenses	1 480	1 067
Total employee related expenses	274 496	262 989

Departmental employees are employed under Part 7 of the *Public Sector Act*.

The superannuation employment on-cost charge represents the department's contributions to superannuation plans in respect of current services of current employees. DTF centrally recognises the superannuation liability in the whole of government financial statements.

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3.3. Employee related expenses (continued)

Employee remuneration

	2024	2023
The number of employees whose remuneration received or receivable falls within the following bands:	No	No
\$160 001 to \$166 000*	N/A	6
\$166 001 to \$186 000	25	22
\$186 001 to \$206 000	6	1
\$206 001 to \$226 000	3	3
\$226 001 to \$246 000	-	4
\$246 001 to \$266 000	4	1
\$266 001 to \$286 000	1	-
\$286 001 to \$306 000	2	2
\$306 001 to \$326 000	1	-
\$366 001 to \$386 000	1	-
\$386 001 to \$406 000	-	1
\$426 001 to \$446 000	1	-
\$606 001 to \$626 000	-	1
\$846 001 to \$866 000	1	-
Total	45	41

*This band has been included for the purposes of reporting comparative figures based on the executive base level remuneration rate for 2023-24.

The total remuneration received by these employees for the year was \$10 million (2023: \$8.4 million).

The table includes all employees who received remuneration equal to or greater than the base executive remuneration level during the year. Remuneration of employees reflects all costs of employment including salaries and wages, overtime, workers compensation, penalties, attraction allowance, payments in lieu of leave, superannuation contributions, salary sacrifice benefits and fringe benefits and fringe benefits tax paid or payable in respect of those benefits as well as any termination benefits for employees who have left the department.

Targeted voluntary separation packages (TVSP)

The number of employees who received a TVSP during the reporting period was 1 (2023: 2).

	2024	2023
	\$'000	\$'000
Amounts paid to separated employees:		
Targeted voluntary separation packages	52	158
Leave paid to separated employees	32	136
Total amount paid	84	294
Recovery from the Department of Treasury and Finance	-	294
Net cost to the department	84	-

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3.4. Employee related liabilities

	2024	2023
	\$'000	\$'000
Current		
Annual leave	20 647	19 787
Accrued salaries and wages	6 374	6 198
Employment on-costs	5 733	5 679
Long service leave	2 412	2 197
Skills and experience retention leave	930	858
Total current employee related liabilities	36 096	34 719
Non-current		
Long service leave	30 837	27 286
Employment on-costs	3 213	2 762
Total non-current employee related liabilities	34 050	30 048
Total employee related liability	70 146	64 767

Employee related liabilities accrue as a result of services provided up to the reporting date that remain unpaid. Non-current employee related liabilities are measured at present value and current employee related liabilities are measured at nominal amounts.

Accrued salaries and wages, annual leave, skills and experience retention leave (SERL) and sick leave

The liability for accrued salaries and wages is measured as the amount unpaid at the reporting date at remuneration rates current at the reporting date.

The annual leave liability and the SERL liability is expected to be paid in full within 12 months and is measured at the undiscounted amount expected to be paid.

Salary inflation rate for annual leave and skills, experience and retention leave liability changed to 2.4% (2023: 2%).

No provision has been made for sick leave as all sick leave is non-vesting and the average sick leave taken in future years by employees is estimated to be less than the annual entitlement for sick leave.

Long service leave

The liability for long service leave is measured as the present value of expected future payments to be made in respect of services provided by employees up to the end of the reporting period using the projected unit credit method.

The expected timing and amount of long service leave payments is determined through whole-of-government actuarial calculations, which are based on actuarial assumptions on expected future salary and wage levels, experience of employee departures and periods of service. These assumptions are based on employee data over SA Government entities.

The discount rate used in measuring the liability reflects the yield on long-term Commonwealth Government bonds. The yield on long term Commonwealth Government bonds has increased to 4.25% (2023: 4%).

The salary inflation rate has increased to 3.5% (2023: 2.5%) for long service leave liability.

Department for Child Protection
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3.4. Employee related liabilities (continued)

The net financial effect of the changes in the actuarial assumptions and methodology is an increase in the long service leave liability of \$1.65 million (2023: decrease \$1 million) and increase in employee related expense of \$1.83 million (2023: decrease \$1.1 million)

The split for long service leave between current and non-current is based on the department's best estimate of the amount to be paid in the coming year.

Employment on-costs

Employment on-costs include payroll tax, ReturnToWorkSA levies and superannuation contributions which are settled when the respective employee related liabilities they relate to are discharged. These on-costs primarily relate to the balance of leave owing to employees. Estimates as to the proportion of long service leave estimated to be taken as leave, rather than paid on termination affects whether certain on-costs are recognised as a consequence of long service leave liabilities.

The department makes contributions to several State Government and externally managed superannuation schemes. These contributions are treated as an expense when they occur. There is no liability for payments to beneficiaries as they have been assumed by the respective superannuation schemes. The only liability outstanding at reporting date relates to any contributions due but not yet paid to the South Australian Superannuation Board and external schemes.

As a result of an actuarial assessment performed by the DTF, the proportion of long service leave taken as leave has increased to 44% (2023: 43%). The average factor for the calculation of employer superannuation on-costs has increased to 11.5% (2023: 11.1%). These rates are used in the employment on-cost calculation. The net financial effect of the changes in the current financial year is an increase in the employment on-cost of \$100 000 and an increase in employee related expense of \$100 000, respectively.

4. Expenses

4.1. Supplies and services

	2024	2023
	\$'000	\$'000
Accommodation	13 690	12 778
Minor works, maintenance and equipment	10 555	12 222
Information technology and communications	10 054	10 670
Vehicle and travelling expenses	6 259	5 605
Shared Services SA charges	5 261	4 921
Office administration	3 012	2 254
Employee related costs	2 952	3 509
Rental and leases accommodation	2 685	2 862
Utilities	1 570	1 535
Cleaning	1 204	1 070
Legal costs	1 095	1 666
Intra government charges	1 089	1 442
Insurance	984	1 095
Contractors – Agency staff	845	1 503
Contractors	819	927
Security	414	416
Consultants	96	431
Advertising expenses	4	14
Other supplies and services	492	168
Total supplies and services	63 080	65 088

Department for Child Protection
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4.1. Supplies and services (continued)

Accommodation

Most of the department's accommodation is provided by the DIT under Memoranda of Administrative Arrangement (MoAA) issued in accordance with Government-wide accommodation policies. These arrangements do not meet the definition of a lease as set out in AASB 16 and accordingly are expensed and disclosed under accommodation. Information about accommodation incentives relating to this arrangement is shown at note 7.4.

Consultants

The number of consultancies and the dollar amount paid/payable (included in supplies and services expense) to consultants that fell within the following bands:

	No	2024 \$'000	No	2023 \$'000
Below \$10 000	2	9	-	-
\$10 000 or above	3	87	6	431
Total	5	96	6	431

4.2. Expenditure – SA Business and Non-SA Business

The following table includes all expenditure in relation to contracts above \$55,000 (GST inclusive) resulting from a procurement as defined in *Treasurer's Instruction 18 – Procurement (TI 18)*. Arrangements between public authorities and arrangements with other governments are not included.

Carer payments are not included as these payments do not result from a procurement of goods or services.

Expenditure is inclusive on non-recoverable GST.

	2024 \$'000	Proportion SA and non-SA businesses
Total expenditure with South Australian businesses	436 247	97%
Total expenditure with non-South Australian businesses	14 584	3%
Total Expenditure	450 831	100%

Classification as SA business or non-SA business is generally based on circumstances as at the time of entering into a contract. For contracts entered into before 20 February 2023, where sufficient evidence of an assessment made under previous procurement requirements is known to the Department, this was used to determine classification. For contracts where such evidence of prior assessment is not available and for all other contracts, classification is based on the definition of an SA business provided in TI 18.

TI 18 defines a business as being South Australian where it operates in South Australia and more than 50% of the workforce delivering the contract resulting from the procurement on behalf of the business are South Australian residents.

The disclosure for expenditure with SA businesses reflects the total spent on contracts within the TI 18 definition and in some instances includes the cost of goods sourced from outside South Australia.

In many cases, the determination has been made on the basis of representations made by suppliers at a point in time which has not been subject to independent verification.

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Department for Child Protection
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4.3. Child protection services

	2024	2023
	\$'000	\$'000
Contracted services		
Non-family-based care services	338 264	283 529
Family-based care services	60 438	56 129
Family support services	13 511	9 493
Advocacy and support services	7 519	5 723
Total contracted services	419 732	354 874
Carer payments and client related costs ¹	141 763	121 576
Total child protection services	561 495	476 450

¹incorporates all carer payments and other client related costs associated with having a child in a placement.

4.4. Grants and subsidies

	2024	2023
	\$'000	\$'000
SA Aboriginal Community Controlled Organisation Network (SAACCON)	249	-
University of South Australia	210	-
Raising Literacy Australia	175	-
Child and Family Welfare	147	358
University of Adelaide	8	5
Flinders University	-	60
Total grants and subsidies	789	423

4.5. Borrowing costs

	2024	2023
	\$'000	\$'000
Interest expense on lease liabilities	178	77
Total borrowing costs	178	77

4.6. Other expenses

	Note	2024	2023
		\$'000	\$'000
Audit fees*		260	305
Impairment loss on receivables	6.2	169	12
Interest		14	8
Other expenses		82	185
Total other expenses		525	510

*Audit fees paid / payable to the Audit Office of South Australia relate to work performed under the *Public Finance and Audit Act 1987*. No other services were provided by the Audit Office of South Australia.

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5. Non-financial assets

5.1. Property, plant and equipment

Property, plant and equipment comprises tangible assets owned and right-of-use (leased) assets. The assets presented below do not meet the definition of investment property.

Property, plant and equipment with a value equal to or in excess of \$15 000 is capitalised, otherwise it is expensed. Property, plant and equipment is recorded at fair value. Detail about the department's approach to fair value is set out in note 10.1.

Impairment

Property, plant and equipment owned by the department has not been assessed for impairment as they are non-cash generating assets, that are specialised in nature and held for continual use of their service capacity.

Revaluation of property, plant and equipment is undertaken on a regular cycle as detailed in note 10.1. If at any time management considers that the carrying amount of an asset materially differs from its fair value, then the asset will be revalued regardless of when the last valuation took place.

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5.1 Property, plant and equipment (continued)

The following table shows movement in property, plant and equipment during 2023-24

Reconciliation 2023-24

	Land \$'000	Residential accommodation housing \$'000	Leasehold improvements \$'000	Computing, communications, furniture and equipment \$'000	Right-Of-Use Buildings \$'000	Right-Of-Use Vehicles \$'000	Construction work in progress \$'000	Total \$'000
Carrying amount at the beginning of the period	28 754	23 179	8 637	412	1 679	2 344	1 096	66 101
Additions	53	383	82	-	1 104	3 124	2 326	7 072
Transfers (to)/from third parties	-	-	-	-	-	-	-	-
Other changes	-	-	-	-	-	210	-	210
Transfers to/(from) work in progress	-	636	2 566	-	-	-	(3 202)	-
Asset revaluation increment/(decrement)	3 527	752	511	-	-	-	-	4 790
Subtotal:	32 334	24 950	11 796	412	2 783	5 678	220	78 173
Gains/(losses) for the period recognised in net result:	-	(1 146)	(1 652)	(101)	(1 142)	(2 156)	-	(6 197)
Depreciation	-	-	-	-	-	-	-	-
Carrying amount at the end of the period	32 334	23 804	10 144	311	1 641	3 522	220	71 976
Gross carrying amount								
Gross carrying amount	32 334	23 804	10 144	649	3 589	6 399	220	77 139
Accumulated depreciation	-	-	-	(338)	(1 948)	(2 877)	-	(5 163)
Carrying amount at the end of the period	32 334	23 804	10 144	311	1 641	3 522	220	71 976

**Department for Child Protection
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5.1 Property, plant and equipment (continued)

Reconciliation 2022-23

	Land \$'000	Residential accommodation housing \$'000	Leasehold improvements \$'000	Computing, communications, furniture and equipment \$'000	Right Of Use Buildings \$'000	Right Of Use Vehicles \$'000	Construction work in progress \$'000	Total \$'000
Carrying amount at the beginning of the period	20 512	15 228	4 020	513	1 329	2 417	863	44 882
Additions	-	421	125	-	1 496	1 714	5 602	9 358
Disposals	-	(750)	-	-	-	(2)	-	(752)
Other changes	-	-	-	-	(374)	149	-	(225)
Transfers to/(from) work in progress	-	2 265	3 104	-	-	-	(5 369)	-
Asset revaluation increment/(decrement)	8 242	6 740	2 371	-	-	-	-	17 353
Subtotal:	28 754	23 904	9 620	513	2 451	4 278	1 096	70 616

Gains/(losses) for the period recognised in net result:

Depreciation	-	(725)	(983)	(101)	(772)	(1 934)	-	(4 515)
Carrying amount at the end of the period	28 754	23 179	8 637	412	1 679	2 344	1 096	66 101

Gross carrying amount

Gross carrying amount	28 754	23 179	8 743	649	2 690	5 113	1 096	70 224
Accumulated depreciation	-	-	(106)	(237)	(1 011)	(2 769)	-	(4 123)
Carrying amount at the end of the period	28 754	23 179	8 637	412	1 679	2 344	1 096	66 101

Department for Child Protection
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5.1 Property, plant and equipment (continued)

Useful life

Depreciation/amortisation is calculated on a straight-line basis over the estimated useful life of the following classes of assets as follows:

Class of asset	Useful life (years)
Residential accommodation housing	20-100
Leasehold improvements	1-35
Computing, communications, furniture and equipment	5-10
Computer software	3-10
Right-of-use vehicles and buildings	1-5

Review of accounting estimates

Assets' residual values, useful lives and depreciation/amortisation methods are reviewed and adjusted if appropriate on an annual basis. Changes in the expected useful life or the expected pattern of consumption of future economic benefits embodied in the asset are accounted for prospectively by changing the time period or method, as appropriate.

Property, plant and equipment leased

Right-of-use assets are recorded at cost.

Short-term leases of 12 months or less and low-value leases, where the underlying asset value is less than \$15 000, are not recognised as right-of-use assets. The associated lease payments are recognised as an expense and are disclosed in note 4.1.

The department has a limited number of leases:

- 506 motor vehicle leases with the South Australian Government Financing Authority (SAFA). Motor vehicle leases are non-cancellable, with rental payments monthly in arrears. Motor vehicle lease terms range from 3 years (60,000km) to 5 years (100,000km).
- 48 residential accommodation properties leased with private landlords that are non-cancellable. Residential accommodation lease terms range from 1 year to 5 years.

The lease liabilities related to the right-of-use assets are disclosed in note 7.2. The department's maturity analysis of its lease liabilities is disclosed in note 7.2. Expenses related to leases, including depreciation and interest expenses, are disclosed in note 4.1. Cash outflows related to leases are disclosed in note 8.2.

Impairment

Property, plant and equipment leased by the department has been assessed for impairment. There was no indication of impairment. No impairment loss or reversal of impairment loss was recognised.

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5.2. Intangible assets

Intangible assets are initially measured at cost and are tested for indications of impairment at each reporting date. Following initial recognition, intangible assets are carried at cost less any accumulated amortisation and any accumulated impairment losses.

The acquisition of computer software is capitalised only when the expenditure meets the definition criteria (identifiable control and the existence of future economic benefits) and recognition criteria (probability of future economic benefits and cost can be reliably measured) and when the amount of expenditure is greater than or equal to \$15 000.

The computer software relates to upgrades to the department's Call Centre management software.

Reconciliation 2023-24

	Computer software	Total
	\$'000	\$'000
Carrying amount at the beginning of the period	258	258
Amortisation	(96)	(96)
Carrying amount at the end of the period	<u>162</u>	<u>162</u>

Reconciliation 2022-23

	Computer software	Total
	\$'000	\$'000
Carrying amount at the beginning of the period	205	205
Additions	242	242
Amortisation	(189)	(189)
Carrying amount at the end of the period	<u>258</u>	<u>258</u>

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6. Financial assets

6.1. Cash and cash equivalents

	2024	2023
	\$'000	\$'000
Deposits with the Treasurer (Special deposit accounts)	38 444	29 842
Imprest account/cash on hand	302	412
Total cash and cash equivalents in the Statement of Financial Position	38 746	30 254

Deposits with the Treasurer

Special deposit accounts are established under section 8 of the *Public Finance and Audit Act 1987*. Special deposit accounts must be used in accordance with their approved purpose.

The department has two deposit accounts with the Treasurer:

- a general operating account; and
- an Accrual Appropriation Excess Funds Account (AAEFA).

Although the department controls the money in AAEFA, its use must be approved by the Treasurer. The department does not earn interest on its deposits with the Treasurer.

Cash is measured at nominal amount.

6.2. Receivables

	2024	2023
	\$'000	\$'000
Current		
Trade receivables		
From government entities	1 364	193
From non-government entities	2 477	958
Less impairment loss on receivables	(205)	(57)
Total trade receivables	3 636	1 094
GST input tax recoverable	3 720	3 539
Prepayments	1 006	1 461
Accrued revenues	-	6
Lease incentive	600	-
Total current receivables	8 962	6 100
Total receivables	8 962	6 100

Trade receivables arise in the normal course of selling goods and services to other government agencies and to the public. Trade receivables are normally settled within 30 days after the issue of an invoice or the goods/services have been provided under a contractual arrangement. Trade receivables, prepayments and accrued revenues are non-interest bearing. Trade receivables are held with the objective of collecting the contractual cash flows and they are measured at amortised cost.

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6.2 Receivables (continued)

The net amount of GST payable to the ATO is included as part of receivables.

Other than as recognised in the impairment loss on contractual receivables, it is not anticipated that counterparties will fail to discharge their obligations. The carrying amount of receivables approximates net fair value due to being receivable on demand. There is no concentration of credit risk.

The department has adopted the simplified impairment approach under AASB 9 and measured lifetime expected credit losses on all trade receivables using an allowance matrix as a practical expedient to measure the impairment allowance.

Allowance for impairment loss on contractual receivables

	2024	2023
	\$'000	\$'000
Carrying amount at the beginning of the period	(57)	(54)
(Increase)/decrease in the allowance recognised in profit and loss	(148)	(3)
Carrying amount at the end of the period	(205)	(57)

Impairment losses relate to receivables arising from contracts with customers that are external to SA Government. Refer to note 10.2 for details regarding credit risk, the methodology for determining impairment.

7. Liabilities

7.1. Payables

	2024	2023
	\$'000	\$'000
Current		
Trade payables	955	1 179
Accrued expenses	35 324	25 347
Paid Parental Leave Scheme payable	39	67
Total current payables	36 318	26 593
Total payables	36 318	26 593

Trade payables and accruals are recognised for all amounts owing but unpaid. Contractual payables are normally settled within 30 days from the date the invoice is first received. All payables are non-interest bearing. The carrying amount of payables represents fair value due to their short-term nature.

The net amount of GST recoverable from the ATO is included as part of receivables. However, if a net GST payable arises then this amount would be disclosed in this Payables note.

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7.2. Financial liabilities

	2024	2023
	\$'000	\$'000
Current		
Lease liabilities	2 783	2 355
Total current financial liabilities	<u>2 783</u>	<u>2 355</u>
Non-current		
Lease liabilities	2 435	1 712
Total non-current financial liabilities	<u>2 435</u>	<u>1 712</u>
Total financial liabilities	<u><u>5 218</u></u>	<u><u>4 067</u></u>

Lease liabilities have been measured via discounting lease payments using either the interest rate implicit in the lease (where it is readily determined) or DTF's incremental borrowing rate. There were no defaults or breaches on any of the financial liabilities throughout the year.

A maturity analysis of lease liabilities based on undiscounted gross cash flows is reported in the table below:

	2024	2023
	\$'000	\$'000
Lease liabilities		
Up to 1 year	2 830	2 393
1 to 5 years	2 451	1 734
	<u>5 281</u>	<u>4 127</u>

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7.3. Provisions

	2024	2023
	\$'000	\$'000
Current		
Provision for workers compensation	6 950	6 258
Provision for legal claims	80	80
Provision for additional compensation	138	107
Total current provisions	7 168	6 445
Non-current		
Provision for workers compensation	22 278	26 210
Provision for legal claims	200	190
Provision for additional compensation	2 195	1 382
Total non-current provisions	24 673	27 782
Total provisions	31 841	34 227

Movement in provisions for workers compensation

	2024	2023
	\$'000	\$'000
Movement in provisions		
Carrying amount at the beginning of the period	32 468	28 176
Additional provision recognised	7 696	6 356
Reductions arising from payments/other sacrifice of future economic benefits	(6 248)	(3 460)
Revaluation of prior year	(4 688)	1 396
Carrying amount at the end of the period	29 228	32 468

Movement in provisions for legal claims

	2024	2023
	\$'000	\$'000
Carrying amount at the beginning of the period	270	190
Reductions arising from payments	-	(10)
Additional provision recognised	10	90
Carrying amount at the end of the period	280	270

A provision has been reported to reflect unsettled legal claims. The legal claims provision includes various claims relating to professional indemnity, public liability and property damage.

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7.3 Provisions (continued)

Movement in provision for additional compensation

	2024	2023
	\$'000	\$'000
Movement in provisions		
Carrying amount at the beginning of the period	1 489	513
Revaluation of prior year	1 151	850
Additional provision recognised	206	151
Reductions arising from payments/other sacrifice of future economic benefits	(513)	(25)
Carrying amount at the end of the period	2 333	1 489

The department is an exempt employer under the *Return to Work Act 2014*. Under a scheme arrangement, the department is responsible for the management of workers rehabilitation and compensation and is directly responsible for meeting the cost of workers' compensation claims and the implementation and funding of preventive programs.

Accordingly, a provision has been reported to reflect unsettled workers compensation claims (statutory and additional compensation schemes).

The workers compensation provision is based on an actuarial assessment of the outstanding liability as at 30 June 2024 provided by a consulting actuary engaged through the Office of the Commissioner of Public Sector Employment.

The additional compensation scheme provides continuing benefits to workers who have suffered eligible work-related injuries and whose entitlements have ceased under the statutory workers compensation scheme. Eligible injuries are non-serious injuries sustained in circumstances which involved, or appeared to involve, the commission of a criminal offence, or which arose from a dangerous situation.

There is a significant degree of uncertainty associated with estimating future claim and expense payments and also around the timing of future payments due to the variety of factors involved. The liability is impacted by agency claim experience relative to other agencies, average claim sizes and other economic and actuarial assumptions.

In addition to these uncertainties, the additional compensation scheme is impacted by the limited claims history and the evolving nature of the interpretation of, and evidence required to meeting, eligibility criteria. Given these uncertainties, the actual cost of additional compensation claims may differ materially from the estimate.

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7.4. Other liabilities

	2024	2023
	\$'000	\$'000
Current		
Deposits held - purchased leave	83	49
Unclaimed monies	3	3
Unearned revenue	7	7
Accommodation incentive	248	73
Total current other liabilities	341	132
Non-current		
Accommodation incentive	1 389	330
Total non-current other liabilities	1 389	330
Total other liabilities	1 730	462

Accommodation incentives relate to arrangements with DIT for the Minister's office and office accommodation.

8. Other disclosures

8.1. Equity

The asset revaluation surplus is used to record increments and decrements in the fair value of land and buildings to the extent that they offset one another. Relevant amounts are transferred to retained earnings when an asset is derecognised.

8.2. Cash flow

	2024	2023
	\$'000	\$'000
Reconciliation of net cash provided by operating activities to net result		
Net cash provided by / (used in) operating activities	10 918	(4 904)
Add / (less) non-cash items		
Net loss from disposal of property, plant and equipment	-	(637)
Depreciation and amortisation	(6 293)	(4 704)
Movement in assets and liabilities		
Increase/(decrease) in receivables	2 862	(847)
(Increase) in employee related	(5 379)	(1 782)
(Increase)/decrease in payables	(9 843)	599
Decrease/(increase) in provisions	2 386	(5 348)
(Increase) in financial liabilities	-	(199)
(Increase)/decrease in other liabilities	(1 268)	53
Net result	(6 617)	(17 769)

Total cash outflow for leases was \$5.9 million (2023: \$5.5 million).

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9. Outlook

9.1. Unrecognised contractual commitments

Commitments include operating, capital and outsourcing arrangements arising from contractual sources and are disclosed at their nominal value.

Contractual commitments to acquire property, plant and equipment.

Contractual commitments to acquire property, plant and equipment at the reporting date but not recognised as liabilities in the financial statements are payable as follows:

	2024	2023
	\$'000	\$'000
Within one year	384	1 800
Total contractual commitments to acquire property, plant and equipment	384	1 800

The department's capital commitments relate to the Keswick office relocation.

Other contractual commitments.

Commitments in relation to other contractual commitments contracted for at the reporting date but not recognised as liabilities in the financial statements are payable as follows:

	2024	2023
	\$'000	\$'000
Within one year	319 270	251 450
Later than one year but not longer than five years	472 375	401 625
Later than five years	220 243	78 889
Total other contractual commitments	1 011 888	731 964

The department's other contractual commitments are for contracted service agreements for out of home care, family support services, the non-lease components of South Australian Government Financing Authority (SAFA) vehicle rentals, private short-term residential leases and, MoAAs with the Department for Infrastructure and Transport for office accommodation and facilities.

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9.2. Contingent assets and liabilities

Contingent assets and contingent liabilities are not recognised in the Statement of Financial Position, but are disclosed by way of a note and, if quantifiable, are measured at nominal value.

Claims for unspecified damages have been lodged against the department during the year. Eligible claims are managed as part of DCP's participation in the State Government's insurance program. The Crown Solicitor's Office is negotiating with the claimants, on instruction from SAFA. A reliable estimate for the expenditure is required to settle these claims or whether they will be successful cannot be reasonably determined.

9.3. Events after the reporting period

No events after reporting date to report.

9.4. Impact of standards not yet effective

The department has assessed the impact of the new and amended Australian Accounting Standards and Interpretations not yet effective and does not expect these to have a material impact on the department's statements.

10. Measurement and risk

10.1. Fair value

AASB 13 *Fair Value Measurement* defines fair value as the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants, in the principle or most advantageous market, at the measurement date.

Initial recognition

Non-current tangible assets are initially recorded at cost or at the value of any liabilities assumed, plus any incidental cost involved with the acquisition.

Where assets are acquired at no value, or minimal value, they are recorded at fair value in the Statement of Financial Position.

Revaluation

Property, plant and equipment are subsequently measured at fair value after allowing for accumulated depreciation.

Non-current tangible assets are valued at fair value and revaluation of non-current assets or a group of assets is only performed when the fair value at the time of acquisition is greater than \$1.5 million and estimated useful life is greater than three years.

The department revalues its land annually. The department revalues its residential housing and leasehold improvements every six years via an independent certified practising valuer.

If at any time management considers that the carrying amount of an asset materially differs from its fair value, then the asset will be revalued regardless of when the last valuation took place.

Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amounts of the assets and the net amounts are restated to the revalued amounts of the asset.

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10.1 Fair value (continued)

Fair value hierarchy

The department classifies fair value measurement using the following fair value hierarchy that reflects the significance of the inputs used in making the measurements, based on the data and assumptions used in the most recent valuation:

Level 1: traded in active markets and is based on unadjusted quoted prices in active markets for identical assets or liabilities the entity can access at measurement date.

Level 2: not traded in an active market and are derived from inputs (input other than quoted prices included within level 1) that are observable for the asset either directly or indirectly.

Level 3: not traded in an active market and are derived from unobservable inputs.

The department's policy is to recognise transfers into and out of fair value hierarchy levels as at the end of the reporting period.

During 2023 and 2024, the department had no valuations categorised into level 1; there were no transfers of assets between level 1 and 2 fair value hierarchy levels and there were no changes in valuation technique.

The department measures all assets at level 3 with the exception of land, and a portion of residential buildings of \$7.78m which are valued at level 2.

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10.1. Fair value (continued)

Land

A desktop valuation of land was performed as at 30 June 2024 by a Certified Practising Valuer of JLL.

The fair value for land has been determined using the market approach. The market approach considered recent market evidence for comparable properties, size and location.

Residential accommodation housing

An independent valuation of residential accommodation housing was performed as at 30 June 2024 by a Certified Practising Valuer of JLL.

The fair value for residential and commercial buildings has been determined using the market approach. The market approach considered comparable market transactions, location, size and condition of property for values to be determined.

The fair value for specialised or restricted use land and buildings has been determined using the current replacement cost method, due to no active market existing. The current replacement cost considered the ongoing need for government services, restrictions to use of the asset, its specialised nature as well as the size, condition and estimated remaining useful life.

Construction materials were a key component of the current replacement cost method. Material costs were determined based on current market prices with consideration given to remoteness of asset location, materials needed, transport, labour, design and construction costs.

Leasehold Improvements

An independent valuation of leasehold improvements was performed as at 30 June 2024 by a Certified Practising Valuer of JLL.

The fair value for leasehold improvements has been determined using the current replacement cost method, due to no active market existing. The current replacement cost method considered recent and comparable fit-out projects, fit-out density, size, layout, quality, conditions and estimated remaining useful life.

Computing, communications, furniture and equipment

All items of computing, communications, furniture and equipment had a fair value at the time of acquisition less than \$1.5 million. Computing, communications, furniture and equipment has not been revalued in accordance with APS 116.D. The carrying value of these items are deemed to approximate fair value.

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10.2. Financial instruments

Financial risk management

Risk management is managed by the department's legal services directorate. Departmental risk management policies are in accordance with the *SA Government Risk Management Guide* and the principles established in the Australian *Standard Risk Management Principles and Guidelines*.

The department's exposure to financial risk (liquidity risk, credit risk and market risk) is low due to the nature of the financial instruments held.

Liquidity risk

The department works with DTF to determine the cash flows associated with its Government approved program of work and to ensure funding is provided through SA Government budgetary processes to meet the expected cash flows.

Refer to note 7.2 for further information.

Credit risk

The department has policies and procedures in place to ensure that transactions occur with customers with appropriate credit history.

No collateral is held as security and no credit enhancements relate to financial assets held by the department.

Impairment of financial assets

Loss allowances for receivables are measured at an amount equal to lifetime expected credit loss using the simplified approach in AASB 9. The department uses an allowance matrix to measure the expected credit loss of receivables from debtors that are external to SA government.

To measure the expected credit losses, receivables are grouped based on the days past due. When estimating expected credit loss, the department considers reasonable and supportable information that is relevant and available without undue cost or effort. This includes both quantitative and qualitative information and analysis, based on the department's historical experience and informed credit assessment, including forward-looking information.

The maximum period considered when estimating expected credit losses is the maximum contractual period over which the department is exposed to credit risk.

The expected credit loss of South Australia government debtors is considered to be nil based on the external credit ratings and nature of the counterparties.

Loss rates are calculated based on the probability of a receivable progressing through stages to write off based on the common risk characteristics of the transaction and debtor.

The following table provides information about the exposure to credit risk and expected credit loss for non-government debtors.

	Debtor gross carrying amount \$'000	Loss %	Lifetime expected \$'000
Current (not past due)	255	0%	-
1 – 30 days past due	13	0%	-
31 – 60 days past due	18	0%	-
61 – 90 days past due	3	0%	-
More than 90 days past due	3 057	7%	205
Loss allowance	3 346		205

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10.2. Financial instruments (continued)

Loss rates are based on actual history of credit loss, these rates have been adjusted to reflect differences between previous economic conditions, current conditions and the department's view of the forecast economic conditions over the expected life of the receivables.

Impairment losses are presented as net impairment losses within net result, subsequent recoveries of amounts previously written off are credited against the same line item.

Trade receivables are written off when there is no reasonable expectation of recovery. Indicators that there is no reasonable expectation of recovery include the failure of a debtor to enter into a payment plan with the department and a failure to make contractual payments for a period of greater than 90 days past due.

The allowance for impairment was recognised in other expenses for specific debtors and debtors assessed on a collective basis for which such evidence existed.

No impairment losses on the department's receivables arose from the department's contracts with customers. No impairment losses were recognised in relation to contract assets during the year.

Cash and cash equivalents

The department considers that its cash and cash equivalents have low credit risk based on the external credit ratings of the counterparties and therefore the expected credit loss is nil.

Market risk

The department does not trade in foreign currency, nor enter into transactions for speculative purposes, nor for hedging. There is no exposure to foreign currency or other price risks.

Categorisation of financial instruments

Details of the significant accounting policies and methods adopted including the criteria for recognition, the basis of measurement, and the basis on which income and expenses are recognised with respect to each class of financial asset, financial liability and equity instrument are disclosed in the respective financial asset/financial liability note.

All financial liabilities are measured at amortised cost with the exception of lease liabilities for right of use assets. Lease liabilities for right of use assets are measured via discounting lease payments using either the interest rate implicit in the lease (where it is readily determined) or Treasurer's incremental borrowing rate.

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11. Administered items

Minister's salary and allowances

Administered items are for the Minister's salary and allowances pursuant to *Parliamentary Remuneration Act 1990*. Appropriation in administered items is reported on an accrual basis.

Social Workers Registration Scheme

In 2022-23, *\$516 000 relates to the funding and transfer of funds for the Social Workers Registration Scheme to manage a registration system for social workers and to encourage the maintenance of high professional standards of both competence and conduct by registered social workers. For 2023-24, \$1.38 million was paid directly to the department via appropriation (refer note 2.1) for funding the Social Workers Registration Scheme.

	2024 \$'000	2023 \$'000
Administered Income		
Appropriation*	365	897
Total administered income	<u>365</u>	<u>897</u>
Administered Expenses		
Employee related	396	383
Transfer to the Department*	-	516
Total administered expenses	<u>396</u>	<u>899</u>
Net result	<u>(31)</u>	<u>(2)</u>

	2024 \$'000	2023 \$'000
Administered Assets		
Accrued revenue	-	38
Total administered assets	<u>-</u>	<u>38</u>
Administered Liabilities		
Payables	31	-
Total administered liabilities	<u>31</u>	<u>-</u>
Net assets	<u>(31)</u>	<u>38</u>