

Preventing, and responding to allegations of, child sexual abuse occurring on out-of-home care

Out-of-home care service providers

1. RECRUITMENT, ASSESSMENT AND TRAINING OF CARERS AND STAFF IN RESIDENTIAL CARE

INFORMATION REQUIRED	BACKGROUND	ATTACHMENTS
<p>a. Screening of carers and staff as well as carers' household members. For example, working with children check and criminal checks.</p>	<p>MacKillop Family Services' Policies and Procedures provide guidance for the screening of carers, staff and carers' household members. Paid staff are recruited, selected and appointed according to Human Resources procedure HR-P-001 – Recruitment Selection & Appointment of Employees (Att 1) and HR-P-002 Appointment of Casual Staff Procedure (Att 2). These procedures apply to all people recruited by MacKillop and include processes for working with children and police checks.</p> <p>The procedures are put in practice using HR-F-014 Recruitment and Selection Guidelines (Att 3), which is a checklist for operationalising human resources procedures cited above.</p> <p>The procedures relating to the screening of volunteer carers and carers' household members are specific to the states MacKillop works in. Procedures for NSW can be found in procedure NSW-P-009-Foster Carer Recruitment (Att 4); for Victoria in OHC-P-051 Home Based Carer Recruitment Procedure (Att 5) and OHC-P-052 Home Based Carer Assessment Training and Accreditation (Att 6); and for WA in the WA Services – OOHC Business Analysis document (Att 7).</p>	<p>Att 1 - HR-P-001 – Recruitment Selection & Appointment of Employees</p> <p>Att 2 - HR-P-002 Appointment of Casual Staff Procedure</p> <p>Att 3 - HR-F-014 Recruitment and Selection Guidelines</p> <p>Att 4 - NSW-P-009 – Foster Carer Recruitment</p> <p>Att 5 - OHC-P-051 Home Based Carer Recruitment Procedure</p> <p>Att 6 - OHC-P-052 Home Based Carer Assessment Training and Accreditation</p> <p>Att 7 - WA Services – OOHC Business Analysis: Section 2.1 Carer Enquiry and Recruitment</p>
<p>b. Assessment of carers and staff.</p>	<p>In NSW, carers are assessed using procedures set out in NSW-P-010 Foster Carer Pre Service Training and Assessment (Att 8) and NSW-P-011 Foster Carer Authorisation Procedure (Att 9).</p>	<p>Att 8 - NSW-P-010 – Foster Carer Pre Service Training and Assessment</p> <p>Att 9 - NSW-P-011 – Foster Carer Authorisation Procedure</p>

	<p>In Victoria, carers are assessed against procedures OHC-P-052 Home Based Carer Assessment Training and Accreditation (Att 6) and this is recorded in the checklist contained in OHC-F-100 Carer Accreditation Process Approval (Att 10).</p> <p>The ‘Step by Step’ competency based assessment tool is used in for carers in NSW and Victoria.</p> <p>In WA carers are assessed using the procedure in WA Services – OOHC Business Analysis (Att 7) Section 2.2 Assessment and Registration of Carers.</p> <p>Staff across the organisation are assessed according to procedures in HR-P-001 – Recruitment Selection & Appointment of Employees (Att 1). Assessment procedures include behavioural interviewing by a panel, police and working with children checks, reference checks (minimum of two professional reference checks), and probationary periods for new employees.</p>	<p>Att 10 - OHC-F-100 Carer Accreditation Process Approval</p>
<p>c. Training of carers and staff in identifying signs of sexual abuse in children, encouraging disclosures and responding to those disclosures.</p>	<p>MacKillop is implementing the Sanctuary model of care, a therapeutic model of care focussing on trauma-informed responses throughout MacKillop. There are a number of ways a therapeutic care model encourages practice that acknowledges and understands the “symptoms” of past trauma, including sexual abuse. All MacKillop staff undertake Sanctuary training. The Sanctuary model creates an organisation-wide understanding of trauma and understanding that past experiences of trauma can manifest in the ways a young person behaves. Through Sanctuary training, staff can look for subtle and overt signs that a child or young person has been abused.</p> <p>MacKillop has induction, orientation, training, supervision and appraisal procedures to provide staff with ongoing skill development. These are HR-P-021 – Induction and Orientation Procedure (Att 11) and HR-P-016 – Managing for</p>	<p>Att 11 - HR-P-021 – Induction and Orientation Procedure</p> <p>Att 12 - HR-P-016 – Managing for Growth and Change</p>

	<p>Growth and Change (Att 12).</p> <p>MacKillop staff in NSW access relevant training at the Centre for Community Welfare Training (part of the Australian Community Workers Association).</p> <p>In Victoria, staff access training as part of the Residential Care Learning and Development Strategy (RCLDS) – a joint DHHS community sector initiative. Specific training includes ‘Managing Young People with Sexually Abusive Behaviours’ and ‘Working with Adolescents At Risk of Sexual Exploitation’ in which staff are trained in</p> <ul style="list-style-type: none"> • understanding what constitutes sexual exploitation (including models of exploitation, the role of technology in exploitation, organised versus more opportunistic forms of sexual exploitation) • redefining how we view young people's involvement in sexually exploitative situations (prostitution versus sexual exploitation) • what to look for (signs of sexual exploitative situations) and • how to respond (staff roles in addressing sexual exploitation). <p>While some staff have attended these training sessions, at this time neither of these training sessions is mandatory.</p> <p>In WA training is provided by the Department of Child Protection and Family Support.</p> <p>Additionally, all foster carers are required to complete the Shared Stories Shared Lives mandatory training which includes a module in identifying signs of sexual abuse in children, encouraging disclosures and responding.</p>	
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<p>d. How does the agency determine that National Standard 12 is implemented and monitored?</p> <p><i>Carers are assessed and receive relevant ongoing training, development and support, in order to provide quality care.</i></p>	<p>MacKillop is accredited in each jurisdiction of operation against state standards, determined by the relevant community/human services departments (DHHS in Victoria, DCP in WA, or other government bodies, ie, Children’s Guardian in NSW).</p> <p>Training, development and support of all MacKillop staff is reviewed through regular supervision (monthly) and annual review appraisal (HR-P-016 – Managing for Growth and Change (Att 12) and recorded in HR-F-002 MacKillop Work and Development Plan Template (Att 13). Compliance is measured through periodic internal and external audits.</p> <p>In NSW, active foster carers and kinship carers receive monthly supervision and annual review that includes an assessment of training and development needs (NSW-M-001 OOHC Practice Manual – Sections 16 and 17 (Att 14). This is recorded in NSW-F-003 Carer Support and Supervision Record (Att 15)). In addition, file audits (conducted by the Children’s Guardian) assess foster carer training records.</p> <p>In Victoria, active foster carers receive monthly supervision and annual review that assesses training and development needs (OHC-P-053 Home Based Carer Supervision and Support (Att 16), OHC-P-054 Home Based Carer Annual Review and Reaccreditation (Att 17)).</p> <p>In WA it is a requirement that the relevant case manager provided monthly supervision and an annual review for all foster carers (2.3.4 Carer Management and Reviews, WA Services - OOHC Business Analysis (Att 7)).</p>	<p>Att 12 - HR-P-016 – Managing for Growth and Change</p> <p>Att 13 - HR-F-002 MacKillop Work and Development Plan Template</p> <p>Att 14 - NSW-M-001 OOHC Practice Manual</p> <p>Att 15 - NSW-F-003 Carer Support and Supervision Record</p> <p>Att 16 - OHC-P-053 Home Based Carer Supervision and Support</p> <p>Att 17 - OHC-P-054 Home Based Carer Annual Review and Reaccreditation</p> <p>Att 7 - WA Services - OOHC Business Analysis- 2.3.4 Carer Management and Reviews</p>
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<p>e. Does your agency have any other mechanisms to assess the effectiveness of the recruitment, assessment and training of carers and staff in residential care?</p>	<p>At an individual level MacKillop level, MacKillop’s probation process effectively assesses the effectiveness of the recruitment of carers and staff in residential care.</p> <p>At a systemic/organisation level MacKillop assesses the effectiveness of recruitment, assessment and training using a range of measures including recording and reporting on staff turnover and recording and noting increases or decreases in complaints against staff. Monthly reports including this data are provided to the MacKillop Executive of the organisation.</p> <p>Training of residential care workers in Victoria is overseen by the Residential Care Learning and Development Strategy (RCLDS) – a joint DHHS / community sector initiative. Oversight of the strategy is provided by a Reference Group comprising DHHS, community sector and peak body representatives. Each training session, including ‘Managing Young People with Sexually Abusive Behaviours’ and ‘Working with Adolescents At Risk of Sexual Exploitation’ includes participant feedback mechanisms which are aggregated and reported to the RCLDS Reference Group. MacKillop is represented on the Reference Group and provides feedback on training needs and additional feedback on the effectiveness of training for residential staff.</p>	
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2. MONITORING OF CHILDREN IN OUT-OF-HOME CARE

INFORMATION REQUIRED	BACKGROUND	ATTACHMENTS
<p>a. Who monitors children in out-of-home care, how is that monitoring carried out and with what frequency does it occur?</p>	<p><u>Internal monitoring</u></p> <p>NSW The Children’s Guardian audit standards require MacKillop case manager visits to children and young people in care every 4 to 6 weeks, and require that file notes be kept that record visits.</p> <p>Victoria Consistent with the DHHS program guidelines for residential care and home-based care, practice is for case managers to meet with children/young people in foster care and residential care at least once every four weeks. In therapeutic residential care, case managers meet with young people every week or fortnight.</p> <p>Western Australia Current practice in our therapeutic services is for the case manager to meet with the child or young person (at least) weekly.</p> <p><u>External monitoring</u></p> <p>NSW External monitoring of children and young people is undertaken by FACS child protection workers prior to case management transferring to the organisation. In addition, the NSW Children’s Guardian visits residential care homes two or three times a year for the first three years following registration.</p> <p>Victoria The Child Protection Case Practice Manual recommends that Child Protection practitioners will routinely have direct contact with each child for whom they are responsible placed in out of</p>	

	<p>home care. Generally, for an allocated case, fortnightly contact would be a reasonable minimum, and more, or less, frequent contact will occur where appropriate to the child's best interests.</p> <p>Additionally, the Victorian Commission for Children and Young People is currently running a pilot Community Visitors scheme in residential care. MacKillop is participating in the pilot.</p> <p>WA Allocated Child Protection staff, with case management responsibility, provide additional monitoring of placement including regular visits to placement.</p>	
<p>b. Practices which your agency has adopted in order to encourage disclosure by children of sexual abuse in out-of-home care.</p>	<p>MacKillop is implementing the Sanctuary model of care, a therapeutic model of care focussing on trauma-informed responses throughout MacKillop. There are a number of ways a therapeutic care model can create safe communication spaces between staff members and children. These include the practice of open communication, knowledge of attachment theory, community meetings, safety planning and self-care planning. All MacKillop staff are trained in the Sanctuary model and supported to practice open communication techniques in practice.</p> <p>Additionally, MacKillop encourages and supports children and young people in our care to have a say about issues that affect them. In our view, creating mechanisms for open communication assists in building trust with children and encourages them to feel safe disclosing abuse.</p> <p>The ways we build open communication include the complaints procedure (CO-P-001 Client Complaints Procedure, Att 18), Youth Advisory Groups and the web based client survey tool 'Viewpoint' (CO-P-050 Viewpoint, Att 19).</p>	<p>Att 18 - CO-P-001 Client Complaints Procedure</p> <p>Att 19 - CO-P-050 Viewpoint</p>

	<p>MacKillop’s Youth Advisory Groups are regionally based, and provide young people living in residential care with an opportunity to speak with members of the senior management team about issues of concern to them. The groups are chair by the General Manager Out of Home Care. The Youth Advisory Groups also give MacKillop the opportunity to ask young people directly about their experiences of care and consult with them on relevant issues.</p> <p>Web-based feedback system, Viewpoint, was developed by social work practitioners specifically for use in the child, youth and family sector. Viewpoint is a feedback tool that can be modified to suit organisational need. MacKillop uses Viewpoint to seek feedback from clients about their care and interactions with MacKillop, in the domains of safety, communication, being informed, respect, influence/participation, responsiveness and reliability.</p> <p>Viewpoint allows young people to provide feedback on a number of issues, including how safe they feel and whether staff listen to them. Staff are able to engage with individual clients on areas of concern as results are available to case workers in “real time”.</p> <p>These methods of open communication are intended to create a trusting environment in which children and young people can talk in safety and with trust with staff members and carers both in and outside of their immediate placement.</p>	
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<p>c. What is the mechanism by which other authorities for example law enforcement, health and schools exchange information with the out-of-home care agency about risks of sexual abuse of the child in care?</p>	<p>At an agency level, in Victoria, MacKillop staff share information with other agencies about the risks of sexual abuse of children in care through care team meetings.</p> <p>At the systemic level in Victoria, there are a number of mechanisms for sharing information including the enabling provisions of the Privacy Act and recent introduction of failure to disclose and failure to protect measures.</p> <p>At the systemic level in NSW Chapter 16A of the <i>Children and Young Persons (Care and Protection) Act 1998</i> authorises agencies and NGOs to share information that helps deliver services and supports to promote the safety, welfare and wellbeing of a child or young person. “Designated” and “Prescribed” agencies are able to exchange information without consent, if they believe it to be in the child’s best interests and meet the child’s needs.</p> <p>There are no equivalent processes for sharing information in Victoria or WA, although less formal processes exist. It would be expected that members of the Care Team would be in regular contact with one another and would be able to report any concerns to a MacKillop staff member.</p>	
<p>d. Is there a requirement that your agency as an out-of-home care provider be accredited, registered or licensed or otherwise be subject to conditions about the provision of out-of-home care? If so, please describe those requirements?</p>	<p>Each state MacKillop operates in has a different accreditation scheme.</p> <p>In NSW MacKillop is required to be accredited against the NSW Standards for Statutory Out-of-Home Care. This is assessed by the Children’s Guardian. This occurs every five years and takes the form of a formal large scale audit. It is followed by periodic surveillance audits.</p> <p>In Victoria, MacKillop is required to be accredited against the Victorian Department of Human Services Standards. Assessment is undertaken by an independent auditing body</p>	

	<p>Quality Innovation Performance (QIP). This occurs every three years and includes an audit and surveillance audits, and periodic self-assessment.</p> <p>In WA, MacKillop works within the requirements as set out in the Better Care Better Services Standards. Accreditation is assessed by the WA Department of Child Protection. Formal external review will be undertaken by DCP at the point at which MacKillop reaches the required threshold in the number of children and young people placed. As MacKillop only commenced service provision in WA in February 2014, at the time of writing we had not reached this threshold. Once this is achieved it is followed by annual self-assessments against the standards submitted to DCP and periodic external review.</p>	
<p>e. What mechanisms are there for children in out-of-home care to talk to someone outside the immediate out-of-home care placement?</p>	<p>There are a number of formal and informal mechanisms for children and young people in out-of-home care to speak with people outside the immediate placement.</p> <p>Across MacKillop, mechanisms available include contact with the Complaints Officer, via the website, telephone, email and social media. The mechanisms are communicated to all young people entering out of home care with a brochure titled “Children and Young Persons Feedback and Complaint Brochure” (Att 20). The brochure also includes contact details for external bodies for making a complaint (The Ombudsman (Victoria), The Ombudsman (New South Wales), The Disability Services Commissioner (Victoria), Advocate for Children in Care (Western Australia). A child or young person will also be encouraged to have ongoing communication with members of their care team.</p> <p>Members of MacKillop senior management make regular visits to residential care homes, sharing a meal with young people on a regular basis to ensure that vertical lines of communication are open to young people in residential care.</p>	<p>Att 20 - CO-F-001 Children and Young Persons Feedback and Complaint Brochure</p>

	<p>Children and young people in foster care have regular contact with their MacKillop case worker and their State appointed Child Protection worker.</p> <p>Additionally, there are mechanisms in specific jurisdictions that enable children and young people in out-of-home care to talk to someone outside the placement. For example, in NSW the Ombudsman's Community Visitors program involves community visitors who can drop in to a residential care home at any time. During that visit they can talk to young people and record their needs. A community visitor can visit approximately once every three months</p> <p>In Victoria, a young person can initiate contact with the Commission for Children and Young People. Contact details for the Commission are displayed prominently throughout residential care homes. Telephone numbers are displayed at all residential homes.</p> <p>Additionally, in Victoria an Independent Visitors Scheme being piloted by the Commission for Children and Young People.</p> <p>In WA children and young people in care can contact the Advocate for Children in Care.</p>	
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3. SYSTEMS, POLICIES, PRACTICES AND PROCEDURES FOR REPORTING ALLEGATIONS

INFORMATION REQUIRED	BACKGROUND	ATTACHMENTS
<p>a. What are the requirements or practices for reporting allegations of child sexual abuse within the agency?</p>	<p>Procedures for reporting allegations of child sexual abuse within the agency are described in CO-P-008 – Incident Reporting and Review (Att 21). This procedure applies to the reporting of all critical incidents including allegations of sexual abuse. The procedure applies to all MacKillop staff in Victoria, NSW and WA.</p> <p>The response to allegations of child sexual abuse is set out in CO-P-014 – Responding to allegations of abuse from clients of MacKillop Family Services (Att 22). In Victoria the procedure reflects the DHHS (formerly DHS) ‘Guidelines for responding to quality of care concerns in out-of-home care’ which outlines a joint community service organisation / DHHS screening and investigation process.</p> <p>Requirements specific to NSW are set out in in NSW-P-003 – Mandatory Reporting (Att 23) and NSW-P-004 Responding to allegations of abuse and complying with Reportable Conduct obligations (Att 24).</p> <p>In WA the practice for reporting allegations is contained in WA Services – OOHCB Business Analysis: Section 2.5 on Allegations or Complaints Against Carers or Agency Workers (Att 7).</p>	<p>Att 21 - CO-P-008 – Incident Reporting and Review</p> <p>Att 22 - CO-P-014 – Responding to allegations of abuse from clients of MacKillop Family Services</p> <p>Att 23 - NSW-P-003 – Mandatory Reporting</p> <p>Att 24 - NSW-P-004 Responding to allegations of abuse and complying with Reportable Conduct obligations</p>

<p>b. What are the requirements or practices for reporting allegations of child sexual abuse outside of the agency?</p>	<p>MacKillop Family Services follows procedures for reporting allegations of child sexual abuse outside the agency, as described in CO-P-008 – Incident Reporting and Review (Att 21) and CO-P-014 – Responding to allegations of abuse from clients of MacKillop Family Services (Att 22).</p> <p>As noted above, NSW has additional requirements and these are set out in NSW-P-003 – Mandatory Reporting (Att 23) and NSW-P-004 Responding to allegations of abuse and complying with Reportable Conduct obligations (Att 24).</p>	<p>Att 21 - CO-P-008 – Incident Reporting and Review</p> <p>Att 22 - CO-P-014 – Responding to allegations of abuse from clients of MacKillop Family Services</p> <p>Att 23 - NSW-P-003 – Mandatory Reporting</p> <p>Att 24 - NSW-P-004 Responding to allegations of abuse and complying with Reportable Conduct obligations</p>
<p>c. What data is collected of these reports?</p>	<p>MacKillop Incident Reports collect a range of data. See the Incident Report template (Att 25) for a full list of data recorded.</p> <p>In NSW, MacKillop staff are required to collect information that is reported to the Ombudsman. MacKillop completes Part A of the Notification Form and forwards to Ombudsman within 30 days of receiving an allegation of reportable conduct. Part B of the Notification Form is completed when the investigation is finalised. Both documents are accessed from the Ombudsman website. Additional material is collected (NSW-F-052 Record of Discussion – Template (Att 26), NSW-F-053 Initial Response and Risk Assessment – Template (Att 27)).</p>	<p>Att 25 - Incident Report Template</p> <p>Att 26 - NSW-F-052 Record of Discussion - Template</p> <p>Att 27 - NSW-F-053 Initial Response and Risk Assessment - Template</p>
<p>d. With which agencies or authorities does your agency exchange information about these reports?</p>	<p>In each jurisdiction of practice, there are different agencies with which MacKillop will share information about a report of abuse.</p> <p>In NSW, MacKillop shares information about a report of abuse with NSW Police, the NSW Ombudsman and the Department of Family and Community Services.</p> <p>In Victoria, information about a report of child abuse is exchanged with Victoria Police and the Department of Health and Human Services.</p>	

	In WA information about a report of child abuse is shared with the Department of Child Protection and Family Support. Responsibility for contacting the Police resides with the Department.	
e. Merits of a consistent national approach.	As noted in MacKillop's submission to the Royal Commission on Working With Children Checks (Att 29) , MacKillop is supportive of consistent national approaches, especially if they improve efficiency and reduce administrative burden. We support measures to further nationally consistent child safe standards to further nationally consistent practice. In addition to working with children check harmonisation, there is scope to implement nationally consistent approaches to the central registration of direct care staff and volunteers, mandatory reporting, independent oversight in residential care (community visitor initiatives) and information sharing between nominated agencies.	Att 29 - MacKillop Submission to the Royal Commission on Working with Children Checks.

4. SYSTEMS, POLICIES, PRACTICES AND PROCEDURES FOR RESPONDING TO ALLEGATIONS

INFORMATION REQUIRED	BACKGROUND	ATTACHMENTS
<p>a. What does the agency do about each allegation of child sexual abuse of a child in out-of-home care which is reported to them?</p>	<p>When an allegation of abuse of a child in MacKillop’s care is made, staff members follow the procedures set out in CO-P-14- Responding to allegations of abuse from clients of MacKillop (Att 22) and CO-P-008 Incident Reporting and Review (Att 21).</p> <p>The process to respond to an allegation made by a child or young person in residential care, foster care and kinship care in NSW is contained in NSW-P-004 Responding to allegations of abuse and complying with Reportable Conduct obligations, (Att 24).</p> <p>In WA the practice for reporting allegations is contained in WA Services – OOHC Business Analysis: Section 2.5 on Allegations or Complaints Against Carers or Agency Workers (Att 7). Following a notification form MacKillop the Department of Child Protection and Family Support (CPFS) will commence a “Safety and Wellbeing Assessment” (SWA) to classify and respond to the concerns. The SWA will determine if the concern is a “Standard of Care Concern” (ie: where the child is not at significant risk) or a “Safety and Wellbeing Concern” (ie: the child may be at risk of significant harm) and should take into account and consider the views of the MacKillop workers. CPFS are responsible for conducting the investigation although this will be put on hold if Police are required to investigate a criminal matter.</p>	<p>Att 21 - CO-P-008 – Incident Reporting and Review</p> <p>Att 22 - CO-P-014 – Responding to allegations of abuse from clients of MacKillop Family Services</p> <p>Att 24 - NSW-P-004 Responding to allegations of abuse and complying with Reportable Conduct obligations</p> <p>Att 7 - WA Services – OOHC Business Analysis: Section 2.1 Carer Enquiry and Recruitment</p>

<p>b. What data is collected about these actions?</p>	<p>MacKillop Incident Reports collect a range of data. See the Incident Report template (Att 25) for a full list of data recorded.</p> <p>In Victoria, further data is collected through the process of screening and investigation of incidents of abuse in accordance with the 'Guidelines for responding to quality of care concerns in out-of-home care' (DHHS formerly DHS). A range of data is collected in set templates that are included in the Guidelines, at key points in the screening and investigation process. These can be found in the original document at:</p> <ul style="list-style-type: none"> • Appendix C - Quality of care concern: Investigation planning group record • Appendix D - Quality of care concern: Report of concern outcome summary • Appendix E - Quality of care concern: Investigation outcome report • Appendix E.1 Quality of care concern: Investigation outcome report –review of recommendations/actions • Appendix F - Quality of care concern: Formal care review outcome report <p>In NSW detailed information is collected during the screening and investigation process. Data is collected in templates that reflect distinct stages in the process (NSW-F-052 Record of Discussion – Template (Att 26), NSW-F-053 Initial Response and Risk Assessment – Template (Att 27), NSW-F-054 Investigation Plan – Template (Att 28), NSW-F-055 Investigation Outcome Report – Template (Att 30), NSW-F-056 Actions Arising from Investigation Outcome Report – Template (Att 31)).</p> <p>MacKillop staff are required to collect information that is reported to the Ombudsman. MacKillop completes Part B of the Notification Form is completed when the investigation is finalised. The document is accessed from the Ombudsman website.</p>	<p>Att 25 - Incident Reporting Template</p> <p>Att 26 - NSW-F-052 Record of Discussion - Template</p> <p>Att 27 - NSW-F-053 Initial Response and Risk Assessment - Template</p> <p>Att 28 - NSW-F-054 Investigation Plan – Template</p> <p>Att 30 - NSW-F-055 Investigation Outcome Report – Template</p> <p>Att 31 - NSW-F-056 Actions Arising from Investigation Outcome Report – Template</p>
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<p>c. With which agencies or authorities does your agency exchange information about these responses?</p>	<p>MacKillop exchanges information about our responses to allegations with the Victorian Department of Human Services, the NSW Department of Family and Community Services and Ombudsman or the WA Department of Child Protection and Family Support.</p> <p>This information details the actions taken in response to an allegation of abuse.</p>	
<p>d. Merits of a consistent national approach.</p>	<p>In MacKillop's view nationally harmonised systems or national consistency would be of assistance to organisations operating in more than one jurisdiction.</p> <p>MacKillop acknowledges the range of different agencies involved in reporting and investigating allegations of child sexual abuse in the jurisdictions in which we operate. In our view the following two initiatives (one in Victoria and one in NSW) are good practice and could be considered for expansion into other jurisdictions.</p> <p>The joint approach between the DHHS and community service organisations to responding to allegations of abuse (as set out in the 'Guidelines for responding to quality of care concerns in out-of-home care') are a valuable means of screening and investigating allegations. The process, led by DHHS establishes clear roles and responsibilities, transparent processes and a comprehensive record of proceedings.</p> <p>In NSW, the oversight provided by the Ombudsman in the area of reportable conduct is a valuable feature of the system. In MacKillop's view, such an oversight mechanism would be a valuable addition in other jurisdictions. We note that the Commission for Children and Young People in Victoria is in the process of developing an equivalent system.</p>	

5. SYSTEMS, POLICIES, PRACTICES AND PROCEDURES FOR SUPPORTING CHILDREN WHO HAVE BEEN SEXUALLY ABUSED IN OOHC

INFORMATION REQUIRED	BACKGROUND	ATTACHMENTS
<p>a. What does your agency do to support children who have been sexually abused in out-of-home care including providing counselling, support services, specialist services, financial assistance or recompense while in care and after exiting care?</p>	<p>Children or young people who are abused in out-of-home care receive support in the form of referral to sexual assault crisis service (in NSW, the Rape Crisis Service and in Victoria the Centre for Sexual Assault and the Children’s Protection Society).</p> <p>Additional “wrap-around” support is provided to the child or young person through secondary consultation with carers. This is provided by MacKillop’s Principal Practitioner (all jurisdictions), Berry Street’s Take Two (Victoria only) and the Royal Children’s Hospital Gatehouse Centre (Victoria only).</p> <p>In NSW children and young people are referred to Victim’s Services NSW for compensation.</p> <p>Support for young people who have committed sexual offences and are also victims of sexual offences are referred to New St Adolescent Service.</p> <p>Culturally appropriate responses for Aboriginal children and young people are provided by Lakidjeka (in Victoria).</p>	

6. NATIONAL INITIATIVES

INFORMATION REQUIRED	BACKGROUND	ATTACHMENTS
a. What has your agency done to support outcomes 2.2, 6.1, 6.2 and 6.4 of the <i>National Framework for Protecting Australia's Children 2009-2020</i> ?		
2.2 Develop information sharing between agencies (cth, state, ngos)	Not applicable.	
6.1 Raise awareness of sexual exploitation and abuse	<p>MacKillop is actively involved in raising awareness of sexual exploitation and abuse. MacKillop provides advocacy on a range of issues of concern for the children, young people and families with whom we work. MacKillop actively raises awareness of issues of sexual exploitation and abuse by making contributions to policy development, inquiries, conferences and journals.</p> <p>Recently, MacKillop made a substantive submission to the Victorian Commissioner for Children and Young People to the Systemic Inquiry into Sexual Abuse and Sexual Exploitation in Residential Care 2014 (Att 32).</p>	Att 32 - MacKillop Submission to the Victorian Commissioner for Children and Young People to the Systemic Inquiry into Sexual Abuse and Sexual Exploitation in Residential Care
6.2 Enhance prevention	<p>In MacKillop's submission to the Royal Commission on Preventing Sexual Abuse of Children in Out-of-Home Care (Att 33) we describe the approach to enhancing prevention through a number of child-safe practices. MacKillop has adopted the principles set out by the Victorian Commissioner of Children and Young People (formerly the Child Safety Commissioner) in "A Guide for Creating a Child-safe Organisation".</p>	Att 33 - MacKillop submission to the Royal Commission on Preventing Sexual Abuse of Children in Out-of-Home Care

	<p>The principles include:</p> <ol style="list-style-type: none"> a. enabling and promoting participation of children b. ensuring the views of children and young people are heard within the organisation c. strong recruitment practices d. strong support, supervision and performance monitoring e. an open culture that encourages staff to speak up about concerns f. robust and thorough responses to concerns and allegations. <p>a. Enabling and promoting participation of children. Practice includes ensuring children and young people actively participate in their care team and supporting them to contribute to planning.</p> <p>b. Ensuring the views of children and young people are heard within the organisation. As outlined in the response to 2b and includes creating space for open communication through Sanctuary practices and providing opportunities for complaints and feedback through Viewpoint, Youth Advisory Groups and MacKillop's complaints process.</p> <p>c. Strong recruitment practices. See responses to question 1a.</p> <p>d. Strong support, supervision and performance monitoring. See responses to question 1b and 1c.</p> <p>e. An open culture that encourages staff to speak up about concerns. MacKillop is implementing the Sanctuary model of care, a therapeutic model of care focussing on trauma-informed responses throughout MacKillop. Sanctuary tools encourage open communication amongst staff, including Open Communication, community meetings and red flag meetings.</p>	
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	<p>f. Robust and thorough responses to concerns and allegations. See responses to questions 3a-d and 4a-c.</p> <p>While not directly relevant to Outcome 6.2, MacKillop has undertaken projects to improve responses and enhance prevention. MacKillop has developed an internal reporting framework that provides senior operational managers and executive leadership with detailed data to assess the quality of services and the safety of children and young people. Data included in monthly reports includes (but is not limited to) analysis of critical client incidents, the progress and outcomes of investigation underway, the responses to serious (“category one”) incidents and the progress of clients identified as “high risk”.</p>	
6.4 Survivors get treatment and support	<p>The experience of sexual abuse by a child or young person in our care will be recorded in their care planning documentation, and recovery strategies will be an essential component in care planning.</p> <p>Specific responses are further detailed in the response to 5a (see above).</p> <p>MacKillop’s Heritage and Information Service provides support to people who as children and mothers lived in the Homes of MacKillop’s founding Congregations. The Service provides supported access to records, facilitating family reunifications and playing a lead role in advocating for and raising community understanding of their experiences.</p>	