

If you have any questions, you can speak to someone at Standards Monitoring Unit at DCP on:

Phone: 9222 2795 or 9222 2598
Mobile: 0427 384 121
Email: smu@dcp.wa.gov.au

STANDARDS MONITORING

What's it all about?

The monitor who you met today is:

This book will answer some questions like:

What is Standards Monitoring?

Why do they want to talk to me?

What will they ask me?

What happens next?



Government of Western Australia
Department for Child Protection

Department for Child Protection
189 Royal Street
East Perth WA 6004
Telephone: (08) 9222 2555
Country free call: 1800 622 258
www.childprotection.wa.gov.au



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What is standards monitoring?

The Better Care, Better Services Standards explain how kids in care should be looked after. The monitors talk to people about the Standards, look at how well everyone around you is doing their job and write a report about what they find.

Standards monitoring is undertaken by people who work in the Standards Monitoring Unit of the Department for Child Protection (usually called DCP).

Why do they want to talk to me?

The monitors want to ask you about your case manager and people from DCP as well as about the care you get where you live. This helps them to find out what is working well and the things which can be improved.

The monitors would also like to find out if you have what you need to be happy and healthy.

The monitors don't tell anyone what you say, but they use your comments to get an idea of what to write in their report.

What will they ask me?

The monitors will ask you things like:

- Do you get to do fun things?
- Do you feel safe?
- Who would you talk to if you were worried about something?
- Do you get a say in what happens to you?

What happens next?

To help monitors work out if you are receiving the care and support you need, they often ask what other people think such as your:

- mum or dad;
- carers; and
- case manager.

The report written by the monitors is used by DCP to improve its services to children, their families and carers.

THANKS!

What you've got to say is important to us.