



ACT
Government
Community Services

(Ref: OCYFS 17/09)

Email: [REDACTED]

Dear [REDACTED]

I refer to your application under the *Freedom of Information Act 1989* (FOI Act), section 14, received by the Community Services Directorate on 17 August 2016, in which you requested the following documents:

*'An enumerated listing of all the documents held by the agency relating to **the enquiry** below, stating for each document:*

- a) the title/subject of the document;*
- b) the number of folios/pages in the document; and*
- c) the final approved date of the document (this may be called the authorised or sign-off date – I'm happy to have any available date that indicates document creation/update).*

The enquiry:

All current policies, directives, guidelines, checklists, training materials and other instructions for caseworkers and managers pertaining to:

- a) Planning and decision-making in relation to the process of physically removing from his/her home a child who is considered to be in need of care and protection;*
- b) The conduct of such removal including preparation steps leading up to removal, the removal itself, and all interactions with the child from the start of the process through until the placement of the child in a foster placement immediately following removal;*
- c) Support for the child during the removal process also through until the placement of the child in a foster placement immediately following the removal".*

Under the FOI Act, section 22, I am an officer authorised to make a decision in respect of a request for information.

Searches

The Directorate has identified 27 Child and Youth Protection Services (CYPS) documents meeting the scope of your request – please refer to **Attachment A**.

The documents identified include:

- a booklet entitled *Working together for kids – A guide for parents and families working with Care and Protection Services in the ACT*;
- 21 Practice Guidelines;
- 1 Practice Tool; and
- 3 information sheets.

A link to the online publication, *A step up for our kids: Out of home care strategy 2015-2020* has also been identified.

A number of Child and Youth Protection Services training courses and materials were identified that contain information relating to assessment processes and decisions around the removal of children. A list of these training courses and materials is provided at **Attachment B**.

Decision

It is my decision to release to you a list of the identified documents and information that fall within the scope of your request. This has been provided in **Attachment A** and **Attachment B**.

Review rights

My decision is reviewable under the Act. This means that if you are dissatisfied with this outcome you have a right to seek a review under section 59 of the Act. This right of review extends to a review of the adequacy of the search for documents undertaken by the Directorate. If you wish to seek a review you should write to:

Executive Director
Strategy, Participation and Early Intervention
Community Services Directorate
GPO Box 158
CANBERRA ACT 2601

You have 28 days from the day you receive this notification to seek a review of the outcome or such other period as the Executive Director permits.

Under section 54 of the Act, if you are concerned about the processing of your request or related administrative matters, you may make a complaint to the Ombudsman, who may conduct an independent investigation into your complaint. There is no fee for this, and the contact details are as follows:

The Ombudsman
GPO Box 442
CANBERRA ACT 2601

Online FOI Policy

I have assessed your request for information under the ACT Government's Online FOI Publication Policy (the policy) and have determined that this letter and the information provided to you will be published.

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform Mr Frank Zappia, Freedom of Information Officer on 6205 9292 immediately.

A copy of the policy is available online at:
http://www.cmd.act.gov.au/open_government/report/freedom_of_information_online

If you have any queries in relation to this matter, please contact Mr Frank Zappia, Freedom of Information Officer, on 6205 9292.

Yours sincerely



Tracy Chester
Senior Manager
Organisational Governance
16 September 2016

Attachment A

Freedom of Information ref: OCYFS 17/09

No.	Type	Title/Subject	Pages	Date.
1.	Booklet	Working together for kids – A guide for parent and families working with Care and Protection Services in the ACT	78	Feb 2014
2.	Practice Guideline	Receiving information at intake –sources of information about suspected abuse and/or neglect	2	Feb 2016
3.	Practice Guideline	Child concern report actions	3	Sep 2014
4.	Practice Guideline	Child concern report actions – providing or arranging support services	1	Sep 2014
5.	Practice Guideline	Emergency action	3	Jun 2015
6.	Practice Guideline	Emergency action – carrying out emergency action	3	Sep 2014
7.	Practice Guideline	Emergency action – actions following emergency action	3	Sep 2014
8.	Practice Guideline	Making a referral to Police including SACAT	2	Jul 2016
9.	Practice Guideline	Engaging with children and young people	2	Oct 2014
10.	Practice Guideline	Involving children and young people in decision making	1	Sep 2014
11.	Practice Guideline	Placement Planning Consultations	1	Feb 2016
12.	Practice Guideline	Carer assessment and linking panel	2	Mar 2015
13.	Practice Guideline	Making effective referrals	2	Sep 2014
14.	Practice Guideline	The ‘best interests’ of the child: principle and practice	2	Sep 2014
15.	Practice Guideline	Care and protection principles	1	May 2016
16.	Practice Guideline	Case conferences	1	Aug 2014
17.	Practice Guideline	Case management – planning and conducting a case conference	2	Sep 2014
18.	Practice Guideline	Case planning – domains	3	Oct 2014
19.	Practice Guideline	Managing risks	1	Sep 2014
20.	Practice Guideline	Protective factors child	2	Oct 2014

21.	Practice Guideline	Placing a child in a care placement and providing information to parties	2	Aug 2014
22.	Practice Guideline	Preparing for care placement	2	Apr 2016
23.	Practice Tool	Placement Planning and Matching Panel – Terms of Reference	3	8 Jul 2014
24.	Information Sheet	Out of home care: understanding separation and placement in pre-adolescence	2	Jun 2016
25.	Information sheet	Out of home care: understanding separation and placement for school age children	2	Jun 2016
26.	Information sheet	Out of home care: understanding separation and placement in pre-school age children	2	Jun 2016
27.	Online publication	A step up for our kids: Out of home care strategy 2015-2020 : http://www.communityservices.act.gov.au/ocyfs/out-of-home-care-strategy-2015-2020	56	

Attachment B

Freedom of Information ref: OCYFS 17/09

Child and Youth Protection Services training

No.	Title/Subject	Status	Format	Date
1	Information sharing	Current	eLearning intranet module	March 2016
2	Know your clients	Current	eLearning intranet module	September 2016
3	Introduction to compliance	Current	eLearning intranet module	January 2016
4	Engaging with children and parents through the appraisal process	Current	eLearning intranet module	October 2015
5	Risk Assessment	Under development	eLearning intranet module	Under development
6	Know your clients – worker safety	Under development	eLearning intranet module	Under development
7	Cumulative harm	Under development	eLearning intranet module	Under development
8	Emergency Action <ul style="list-style-type: none"> • apply the provisions of the <i>Children and Young People Act 2008</i> and Care and Protection Policy and Procedure with relation to taking emergency action • ensure the immediate physical safety of a child or young person where it is clear that the child/young person will otherwise be at risk of abuse or injury 	Current	Manual – 17 pages Slides – 75 pages	March 2010
9	Quality Decision Making <ul style="list-style-type: none"> • Understand the qualities and principles of good decision making and problem solving • Understand your decision making accountability including recording and communicating of decisions • Be more confident to make sound judgments using a range of tools and frameworks 	Current	Workbook – 31 pages Slides – 38 pages	May 2010

10	CPA – Care and Protection Assessments <ul style="list-style-type: none"> • Why are you doing a CPA? • Preparation and Planning • What information is relevant and why? • What does it all mean? • Thinking like an assessor 	Current	Slides – 51 pages	May 2016
11	RCAN – Responding to Child Abuse and Neglect – August 2016 <ul style="list-style-type: none"> • Achieve shared understandings of what constitutes abuse and neglect • Develop awareness of a community approach to responding to abuse and neglect • Understand legal obligations for reporting abuse and neglect as prescribed by the Children and Young People Act 2008 • Explore the importance of ‘informed reporting’ of abuse and neglect as a community partner 	Current	Outline – 2 pages Slides – 47 pages RCAN Booklet (available on the internet)	August 2016