Forging stronger partnerships to address homelessness

WA SAAP Protocols

Protocols between

SAAP services

and

Department for Child Protection

in order to improve linkages between

Department for Child Protection

and

SAAP services

IMPLEMENTED February 2008

FOREWORD

This protocol acknowledges the agreement between joint Commonwealth/State Supported Accommodation Assistance Program (SAAP) services and the Department for Child Protection (DCP) to work actively together. We do this to enhance operational relationships (strategic and local) to improve results for our mutual clients.

This protocol has been developed by the SAAP Protocols Project in consultation with a working party made up of SAAP sector representatives and staff from DCP.

A copy of this protocol will be distributed to all SAAP services and DCP offices in Western Australia.

DCP and SAAP services have a joint responsibility to ensure the needs of shared clients are addressed. This protocol follows the new framework which has been developed to redefine the important relationship between DCP and the sector. It places client need at the forefront and recognises that no one provider can impart the essential supports in isolation.

Improved communication between DCP and SAAP services at all levels will help us achieve better results for our mutual clients and improve the services we deliver.

This protocol looks at how we will consult and share information at two levels:

- overall strategic policy and planning; and
- local level service planning and management

This protocol will encourage specific local "working" agreements and further improve our working relationships and local linkages.

Protocols have also been developed with Crisis Care which provides the after hours service for the department.

A WA SAAP Protocols Project File has been developed for SAAP services which includes a guide and other information on how to develop local "working" agreements between agencies. Copies of all state SAAP protocols and further information on protocol development are available at:

http://www.community.wa.gov.au/Resources/Accommodation/Homeless+%28SAAP%29/Protocols.htm

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1. RATIONALE FOR THE PROTOCOL

Strong co-ordination between DCP and the SAAP services is necessary to both improve the outcomes for people requiring services, and to improve the quality of services provided.

DCP and SAAP services have a shared client group. This includes clients who are homeless or at risk of homelessness. It is also acknowledged that DCP and SAAP services have a shared responsibility for serving the needs of people who require the professional assistance of both SAAP and DCP services.

A collaborative relationship between SAAP services and DCP will ensure that common issues can be dealt with effectively to enhance the service received by clients.

The SAAP V Multilateral and Bilateral Agreements require the Department for Child Protection and WA SAAP services to encompass the SAAP V strategic priorities:

- increase involvement in early intervention and prevention strategies;
- provide better assistance to people who have a number of support needs; and
- provide ongoing assistance to ensure stability for clients post-crisis.

This protocol is a key mechanism to work towards achieving the strategic priorities of SAAP V and provides a context within which the Department for Child Protection and SAAP Services can work together.

This protocol provides a context within which departmental staff and funded services can work together to improve the outcomes and quality of service for clients.

Signed.....

Director General
Department for Child Protection

Date:.....7/7/08.....

2. THE AIMS OF THE PROTOCOL

The aims of the protocol between SAAP services and DCP are:

1. To improve outcomes for SAAP clients by enhancing the working relationship and communication between SAAP services and DCP.
2. To encourage SAAP and DCP services to develop enduring, local "working" agreements that support the intent and practices written in this document.
3. To provide a framework for services to develop local "working" agreements.
4. This protocol is not intended to and does not create any legally binding obligations between parties.

3. PRINCIPLES

1. The primary focus of the protocol is to advance the best interests of mutual clients through improved outcomes.
2. The agreements promoted within the protocol should be flexible and ensure the needs of all are considered.
3. The protocol intends to promote co-operation, respect and goodwill between DCP and SAAP services.
4. Both DCP and SAAP services will work positively to serve the needs of mutual clients. This may include the following strategies:
    - Ensuring open communication and relevant information is provided in a timely manner;
    - Actively developing and maintaining local working relationships;
    - Encouraging participation and input into the development of new initiatives;
    - Encouraging opportunities for combined learning and professional development; and
    - Encouraging practices based on the presenting needs of clients and incorporating a planned approach to meet those needs.

4. AGENCY DESCRIPTIONS

DEPARTMENT FOR CHILD PROTECTION

The Department for Child Protection provides funding to not for profit organisations to provide services to contribute to its desired outcomes as follows:

1. Children and Young people in the CEO's care receive quality care.

2. Children and Young people requiring protection are safe from abuse.

3. At risk families and individuals to resolve crisis and promote the safety and well being of themselves and their family members.

The Department works to contribute to the overarching goal of the government to enhance the quality of life and wellbeing of all people throughout Western Australia by providing high quality, accessible services.

An important program for achieving these goals is the Supported Accommodation Assistance Program (SAAP).

Supported Accommodation Assistance Program (SAAP)

The Supported Accommodation Assistance Program is a joint Commonwealth/State Government program that provides funds to not for profit organisations to help people who are homeless or at risk of homelessness, including women and children escaping domestic violence.

Program Management

The Strategic framework for SAAP consists of:

- *Supported Accommodation Assistance Act (1994)* – a Commonwealth Act, which provides the overarching legislative authority for the program;
- SAAP V Multilateral Agreement - between the Australian and State and Territory governments' sets out the financial and operational obligations of the parties to the Agreement; and
- SAAP V Bilateral Agreement – between the Australian Government and Western Australia Government details how the SAAP Program is delivered in Western Australia.

The overall aim of SAAP is to provide transitional supported accommodation and related support services to help homeless people or people at risk of homelessness to achieve the maximum possible degree of self-reliance and independence.

These services are comprised of:

- crisis and temporary accommodation and support for homeless single adults and families;
- refuges and outreach support services—for women with or without children who are victims of domestic violence crisis and temporary accommodation for young people;
- crisis and temporary accommodation for young people;

- support and counselling for young people at risk; and
- a range of other support services including meals.

SAAP services provide a range of assistance to homeless people including:

- providing crisis/transitional accommodation and support;
- assisting people to access other services such as employment, education, health services; and
- helping people to obtain longer term secure accommodation.

Domestic Violence Supported Accommodation Services

The domestic violence supported accommodation services provide support and crisis accommodation to women and children escaping domestic violence. Some services provide a whole of family approach and use strategies that address family violence. Services use a case management approach to service delivery that includes the development of support plans for clients where appropriate.

Domestic Violence Support Services

Domestic Violence Support Services provide a range of support services to victims of domestic violence. Individuals are assisted to assess their circumstances and relationships and make decisions and plans for the future. Community education may also be a component of domestic violence support services. Community awareness and knowledge of options and resources for dealing with domestic violence assists individuals, families, service providers and communities to address the problem more effectively.

Supported Accommodation Services for Young People

Supported accommodation services for young people can provide crisis or transitional accommodation to young people aged 15 to 25 years or under 15 years of age in exceptional circumstances. SAAP services provide a case management service to their clients where the SAAP service has an ongoing role with the young person.

Services for Young People

Services for young people include centre-based services, mobile services and drop in centres. Services are provided to disadvantaged young people between the ages of 12 and 18 years.

Supported Accommodation Services for Families and Single Adults

The supported accommodation services for families and single adults provide safe accommodation and/or support to people who are homeless or imminent risk of homelessness. People receiving accommodation are provided with a support plan to assist them to move to more stable long-term accommodation and reduce the likelihood of future homelessness.

Supported Accommodation Assistance Program: Day Centres

Day Centres provide meals and day care support services to people who are homeless, or living in inadequate accommodation on a low income or who are socially marginalised. Services provide a safe environment and support through the provision of meals, day activities, counselling and assistance to access other services e.g. Centrelink, Housing and Works etc.

Counselling Services

Counselling services are funded to help individuals and families assess their circumstances and relationships, make choices, decisions and plans for the future and develop skills and confidence to enable them to put their plans into effect. This occurs in discussion with trained counsellors, and may be in individual and/or group sessions and includes telephone counselling and therapy.

Framework to redefine the relationship between DCP and the Sector.

A New Framework has been developed to redefine the relationship between DCP, the Not for Profit, Non Government and Community Services Sector. The New Framework was developed and jointly agreed by representatives of DCP and the Not for Profit Sector.

The New Framework sets out to describe the important relationship between the Department and the Sector and commits us to working together for the benefit of mutual clients. The New Framework values resources, expertise and perspectives of both the Department and the Sector. It places the clients needs at the forefront and recognises that no one provider can impart the essential supports necessary in isolation.

Further information on the new framework can be accessed at **http://www.childprotection.wa.gov.au**

Responsibilities in meeting the needs of mutual clients

Both DCP and SAAP services have certain responsibilities in meeting the needs of mutual clients.

DCP is responsible for:

- supporting SAAP services through the assistance of Community Development and Funding Officers (CDFO) and the provision of opportunities for professional development through the Department's Learning and Development Unit [also known as Community Skills Training Centre (CSTC).
- working in co-operative partnerships with SAAP services regarding mutual clients.

SAAP services are responsible for:

- operating the service in accordance with the Service Agreement;
- complying with SAAP service standards and other standards related to their service; and
- working co-operatively with DCP and other SAAP services regarding mutual clients.

The service agreement also describes processes for addressing disputes between SAAP services and DCP, consumer complaints and breaches of the service agreement, including criminal breaches.

For further information on SAAP and SAAP funded services contact the Senior SAAP Policy Officer on (08) 9222 2641, or the Community Development and Funding Officer at the local Department for Child Protection office.

A list of all DCP District Officers is listed on Attachment 7

Copies of relevant reports can be obtained at:
http://www.childprotection.wa.gov.au

5. PROTOCOL GUIDELINES

The protocol negotiated between DCP and SAAP is described below in the Agreed Practice for Service Delivery Guidelines.

Agreed Practice For Service Delivery

Issue	Intent	Practice	Local Response
Access to SAAP accommodation and services.	Availability of accurate and up-to-date information about SAAP services. This is accessible through the DCP website, at www.childprotection.wa.gov.au	• District DCP officers will have up-to-date information on SAAP service descriptions and criteria. • Crisis Care and Salvo Care Line have information on vacancies for crisis, short–term accommodation in the metropolitan area for youth accommodation and domestic violence services. • DCP access to after hours and emergency consultation and referrals will be based on individual SAAP service agreements. There are variations between SAAP services to enable flexibility to reflect local service provision. More specific arrangements may be developed at the local level.	
SAAP clients receive timely and professional assistance.	Clear process for assessment and referral. Standardise referral practices.	• SAAP services will receive referrals from DCP and discuss the urgency and appropriateness of the referral and vice versa. Any special provisions will be addressed, eg case management responsibility, emergency requirements (food vouchers, transport), age of young people. • Client participation is required in the intake assessment process. • Common referral processes will be agreed at the local level. In particular, information required for thorough assessment will be addressed.	
Access to DCP.	Ensuring SAAP services have accurate information on how to access DCP.	• DCP provides a crisis, enquiry and referral service. Office hours as follows: ➢ Metro – Mon – Fri 8am – 5pm. ➢ Country – Mon – Fri 8.30am – 4.30pm • The first point of contact is through the Duty Officer. The Duty Officer will: ➢ Discuss options over phone or make an appointment. ➢ Refer to another DCP worker or service as appropriate. ➢ Undertake an assessment on a case by case basis including a consideration of the urgency. • Support is available through the Women's D/V help line and the Men's D/V help line. (See attachment 6) • The Community Development and Funding Officer (CDFO) can be contacted to discuss service issues. Agencies have autonomy in decisions in relation to intake and service provision.	

Issue	Intent	Practice	Local Response
Consultation services for after hours support.	SAAP services receive support after hours and in emergencies.	• After hours consultation is accessible to SAAP services in emergencies through Crisis Care (Further information is available in the SAAP/Crisis Care protocol). • Country arrangements for emergency services need to be discussed at the local level.	
Confidentiality	Clients and agencies to be advised of policy and practice.	• Each client is informed about confidentiality policies and practices, including limitations to confidentiality. • Limits to confidentiality may include: ➢ Legal reasons (e.g. subpoenas). ➢ Ethical reasons (e.g. the need to protect children). ➢ Obligations of *Freedom of Information Act 2000.* ➢ Where there is clear possibility of self harm or harm to others. Further information regarding confidentiality of notifier's identity is detailed in section 240 of *Children and Community Services Act 2004 (CCSA 2004) or go to: http://www.community.wa.gov.au/NR/rdonlyres/4D0AE058-4835-4AA0-A6CD-5660F70A1126/0/1711ProtectingChildrenweb.pdf*	
Releasing of client information.	SAAP services and DCP will share accurate client information at the point of referral.	• DCP and SAAP services are expected to provide detailed information about the situation which led to referral. Wherever possible, this should occur with the client's consent. • All relevant information including any known risk factors, specific needs, previous history, ongoing case work, concerns for children need to be disclosed and discussed at the point of referral. • Section 23 of the *CCSA 2004* enables the exchange of relevant information between DCP and a public authority, a corresponding authority, a service provider or an interested person. Relevant information means information that, in DCP's opinion, is or is likely to be relevant to the wellbeing, including safety, of a child/children or to perform a function under the *CCSA 2004.* Under Section 129 of the *CCSA 2004*, people who give information, in good faith, to DCP are protected from incurring any civil or criminal liability, from having breached any confidentiality imposed by law, or from having breached any professional ethics or standards.	

Issue	Intent	Practice	Local Response
Duty of Care	DCP have a Duty of Care to disclose all relevant information to assist SAAP services assess the level of risk in accommodating difficult to place clients.	• SAAP services may only accommodate someone who presents a risk to others when a risk management plan (formal or informal) has been developed and agreed upon between the client, SAAP service and DCP. • SAAP has autonomy in decision making in relation to intake and service provision as consideration will need to be made to house dynamics etc. • On referral the client is made aware of requirements and consequences should difficulties arise.	
Protection of Children (POC) (Refer to Attachment 3)	DCP will assess protection concerns *and discuss current* status when making referrals to SAAP agencies when protection concerns exist. Where it is alleged a child has been or is at risk of being harmed by the actions, inactions or inability of his/her parents or a person with parental responsibility, services are to consult and/or report matters to DCP.	• SAAP agencies may informally discuss protection concerns with the Duty *Officer.* • Referrals in relation to child protection concerns must be in writing. If it is a new referral and there is no current case manager the referral (faxed) must be sent to the DCP Duty Officer. If a SAAP client has a case manager the referral may be faxed or emailed to the case manager. *The DCP worker must* process in accordance with Departmental Policy and Procedures (or CC after hours). • The referring organisation will be provided with timely feedback and relevant information which will include: ➢ actions to be taken by DCP, if any; ➢ the grounds upon which the decision was made; ➢ the outcome of the child protection investigation (if undertaken); ➢ name of the contact person (prior to and after allocation); and ➢ consultation about further involvement with the referring organisation. • If the matter is not satisfactorily resolved refer to the Complaints Management System and the Resolution of Differences section on Page 12 of this protocol. • DCP will provide training and support in POC issues.	
Safety and Security	The location of DV refuges is to be treated as confidential.	• DCP to be aware of high security measures of DV refuges. • Only refuge staff are to disclose location upon acceptance of referral. • More detail to be developed at the local level eg appropriate location for contact visits	

Issue	Intent	Practice	Local Response
Special provision for unaccompanied young people under 15 years of age (Refer to Attachment 2)	Clear process for ensuring appropriate support and assistance for under 15s in SAAP accommodation services.	• SAAP services are able to accommodate under 15s in exceptional circumstances. • DCP is responsible for case management and coordination for under 15s in SAAP services. • Where appropriate, a Care Plan should be developed by the Department in collaboration with the young person, their parents/family and the service provider. • SAAP services and DCP jointly agree on case management/support plan for under 15 year olds. Such planning should occur as soon as practicable. If the young person has been committed to the provisional care of the CEO the care plan must occur within 7 working days after the child has been taken into care as per Section 39 of the *Children and Community Services Act 2004.* • After hours and emergency support will form part of case management plan.	
Provisions for unaccompanied young people aged 15-17 years (Refer to Attachment 2)	Clear process for ensuring support for 15-17 years old in SAAP accommodation.	• For young people 15 -17 years of age who are accommodated in a SAAP service and do not have the consent of their parent(s) or person with parental responsibilities, the 'provisions for under 15s' applies. DCP is responsible for case management coordination for a young person 15-17 where the young person is in the CEO's care. In this situation and wherever possible, DCP and SAAP services will establish agreements for the co-ordination of support services prior to accessing a SAAP service. Where this is not possible, such planning should occur as soon as practicable after the young person has accessed the service.	
Service Standards	Established standards on what needs to be done to ensure the best outcomes for clients.	• SAAP Services must work towards achieving the SAAP Service Standards as set out in the document, *SAAP Service Standards for Western Australia 2002.*	
Joint case management/ support planning.	Mutual clients receive appropriate support from SAAP and DCP while in SAAP services. Develop common agreement on continued case management responsibility on exiting SAAP.	• Where DCP has a case management role the SAAP agency will be involved in the planning of support. • DCP and SAAP services are to determine the continued the role of DCP at the time of acceptance of the referral. • Where appropriate DCP and SAAP service will jointly agree on an exit plan for continued support where DCP maintains case management.	

Issue	Intent	Practice	Local Response
	Openness and transparency is needed in decision making between stakeholders.	• Support and specialised services are provided in a co-ordinated and collaborative manner with maximum client input. • The confidentiality guidelines should be followed when working with other agencies. • More details to be developed at the local level around referrals, support and case management.	
Joint training opportunities for DCP and SAAP services.	Shared training opportunities for SAAP staff to attend DCP training. Promotion of training opportunities at CSTC, other short courses and workshops.	• SAAP services will invite DCP to training and professional development sessions where this is available and relevant. • DCP training opportunities will be extended to SAAP services wherever possible. • Models of training need to be flexible.	
Strengthen local networks and establish collaborative relationships between DCP and SAAP services	Local DCP and SAAP services understand and know what each agency can provide.	• Local DCP and SAAP services will arrange ways in which staff teams can meet and understand each working environment. This can involve networking forums, visits to local agencies and joint training.	
Resolution of differences – case matters.	Resolve differences speedily and professionally at local level. Identify points of contact.	• Staff involved will endeavour to resolve differences in a timely and professional manner. • In the first instance, workers are encouraged to discuss the matter with the officer they have been working with. • If workers are unable to resolve the issue, then line managers will become involved. The issue may also be discussed with the CDFO. If the dispute cannot be resolved at that level the matter should be referred to the District Director or equivalent. If the matter remains unresolved, the Department's Complaints Management Unit may be contacted on 9222 2594.	

6. IMPLEMENTATION OF THE PROTOCOL

3 STEP PROCESS

STEP ONE – Nominated officers

- The Department for Child Protection District Directors and SAAP service managers are responsible for the implementation of the protocol within their agencies.
- The officer in the Department for Child Protection who will assist with the implementation of the protocol on all levels will be the SAAP Special Project Officer - 9222 2801.
- Regular liaison between the senior officers and/or delegated staff will occur to share information and identify and address any issues that may arise.
- A nominated District Director will represent the Department at the quarterly Protocol Reference Group meetings.

STEP TWO – Implementation of the Protocol on a State Level

- The Department for Child Protection will email all SAAP services and District Offices with a copy of the revised state protocol and advise all files to be updated accordingly.
- A copy of the revised protocol will be updated on the SAAP web site at: www.community.wa.gov.au/Resources/Accommodation/Homeless+%28SAAP%29/Protocols.htm
- Every District office will encourage and support the development of local protocols and will develop processes for consultation and information sharing between DCP and SAAP services.
- Training will be provided by the Special Project Officer – SAAP on the development and implementation of the protocol as requested.

STEP THREE – Implementation of Local Protocols

- Department for Child Protection and SAAP service providers will develop protocols at local levels.
- Local protocols can be developed by using the Local Response section of section 5 of the state protocol.
- The SAAP Special Project Officer will assist in the development of local protocols as requested.
- Local protocols will include a method of implementing and revising the local protocol.

Evaluation

Further reviews of the protocol will be conducted every three years. The review process will involve the SAAP State Advisory Committee (SAAP SAC) and both DCP and representatives from SAAP funded services.

The evaluation framework will be developed by the Protocols Reference Group.

Any proposed amendments and/or additions to this protocol are to be circulated for comment with a reasonable period for feedback prior to agreement.

DCP Complaints Management System

The Department is committed to the impartial resolution of complaints. The Department works on a three tier model.

Tier 1 is where formal complaints are resolved in the first instance.

If the complaint is about a service delivered from a district office of DCP, the district director is delegated with the responsibility for resolution.

If the complaint is about a service delivered from a funded agency, resolution is attempted by the agency's Manager under that agencies complaint protocols. If resolution has not been achieved the complaint can progress to DCP's Director, Non Government Funding Administration. If there is no resolution at this level the complaint may proceed to Tier 2.

Tier 2 is the Department's Complaint Management Unit (CMU). CMU will investigate the complaint. If there is no resolution at this level the complainant may refer the issue to Tier 3.

Tier 3 is an external resolution process through independent bodies such as the Ombudsman's office.

NOTE:
Complaints covering decisions made about funding and purchasing of community services as part of a tendering process has its own appeals avenue. This is therefore not a complaint but an appeal.

Further information on DCP's Complaints Management System can be obtained from the Departments web site. www.childprotection.wa.gov.au

Resolution of Differences

SAAP services are to have policies, procedures and agreed interagency process in place to resolve differences and to address complaints.

A list of all SAAP services can be obtained from Attachment 6.

A list of all DCP Offices can be obtained from Attachment 7.

Attachment 1:
Abbreviations and Terminology

Agencies - includes government departments, commissions, authorities, local government authorities, as well as non-government organisations such as incorporated associations, businesses, etc.

Child abuse and neglect – occurs when a child has suffered harm or is likely to suffer harm that is significant and detrimental to his or her wellbeing as a result of physical, sexual, emotional and/or psychological abuse or neglect and the parents have not protected or are unlikely to protect the child from the harm or further harm. It also includes situations of neglect where a child is denied access to adequate care, effective medical, therapeutic or remedial treatment.

Children and Community Services Act 2004 (CCSA 2004) – the legislative basis that enables the Department for Child Protection to safeguard and promote the wellbeing of children and young people under the age of 18.

Child Protection Investigation – this is undertaken by the Department for Child Protection and/or the Western Australia Police. DCP conducts child protection investigations to determine whether a child is in need of protection (Section 28 (2) of the *Children and Community Services Act 2004* defines when a child is 'in need of protection'). The Police are involved when it is believed that a criminal offence may have occurred. In some instances, the investigation will be jointly undertaken between DCP and the Police.

Child in CEO's Care - A child is in the CEO's care if the child – (a) is in provisional protection and care; (b) is the subject of a protection order (time limited) or protection order (until 18); (c) is the subject of a negotiated placement agreement; or (d) is provided with placement services under section 32 (1) (a) of the *Children and Community Services Act 2004.*

CMU – Complaints Management Unit.

Collaborative relationship - working together for the benefit of the client.

Corresponding authority – means a person or body in another State or a Territory, or another country, that has functions corresponding to those of the CEO under the *Children and Community Services Act 2004.*

DCP - Department for Child Protection.

Exceptional circumstances – These are most likely to be occasions when emergency overnight accommodation or other suitable accommodation is required but not available.

Illegal act or criminal act – Any circumstance where the worker believes or has information which suggests the law has been broken and the matter is of sufficient weight to be referred to the police. Examples may include physical assault, sexual assault or sexual exploitation.

Interested person – means a person or body who or which, in the opinion of the CEO of the Department for Child Protection, has a direct interest in the wellbeing of a child or a class or group of children (section 23 of the Children and Community Services Act 2004).

Mutual client / shared client - could be either:

- a SAAP client who is engaged with both parties; or
- a client accessing a SAAP service and/or DCP who requires the services of the other party.

Parental responsibility – parental responsibility in relation to a child is defined in the *Children and Community Services Act 2004* to mean, 'all duties, powers, responsibilities and authority which, by law, parents have in relation to children'.

POC – Protection of Children.

Protocol - is an agreement between agencies to enable all parties to gain maximum benefits and outcomes.

Public authority – means (a) a department of the Public Service; (b) a State agency or instrumentality; (c) a local government or regional local government; or (d) a body, whether corporate or unincorporated, or the holder of an office, post or position, established or continued for a public purpose under a written law (section 3, Children and Community Services Act 2004).

Service Provider – means a person or body who or which
(a) provides or promotes social services; or
(b) conducts research and development,
under an agreement referred to in section 15 (1) of the *Children and Community Services Act 2004.*

SAAP – Joint Commonwealth/State Supported Accommodation Assistance Program.

SAC - SAAP State Advisory Committee.

Protection Order (Supervision) - A Protection Order (Supervision) may be granted by the Children's Court when it is determined that the child can continue to reside with her/his parents (or guardian) despite the existence of issues that need to be addressed either by the child or the parent. A child under a Protection Order (Supervision) is NOT in the CEO's care and parental responsibility is retained by the child's parents (or guardians).

Wellbeing – this term is defined in the *Children and Community Services Act 2004.* Wellbeing of a child includes, but is not limited to, the care, development, health and safety of the child.

Attachment 2:

Case Management Responsibilities for Unaccompanied Young People

Accommodating young people under 16 years of age has been a source of anxiety and confusion for SAAP service providers, due to the uncertainty of their legal roles and responsibilities in relation to a child's parent(s) or guardian. These guidelines address common issues that arise for SAAP services in their work with clients who are under 18 years of age.

There are legislative provisions under the *Children and Community Services Act 2004* that enable young people aged less than 18 years to be accommodated at SAAP Services. Depending on the circumstances, the age and developmental level of the young person, different sections of the *Children and Community Services 2004* would apply:

- Section 21 (1) (a) social services. For example, where the client requests the contact details of SAAP services and subsequently self-refers to the service.
- Placement Service under section 32 (1) (a). For example, where the DCP determines that the young person's wellbeing needs to be safeguarded or promoted and makes a referral to SAAP Services.
- Section 32 (1) (c) - negotiated placement agreement. This is a written agreement between DCP and the young person's parents. It can only occur where there are no child protection concerns, for a specific purpose and timeframe of up to three months. It is not intended to address the long term needs of the young person or the family.

Young people who are residing in SAAP Services under section 32 (1) (a) and section 32 (1) (c) of the *Children and Community Services Act 2004* are considered to be in the care of the Chief Executive Officer (CEO) of the Department for Child Protection (DCP). There are legislative provisions and Departmental policy and guidelines relating to children in the CEO's care, including the development of a Care Plan.

The Department for Child Protection has case management responsibility for any young person under 18 years who is in the care of the CEO and in SAAP services.

Case Management of Young People aged less than 15 years

Any young person under the age of 15 years who is homeless, or at imminent risk of homelessness, is considered by DCP to be at risk of significant harm. The department has responsibility for these young people and has developed specific guidelines for unaccompanied young people less than 15 years of age in SAAP services.

It should be noted that a placement service under s.32(1)(a) of the *Children and Community Services Act 2004* is an action of last resort and is not appropriate for children aged less than 15 years. Circumstances where placement services may be appropriate include the child refusing to return to parental care or parents refusing to have the child home or are not willing to enter into a negotiated placement agreement.

SAAP agencies should provide services to meet the immediate needs of the young person and inform DCP that the young person has been admitted as soon as practical. If the young person is admitted after hours then Crisis Care should be contacted.

DCP will complete a thorough assessment of the young person, their family if available, and their circumstances, to ensure the necessary planning and intervention is provided for the ongoing protection and well being of the young person. This will include case management

co-ordination and generic casework services. The department will attempt to negotiate for the young person to return to their family with appropriate supports if required or locate an alternative placement. In some circumstances, the agency the young person has approached may be considered the most appropriate placement.

DCP's endorsement of the placement and determination that the child should continue in the placement is made under Section 32(1) (a) of the *Children and Community Services Act 2004*, which places the child in the CEO's care, however, it must be noted that parental responsibility remains with the parent/s. Because of this the Department cannot provide approval for medical treatment, excursions or other activities. Where parents are not available and the matter is urgent or life-threatening, further discussions will need to take place with the Department.

The above procedures should be adhered to for all young people entering a SAAP service aged less than 15 years.

Case Management of Young People aged 15 years

A young person aged 15 years, who does not have the consent of their parent(s) or a person with parental responsibilities, to be accommodated by the service should be considered by the agency as at risk of significant harm and the procedures for young people aged less than 15 years (cited above) should be followed.

Young people aged 15 years, who are accommodated with the consent of their parent(s) or a person with parental responsibilities, may still be deemed at risk of significant harm for other reasons by the agency. In this instance, the SAAP agency will refer the young person to DCP.

DCP's endorsement of the placement and determination that the child should continue in the placement is made under Section 32(1) (a) of the *Children and Community Services Act 2004*, which places the child in the CEO's care, however, it must be noted that parental responsibility remains with the parent/s. Because of this the Department cannot provide approval for medical treatment, excursions or other activities. Where parents are not available and the matter is urgent or life-threatening, further discussions will need to take place with the Department.

Case Management of Young People aged 16 – 17 years

Where an agency admits a young person aged 16 years or greater but less than 18 years, who they believe is at risk of significant harm they will inform DCP.

DCP will assess each referral received.

Summary

Supported accommodation services for young people vary according to the service design and local operations. The particular target group and focus of each service may vary according to the needs of the community.

Attachment 3:
Guidelines regarding Child Protection adapted from the Reciprocal Child Protection Procedures[1]

The principles which underpin the reciprocal policies and procedures outlined below are based on the fact that children are more vulnerable and less powerful than adults and are thus entitled to protection by the state and the community. Over time government and non-government organisations have developed different skills and expertise which can be combined in partnership to provide the necessary protection and support for children at risk.

Objective

The objective of the reciprocal procedures is to identify the circumstances under which both government and non government organisations refer matters to the Department for Child Protection (DCP) where:

- child abuse or neglect has occurred;
- there is a high level of risk of child abuse or neglect;
- there is concern for the well-being of a child; and/or
- the coordination of services and the exchange of information are required.

Context

In March 2007, the Western Australian Government announced the introduction of legislation for the mandatory reporting of child sexual abuse by doctors, nurses, teachers and police. The legislation is currently being drafted by the State Solicitors Office.

There are currently targeted reporting laws which require the reporting of child abuse in Western Australia. Under the *Western Australian Family Court Act 1997*, court personnel, counsellors and mediators must report child abuse and may also report suspicions of child abuse in Family Court cases to the Department for Child Protection. Under the *Child Care Services Act 2007* there are regulations that require the reporting of the abuse of a child in a child care service to the CEO of DCP.

Keeping children safe from abuse and neglect is everyone's responsibility. All organisations have a duty of care requirement to report cases of child abuse or neglect or assault to either DCP and/or the Police depending on the nature of harm. Instances where a criminal offence may have occurred, irrespective of whether the abuse occurs within the family or has been perpetrated by someone outside the family, should be reported to the Police. Most organisations have internal procedures that govern the reporting of such events and which are consistent with the following principles:

When an ongoing risk of harm exists the organisations involved shall provide a co-ordinated and co-operative response to ensure the protection of the child. This approach acknowledges the diversity of expertise within organisations and their different responsibilities.

The exchange of information between organisations shall be conducted from within an ethical

[1] These procedures are taken from the *Reciprocal Child Protection Procedures between Princess Margaret Hospital, King Edward Memorial Hospital, Disability Services Commission, Education Department of WA, Alcohol and Drug Authority, Health Department of WA, WA Police Service, Ministry of Justice, Coronor's Court and The Department for Child Protection.*

framework based on the precept that shared information provided on a 'need to know' basis enhances a child's safety and leads to the provision of better co-ordinated and more effective services. Under the *Children and Community Services Act 2004*, people who give information, in good faith, to the Department for Child Protection are protected from incurring any civil or criminal liability, from having breached any confidentiality imposed by law or from having breached any professional ethics or standards.

1. Referral of a child to the Department for Child Protection

Staff must follow the procedures and practices set out in their own organisation guidelines. These usually require consultation with a senior member of staff of the referring organisation.

Responding to concerns regarding harm to children and young people

All organisations have a duty of care to children and young people to report instances of child abuse or neglect to either the Department for Child Protection or the Western Australia Police depending on the nature of the harm.

To further strengthen the protection of children and young people the Government announced in March 2007 its intention to introduce legislation for the mandatory reporting of child sexual abuse by doctors, nurses, teachers and police. The standards outlined below are not affected by and do not form part of this proposed legislation.

The Department for Child Protection and Services funded through the joint Commonwealth/ State funded Supported Accommodation Assistance Program have important reciprocal roles in supporting and protecting vulnerable adults and children. The *protocols between SAAP Services and the Department for Child Protection: Section 5 Protocol Guidelines* describe the responsibilities of the Department and funded services for service delivery and reciprocal information sharing.

The following standards provide guidance when children and young people who are customers of the Service have been harmed through abuse or neglect.

Consulting with the Department

- The Service consults with the Department if it appears or is alleged that:
  - i) a child or young person has experienced abuse or neglect[2] while he or she or their family are clients of the Service; or
  - ii) a child or young person has been physically or sexually assaulted by an employee, volunteer or another service recipient.

  Under the General Provisions of the Service Agreement, Clause 3.7 (b) service providers must promptly notify the Department of a serious incident. Abuse of a child or young person as outlined in ii) above is a serious incident.

  The suspected or alleged abuse, neglect or assault of a child may be investigated by the Department or the Western Australia Police. The service should consult with the Department or Police before taking any further action. To ensure the investigation is not compromised services are to acknowledge the child's disclosure but are not to question the child regarding the allegations as this could be seen as leading or prompting the child.

  The Department and the Service will work together to ensure the best interests of the child or young person are met.

[2] The terms abuse and neglect are used to describe the actions, inactions or inability of a child's parents to protect the child, resulting in harm to the child that is detrimental in effect and significant in nature.

Advising the Department

- The Service advises the Department of concerns relating to the safety and wellbeing of a child or young person in the care of the Chief Executive Officer (CEO) of the Department for Child Protection. A child may be in the CEO's care if the Department has placed or is supporting the placement of a child in out-of-home care or there are court orders placing the child in the CEO's care.

Services are expected to have their own internal policies and guidelines to respond appropriately and effectively to child abuse and neglect. Further information can be found in the following publications, which are available on the Department's website at www.childprotection.wa.gov.au.

- *Child Protection: A policy for safeguarding and promoting the wellbeing of children and young people in need of protection (2006)*
- *Identifying and Responding to Child Abuse and Neglect: A Guide for Professionals (2006)*
- 'Role and Responsibilities of Community Agencies' in the *Interagency Collaborative Framework for Protecting Children (2003)*

Services will also find relevant information in the *Choose With Care* resource kit.

If the Service consults or refers a matter to the Department and the Service is not satisfied with the Department's response, then the Service may engage in the following process:

1. Raise the matter with the responsible Team Leader and/or District Director of the local office.
2. If still not satisfied, follow the Department's Complaint Management System as set out in page 12 of this protocol or visit www.childprotection.wa.gov.au for further information on the process.

Referral Process

Referrals must be made to the duty officer of the appropriate DCP office closest to the home of the child or to the caseworker if the case is currently open or to Crisis Care Unit after hours.

A referral can be initially verbal, however all verbal referrals must be followed by a written report as soon as practicable. The report should outline specific concerns, the urgency and seriousness of the case as initially assessed, the expectations of the worker and organisation together with the supports or services that the referring organisation can provide. Services or agencies are not required to prove that a child or young person has been harmed. This is the responsibility of child protection agency and/or the police.

The response priority allocated to the allegation upon receipt is decided by DCP but is usually made in conjunction with the referring organisation.

Indemnity

Section 23 (5) and Section 129 of the Children and Community Services Act 2004 provide protection from liability for giving information to the Department for Child Protection.

Advising the client

The parent/caregiver shall be informed of the referral by the referring worker (in accordance with organisation guidelines) unless it can be established the child will be placed at risk or the worker endangered.

Where a worker decides not to inform the caregiver, this decision should be made in consultation with a senior officer and with staff from DCP.

Criminal or illegal act

In cases where it appears a criminal act has taken place (eg. physical or sexual assault) the DCP worker will inform the Police Child Protection Squad in the metropolitan areas or the District Detective (previously CIB) in the country unless the referring organisation has taken this action.

Exchange of information

The referring worker/organisation may be required to provide confidential information to DCP and Police in accord with organisational guidelines and section 23 in the *Children and Community Services Act 2004.*

Assessment and investigations

In circumstances where the worker from the referring organisation has appropriate assessment skills and where there is a relationship with the child and/or caregiver, their participation in the assessment process/involvement in the planning of an investigation is valuable. This will be particularly beneficial where the worker has knowledge of the child and his or her circumstances.

DCP retains the ultimate responsibility for the conduct of the investigation and any matters, such as taking a child into provisional protection and care or making an application for a Protection Order in the Children's Court, which might arise out of that investigation.

Documentation

All referrals must be documented. Information provided to other organisations must respect the client's right to confidentiality and include information relevant to the specific circumstances.

2. Department for Child Protection's response to a referral

A departmental officer (usually the duty officer) will receive the referral and process the information in accord with departmental procedures.

The information will be assessed and a decision made regarding the most appropriate response. The Department's assessment may indicate that a formal child protection investigation is not the most appropriate response on the information available. Instead the assessment may indicate that the needs of the child and family are best met through supporting the parents or people with parental responsibility for the child. This may involve providing or linking the family to appropriate services. The Department may discuss with the referring organisation what role it may have in supporting the child/ family.

The referring organisation will be provided with feedback and relevant information that will include:

- whether a child protection investigation will be undertaken;
- the grounds upon which the decision was made to, or not to, investigate;
- actions taken to safeguard or promote the wellbeing of the child;
- the outcome of the investigation (if undertaken);
- name of the contact person (prior to and after allocation); and

- consultation about further involvement with the referring organisation.

Initial verbal information must be confirmed in writing.

3. Allegations that involve organisation staff

Organisations, both government and non government, should have in place (or be developing) procedures to respond to child abuse or neglect allegations where the allegation is against a staff member. These procedures are to reflect the duty of care organisations have towards both children in their care (or to whom they are providing a service) and to organisation staff.

Where the SAAP service is aware that an allegation concerns a child or young person in the CEO's care[3], or a young person who has been placed by the Department in the SAAP service, the department must be advised immediately.

This agreement does not replace existing internal procedures within organisations designed to manage such allegations.

4. Case Management Responsibilities

Case Management

The decision regarding which organisation has case management responsibility will be made through negotiation between the organisation and DCP. The decision will be dependent upon a number of factors including the nature of allegations or concern, the relationship between the organisation and the child, the resources of the organisation and the appropriateness of the organisation to deliver services to a child.

DCP will accept case management responsibility where a Protection Order application is likely or the child is in the CEO's care.

Planning Meetings

When DCP is managing the case, planning decisions will be made through formal planning meeting such as provisional care plan meetings, care plan meetings or case discussions.

Responsibility post investigation

Where DCP undertakes an investigation and the matter is found unsubstantiated, case management responsibility will remain with the primary organisation providing ongoing services, as negotiated between DCP and the organisation.

Attachment 4:

Example of a Referral Form

REFERRAL TO ANOTHER AGENCY

FAMILY DETAILS:

NAME	AGE/DOB	GENDER	RELATIONSHIP	ETHNICITY

ADDRESS: .....

.....

..... **PHONE:** .....

DETAILS OF SERVICE REQUESTED: .....

.....

.....

.....

SIGNIFICANT INFORMATION: (Alcohol and other drug matters, include prescribed, psych issues, special needs, violence towards self or others) .....

.....

.....

.....

.....

.....

REFERRAL TO:

NAME OF AGENCY: .....

ADDRESS: .....

CONTACT PERSON: ..... EMAIL: .....

PHONE: ..... FAX: .....

REFERRED BY:

NAME OF AGENCY: .....

ADDRESS:.....

CONTACT PERSON: ..... EMAIL: .....

PHONE: ..... FAX: .....

CURRENT AGENCY INVOLVEMENT:.....

.....

.....

.....

.....

AGREED ACTION PLAN: .....

.....

.....

.....

.....

.....

This referral has been discussed with the client and they have agreed to the referral

Signed (Worker): .....**Position:** .....

Name: ..... **Date:** .....

Signed (Client): ..... **Date:**.....

Where client consent has not been obtained please state why?.....

.....

.....

Attachment 5:
Reference Policy Documents

Relevant SAAP services documents

SAAP V Multilateral Agreement to 2010

SAAP V Bilateral Agreement to 2010

SAAP Service Standards 2002

DCP – SAAP Service Agreements generic specifications and outcomes

Sample Policy and Procedures Manual for SAAP Services 2007

Relevant DCP documents

Domestic Violence Prevention Unit - Best Practice Model – Victim Services 2000 (this document is currently being reviewed by the Family and Domestic Violence Unit)

DCP – WA SAAP Protocols web site:
http://www.community.wa.gov.au/DCP/Resources/Accommodation/Homeless+%28SAAP%29/Protocols.htm

Children and Community Services Act 2004 and related fact sheets (the Act is accessible on the State Law Publisher website, www.slp.wa.gov.au)

Child Protection: A policy for safeguarding and promoting the wellbeing of children and young people in need of protection (2006) – accessible on the Department for Child Protection website, www.childprotection.wa.gov.au

Identifying and Responding to Child Abuse and Neglect – A Guide for Professionals (2nd Edition, August 2006) — accessible on the Department for Child Protection website, www.childprotection.wa gov.au

Relevant Commonwealth Acts

Supported Accommodation Assistance Act 1994

Privacy Act 1988

Freedom of Information Act 1992

Attachment 6:

List of SAAP Services

An up to date list of services can be accessed via the Department for Child Protection web site **http://www.childprotection.wa.gov.au** See under Services then Accommodation then Homelessness (SAAP).

Other relevant contacts

Crisis Care
9223 1111 or 1800 199 008 (24 hours)
Crisis Care is a telephone information and counselling service for people in crisis needing urgent help.

Women's Domestic Violence Helpline
9223 1188 or 1800 007 339 (24 hours)
The Women's Domestic Violence Helpline offers information, referral and telephone counselling.

Men's Domestic Violence Helpline
9223 1199 or 1800 000 599 (24 hours)
The Men's Domestic Violence Helpline offers information, referral and telephone counselling.

ATTACHMENT 7

DCP - DISTRICT OFFICES

METROPOLITAN DISTRICT OFFICES

Joondalup Office
Ground Floor
Joondalup House
8 Davidson Terrace
JOONDALUP WA 6027
(PO Box 115)
(08) 9301 3600 (Ph)
(08) 9301 3601 (Fax)

Mirrabooka Office
6 Ilkeston Place
MIRRABOOKA WA 6061
(08) 9344 9666 (Ph)
(08) 9349 3074 (Fax)

Cannington Office
Cnr Grose Avenue and Lake Street
CANNINGTON WA 6107
(PO Box 808)
(08) 9351 0888 (Ph)
(08) 9351 0877 (Fax)

Fremantle Office
25 Adelaide Street
FREMANTLE WA 6160
(08) 9431 8800 (Ph)
(08) 9431 8803 (Fax)

Kwinana Office
CDSS South Division - Rockingham
Suite 4, Parmelia House 165 Gilmore Avenue
KWINANA 6167
Tel: (08) 9411 4600
Fax: (08) 9439 6974

Perth Office
641 Wellington Street
PERTH WA 6000
(08) 9214 2444 (Ph)
(08) 9214 2445 (Fax)

Midland Office
281 Great Eastern Highway
MIDLAND WA 6056
(PO Box 230)
(08) 9274 9411 (Ph)
(08) 9250 1779 (Fax)

Armadale Office
145 Jull Street
ARMADALE WA 6112
(08) 9497 6555 (Ph)
(08) 9497 6500 (Fax)

Rockingham Office
8 Leghorn Street
ROCKINGHAM WA 6168
(08) 9527 0100 (Ph)
(08) 9527 0101 (Fax)

COUNTRY DISTRICT OFFICES

KIMBERLEY

Broome Office
Cnr Weld & Frederick Street
(PO Box 176)
BROOME WA 6725
(08) 9192 8111 (Ph)
(08) 9192 8087 (Fax)

Fitzroy Crossing Office
Jones Road, Cnr Fallon Road
(PO Box 36)
FITZROY CROSSING WA 6765
(08) 9191 5002 (Ph)
(08) 9191 5113 (Fax)

Derby Office
Lot 490 Neville Street
(PO Box 951)
DERBY WA 6728
(08) 9191 1577 (Ph)
(08) 9191 1655 (Fax)

Halls Creek Office
88 Thomas Street
(PO Box 20)
HALLS CREEK WA 6770
(08) 9168 6114 (Ph)
(08) 9168 6180 (Fax)

Kununurra Office
State Govt Building
Cnr Konkerberry Drive & Messmate Way
(PO Box 283)
KUNUNURRA WA 6743
(08) 9168 0333 (Ph)
(08) 9168 3607 (Fax)

Wyndham Office
Lot 994 Gt Northern Highway
(PO Box 228)
WYNDHAM WA 6740
(08) 9161 1110 (Ph)
(08) 9161 1049 (Fax)

PILBARA

Karratha Office
WA Govt Admin Building
Cnr Searipple & Welcome Roads
(PO Box 258)
KARRATHA WA 6714
(08) 9185 0200 (Ph)
(08) 9185 0222 (Fax)

Marble Bar Office
Lot 186 Bohemia Street
(PO Box 14)
MARBLE BAR WA 6760
(08) 9176 1070 (Ph)
(08) 9176 1029 (Fax)

Newman Office
Cnr Newman Drive & Abydos Way
(PO Box 307)
NEWMAN WA 6753
(08) 9175 1051 (Ph)
(08) 9175 1935 (Fax)

Onslow Office
Third Avenue
(PO Box 7)
ONSLOW WA 6710
(08) 9184 6005 (Ph)
(08) 9184 6137 (Fax)

Paraburdoo Office
House 1 Ashburton Avenue
(PO Box 266 Tom Price)
PARABURDOO WA 6754
(08) 9189 1592 (Ph)
(08) 9189 2311 (Fax)

South Hedland Office
2nd Floor State Govt Building
Cnr Brand and Tonkin Street
(PO Box 2631)
SOUTH HEDLAND WA 6722
(08) 9173 1877 (Ph)
(08) 9173 2505 (Fax)

Roebourne Office
Lot 37 Sholl Street
(PO Box 258 Karratha)
ROEBOURNE WA 6718
(08) 9182 1208 (Ph)
(08) 9182 1375 (Fax)

Tom Price Office
Lot 247 Poinciana Street
(PO Box 266)
TOM PRICE WA 6751
(08) 9189 1592 (Ph)
(08) 9189 2311 (Fax)

MURCHISON

Geraldton Office
45 Cathedral Avenue,
(PO Box 174)
GERALDTON WA 6530
(08) 9921 0768 (Ph)
(08) 9921 7421 (Fax)

Carnarvon Office
Cnr Chapman Road and Stuart Street
(PO Box 19)
CARNARVON WA 6701
(08) 9941 1244 (Ph)
(08) 9941 1905 (Fax)

Meekatharra Office
Lot 83 Main Street
(PO Box 21)
MEEKATHARRA WA 6642
(08) 9981 1104 (Ph)
(08) 9981 1298 (Fax)

Mt Magnet Office
Lot 124 Laurie Street
(PO Box 21) (Meekatharra)
MT MAGNET WA 6638
(08) 9963 4190 (Ph)

Mullewa Office
Main Road
(PO Box 35)
MULLEWA WA 6630
(08) 9961 1004 (Ph)
((08) 9961 1208 (Fax)

GOLDFIELDS

Kalgoorlie Office
Cnr Boulder Road & Cheetham St
(PO Box 213)
KALGOORLIE WA 6430
(08) 9022 0700 (Ph)
(08) 9021 6917 (Fax)

Laverton Office
Laver Place
LAVERTON WA 6440
(08) 9031 1104 (Ph)
(08) 9031 1306 (Fax)

Norseman Office
80 Prinsep Street
NORSEMAN WA 6443
(08) 9039 1129 (Ph)
(08) 9039 1539 (Fax)

Esperance Office
92 Dempster Street
(PO Box 493)
ESPERANCE WA 6450
(08) 9071 2566 (Ph)
(08) 9071 3925 (Fax)

Leonora Office
Lot 40 Cnr Tower & Rajah Streets
(PO Box 51)
LEONORA WA 6438
(08) 9037 6132 (Ph)
(08) 9037 6369 (Fax)

Wiluna Office
Lot 1466 Wotton Street
(PO Box 21) (Meekatharra)
WILUNA WA 6646
(08) 9981 7097 (Ph)

SOUTH WEST

Bunbury Office
80 Spencer Street
BUNBURY WA 6230
(08) 9795 3282 (Ph)
(08) 9795 3069 (Fax)

Collie Office
68 Wittenoom Street
(PO Box 222)
COLLIE WA 6225
(08) 9734 1699 (Ph)
(08) 9734 4266 (Fax)

Busselton Office
Suite 7-9
8-10 Prince Street
(PO Box 223)
BUSSELTON WA 6280
(08) 9752 3666 (Ph)
(08) 9752 1519 (Fax)

Margaret River Office
33 Tunbridge Street
(PO Box 223 Busselton)
(08) 9757 2910 (Ph)
(08) 9757 3789 (Fax)

GREAT SOUTHERN

Albany Office
25 Duke Street
ALBANY WA 6330
(08) 9841 0777 (Ph)
(08) 9842 1356 (Fax)

Manjimup Office
Lot 432 South West Highway
(PO Box 115)
MANJIMUP WA 6258
(08) 9771 1711 (Ph)
(08) 9771 2944 (Fax)

Katanning Office
Reidy House 25 Amherst Street
KATANNING WA 6317
(08) 9821 1322 (Ph)
(08) 9821 2614 (Fax)

PEEL

Mandurah Office
Cnr Tuckey and Sutton Streets
(PO Box 972)
MANDURAH WA 6210
(08) 9535 6688 (Ph)
(08) 9581 1126 (Fax)

WHEATBELT

Merredin Office
113 Great Eastern Highway
(PO Box 147)
MERREDIN WA 6415
(08) 9041 1622 (Ph)
(08) 9041 2572 (Fax)

Moora Office
49 Dandaragan Street
(PO Box 212)
MOORA WA 6510
(08) 9651 1100 (Ph)
(08) 9651 1666 (Fax)

Northam Office
Cnr Fitzgerald & Gairdner Streets
(PO Box 396)
NORTHAM WA 6401
(08) 9622 0170 (Ph)
(08) 9622 3779 (Fax)

Wyalkatchem Office
Honour Avenue
WYALKATCHEM WA 6485
(08) 9681 1396 (Ph)
(08) 9681 1396 (Fax)
(08) 9961 1004 (Ph)

Narrogin Office
Govt Building
Park Street
(PO Box 335)
NARROGIN WA 6312
(08) 9881 0123 (Ph)
(08) 9881 2040 (Fax)

Southern Cross Office
11a Antares Street
SOUTHERN CROSS WA 6426
(08) 9049 1016 (Ph)
(08) 9049 1016 (Fax)