



# Annual Report

2017-18



Office of the  
Children's Guardian

The Hon. John Ajaka MLC  
President of the Legislative Council  
Parliament House  
SYDNEY NSW 2000

The Hon. Shelly Hancock MP  
Speaker of the Legislative Assembly  
Parliament House  
Sydney NSW

Dear Mr President and Madam Speaker,

In accordance with section 187 and 190 of the *Children and Young Persons (Care and Protection) Act 1998*, I am pleased to present to Parliament the Children's Guardian annual report for the 2017-18 financial year.

The annual report has been prepared in accordance with the *Annual Reports (Departments) Act 1985* and the *Children and Young Persons (Care and Protection) Act 1998*.

As provided by section 190(2) of the *Children and Young Persons (Care and Protection) Act 1998*, I recommend that this report be made public forthwith.

Yours sincerely,

A handwritten signature in cursive script that reads "Janet Schorer".

Janet Schorer  
Children's Guardian  
21 September 2018

# Office of the Children's Guardian

## Annual Report 2017-18

### Our vision

We create safe places for children.

### Our purpose

We promote and regulate the quality of child safe organisations, services and people.

### Our goals

Child-related organisations and employers of children effectively implement child-safe policies and practices.

Organisations that deliver adoption and out-of-home care services meet child-safe standards for care.

Individuals in child-related work and employers of children understand and meet legislative requirements.

The Office of the Children's Guardian is credible, responsive and accountable.

## From the Children's Guardian



OVER THE LAST 12 MONTHS I have been greatly encouraged to see the significant positive cultural changes that have been embraced by my colleagues within the Office of the Children's Guardian.

Cultural change is as challenging and risky for those who are leading the process as it is for those who are implementing it and affected by it. The experience defines who we are professionally and what we want to be as an organisation. Importantly, an organisation's cultural environment will directly affect its capacity to identify priorities and develop effective strategies to support high quality service delivery.

The results from the recent People Matter Employee Survey are a strong indication that we are on the right road to building a strong, supportive culture of open communication and learning at the Office of the Children's Guardian. Nearly 90% of agency employees completed the survey with major improvements in those areas related to how we are shaping our internal culture to be a more collaborative and responsive workplace. A very high number of survey respondents, more than twice the sector average, believed further action would be taken to address areas of more marginal improvement.

While personally rewarding, the results also highlight the strengths of the many committed and experienced staff driving the momentum that is transforming the Office of the Children's Guardian. Their enthusiasm and professional dedication will help ensure we are well placed to reach the goals and challenges of an organisation that is a nationally recognised leader in promoting and regulating organisations to be child safe.

This year we celebrated the five year anniversary of the 'new' Working With Children Check, the complete phase-in of all relevant child related sectors into the online system and the start of the renewal process. More than 1.6 million adults in child related roles in NSW are now part of a broad continuous checking mechanism that provides ongoing monitoring against their suitability for child related roles. A statutory five year review of the Working With

Children Check legislation led to further strengthening of the system and our ability to enforce the legislation.

The legislative review also took into consideration recommendations made by the Royal Commission into Institutional Responses to Child Sexual Abuse and enabled our organisation to act in advance of the Royal Commission findings and as part of the NSW Government response. Due to our extensive work to improve the safety and quality of child-related organisations in NSW we have also been able to move quickly to act on the Royal Commission recommendations related to child safe environments.

While there has been increased collaboration between organisations and individuals to maintain a strong safety net to help keep children safe as a community we need to remain vigilant and keep looking for better ways to remain relevant and effective. The OCG will continue working with the Commonwealth and other states and territories and sharing its insights, research, knowledge and experience about the importance of embedding consistent child safe policies, practices and cultures across all child-related organisations.

Being just over a year into my new role now, I have developed much more clarity of what I would like to achieve as Children's Guardian as we work to be a responsive and contemporary organisation with a strong customer and stakeholder focus.

A key focus of this work over the next 12 months will be on greater integration of our many different programs and areas of responsibility to ensure they reflect our organisation's vision to "create safe places for children and young people".

I would like to thank my executive team and all staff at the Office of the Children's Guardian for their efforts this past year and the support they have shown me as I have found my stride in this role. I look forward to continuing our work together to develop a Child Safe NSW.

A handwritten signature in cursive script that reads "Janet Schorer".

**JANET SCHORER, NSW CHILDREN'S GUARDIAN**

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# 1 About the Office of the Children's Guardian

Creating safe places for kids.



# Office of the Children's Guardian

Our key responsibilities are to:

- Promote the quality of child safe practices
- Regulate organisations and individuals providing services to children
- Educate employers and organisations about their responsibilities
- Monitor organisations and individuals to achieve ongoing, child-centred culture and compliance
- Facilitate sector-wide cultural change to achieve safe places for children.

## Reporting framework

The *Children and Young Persons (Care and Protection) Act 1998* requires the Children's Guardian to provide an annual report to NSW Parliament on the operations of the Office of the Children's Guardian.

The Children's Guardian reports to Parliament and the Minister for Family and Community Services, the Hon. Pru Goward MP.

The NSW Parliamentary Joint Committee on Children and Young People monitors the execution of the Children's Guardian's functions under the *Child Protection (Working with Children) Act 2012*.

The Office of the Children's Guardian meets its obligations under the *Government Information (Public Access) Act 2009* and other reporting frameworks.

## Overview of main functions

### Working With Children Check

The Working With Children Check is a background screening system that excludes people with certain records from holding a clearance to work in child-related employment. A Working With Children Check involves a full review of a person's national criminal history and notifications of workplace misconduct. Under the legislation, certain offences draw an automatic bar and others trigger risk assessment to determine whether a person poses a risk to the safety of children.

One of the strengths of the NSW system is that it includes continuous monitoring. This means that if a person receives a new relevant police or workplace record, we can change the status of their Check, including letting the employing organisation know. This can only happen if the employer has made the link between them, the OCG, and the employee by verifying online.

Employers have a legal responsibility to register online and verify all employees and volunteers. Employers are also required to remove any barred or unauthorised person from child-related work. The Office of the Children's Guardian monitors employer compliance against these requirements.

## Carers Register

The Carers Register records information about carer applications, authorised carers and their household members. The register is a licensing tool to assist in the selection and probity assessment of carers. NSW is the only state with such a tool.

The Register requires designated agencies to share information on carers, prospective carers and their household members. It is designed to prevent unsuitable carers and their household members from moving from one designated agency to another.

The Register requires carers to undergo mandatory assessment, training and other probity checks before they can be authorised to provide care. The suitability of other adult household members is also considered.

## Out-of-home care and adoption

The Office of the Children's Guardian is responsible for assessing agencies that provide statutory out-of-home care and adoption services against the *NSW Child Safe Standards for Permanent Care* and for making recommendations to the Children's Guardian about the accreditation of agencies.

Once accredited, the OCG monitors agencies' provision of services to children and young people on an ongoing basis to ensure that agencies continue to meet the requirements of the Standards.

## Voluntary out-of-home care

Voluntary out-of-home care (VOOHC) is an arrangement between an organisation and a parent to provide overnight care to a child under the age of 18 years, outside of the child's home, within NSW and where there are no child protection concerns. VOOHC provides support for families caring for children and young people with complex needs, many of whom are living with disability. VOOHC can be centre based, with a host family or residential, and can provide respite or short to long term care.

In NSW all VOOHC must be provided or arranged by a designated agency or a non-designated agency registered with the OCG. The OCG monitors the provision and arrangement of VOOHC against the *Statutory Procedures Voluntary out-of-home care in NSW* and makes recommendations regarding the registration of agencies.

## Children's employment

The OCG is responsible for authorising and monitoring employers of children in the entertainment, exhibition, still photography, modelling and door-to-door sales industries. The OCG processes employers' authority applications and assesses notifications about intended employment of children. The OCG visits productions to ensure that the children are safe and the production is being carried out as notified.

There is a Code of Practice that sets out the minimum required standards when employing children within these industries. Authorised officers of the Children's Guardian can issue penalty notices to employers who have not complied with their obligations.

## Child Safe Organisations' program

The Office of the Children's Guardian provides free face-to-face and online training for organisations across NSW to encourage the adoption of child-safe practices and help organisations build capacity to be safe for children. Through our work, we assist organisations to develop effective and practical child-safe policies, risk management, processes, procedures and governance.

Our Child Safe Organisations' program provides free, high-quality training and resources for organisations to help them understand that the people they engage as employees or volunteers should be safe and suitable to work with children and young people.

Our child-safe organisations training resources are available free on our website.

## NSW NDIS Screening Unit

The NDIS is regulated by the Commonwealth Government's NDIS Quality and Safeguards Commission. The Commission aims to ensure people with disability receive quality and safe supports. It includes registration requirements for providers, arrangements for receiving and handling complaints and reportable incidents, and a senior practitioner.

One of the Commission's registration requirements of NDIS providers, is that workers in certain roles have a 'clearance' to work. This aims to prevent workers that present a risk of harm from working with NDIS participants in certain roles. Under the *Intergovernmental Agreement on Nationally Consistent Worker Screening for the National Disability Insurance Scheme*, the States and Territories will perform the NDIS worker checks.

OCG established a project team in early 2018 to undertake the design and implementation work of the NSW NDIS Worker Check. The 2017-18 Annual report for the OCG includes the NDIS Screening Unit in our financial statements and staffing numbers.

## Performance highlights for 2017-18



**5,321** people from 1,495 organisations attended training

Over **3600** employers audited for compliance with the WWCC

**1,510**

people completed online training of either SafeSpace or the 7-module Child Safe course



**211** face to face training sessions run

**99** employer visits full site inspections focusing on supervision of children in the entertainment industry



**83** agencies accredited to deliver out-of-home care and adoption services



**20,127** carers authorised on the NSW Carers Register: 153 additional carers added in the last year



**142** agencies authorised to provide or arrange voluntary out-of-home care

## Working With Children Check reached its five year anniversary.

**1,664,732**

**People in NSW** hold a cleared Working With Children Check as at 30 June 2018

**Responded** to the Royal Commission into Institutional Responses to Child Sexual Abuse recommendations as part of NSW taskforce.



**375,094 WWCC** applications processed

**Led** the NSW response to Royal Commission recommendations regarding child safe organisations.



**768** people were refused a WWCC clearance

**Increases** in subscriptions to our monthly newsletter, Facebook and twitter feeds.





## 2 Legal protection

Creating safe places for kids by strengthening legal protections, gaining expert advice and participating in relevant committees.



## Responding to the Royal Commission

A key piece of work throughout 2017-18 has been monitoring and responding to the work of the *Royal Commission into Institutional Responses to Child Sexual Abuse*. Following the release of the final report of the Royal Commission in December 2017 the OCG dedicated a policy resource to the NSW Government's taskforce established to develop the NSW response. The OCG played a lead role in developing the response on making child related organisations be more 'child-safe'. The Children's Guardian was the executive sponsor for this piece of work.

The NSW Government has accepted in principle the Royal Commission's recommendations that all states and territories should require child-related organisations to implement child safe standards.

The OCG has been actively involved in monitoring and responding to the report where legislative implementation may be necessary, in particular in developing the register for residential care workers.

In 2018-19 the OCG will be undertaking extensive consultation with child-related organisations in NSW about how best to comply with the recommendations and preferred approaches to implementing child safe standards.

Overall, the recommended standards are consistent with the WWCC legislative framework in NSW. Where there have been differences NSW, through the OCG, has initiated legislative change to give effect to the Standards. The OCG actively supports efforts to establish a national approach to worker screening in child-related employment.

## Stronger laws

Legislative amendments were made to enhance protections for children and young people during 2017-18. These amendments commenced on 1 June 2018 following the five year statutory review of the *Child Protection (Working With Children) Act 2012* and incorporated the findings of the Royal Commission. The amendments include:

- **strengthening employer verification requirements**

Verification is critical to keeping children safe as it allows employers to know if a worker is barred from child-related employment. The amendments create an offence for failure to verify online and enable authorised officers of the OCG to issue penalty infringement notices on employers who persistently fail to comply.

- **parents who volunteer at overnight camps for children are required to have a Working With Children Check**

Parents volunteering with their own child's team or group, are not usually required to have a Working With Children Check. However, submissions to the statutory review overwhelmingly supported the requirement for parent volunteers to have a WWCC if they are volunteering on an overnight children's camp.

- **discretion to the Children's Guardian to permit a child who turns 18 but does not hold a WWCC to continue to reside with an authorised carer**

Children in statutory out-of-home care who turn 18 and continue to reside with their authorised carer are obliged to get a Working With Children Check. In some circumstances a clearance cannot be granted. This could mean them having to leave a stable placement where they have been living supported by carers and siblings, and could have a negative impact not only for the young person, but also the siblings.

To respond to this situation, subject to satisfying legislative criteria, the Children's Guardian may now grant a continuing residence approval. As long as identified and demonstrated risk mitigation strategies are in place to protect the safety of the other children in the home, the applicant may continue to live with the carer for the duration of the approval.

A number of other general amendments were also made to enhance information gathering processes, improve transparency in decision making and to clarify definitions.

## Expert Advisory Panel for the Working With Children Check

There are times when expert guidance from specialists in fields such as forensic psychology, mental health and criminology assist the OCG to make well balanced decisions. In particular, such expert guidance informs the OCG of recent trends and contemporary research on the forensic behaviour of particular types of offenders.

The Expert Advisory Panel (EAP) established in 2015 provides such advice and assistance to the OCG about matters relating to offenders. This helps us carrying out risk assessments and other related functions. The Panel currently has experts from the disciplines of psychology and psychiatry. It recently published two papers for the OCG discussing how to deal with the issues within the WWC process relating to contacting complainants who have been child victims of sexual assault, and learning from research about children's disclosures of child sexual abuse.

The OCG is in the process of expanding membership to the Panel. Recruitment for experts from key disciplines that impact and inform the Working With Children Check is ongoing, especially in areas of domestic violence and mental health.

## Legal advice and support

The Office of the Children's Guardian has its own internal legal team that provides advice to the organisation.

It also deals with reviews and appeals to the NCAT on the WWCC, children's employment and other relevant matters.

The OCG proactively responds to Working With Children Check appeal matters to both NCAT and the Supreme Court by:

- providing sound instruction to the Crown Solicitors office on appeal matters
- extracting learnings from appeal/review decisions to reduce the number of matters where the Children's Guardian has made a determination that are appealed and to improve the robustness of Working With Children Check decisions
- assisting the NCAT to reach correct and preferable decisions in relation to appeals by ensuring that relevant information is placed before the tribunal
- upholding model litigant principles.

In 2017–18 there were 87 applications for review to NCAT as follows:

- 45 appeals to review the Children's Guardian's decision to refuse a Working With Children Check clearance
- two applications seeking to revoke an interim bar

- 40 applications by applicants who have adult convictions for serious sex or violence offences were automatically barred. These people must seek an enabling order from NCAT before a Working With Children Check clearance can be granted.

## Parliamentary Committee on Children and Young People

The Committee oversees the functions of the Children's Guardian under the *Child Protection (Working with Children) Act 2012*. The Children's Guardian together with the Director Child Safe and the Director Legal Services appeared before the Parliamentary Committee on Children and Young People in April 2018.

At this Committee, the Children's Guardian provided an outline of the OCG's administration of the WWC Check including the work on the statutory review, the implementation of the Royal Commission's recommendations and focus on working towards the best child safe culture for the children of NSW.

## Australian Children's Commissions and Guardian's (ACCG)

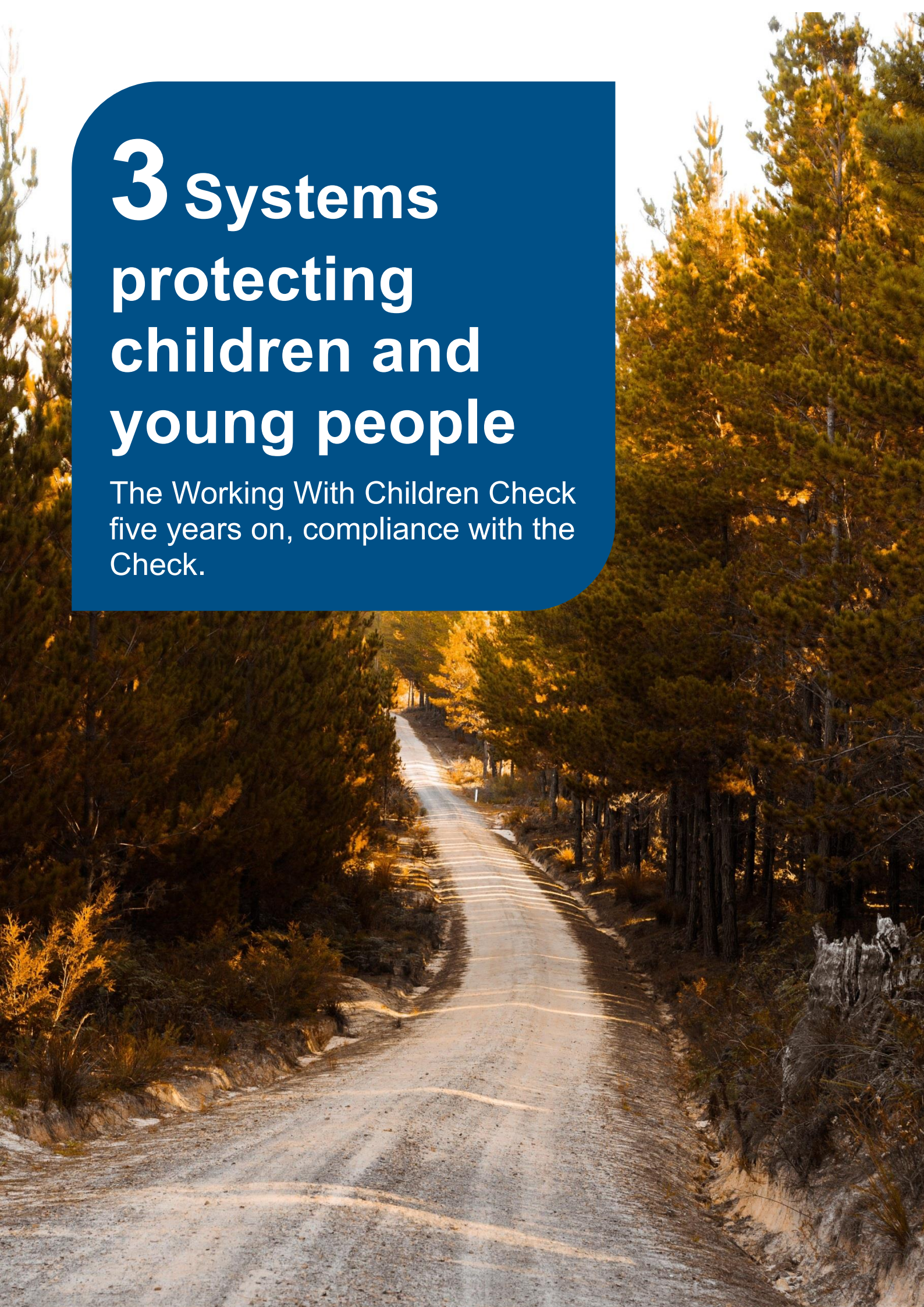
The Children's Guardian is a member of the ACCG. The purpose of the ACCG is to strengthen the quality and effectiveness of strategic advocacy to promote and protect the safety, well-being and rights of children in Australia, particularly the most vulnerable or disadvantaged. Key priorities for the ACCG include achieving better outcomes for Aboriginal children and young people, promoting children and young people's engagement and participation, upholding the rights of children and young people in youth justice detention, improving the safety of children and young people in organisations, promoting children and young people's safety and wellbeing and ending violence against children and young people.

The ACCG met in May 2018 and a particular focus of this meeting was sharing state and territory approaches to responding to the recommendations of the Royal Commission. The Children's Guardian will attend a further ACCG meeting in November 2018.



# 3 Systems protecting children and young people

The Working With Children Check  
five years on, compliance with the  
Check.





## An enhanced Working With Children Check system

The Working With Children Check system reviews the backgrounds of people who seek to engage in child-related work and includes a full review of a person's national criminal history and notifications of workplace misconduct.

### Five years of the Working With Children Check

Between 1 April 2017 and 30 June 2018, the fifth year of the new Working With Children Check system, the phase-in of the final sectors was completed.

The final sectors phased in included applicants from the remaining children's health services, justice health, forensic mental health, NSW Ambulance Service, early education and child care and remaining education services.

Since the new system was first introduced in June 2013, there have been 1,664,732 people given Working With Children Check clearances.

In 2017-18, the Office of the Children's Guardian processed a total of 375,094 applications, 36,560 of which were renewal applications. With the five year anniversary, there is now a new focus for the OCG of renewing Checks, which are valid for five years.

81% of applicants with no records or non-relevant records were cleared within 24 hours. Of these, 58% were for paid work and 42% were for volunteers.

In 2017-18, through the WWCC continuous monitoring process, the OCG was notified of 3866 continuous check events, the most for any year in the past five years.

**1,664,732**

**people in NSW hold a cleared  
Working With Children Check**

58% paid workers

42% volunteers

**375,094 applications were processed in 2017-18**

### Records review

When a WWCC application raises questions, the applicant's records are reviewed to determine whether they can be either cleared or sent for a more detailed risk assessment.

Of the 45,531 Checks referred to records review, 90% did not require risk assessment and were cleared.

Where a relevant record was identified, 4718 were either automatically disqualified or referred for risk assessment.

### Workplace records – NSW Ombudsman notification of concern

Findings of workplace misconduct by a reporting body and notifications of concern made by the NSW Ombudsman are also considered in the Working With Children Check. WWCC applicants and clearance holders are continuously monitored for any new findings or notifications.



At 30 June 2018 there were 4458 total workplace misconduct records and NSW Ombudsman notifications in the Working With Children Check system.

In 2017–18:

- 555 workplace records and NSW Ombudsman notifications were matched to applications in the Working With Children Check system
- 300 applicants with a workplace record or notification of concern were referred to risk assessment, and 54 applicants who had a workplace record or notification of concern were barred.

## Risk assessment results

See Table 3.1 below for a four year comparison of risk assessment results.

For the Checks undertaken in 2017–18, risk assessment results were as follows:

- **Interim bars:** A total of 774 applicants were issued with an Interim Bar. An interim bar is placed on an application (or clearance if identified through our ongoing monitoring) if the OCG deems there is a risk to the safety of children and young people. This stands until the outcome of the risk assessment is finalised.
- **Barred:** A total of 768 were barred either because they were a disqualified person, or following a determination by the OCG that the applicant posed a risk to the safety of children.
- **Cleared:** A total of 1163 were cleared after risk assessment, following the OCG's not being satisfied that the person posed a risk to the safety of children.
- **Termination/withdrawn/surrendered:** A total of 3134 applications were terminated at risk assessment.

**Table 3.1 Risk assessments completed, 4-year comparison, 2014–18**

Activity	2014–15	2015–16	2016–17	2017-18
<b>Working With Children Checks undertaken</b>	357,241	339,620	392,991	375,094
<b>Barred following a risk assessment or automatically barred</b>	547	1230	831	768
<b>Cleared following a risk assessment</b>	895	388	684	1163
<b>Interim barred</b>	185	448	670	774
<b>Terminated</b>	682	267	2797	3134

Table 3.2 shows a four-year comparison of the percentage of people refused a clearance relative to the number of applications. The percentage for 2017–18 is lower than that for 2016–17.

**Table 3.2 Refusals, 4-year comparison, 2014–18**

Year	Working With Children Checks fully processed	Clearance refused	%
2014–15	357,241	547	0.15
2015–16	339,620	1230	0.36
2016–17	392,991	831	0.21
2017–18	375,094	768	0.20

The Office of the Children’s Guardian has the power to terminate applications or cancel clearances when applicants have failed to adequately engage in the risk assessment process. There has been a 12% increase the number of applications terminated this year.

In order to meet the ongoing demand for NSW Working With Children Checks, the OCG routinely reviews and enhances processes and policies to ensure that applications are processed efficiently. This year, we introduced a new process to target and promptly resolve more simple matters.

There has been a 28% increase in the total number of risk assessments completed in 2017–18 compared to the previous year.

## Working With Children Check compliance

The Office of the Children’s Guardian is responsible for monitoring and auditing compliance with the *Child Protection (Working with Children) Act 2012* and the *Child Protection (Working with Children) Regulation 2013*.

The OCG works to ensure that employers and employees in child-related work understand and fulfil their Working With Children Check responsibilities.

The main compliance activities revolve around employers:

- ensuring that workers or volunteers in child related work have a clearance to work with children, or a completed WWCC application in progress
- registering online and verifying all relevant employees and volunteers
- being required to remove any barred or unauthorised person from child-related work.

Our education and compliance activities continue to focus on obtaining employer verification of their workers, including volunteers. We are also continuing to identify a significant number of requests made by organisations for people to obtain a WWCC when they are not required to have one and then not verifying.

As this distorts an accurate reading of verification ‘trends’ and real risk to children the OCG will focus its resources on targeting employers and organisational environments that present the greatest risks to children. This approach is further strengthened by recent legislative amendments that enable financial penalties for employers’ non-compliance.

## Work sector audits

The phase-in schedule as set out in the Regulation determines when employers and applicants must meet their obligations for the Working With Children Check. Obligations include registering as a child-related employer, verifying workers engaged in child-related work, and keeping accurate records of verification.

During the 2017 calendar year, the OCG completed over 3600 employer audits in the following child-related sectors:

- Clubs and other bodies providing services to children (extension of 2016 audit)
- Local Health Districts (Central Coast, Hunter New England, Illawarra Shoalhaven, Mid North Coast, Northern and South Eastern NSW)
- Education – secondary schools, registered training organisations and tuition.

The information collected from the audits is used by the OCG to identify discrepancies and follow up with employers to advise them of their legislative obligations and obtain compliance where required.

## Continuous monitoring

A key feature of the Working With Children Check is the continuous monitoring of records. When a person's Working With Children Check status changes, the Children's Guardian contacts verifying employers to notify them of the change of status and to ensure that the worker is removed from child-related work.

If the employer confirms that the applicant is currently working in a child-related role, the employer is advised of their status and of their legal obligation to remove the worker from child-related work. The employer is required to provide advice to OCG on how this has been achieved.

From 1 January 2017 to 31 December 2017:

- 1942 barred applicants were reviewed of which 1132 applicants had a verifying employer and 810 had no employer verification
- The OCG compliance team contacted every verifying employer (some may have more than one) of barred applicants and if identified, any potential employer to ensure that the worker was not in child-related work
- As a result, a total of 2615 barred matters were dealt with in 2017.

## Closing applications

An applicant may request to close their WWCC application at any time.

Applications are closed:

- when an applicant requests to withdraw their Working With Children Check application with the approval of the Children's Guardian
- when an applicant surrenders their clearance with the approval of the Children's Guardian
- if a person subject to a risk assessment has failed, without reasonable excuse, to provide further information within three months of the request.

Where an application has been closed, the applicant is not able to work in child-related employment. If they are currently engaged in child-related employment they must cease work immediately. When employers verify a worker's Working With Children Check number (WWC number), they can identify whether the person has a valid Working With Children

Check clearance. The OCG contacts every verifying employer to notify them of the worker's change of status when an application is closed.

From 1 January 2017 to 31 December 2017:

- 3064 WWCC applications were closed
- a total of 3471 closed application matters were dealt with in 2017, noting that an applicant may have more than one verifying employer.

## Investigations

The Office of the Children's Guardian investigates instances of alleged non-compliance by employers or employees with the Working With Children Check. All allegations of non-compliance are treated seriously and investigated thoroughly. Allegations are received via referral from many sources including other Government agencies such as Police and the NSW Ombudsman, internally or from concerned members of the public.

From 1 January 2017 to 31 December 2017, 153 referred matters of alleged non-compliance with Working With Children Check requirements or misconduct towards children were dealt with. Allegation numbers and sources were:

- 60 referrals within the OCG
- 79 reports of concern through the OCG website
- 9 matters raised by members of the public (not through website)
- 5 matters raised by other government and non-government agencies.

If the matter raised falls outside the OCG's jurisdiction, we refer the person to the correct agency. We also have the authority to refer matters raised to the relevant Local Area Command. There were no issues referred in 2017-18.

When matters of concern are raised the OCG contacts the business and conducts a thorough audit to check for compliance.

# 4 Regulating standards of care

Monitoring and accrediting out-of-home care – both statutory and voluntary and managing the NSW Carers Register





## Regulating statutory out-of-home care and adoption

The Office of the Children's Guardian has oversight of the statutory out-of-home care and adoption sectors in NSW. The OCG has two main functions in this area:

- accreditation of designated and adoption agencies  
This involves assessing agencies seeking accreditation for the first time; accredited agencies providing out-of-home care or adoption services for the first time, and assessment of agencies seeking to renew accreditation
- ongoing monitoring of these agencies  
This involves assessing designated and adoption agencies throughout the period to ensure that they continue to meet the accreditation requirements.

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This year the OCG completed **7** accreditation renewal assessments and commenced a further **14** renewal assessments for non-government agencies.

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Designated agencies and adoption agencies are accredited when they have demonstrated they are meeting their responsibilities under the *Children and Young Persons (Care and Protection) Act 1998* and the *Adoption Act 2000* and are meeting the requirements of the NSW Child Safe Standards for Permanent Care (the Standards).

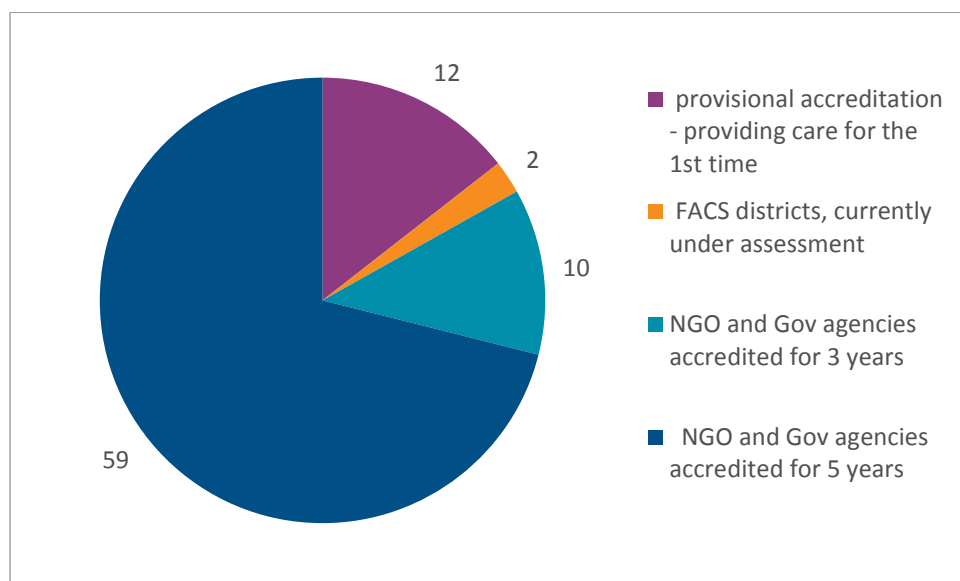
Accredited agencies must continue to meet these requirements at all times. Information on each agency's *Notice of Conditions of Accreditation* is published on the Office of the Children's Guardian's website in the Designated Agencies section found under Statutory out-of-home care and adoption.

### Designated agencies

There are 83 designated agencies providing statutory out-of-home-care in NSW. They include non-government providers, and Family and Community Services (FACS).

Of the 83 designated agencies, 33 also provide voluntary out-of-home care (VOOHC) and 46 access the Carers Register and manage frontline carers. Information on VOOHC and the Carers Register is included in this section below.

Figure 4.1 Accredited agencies providing statutory out-of-home care in NSW, 2017–18



Twelve of these designated agencies are Aboriginal Community Controlled organisations. There are also three non-government agencies in NSW accredited to provide adoption services as well as out-of-home care.

### Monitoring for compliance

The OCG is committed to the continuous improvement of the out-of-home care and adoption sectors. We conduct monitoring visits to confirm that agencies continue to meet the requirements of the legislation and standards and are taking steps to review and improve practice.

A monitoring visit includes discussions with key agency staff and a review of documentation and systems.

We visited nine designated agencies in the last year.

Priority areas for these assessments included compliance with child protection requirements, monitoring and suitability of the care environments including the maintenance of residential care houses, implementation of the permanency planning principles, the use of casual or contracted staff and agency responses to concerns identified in the care environment. The monitoring process also includes a review of the notifications submitted by agencies to the OCG.

Most agencies visited were meeting the requirements of the standards to a satisfactory level. Of the nine agencies visited only two required further action by the OCG to ensure the matters identified had been adequately addressed.

### Residential care review

The OCG completed a records review of 604 children and young people who were in residential care on 30 November 2016, or in temporary emergency accommodation between September 2016 and March 2017.

A report regarding key themes emerging from this review has been prepared and the information obtained will form a baseline for measuring outcomes for children and young people in FACS' new Intensive Therapeutic Care commissioning framework and will inform how we prioritise our monitoring of this vulnerable cohort over the next 12 months. The OCG will continue to monitor this group of children and young people throughout 2018-19.

## Information reported to the OCG

In response to concerns raised by the out-of-home care sector regarding the use of motels and other similar temporary accommodation, the OCG developed guidelines regarding emergency care and is monitoring children and young people placed in these arrangements.

There is also a requirement for designated agencies to notify the OCG when they place a child or young person in temporary care arrangements, other than foster care or residential care, for more than two weeks. This includes motels, caravan parks, serviced apartments, youth refuges or other, similar short-term care arrangements. This will continue to be a monitoring priority of the accreditation team throughout 2018-19.

Since the guidelines were issued in March 2018 we received nine notifications from NGOs before 30 June 2018.

Designated agencies are required to notify the Office of the Children's Guardian when they receive an allegation of sexual misconduct or serious physical assault of a child or young person in statutory out-of-home care, by staff or volunteers (including carers).

This year, we received notifications of 131 allegations of sexual misconduct or serious physical assault of a child or young person in statutory out-of-home care.

Agencies are also required to report the death of a child or young person in statutory out-of-home care to the Children's Guardian. This year notifications were received of the deaths of 12 children and young people.

Residential care providers advise the Children's Guardian when a child under the age of 12 years is placed in residential care. In 2017/2018 the OCG was notified of 31 children under 12 in residential care. The OCG closely monitors these services.

## Family and Community Services accreditation

As at 30 June 2018, 14 FACS Districts were accredited for five years, one was undergoing further assessment against a condition and two had made applications and were still being assessed. Details are:

- Eight of the Districts were assessed as wholly meeting accreditation criteria and granted five year accreditation. These were: Illawarra Shoalhaven, Nepean Blue Mountains, Northern NSW, Northern Sydney, Sydney, South Eastern Sydney, South Western Sydney and Western Sydney Districts
- The Murrumbidgee and Mid North Coast Districts had been accredited for one year and achieved five year accreditation
- Western NSW District is accredited for five years, with a condition that they wholly meet accreditation criteria by December 2018 and are currently under assessment to confirm that they have met requirements
- The Hunter and New England Districts applied and are being assessed separately. Further assessments are scheduled to inform a determination to be made by the end of 2018.

## Voluntary out-of-home care (VOOHC)

Voluntary out-of-home care (VOOHC) is an arrangement between an organisation and a parent to provide overnight care for a child under the age of 18, outside of the child's home, within NSW and where there are no child protection concerns. VOOHC provides support for families caring for children and young people with complex needs, many of whom live with disability.

The VOOHC sector is currently in a transitional phase due to the closure of Ageing, Disability and Home Care (ADHC) and the rollout of the NDIS. The OCG has begun monitoring the impact of these changes on the sector.

There was also a significant transition of VOOHC services with all supervision and case planning responsibilities shifting from ADHC to approved non-government providers. This transition was monitored by the OCG. Most placements have transitioned from ADHC to non-government agencies with two placements provided by FACS Specialist Support as at the end of June 2018.

In 2017-18, 23 agencies withdrew their VOOHC registration for a variety of reasons. These included amalgamating with other VOOHC agencies, changing strategic direction due to the rollout of the NDIS or no longer providing overnight care. The total number of VOOHC agencies has decreased by 13 since the same reporting period last year.

## VOOHC agencies

In NSW, all voluntary out-of-home care must be provided or arranged by either a designated or registered agency. The OCG administers VOOHC regulatory requirements, manages agency registration and monitors compliance against the requirements.

The VOOHC system is now in its eighth year of operation since launching in February 2011. The OCG's management and registration of the VOOHC system aims to:

- safeguard the interests of children and young people with complex needs, many of whom have disabilities, and to provide support to the families caring for them
- make it possible for children, young people and their parents to access relevant information, and meaningfully participate in planning and decision-making about their care
- improve the consistency and quality of intake, assessment, planning, care and interagency coordination
- improve knowledge of a child or young person's care history and previous case plans, to support improved care planning and information sharing
- ensure that children and young people in longer term care, benefit from comprehensive and holistic case planning.

**Table 4.1 Number of agencies providing VOOHC services at the end of 2017-18**

Agency type	Number of agencies
Registered agencies	133
Designated agencies	33
<b>TOTAL</b>	<b>166</b>

In 2017-18 the OCG monitored 166 agencies (33 designated and 133 registered). We assessed the policies of 116 of these agencies following the review of the VOOHC Registration and Monitoring process in the previous year. We have received overwhelmingly positive responses from agencies about the process, particularly in regard to support provided to them to address VOOHC practices and to build their capacity.

The OCG launched a new application process to replace the Registration and Self-Certification process. Ten agencies have registered through this new process.

1857 children and young people accessed VOOHC in 2017-18,  
a 13% decrease from the previous year.

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Of the 1857 children and young people accessing VOOHC, 1404 of these accessed placements with registered agencies, 335 with designated agencies other than ADHC, 429 with ADHC which closed during the year.

As the total number of children accessing VOOHC services is 2168, this indicates that some children and young people accessed multiple agencies throughout the year.

### Care episodes

As individual children may use more than one agency for their care needs, the OCG measures care episodes to give a complete picture of the use of VOOHC services. A care episode is each time a child uses a VOOHC service and can range from very short term (overnight, for example) to weeks or months at a time.

A total of 13,061 care episodes were recorded. Of these placements, 12,485 (96%) were provided to a child or young person with a disability.

The number of care episodes decreased by 20% in 2017-18. While care episodes have been decreasing since the Register was established in 2011 this is the most significant decrease to date.

Supervision is required when a child or young person's care runs for a cumulative period over 90 days in a year and a registered agency provides some or all of that care. In 2017-18, 50 children and young people's placements required supervision by a designated agency. This has decreased by 20 from the previous year.

The OCG also monitors care episodes that last over 180 days as they require a case plan. At the end of the 2017-18 financial year there were 51 children and young people on the VOOHC Register for cumulative care lasting over 180 days in the year. This has decreased by 11 from the previous year.

### The NSW Carers Register

The Carers Register records information about carer applications, authorised carers and their household members providing out-of-home care (OOHC). The Carers Register is a licensing tool to assist in the selection and probity assessment of carers, and NSW is the only state with such a tool.

The Carers Register requires designated agencies to share information on carers, prospective carers and their household members. It is designed to prevent unsuitable carers and their household members moving from one designated agency to another.

Carers are required to undertake mandatory assessment, training and other probity checks before they can be authorised to provide care. The suitability of other adult household members is also considered.

### Agency on-site monitoring visits

Of 46 Designated Agencies accessing the Carers Register, around half received an onsite visit to review Carers Register compliance in 2017-18.



Agency feedback has indicated that reviews are an important process for identifying where compliance can be improved. The reviews highlight patterns in internal agency processes and procedures and user compliance issues. The OCG focuses on two key areas on to improve practices; updating Carers Register data; and improving understanding of provisional authorisations.

## Overview of carer households

In 2017-18 carer authorisations increased steadily to 20,137, with NGOs authorising marginally more carers than government (through FACS).

- 13% of authorised carers identify as Aboriginal or Torres Strait Islander
- 62% of authorised carers are female, this number remains relatively consistent
- 48% of household members are female, this number remains relatively consistent
- 45% of household members are over 18 years and require a WWCC, this number remains relatively consistent
- 34% of carer applicants are being managed by FACS, this number has been steadily decreasing over the past few years.

**Table 4.2 Carers Register: Key statistics 2017-18**

NSW Carers Register	30 June 2016	30 June 2017	30 June 2018
<b>Designated agencies</b> accredited to provide statutory out-of-home care	47	47	46
<b>Authorised carers</b> (currently authorised) Note: some carers may be authorised with one or more agencies	18,300	19,974	20,137
• FACS	9161	10,162	10,095
• NGOs	9451	10,119	10,295
Authorised carers that identify as Aboriginal and/or Torres Strait Islander	2406	2564	2658
Type of care			
• Statutory foster care	-	-	12,142
• Other care (relative/kinship)	-	-	8802
<b>Households</b> (current)	12,011	12,664	12,925
• FACS	6220	6544	6621
• NGOs	5791	6120	6304
<b>Household members</b> (currently residing with an authorised carer)	10,259	12,922	12,623
• < 18 years	4156	5339	6905
• > 18 years	6103	7583	5718
<b>Authorised carer by gender</b>	-	-	-
• Female	11,452	12,285	12,439

NSW Carers Register	30 June 2016	30 June 2017	30 June 2018
• Male	6848	7688	7697
<b>Household member by gender</b>	-	-	-
• Female	4810	6088	6035
• Male	5449	6829	6588
<b>Carer applicants</b>	3559	3001	3234
○ Households (including provisionally authorised carers)	2259	1894	2224
• FACS	2198	1254	1100
○ Households	1393	786	757
• NGOs	1375	1747	2113
○ Households	866	1108	1436
<b>Authorisation</b>	-	-	-
• Cancelled - with concerns	283	552	772
• Cancelled - without concerns	449	1008	1617
• Surrendered - with concerns	43	133	245
• Surrendered - without concerns	772	2657	4381
<b>Applications</b>	-	-	-
• Refused	179	823	1 166
• Withdrawn - with concerns	99	339	664
• Withdrawn - without concerns	667	1965	3238
<b>Reportable Allegations (lodged during period)</b>			
• Current reportable allegations	179	186	251
• Finalised RA – contact agency	69	11	18
• Finalised RA – no record	91	43	42

*Note: Small differences in total applicant numbers in the table indicate that some applicants are associated with both an NGO and FACS.*

### Carer suitability outcomes

Since the Carers Register commenced in June 2015, 1295 individual's application for carer authorisation have not proceeded or subsequently had their carer authorisation cancelled due to concerns. If these individuals were to apply to another agency to become a carer, the concerns would be shared between agencies. In addition, 301 carers or their household members have had their WWCC clearance cancelled and are unable to continue caring for children and young people in out-of-home care.

**Table 4.3 WWCC bars relating to carers and household members (cumulative figures)**

Working With Children Check bars	30 June 2016	30 June 2017	30 June 2018
<b>WWCC bars</b>	-	-	-
<b>Authorised carers</b>	82	137	182
<b>Household members</b>	46	61	82
<b>WWCC interim bars</b>	-	-	-
<b>Authorised carers</b>	21	62	81
<b>Household members</b>	11	41	56

#### Notes on Table 4.2

*Carer authorisations are automatically cancelled if the person no longer has a Working With Children Check (WWCC) clearance, or a current application, or is subject to a bar or interim bar.*

*Carer authorisations are automatically suspended if a residing person no longer has a WWCC clearance or a current application or is subject to a bar or interim bar.*

*The relevant designated agency must, within 48 hours of becoming aware of a cancellation or suspension, ensure that children or young people in out-of-home care are no longer placed in a household where a person with a Working With Children Check bar or interim bar resides.*

### Register for residential care workers

During 2017-18 the OCG started working to develop a register of residential care workers. The purpose of the register is to support child-safe recruitment practices in the residential care sector by ensuring mandatory probity checks are completed and to prevent the movement of unsuitable workers from one agency to another.

The register was a recommendation of the *Royal Commission into Institutional Responses to Child Sexual Abuse* and it operates in a similar way to the existing NSW Carers Register. The OCG has had initial consultations with OOHG providers, AbSec, the NSW Ombudsman, the NSW Privacy Commissioner and the Australian Services Union.

In 2018-19 a working group of OOHG providers will be convened to provide advice on the development of the register.

### Child Sex Offender Counsellor Accreditation Scheme (CSOCAS)

The Child Sex Offender Counsellor Accreditation Scheme (CSOSAS) is a voluntary accreditation scheme for counsellors who provide services to people who have sexually offended against children, and to people working with children and young people with harmful sexual behaviours.

Counsellors wishing to achieve accreditation and to be listed on the CSOCAS register are required to meet criteria regarding experience, qualifications, ongoing professional

development and ongoing supervision. The bulk of the scheme is comprised of psychologists and social workers.

There are two types of accreditation for:

- professionals who work with children and adolescents who sexually harm others
- professionals who work with adults who sexually offend against children.

At 30 June 2018 there were 53 members in CSOCAS:

- 13 accredited to work with both children and adults
- 11 accredited to work with adults
- 29 accredited to work with children
- 15 members were accredited at supervisor level
- 18 members were accredited at clinical level
- 21 members were accredited at associate level.



# 5 Creating safe places

Supporting organisations to become child safe through face to face and online training, compliance and policies

## Supporting organisations

In 2017–18 the Child Safe Organisations team in the OCG conducted 211 face to face training sessions for 5321 people representing 1495 organisations as follows:

- 118 SAFE series workshops
- 41 SAFESpace workshops
- 43 child safe workshops
- Five sports sessions
- Four conference stalls.

### Training programs are strongly supported by employers:

76% of participants heard about our training courses from their employer

57% attended one of our training courses as it was a requirement of their employer.

## Child Safe eLearning

Child Safe eLearning was launched in April 2017 to improve access to child safe training. Accompanying the eLearning is a comprehensive resource page on the OCG website allowing easy access to samples and templates, research papers and reports. Over the last twelve months 1205 people have completed the course with over 100 people per month completing all seven modules.

This year we have updated the WWCC module to align it with recent legislative changes.

We are also adapting individual modules to meet requirements of the NSW Education Standards Authority. This means accredited teachers and early childhood educators can use the course towards their continual professional development.

Feedback from those who have completed the online course is positive.

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**96.85%** of people who completed the course said they were now either **very or extremely confident** that they understand what makes an organisation safe for children.

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## SAFE series

The SAFE series protective behaviours program for pre-school children was launched in October 2016.

The series comprises four children's books, a guide for users and a two-hour face-to-face training session for program facilitators, available free on request to the Office of the Children's Guardian. The program promotes positive messages about the rights of children and allows educators to empower children to speak up if they feel sad or scared, and to know they have the right to say 'no' to anyone asking to look at or touch parts of their bodies which are private.

In the last year, 2159 people from 799 organisations attended 118 training sessions.

This year the books have been complemented with animations to allow multiple delivery platforms (hardcover, eBook and cartoons). In addition a new SAFE series animation and fact sheet (*Meeting Mandu*) are being developed to acknowledge the different backgrounds and family groups children have.

The OCG has partnered with Life Without Barriers to allow them use the SAFE series training and resources across Australia to children in out-of-home-care aged 2-10.

### SAFESpace: Supporting children and young people living with disability

In June 2016 the Office of the Children's Guardian received funding to create resources and training workshops to support parents and carers of children who self-manage their child's NDIS funding. The training is designed to reinforce the responsibilities outlined in the NSW *Child Protection (Working with Children) Act 2012*, the NSW *Disability Inclusion Act 2014* and the ADHC publication "Addendum to the Standards in Action: Guide for services working with children and young people with disability and their families".

During the consultation stage, the Office of the Children's Guardian liaised with peak bodies, disability providers, third party verifiers and parents and carers. As a result, the SAFESpace child safe program was launched in December 2017.

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**602 people representing 257 organisations have now attended 41 face-to-face training sessions, with a further 305 completing SAFESpace eLearning.**

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The program comprises free face-to-face industry specific training delivered around NSW, eLearning and supplementary resources including a 28-minute training video (*Risk of Harm*), two animations for parents and carers and printed resources in a range of community languages including Easy English.

**Table 5.1 Child Safe Organisations activities undertaken in 2017-18**

	Sydney metro events	Regional events	Total events	Number of organisations	Total people
Child-safe workshops (full day)	23	20	43	393	786
Child-safe sports sessions (2hrs)	5	n/a	5	46	69
SAFE series	76	42	118	799	2159
Conference stall	1	3	4	n/a	195
SAFESpace	23	18	41	257	602
Total (for each column)	128	83	211	1495	3811

**Table 5.2** Child Safe online training completed, 2017-18

Online training	Total number of people
eLearning certificates of completion issued	1205
SAFESpace eLearning certificates of completion (December – June)	305
<b>Total</b>	<b>1510</b>

## Safer employment for children

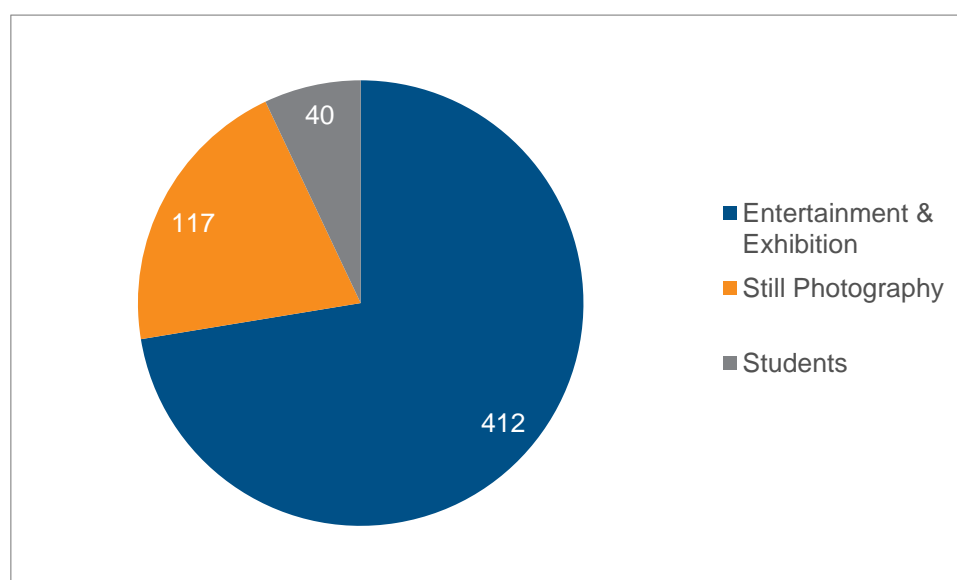
The OCG monitors organisations that employ under 18 year olds in the entertainment industry. We issue employer's authorities cover the categories of entertainment and exhibition, still photography, and student productions. Through this process, employers register their intention to employ children in NSW with the OCG.

Employers can apply for an authority to cover a week, three months, six months or 12 months.

In 2017–18, the Office of the Children's Guardian received 569 applications for an authority to employ children within NSW. This figure represents an increase of three percent compared to the previous year. Of the 569 applications:

- 407 were for a one-week period
- 19 were for a three-month period
- 7 were for a six-month period
- 136 were for a 12-month period.

**Figure 5.1 Employer's authority applications by type, 2017–18**



The slight increase in the number of authority applications from the previous year shows that there is a slowly building awareness of the need for an authority. This can be attributed to community education and compliance programs that were conducted during the year.



An increase in the number of one week (seven percent) and three month (137%) applications reflects the industry's further uptake of the flexible fee options that were introduced in December 2015.

Application fees (including surcharge fees) for an Authority to Employ Children, received by the Office of the Children's Guardian totalled \$333,961.80 (including GST), as compared to \$335,343.31 (including GST) in fees received in 2016–17. This represents a 0.4% decrease in total fees received. This is due to an increase in employers applying for one week authorities.

### **Productions**

In 2017–18 the Office of the Children's Guardian received 1161 notifications of productions involving the employment of children, compared with 1206 for the previous year, a decrease of 3.7%. The small decrease in notifications can be attributed to a six percent decrease in the number of film and television productions that were notified to the OCG. The number of productions employing children across all other industries increased.

There were 36 student productions assessed in 2017-18. This is a 12% decrease in the number of student productions assessed in 2016-17. Next year the children's employment team's community education program will focus on engagement with students, as a priority.

### **Compliance**

The OCG undertakes a range of compliance activities to check employers are adhering to the requirements of employing children and young people.

#### **Compliance operations**

Monthly compliance checks saw employers selected at random for unannounced inspections of work conditions. A risk-based, targeted compliance plan was implemented to:

- identify areas of non-compliance
- develop and execute targeted compliance activities
- liaise with industry stakeholders to identify emerging trends and issues
- encourage upfront compliance of employers by developing an enforcement plan to address and deter non-compliance and encourage a level playing field within the industry; educating employers on their child employment obligations; and reducing red tape to make it simpler to comply.

Through 18 operations 68 employers were visited—this is a 23% increase over 2016-17. Of the employers visited, 42 were compliant and 26 in breach of the legislation, in some form.

The operations conducted focused on the following areas:

- supervision
- talent agents
- checking that employers were employing children under the conditions advised to us
- general Code of Practice
- full site inspections.

### **Location visits**

In addition to the compliance operation program, 31 visits to high risk employment locations were conducted in 2017–18. When combined with visits that occurred as part of compliance operations, a total of 99 employers were visited in 2017–18, a 16% increase over 2016–17.

The children's employment team met with 17 employers and stakeholders to raise awareness and encourage upfront compliance with the children's employment legislation.

### **Compliance breaches**

The *Children and Young Persons (Care and Protection) Act 1998* allows authorised officers of the Children's Guardian to issue penalty notices. Children's employment compliance and investigation activities led to issuing of seven penalty infringement notices, totalling \$34,650. Of the seven penalty infringement notices:

- five were issued to employers that did not obtain an authority while employing children
- one was issued to an employer that repeatedly failed to notify the Office of the Children's Guardian in advance regarding the employment of children
- one was issued to an employer that intentionally falsified their application to employ children under a student authority to avoid paying fees.





# 6 Looking ahead 2018-19

Leading change in our sector



## Leading change in our sector

The OCG holds a unique position in the sector being both part of Government, reporting directly to the Minister, Parliament and the Joint Parliamentary Committee on Children and Young People, yet remaining independent. In addition, the role of the OCG as regulator and assessor provides us an enormous amount of data. Using both our independent position and intelligence gathered through the data, gives us the authority to play a leadership role; holding a mirror to reflect back to the sector both the areas for improvement and the good work being done.

With this in mind, the OCG has three key areas of focus for its work in the coming year.

## Contemporary out-of-home care

There is opportunity for the OCG to make our approach to regulation, particularly in the OOHC sector, more contemporary. With the sector undergoing a transition, the OCG is working to be stronger leaders in the sector. We aim to position the OCG so that we remain responsive to reforms happening in the OOHC sector and we are better able to respond to the needs of highly vulnerable children and young people in OOHC.

Another priority will be to review our approach to assessment and monitoring of Aboriginal OOHC providers. We have commenced consultation with the Aboriginal OOHC sector, in close collaboration with AbSec, about how our office can best support providers to meet the needs of Aboriginal children and young people in OOHC.

There is also work ongoing to define and better understand the role that the Children's Guardian could and should undertake regarding the use of her special guardianship powers – to intervene when a vulnerable child is deemed to be at risk.

Resulting from the Royal Commission, the OCG continues to be actively involved in monitoring and responding to the report recommendations where legislative implementation may be necessary, in particular in relation to developing the register for residential care workers.

## Child safe organisations

Our Child Safe Organisation team have been building their programs in a number of areas over the past years. We now need to find ways to broaden the impact of each of the areas through integration and using the data gathered from the WWCC and compliance and feed this into our policy development and education programs. This information will also inform evaluation of our work and areas where further research could help us be more effective.

One of the Royal Commission's recommendations, accepted in principle by the NSW Government, is that all states and territories should require child-related organisations to implement child safe standards. In 2018-19 the OCG will be undertaking extensive consultation with child-related organisations in NSW about how best to comply with these recommendations and to ascertain the preferred approaches of the sectors impacted by the implementation of child safe standards.

## Customer experience with the WWCC

The Working With Children Check reached its five year anniversary in 2018. Prior to this iteration of the system, there was a significant update of improvements. We are again at a point where further improvements can be made to improve the customer experience of applying for a Check. We are aware that the process is difficult for some and we are working with stakeholders to make the process easier to access and less daunting.

As the NDIS rolls out, work is underway to develop the NDIS Worker Check – being developed with learning from the WWCC system. The OCG will consider how the WWCC interfaces with the NDIS Worker Check as it develops.

We will also continue to invest in developing the skills and capability of our people to enable them to perform at their very best in creating safe places for the children and young people of NSW.



# 7

## Appendices

Details about the OCG



# Appendices

**Appendix A Financial statements**

**Appendix B Our people**

**Appendix C Legislative framework**

**Appendix D Public information and access**

**Appendix E Risk management and insurance activities**

**Appendix F Payment of accounts**

**Appendix G Consultants**

**Appendix H Research and development**

**Appendix I Major work in progress**

**Appendix J Consumer response**

**Appendix K Digital information security policy attestation**

**Appendix L Annual Report preparation**

**Appendix M Compliance with annual reporting requirements**

## Appendix A: Financial statements

**Office of the Children's Guardian**

**Financial Statements  
for the year ended 30 June 2018**



## OFFICE OF THE CHILDREN'S GUARDIAN

### Statement by the Children's Guardian

Pursuant to Section 45F(1B) of the *Public Finance and Audit Act 1983*, I state that to the best of my knowledge and belief:

- (a) the accompanying financial statements have been prepared in accordance with applicable Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board, the requirements of the *Public Finance and Audit Act 1983* and the *Public Finance and Audit Regulation 2015* and Treasurer's Directions.
- (b) the financial statements exhibit a true and fair view of the financial position of the Office of the Children's Guardian as at 30 June 2018 and the financial performance for the period 1 July 2017 to 30 June 2018;
- (c) there are no circumstances which would render any particulars included in the financial statements to be misleading or inaccurate.



**Janet Schorer**  
**Children's Guardian**

**Dated:** 28/9/18

**Office of the Children's Guardian  
Statement of Comprehensive Income  
for the year ended 30 June 2018**

	Notes	Actual 2018 \$'000	Budget 2018 \$'000	Actual 2017 \$'000
<b>Expenses excluding losses</b>				
Employee related expenses	2(a)	14,804	16,400	14,516
Other operating expenses	2(b)	17,283	16,360	16,101
Depreciation and amortisation expenses	2(c)	608	467	677
Grants and subsidies	2(d)	550	550	550
Finance costs	2(e)	7	-	-
<b>Total expenses excluding losses</b>		<b>33,252</b>	33,777	31,844
<b>Revenue</b>				
Recurrent appropriation	3(a)	12,950	17,561	11,790
Capital appropriation	3(a)	189	189	584
Sale of goods and services	3(b)	17,832	15,022	20,034
Grants and contributions	3(c)	4,457	284	1,100
Acceptance by the Crown Entity of employee benefits and other liabilities	3(d)	164	371	632
Other revenue	3(e)	-	-	2
<b>Total revenue</b>		<b>35,592</b>	33,427	34,142
<b>Other gains/(losses)</b>		<b>(392)</b>	-	(18)
<b>Net Result</b>		<b>1,948</b>	(350)	2,280
<b>Other comprehensive income</b>				
<b>Total other comprehensive income</b>		-	-	-
<b>TOTAL COMPREHENSIVE INCOME</b>		<b>1,948</b>	(350)	2,280

The accompanying notes form part of these financial statements.

**Office of the Children's Guardian**  
**Statement of Financial Position**  
**as at 30 June 2018**

		<b>Actual</b>	<b>Budget</b>	<b>Actual</b>
		<b>2018</b>	<b>2018</b>	<b>2017</b>
	Notes	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
<b>ASSETS</b>				
<b>Current Assets</b>				
Cash and cash equivalents	4	<b>3,543</b>	541	1,194
Receivables	5	<b>2,227</b>	2,095	1,913
<b>Total Current Assets</b>		<b>5,770</b>	2,636	3,107
<b>Non-Current Assets</b>				
Plant and Equipment	6	<b>197</b>	301	292
Leasehold improvements	6	<b>1,509</b>	599	536
	6	<b>1,706</b>	900	828
Intangible assets	7	<b>647</b>	723	913
<b>Total non-current assets</b>		<b>2,353</b>	1,623	1,741
<b>Total assets</b>		<b>8,123</b>	4,259	4,848
<b>LIABILITIES</b>				
<b>Current Liabilities</b>				
Payables	8	<b>2,888</b>	3,022	1,786
Provisions	9	<b>1,604</b>	1,625	1,748
<b>Total current liabilities</b>		<b>4,492</b>	4,647	3,534
<b>Non-Current Liabilities</b>				
Provisions	9	<b>467</b>	97	98
<b>Total non-current liabilities</b>		<b>467</b>	97	98
<b>Total liabilities</b>		<b>4,959</b>	4,744	3,632
<b>Net assets</b>		<b>3,164</b>	(485)	1,216
<b>EQUITY</b>				
Accumulated funds		<b>3,164</b>	(485)	1,216
<b>Total Equity</b>		<b>3,164</b>	(485)	1,216

The accompanying notes form part of these financial statements.

**Office of the Children's Guardian  
Statement of Changes in Equity  
for the year ended 30 June 2018**

	<b>Accumulated Funds \$'000</b>	<b>Total \$'000</b>
<b>Balance at 1 July 2017</b>	<b>1,216</b>	<b>1,216</b>
<b>Net result for the year</b>	<u><b>1,948</b></u>	<u><b>1,948</b></u>
<b>Other comprehensive income:</b>		
<b>Total other comprehensive income</b>	<u><b>-</b></u>	<u><b>-</b></u>
<b>Total comprehensive income for the year</b>	<u><b>1,948</b></u>	<u><b>1,948</b></u>
<b>Transaction with owners in their capacity as owners</b>		
<b>Balance at 30 June 2018</b>	<u><b>3,164</b></u>	<u><b>3,164</b></u>
 <b>Balance at 1 July 2016</b>	 <b>(1,064)</b>	 <b>(1,064)</b>
<b>Net result for the year</b>	<u><b>2,280</b></u>	<u><b>2,280</b></u>
<b>Other comprehensive income:</b>		
<b>Total other comprehensive income</b>	<u><b>-</b></u>	<u><b>-</b></u>
<b>Total comprehensive income for the year</b>	<u><b>2,280</b></u>	<u><b>2,280</b></u>
<b>Transaction with owners in their capacity as owners</b>		
<b>Balance at 30 June 2017</b>	<u><b>1,216</b></u>	<u><b>1,216</b></u>

**Office of the Children's Guardian  
Statement of Cash Flows  
for the year ended 30 June 2018**

	Notes	Actual 2018 \$'000	Budget 2018 \$'000	Actual 2017 \$'000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>				
<b>Payments</b>				
Employee Related		(14,771)	(16,029)	(13,721)
Other operating expenses		(17,235)	(17,315)	(18,927)
Grants and subsidies		(550)	(550)	(550)
<b>Total Payments</b>		<b>(32,556)</b>	<b>(33,894)</b>	<b>(33,198)</b>
<b>Receipts</b>				
Recurrent appropriation		12,950	17,561	11,790
Capital appropriation		189	189	584
Sale of goods and services		17,499	15,022	20,008
Grants and contributions		4,457	284	1,100
Other		999	950	1,355
<b>Total Receipts</b>		<b>36,094</b>	<b>34,006</b>	<b>34,837</b>
<b>NET CASH FLOWS FROM OPERATING ACTIVITIES</b>	12	<b>3,538</b>	112	1,639
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>				
Purchases of Plant and equipment and infrastructure systems		-	(189)	(106)
Purchases of Leasehold improvements		(1,189)	-	-
Purchases of Intangibles		-	-	(358)
<b>NET CASH FLOWS FROM INVESTING ACTIVITIES</b>		<b>(1,189)</b>	<b>(189)</b>	<b>(464)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>				
<b>NET CASH FLOWS FROM FINANCING ACTIVITIES</b>		<b>-</b>	<b>-</b>	<b>-</b>
<b>NET INCREASE (DECREASE) IN CASH</b>		<b>2,349</b>	<b>(77)</b>	<b>1,175</b>
Opening cash and cash equivalents		1,194	618	19
<b>CLOSING CASH AND CASH EQUIVALENTS</b>	4	<b>3,543</b>	541	1,194

The accompanying notes form part of these financial statements.



## 1 Summary of Significant Accounting Policies

### (a) *Reporting entity*

The Office of the Children's Guardian (the Office) is a reporting entity and is consolidated as part of the NSW Total State Sector Accounts.

The Public Sector Employment and Management (Children's Guardian and other matters) Order 2013 established the Office of the Children's Guardian as a Division of the Government Service responsible to the Minister for Family and Community Services. The order was dated 15 May 2013 and was effective on the 17 May 2013.

The Office is a not for profit entity (as profit is not its principal objective) and it has no cash generating units. The financial report for the period ended 30 June 2018 has been authorised for issue by the Children's Guardian on 28 September 2018.

### (b) *Basis of preparation*

The Office's financial statements are general purpose financial statements which have been prepared on an accrual basis in accordance with:

- Applicable Australian Accounting Standards (which include Australian Accounting interpretations);
- The requirements of the *Public Finance and Audit Act 1983* and *Public Finance and Audit Regulation 2015* and
- The Financial Reporting Directions mandated by the Treasurer.

Plant and equipment are measured at fair value. Other financial statement items are prepared in accordance with the historical cost convention.

Judgements, key assumptions and estimations management has made are disclosed in the relevant notes to the financial report.

All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency.

NSW Treasury has approved the Office's future budgeted expenditure for the period 2019-2022 as well as an increase in current appropriations. As such, the financial statements of the Office have been prepared on going concern.

### (c) *Statement of compliance*

The financial statements and notes comply with Australian Accounting Standards, which include Australian Accounting Interpretations.

## 1 Summary of Significant Accounting Policies (cont'd)

### (d) *Accounting for the Goods and Services Tax (GST)*

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

- The amount of GST incurred by the Office as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of an assets cost of acquisition or as part of an item of expense and
- Receivables and payables are stated with the amount of GST included.

Cash flows are included in the Statement of Cash Flows on a gross basis. However, the GST components of cash flows arising from investing and financing activities which is recoverable from, or payable to, the Australian Taxation Office are classified as operating cash flows.

### (e) *Income recognition*

Income is measured at the fair value of the consideration or contribution received or receivable. Comments regarding the accounting policies for the recognition of income are discussed below.

#### (i) Parliamentary appropriations and contributions

Except as specified below, parliamentary appropriations and contributions from other bodies (including grants and donations) are recognised as income when the Office obtains control over the assets comprising the appropriations / contributions. Control over appropriations and contributions is normally obtained upon the receipt of cash. Appropriations are not recognised as revenue in the following circumstances:

- Unspent appropriations are recognised as liabilities rather than income, as the authority to spend the money lapses and the unspent amount must be repaid to the Consolidated Fund.

#### (ii) Sale of goods

Revenue from the sale of goods is recognised as revenue when the Office transfers the significant risks and rewards of ownership of the goods, usually on delivery of the goods.

#### (iii) Rendering of services

Revenue is recognised when the service is provided or by reference to the stage of completion (based on labour hours incurred to date).

#### (iv) Grants and contributions

Income from grants (other than contributions by owners) is recognised when the entity obtains control over the contribution. The entity is deemed to have assumed control when the grant is received or receivable.

Contributions are recognised at their fair value. Contributions of services are recognised when and only when a fair value of those services can be reliably determined and the services would be purchased if not donated.

### (f) *Property, plant and equipment*

#### (i) Acquisitions of property, plant and equipment

Property, plant and equipment acquired are initially recognised at cost. Cost is the amount of cash or cash equivalents paid or the fair value of the other consideration given to acquire the asset at the time of its acquisition or construction or, where applicable, the amount attributed to that asset when initially recognised in accordance with the requirements of other Australian Accounting Standards.

Assets acquired at no cost, or for nominal consideration, are initially recognised at their fair value at the date of acquisition.

Fair value is the price that would be received to sell an asset in an orderly transaction between market participants at measurement date.

## **1 Summary of Significant Accounting Policies (cont'd)**

### **(f) Property, plant and equipment (cont'd)**

Where payment for an asset is deferred beyond normal credit terms, its cost is the cash price equivalent, i.e. deferred payment amount is effectively discounted over the period of credit.

#### **(ii) Capitalisation thresholds**

Property, plant and equipment and intangible assets costing \$5,000 and above individually (or forming part of a network costing more than \$5,000) are capitalised.

#### **(iii) Revaluation of property, plant and equipment**

Physical non-current assets are valued in accordance with the "Valuation of Physical Non-Current Assets at Fair Value" Policy and Guidelines Paper (TPP 14 01). This policy adopts fair value in accordance with AASB 116 Property, Plant and Equipment.

Non-Specialised assets with short useful lives are measured at depreciated historical cost, as an approximation of fair value. The Office has assessed that any difference between fair value and depreciated historical cost is unlikely to material.

#### **(iv) Impairment of property, plant and equipment**

As a not-for profit entity with no cash generating units, impairment under AASB 136 Impairment of Assets is unlikely to arise. As plant and equipment is carried at fair value, impairment can only arise in the rare circumstances where the costs of disposal are material. Specifically, impairment is unlikely for not for profit entities given that AASB 136 modifies the recoverable amount test for non-cash generating assets of not-for-profit entities to the higher of fair value less costs of disposal and depreciated replacement cost, where depreciated replacement cost is also fair value.

#### **(v) Depreciation of property, plant and equipment**

Depreciation is provided for on a straight line basis for all depreciable assets so as to write off the depreciable amount of each asset as it is consumed over its useful life to the Office.

All material separately identifiable components of assets are depreciated over their useful lives.

#### **Depreciation Rates**

#### **% Rate**

#### **Plant & Equipment**

Office furniture and fittings	14
Computer equipment and software	25
Leasehold improvements	over the period of the lease

#### **(vi) Restoration costs**

The estimated cost of dismantling and removing an asset and restoring the site is included in the cost of an asset, to the extent it is recognised as a liability.

#### **(vii) Maintenance**

Day-to-day servicing costs or maintenance are charged as expenses as incurred, except where they relate to the replacement of a component of an asset, in which case the costs are capitalised and depreciated.

### **(g) Leases**

A distinction is made between finance leases which effectively transfer from the lessor to the lessee substantially all the risks and benefits incidental to ownership of the leased assets, and operating leases under which the lessor effectively retains all such risks and benefits.

## **1 Summary of Significant Accounting Policies (cont'd)**

### **(g) Leases (cont'd)**

Where a non-current asset is acquired by means of a finance lease, at the commencement of the lease term, the asset is recognised at its fair value or, if lower, the present value of the minimum lease payments, at the inception of the lease. The corresponding liability is established at the same amount. Lease payments are allocated between the principal component and the interest expense.

Operating lease payments are recognised as an operating expense in the Statement of Comprehensive Income on a straight line basis over the lease term.

### **(h) Intangible assets**

The Office recognises intangible assets only if it is probable that future economic benefits will flow to the Office and the cost of the asset can be measured reliably. Intangible assets are measured initially at cost. Where an asset is acquired at no or nominal cost, the cost is its fair value as at the date of acquisition.

The useful lives of intangible assets are assessed to be finite.

Intangible assets are subsequently measured at fair value only if there is an active market. As there is no active market for the Office's intangible assets, the assets are carried at cost less any accumulated amortisation.

### **(i) Financial Instruments**

A financial instrument is any contract that gives rise to a financial asset of one entity and a financial liability or equity instrument of another entity.

Financial assets and financial liabilities are initially measured at fair value. Transaction costs that are directly attributable to the acquisition or issue of financial assets and financial liabilities (other than financial assets and financial liabilities at fair value through profit or loss) are added to or deducted from the fair value of the financial assets or financial liabilities, as appropriate, on initial recognition. Transaction costs directly attributable to the acquisition of financial assets or financial liabilities at fair value through profit or loss are recognised immediately in net result.

#### **(i) Financial assets**

Financial assets are classified, at initial recognition, as financial assets at fair value through profit or loss, loans and receivables, held-to-maturity investments, available-for-sale financial assets, or as derivatives designated as hedging instruments in an effective hedge, as appropriate. The classification depends on the nature and purpose of the financial assets and is determined at the time of initial recognition.

- **Loans and receivables**

Trade receivables, loans, and other receivables that have fixed or determinable payments that are not quoted in an active market are classified as loans and receivables. Loans and receivables are measured at amortised cost using the effective interest method, less any impairment. Changes are recognised in the net result for the year when impaired, derecognised or through the amortisation process.

Short-term receivables with no stated interest rate are measured at the original invoice amount unless the effect of discounting is material.

#### **(ii) Financial liabilities**

Financial liabilities are classified as either 'at fair value through profit or loss' or 'at amortised cost'.

- **Financial liabilities at amortised cost (including borrowings and trade payables)**

Financial liabilities at amortised cost are initially measured at fair value, net of transaction costs. These are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective yield basis.



## 1 Summary of Significant Accounting Policies (cont'd)

### (i) *Financial Instruments (cont'd)*

Payables represent liabilities for goods and services provided to the Office and other amounts. Short-term payables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

Borrowings are financial liabilities at amortised cost. Gains or losses are recognised in the net result for the year on de-recognition of borrowings.

Finance lease liabilities are determined in accordance with AASB 117.

### (iii) De-recognition of financial assets and financial liabilities

A financial asset is derecognised when the contractual rights to the cash flows from the financial assets expire; or if the entity transfers the financial asset:

- where substantially all the risks and rewards have been transferred; or
- where the Office has not transferred substantially all the risks and rewards, if the Office has not retained control.

Where the Office has neither transferred nor retained substantially all the risks and rewards or transferred control, the asset continues to be recognised to the extent of the Office's continuing involvement in the asset. In that case, the Office also recognises an associated liability. The transferred asset and the associated liability are measured on a basis that reflects the rights and obligations that the Office has retained.

Continuing involvement that takes the form of a guarantee over the transferred asset is measured at the lower of the original carrying amount of the asset and the maximum amount of consideration that the entity could be required to repay.

A financial liability is derecognised when the obligation specified in the contract is discharged or cancelled or expires. When an existing financial liability is replaced by another from the same lender on substantially different terms, or the terms of an existing liability are substantially modified, such an exchange or modification is treated as the de-recognition of the original liability and the recognition of a new liability. The difference in the respective carrying amounts is recognised in the net result.

### (iv) Offsetting financial instruments

Financial assets and financial liabilities are offset and the net amount is reported in the statement of financial position if there is a currently enforceable legal right to offset the recognised amounts and there is an intention to settle on a net basis, or to realise the assets and settle the liabilities simultaneously.

### (j) *Employee benefits and other provisions*

#### (i) Salaries and wages, annual leave and sick leave

Salaries and wages (including non-monetary benefits) and paid sick leave that are expected to be settled wholly within 12 months after the end of the period in which the employees render the service are recognised and measured at the undiscounted amounts of the benefits.

Annual leave is not expected to be settled wholly before twelve months after the end of the annual reporting period in which the employees render the related service. As such, it is required to be measured at present value in accordance with AASB 119 Employee Benefits (although short cut methods are permitted). Actuarial advice obtained by Treasury has confirmed that the use of a nominal approach plus the annual leave on annual leave liability (using 7.9% of the nominal value of annual leave) can be used to approximate the present value of the annual leave liability. The Office has assessed the actuarial advice based on the Office's circumstances and has determined that all annual leave is taken within 12 months so discounting is not applicable.

## **1 Summary of Significant Accounting Policies (cont'd)**

### **(j) Employee benefits and other provisions (cont'd)**

Unused non-vesting sick leave does not give rise to a liability as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

#### **(ii) Long service leave and superannuation**

The Office's liabilities for long service leave and defined benefit superannuation are assumed by the Crown Entity. The Office accounts for the liability as having been extinguished, resulting in the amount assumed being shown as part of the non-monetary revenue item described as "Acceptance by the Crown Entity of employee benefits and other liabilities".

Long service leave is measured at the present value of expected future payments to be made in respect of services provided up to the reporting date. Consideration is given to certain factors based on actuarial review, including expected future wage and salary levels, experience of employee departures, and periods of service. Expected future payments are discounted using commonwealth government bond rate at the reporting date.

The superannuation expense for the financial year is determined by using the formulae specified in the Treasurer's Directions. The expense for certain superannuation schemes (i.e. Basic Benefit and First State Super) is calculated as a percentage of the employees' salary. For other superannuation schemes (ie State Superannuation Scheme and State Authorities Superannuation Scheme), the expense is calculated as a multiple of the employees' superannuation contributions.

#### **(iii) Consequential on-costs**

Consequential costs to employment are recognised as liabilities and expenses where the employee benefits to which they relate have been recognised. This includes outstanding amounts of payroll tax, worker's compensation insurance premiums and fringe benefits tax.

### **(k) Provisions**

Provisions are recognised when: the entity has a present legal or constructive obligation as a result of a past event; it is probable that an out flow of resources will be required to settle the obligation; and a reliable estimate can be made of the amount of obligation. When the entity expects some or all of the provision to be reimbursed, for example, under an insurance contract, the reimbursement is recognised as a separate asset, but only when the reimbursement is virtually certain. The expense relating to a provision is presented net of any reimbursement in the statement of Comprehensive income.

### **(l) Fair value hierarchy**

AASB13 fair value hierarchy disclosure is not required as the Office's assets are non-specialised assets with short useful lives and measured at depreciated historical cost as an approximation of fair value.

### **(m) Equity**

Accumulated Funds includes all current and prior year retained funds.

### **(n) Comparative information**

Except when an Australian Accounting Standard permits or provides otherwise, comparative information is disclosed in respect of the previous period for all amounts reported in the financial statements.

### **(o) Budgeted amounts**

The budgeted amounts are drawn from the original budgeted financial statements presented to Parliament in respect of the reporting period. Subsequent amendments to the original budget (e.g. adjustment for transfer of functions between entities as a result of Administrative Arrangements Orders) are not reflected in the budgeted amounts. Major variances between the original budgeted amounts and the actual amounts disclosed in the primary financial statements is explained in Note 13.

## **1 Summary of Significant Accounting Policies (cont'd)**

(p) *Changes in accounting policy, including new or revised Australian Accounting Standards.*

(i) Effective for the first time in 2017-2018

The accounting policies applied in 2017-18 are consistent with those of the previous financial year except for the following list of new/revised Accounting Standards applicable for the first time in year ending 30 June 2018.

- AASB 2016-1 Amendments to Australian Accounting Standards - Recognition of Deferred Tax Assets for Unrealised Losses
- AASB 2016-2 Amendments to Australian Accounting Standards - Disclosure Initiative: Amendments to AASB 107
- AASB 2016-4 Amendments to Australian Accounting Standards - Recoverable Amount of Non-Cash-Generating Specialised Assets of Not-for-Profit Entities
- AASB 2016-7 Amendments to Australian Accounting Standards - Deferral of AASB 15 for Not-for-Profit Entities
- AASB 2017-2 Amendments to Australian Accounting Standards - Further Annual Improvements 2014-2016 Cycle

(ii) Issued but not yet effective

NSW public sector entities are not permitted to early adopt new Australian Accounting Standards, unless Treasury determines otherwise.

The following new Australian Accounting Standards have not been applied and are not yet effective.

- AASB 9 Financial Instruments
- AASB 15, AASB 2014-5, AASB 2015-8 and 2016-3 regarding Revenue from Contracts with Customers
- AASB 16 Leases
- AASB 1058 Income of Not-for-profit Entities
- AASB 2016-6 Amendments to Australian Accounting Standards - Applying AASB 9 with AASB 4 Insurance Contracts
- AASB 2016-8 Amendments to Australian Accounting Standards – Australian Implementation Guidance for Not-for-Profit Entities
- AASB 2016-5 Amendments to Australian Accounting Standards - Classification and Measurement of Share-based Payment Transactions
- AASB 2017-1 Amendments to Australian Accounting Standards - Transfers of Investment Property, Annual Improvements 2014-2016 Cycle and Other Amendments Effective - For profit (FP): 2018-19; Not-for-profit (NFP): 2019-20
- Interpretation 22 Foreign Currency Transactions and Advance Consideration

The Office anticipates that adoption of these Standards in the period of initial application will have no material impact on the financial statements.

## 2 EXPENSES EXCLUDING LOSSES

	2018 \$'000	2017 \$'000
<b>(a) Employee related expenses</b>		
Salaries and wages (including annual leave)	12,515	12,109
Superannuation - defined benefit plans	51	73
Superannuation - defined contribution plans	1,052	985
Long service leave	119	567
Workers compensation insurance	50	57
Payroll tax and fringe benefit tax	777	725
Redundancy Payments	240	-
	<b>14,804</b>	<b>14,516</b>

### (b) Other operating expenses include the following:

Employment Screening	10,546	11,296
Operating lease rental expense - minimum lease pay	1,302	611
Corporate services	1,054	495
Contractors	1,257	1,280
Events Management	36	83
Stores and Stationery	121	59
Internal Audit	-	25
Consultancy Costs	485	128
Telephone	64	99
Printing	95	167
Data processing	897	295
Travel	363	112
Auditor's remuneration - audit or review of the financial statements	48	46
Community education	173	168
Boards, Tribunals and Meetings	18	24
Motor vehicle	26	42
Conference and seminars	459	128
Electricity and cleaning	74	73
Fees	175	850
Maintenance expenses	12	11
Bad debt	1	-
Other	77	109
	<b>17,283</b>	<b>16,101</b>

### (c) Depreciation and amortisation expense

<b>Depreciation</b>		
Office Equipment	35	45
Computer Hardware	58	41
Leasehold Improvements	249	178
Total Depreciation	<b>342</b>	<b>264</b>
<b>Amortisation</b>		
Intangibles	266	413
	<b>608</b>	<b>677</b>

## 2 EXPENSES EXCLUDING LOSSES (cont'd)

	2018 \$'000	2017 \$'000
<b>(d) Grants and subsidies</b>		
Grants	<u>550</u>	<u>550</u>
	<b>550</b>	<b>550</b>
<b>(e) Finance costs</b>		
Interest	<u>7</u>	<u>-</u>
	<b>7</b>	<b>-</b>

## 3 REVENUE

### (a) Appropriations and transfers to the Crown Entity

Summary of Compliance	2018 \$'000		2017 \$'000	
	Appropriation	Expenditure	Appropriation	Expenditure
Original Budget per Appropriation Act	17,750	17,750	16,997	16,997
– Amount carried forward	(4,611)	(4,611)	(4,518)	(4,518)
– Other Adjustment	-	-	(105)	(105)
<b>Total Appropriations/Expenditure</b>	<b>13,139</b>	<b>13,139</b>	<b>12,374</b>	<b>12,374</b>
Appropriation drawn down*		<u>13,139</u>		<u>12,374</u>
Liability to Consolidated Fund		<u>-</u>		<u>-</u>
*Comprising:				
Transfer payments		-		-
Appropriations (per Statement of comprehensive income)**		<u>13,139</u>		<u>12,374</u>
		<b>13,139</b>		<b>12,374</b>
**Appropriations				
Recurrent Appropriation		12,950		11,790
Capital		<u>189</u>		<u>584</u>
		<b>13,139</b>		<b>12,374</b>



### 3 REVENUE (cont'd)

	2018 \$'000	2017 \$'000
<b>(b) Sale of goods and services</b>		
Fees-Working with children check	17,514	19,726
Fees-Other	300	280
Recoveries	18	28
	<u>17,832</u>	<u>20,034</u>
<b>(c) Grants and contributions</b>		
Grants Received - Crown Finance Entity	1,523	-
Grants Received - Department of Family and Community Services	2,934	1,100
	<u>4,457</u>	<u>1,100</u>
<b>(d) Acceptance by the Crown Entity of employee benefits and other liabilities</b>		
Superannuation	51	73
Long Service Leave	111	556
Payroll tax	2	3
	<u>164</u>	<u>632</u>
<b>(e) Other revenue</b>		
Recoveries	-	2
	<u>-</u>	<u>2</u>

### 4 CURRENT ASSETS - CASH AND CASH EQUIVALENTS

	2018 \$'000	2017 \$'000
<b>Cash at bank and on hand</b>	<u>3,543</u>	<u>1,194</u>
	<u>3,543</u>	<u>1,194</u>

For the purposes of the Statement of cash flows, cash and cash equivalents include cash at bank, cash on hand, short term deposits and bank overdraft.

Cash and cash equivalent assets recognised in the statement of financial position are reconciled at the end of the financial year to the statement of cash flows as follows:

Cash and cash equivalents (per statement of financial position)	<u>3,543</u>	<u>1,194</u>
<b>Closing cash and cash equivalents (per statement of cash flows)</b>	<u>3,543</u>	<u>1,194</u>

## 5 CURRENT ASSETS - RECEIVABLES

	2018 \$'000	2017 \$'000
<b>Current Receivables</b>		
GST Receivable	205	160
Other receivables	1,937	1,641
Prepayments	64	110
Sale of goods and services	21	2
	<u>2,227</u>	<u>1,913</u>

## 6 NON-CURRENT ASSETS - PROPERTY, PLANT AND EQUIPMENT

	Plant and Equipment \$'000	Leasehold Improvement \$'000	Total \$'000
<b>At 1 July 2017 - fair value</b>			
At Cost	898	1,188	2,086
Less: Accumulated Depreciation	(606)	(652)	(1,258)
Net carrying amount	<u>292</u>	<u>536</u>	<u>828</u>
<b>At 30 June 2018 - fair value</b>			
At Cost	859	1,939	2,798
Less: Accumulated Depreciation	(662)	(430)	(1,092)
Net carrying amount	<u>197</u>	<u>1,509</u>	<u>1,706</u>

### Reconciliation

A reconciliation of the carrying amount of each class of property, plant and equipment at the beginning and end of the current reporting period is set out below.

	Plant and Equipment \$'000	Leasehold Improvement \$'000	Total \$'000
<b>Year ended 30 June 2018</b>			
Net carrying amount at start of year	292	536	828
Additions	-	1,613	1,613
Disposals	(1)	-	(1)
Other movements - Write-off	-	(391)	(391)
Acquisitions through administrative restructures	-	-	-
Depreciation expense	(94)	(249)	(343)
Net carrying amount at end of year	<u>197</u>	<u>1,509</u>	<u>1,706</u>

	Plant and Equipment \$'000	Leasehold Improvement \$'000	Total \$'000
<b>At 1 July 2016 - fair value</b>			
At Cost	1,004	2,494	3,498
Less: Accumulated Depreciation	(714)	(1,780)	(2,494)
Net carrying amount	<u>290</u>	<u>714</u>	<u>1,004</u>
<b>At 30 June 2017 - fair value</b>			
At Cost	898	1,188	2,086
Less: Accumulated Depreciation	(606)	(652)	(1,258)
Net carrying amount	<u>292</u>	<u>536</u>	<u>828</u>

## 6 NON-CURRENT ASSETS - PROPERTY, PLANT AND EQUIPMENT (cont'd)

### Reconciliation

A reconciliation of the carrying amount of each class of property, plant and equipment at the beginning and end of the previous reporting period is set out below.

	Plant and Equipment \$'000	Leasehold Improvement \$'000	Total \$'000
<b>Year ended 30 June 2017</b>			
Net carrying amount at start of year	290	714	1,004
Additions	106	-	106
Disposals	(18)	-	(18)
Depreciation expense	(86)	(178)	(264)
Net carrying amount at end of year	<u>292</u>	<u>536</u>	<u>828</u>

## 7 INTANGIBLE ASSETS

	Software \$'000	Total \$'000
<b>At 1 July 2017</b>		
Cost (gross carrying amount)	4,309	4,309
Accumulated amortisation and impairment	(3,396)	(3,396)
Net carrying amount	<u>913</u>	<u>913</u>
<b>At 30 June 2018</b>		
Cost (gross carrying amount)	4,309	4,309
Accumulated amortisation and impairment	(3,662)	(3,662)
Net carrying amount	<u>647</u>	<u>647</u>
<b>Year ended 30 June 2018</b>		
Net carrying amount at start of year	913	913
Additions	-	-
Amortisation (recognised in "depreciation and amortisation")	(266)	(266)
Net carrying amount at end of year	<u>647</u>	<u>647</u>
<b>At 1 July 2016</b>		
Cost (gross carrying amount)	4,349	4,349
Accumulated amortisation and impairment	(3,381)	(3,381)
Net carrying amount	<u>968</u>	<u>968</u>
<b>At 30 June 2017</b>		
Cost (gross carrying amount)	4,309	4,309
Accumulated amortisation and impairment	(3,396)	(3,396)
Net carrying amount	<u>913</u>	<u>913</u>
<b>Year ended 30 June 2017</b>		
Net carrying amount at start of year	968	968
Additions	358	358
Assets transferred out through administrative restructures	-	-
Transfers from other assets	-	-
Amortisation (recognised in "depreciation and amortisation")	(413)	(413)
Net carrying amount at end of year	<u>913</u>	<u>913</u>

## 8 CURRENT LIABILITIES - PAYABLES

	2018 \$'000	2017 \$'000
<b>Payables</b>		
Accrued salaries, wages and on-costs	111	99
Creditors	<u>2,777</u>	<u>1,687</u>
	<u>2,888</u>	<u>1,786</u>

## 9 CURRENT / NON-CURRENT LIABILITIES - PROVISIONS

	2018 \$'000	2017 \$'000
<b>Current</b>		
<b>Employee benefits and related on-costs</b>		
Recreation leave	1,254	1,398
Long service leave	226	218
Payroll tax	124	132
<b>Total</b>	<b>1,604</b>	<b>1,748</b>
<b>Non-current</b>		
<b>Employee benefits and related on-costs</b>		
Long service leave	20	19
Payroll tax	11	11
	<b>31</b>	<b>30</b>
<b>Other provisions</b>		
Restoration costs	436	68
<b>Total</b>	<b>467</b>	<b>98</b>
<b>Aggregate employee benefits and related on-costs</b>		
Provisions - current	1,604	1,748
Provisions - non-current	31	30
Accrued salaries, wages and on-costs (Note 8)	111	99
	<b>1,746</b>	<b>1,877</b>

### Movements in provisions (other than employee benefits)

Movements in restoration provision are set out below:

	\$'000
<b>Year ended 30 June 2018</b>	
Opening balance at 1 July 2017	68
Additional provisions recognised	424
Amount used	-
Unused amount reversed	-
Unwinding / change in the discount rate	14
Previous provision reclass to current payable	(70)
Closing balance at 30 June 2018	<b>436</b>
<b>Year ended 30 June 2017</b>	
Opening balance at 1 July 2016	68
Additional provisions recognised	-
Amount used	-
Unused amount reversed	-
Unwinding / change in the discount rate	-
Previous provision reclass to current payable	-
Closing balance at 30 June 2017	<b>68</b>

## 10 COMMITMENTS FOR EXPENDITURE

	2018 \$'000	2017 \$'000
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### (a) Operational Lease Commitments

Future minimum rentals payable under non-cancellable operating lease as at 30 June are, as follows:

Within one year	1,133	737
Later than one year and not later than five years	3,999	-
Later than five years	-	-
Total (including GST)	5,132	737

#### Note

Management fees are included in the amounts disclosed.

## 11 CONTINGENT LIABILITIES AND CONTINGENT ASSETS

The Office is not aware of any contingent liabilities and / or assets associated with its operations.

## 12 RECONCILIATION OF CASH FLOWS FROM OPERATING ACTIVITIES TO NET COST OF SERVICES

	2018 \$'000	2017 \$'000
--	----------------	----------------

Net cash used on operating activities	3,538	1,639
Depreciation and amortisation	(608)	(677)
Decrease / (increase) in provisions	199	(124)
Increase / (decrease) in receivables and other assets	314	(185)
Decrease / (increase) in creditors	(1,103)	1,645
Other Losses	(392)	(18)
Net Result	1,948	2,280

## 13 NON-CASH FINANCING AND INVESTING ACTIVITIES

	2018 \$'000	2017 \$'000
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New recognition of leasehold improvement asset	424	-
	424	-



## 14 BUDGET REVIEW

### Net result

The net result was a surplus of \$1,948k compared to a budgeted deficit of \$350k. This is a favourable variance of \$2,298k arising from the following items.

### Expenses

Total expenses excluding losses were \$33,252k compared to a budget of \$33,777k. This was \$525k under budget primarily due to Employee related expenses of \$14,804k compared to a budget of \$16,400, an underspend of \$1,596k. This was partially offset by an increase in other operating expenses, \$17,283k against a budget of \$16,360k.

### Revenue

Sale of goods and services was \$17,832k against a budget of \$15,022k, over budget by \$2,810k. This was driven by increased revenue for higher than projected demand for paid Working With Children Checks.

Grants and contributions were \$4,457k compared to a budget of \$284k, an increase of \$4,173k reflecting unbudgeted grants received for Voluntary Out of Home Care and National Disability Insurance Scheme.

Due to increased revenue from the grants and contributions and sale of goods and services, the recurrent appropriation received was \$12,950k compared to a budget of \$17,561k (under budget by \$4,611k).

### Other gains/(losses)

Other losses of \$392k against nil budget represented the write-off of leasehold improvement asset as a result of expiry of lease on 30 June 2018.

### Assets and Liabilities

Net assets were \$3,164k compared to a budget of (\$485k). The major variances arising on the Statement of Financial Position are noted below:

### Assets

Cash and cash equivalents were \$3,543k compared to a budget of \$541k. This is \$3,002k over budget which is due to the higher than anticipated revenue for the sale of goods and services.

### Liabilities

Payables were \$2,888k compared to a budget of \$3,022k. This is \$134k under budget which is due to a lower level of accruals for the reporting period.

## 15 FINANCIAL INSTRUMENTS

The Office's principal financial instruments are outlined below. The financial instruments arise directly from the Office's operations and are required to finance the Office's operations. The Office does not enter in to or trade financial instruments, including derivative financial instruments, for speculative purposes.

The Office's main risks arising from the financial instruments are outlined below, together with the Office's objectives, policies and processes for measuring and managing risk. Further quantitative and qualitative disclosures are included throughout this financial report.

The Office has overall responsibility for the establishment and oversight of risk management and reviews and agrees on policies for managing each of these risks. Risks management policies are established to identify and analyse the risks faced by the Office, to set risks limits and controls and monitor risks. Compliance with policies is reviewed by the Office, to set risks limits and controls and to monitor risks. Compliance with policies are reviewed by the internal auditors on a continuous basis.

## **15 FINANCIAL INSTRUMENTS (cont'd)**

### **(a) Financial instrument categories**

<b>Financial Assets</b>	<b>Note</b>	<b>Category</b>	<b>Carrying Amount</b>	<b>Carrying Amount</b>
<b>Class:</b>			<b>2018</b>	<b>2017</b>
			<b>\$'000</b>	<b>\$'000</b>
Cash and cash equivalents	4	N/A	<b>3,543</b>	1,194
Receivables <sup>1</sup>	5	Loans and receivables (at amortised cost)	<b>1,958</b>	1,643
<b>Financial Liabilities</b>	<b>Note</b>	<b>Category</b>	<b>Carrying Amount</b>	<b>Carrying Amount</b>
<b>Class:</b>			<b>2018</b>	<b>2017</b>
			<b>\$'000</b>	<b>\$'000</b>
Payables <sup>2</sup>	8	Financial liabilities measured at amortised cost	<b>2,777</b>	1,606

1.Excludes statutory receivables and prepayments (i.e. not within scope of AASB 7)

2.Excludes statutory payables and unearned revenue (i.e. not within scope of AASB 7)

### **(b) Credit Risk**

Credit risk arises when there is the possibility of the Office's debtors defaulting on their contractual obligations, resulting in a financial loss to the office. The maximum exposure to credit risk is generally represented by the carrying amount of the financial assets (net of any allowance for impairment).

Credit risk arises from the financial assets of the Office, including cash, receivables and authority deposits. No collateral is held by the office. The office has not granted any financial guarantees.

Credit risk associated with the Office's financial assets, other than receivables, is managed through the selection of counterparties and establishment of minimum credit rating standards.

#### **Cash and cash equivalents**

Cash comprises cash on hand and bank balances within the NSW Treasury Banking System. Interest is earned on daily bank balances at the monthly average NSW Treasury Corporation (TCorp) 11am unofficial cash rate, adjusted for a management fee to NSW Treasury.

#### **Receivables - trade debtors**

All trade debtors are recognised as amounts receivable at balance date. Collectability of trade debtors is reviewed on an ongoing basis. Procedures as established in the Treasurer's Directions are followed to recover outstanding amounts, including letters of demand. Debts which are known to be uncollectible are written off. An allowance for impairment is raised when there is objective evidence that the entity will not be able to collect all amounts due. This evidence includes past experience, and current and expected changes in economic conditions and debtor credit ratings. No interest is earned on trade debtors. Sales are made on 30 day terms.

The only financial assets that are past due or impaired are "sales of goods and services" in the "receivables" category of the statement of financial position.

## 15 FINANCIAL INSTRUMENTS (cont'd)

	Total <sup>1,2</sup>	\$'000 Past due but not impaired <sup>1,2</sup>	Considered impaired <sup>1,2</sup>
<b>2018</b>			
< 3 months overdue	-	-	-
3 months – 6 months overdue	-	-	-
> 6 months overdue	-	-	-
	<b>Total<sup>1,2</sup></b>	<b>\$'000 Past due but not impaired<sup>1,2</sup></b>	<b>Considered impaired<sup>1,2</sup></b>
<b>2017</b>			
< 3 months overdue	1	1	-
3 months – 6 months overdue	1	1	-
> 6 months overdue	-	-	-

### Notes

1. Each column in the table reports "gross receivables".

2. The ageing analysis excludes receivables that are not past due and not impaired. Therefore the "total" will not reconcile to the receivables total recognised in the statement of financial position.

### (c) Liquidity risk

Liquidity risk is the risk that the Office will be unable to meet its payment obligations when they fall due. The Office continuously manages risk through monitoring future cash flows and maturities planning to ensure adequate holding of high quality liquid assets. The objective is to maintain a balance between continuity of funding and flexibility through the use of overdrafts, loans and other advances.

The Office's exposure to liquidity risk is deemed insignificant based on prior periods' data and current assessment of risk.

The liabilities are recognised for amounts due to be paid in the future for goods or services received, whether or not invoiced. Amounts owing to suppliers (which are unsecured) are settled in accordance with the policy set out in NSW TC 11/12. For small business suppliers, where terms are not specified, payment is made not later than 30 days from date of receipt of a correctly rendered invoice. For other suppliers, if trade terms are not specified, payment is made no later than the end of the month following the month in which an invoice or a statement is received. For small business suppliers, where payment is not made within the specified time period, simple interest must be paid automatically unless an existing contract specifies otherwise. For payments to other suppliers, the Head of an authority (or a person appointed by the Head of an authority) may automatically pay the supplier simple interest. There was no interest paid during the year 2017-2018. (2016-2017: nil)

The table below summarises the maturity profile of the Office's financial liabilities, together with the interest rate exposure.

## 15 FINANCIAL INSTRUMENTS (cont'd)

### Maturity Analysis and interest rate exposure of financial liabilities

Financial Liabilities	Nominal Amount	\$'000		Maturity Dates	
		Interest Rate Exposure			
		Non-interest bearing	< 1 yr	1-5 yrs	> 5 yrs
<b>2018</b>					
Payables:					
Creditors	2,777	2,777	2,777	-	-
	<u>2,777</u>	<u>2,777</u>	<u>2,777</u>	<u>-</u>	<u>-</u>
<b>2017</b>					
Payables:					
Creditors	1,687	1,687	1,687	-	-
	<u>1,687</u>	<u>1,687</u>	<u>1,687</u>	<u>-</u>	<u>-</u>

#### Note

The amounts disclosed are the contractual undiscounted cash flows of each class of financial liabilities based on the earliest date on which the Office can be required to pay.

#### (d) Market risk

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. The Office has no exposure to foreign currency risk and does not enter into commodity contracts.

The effect on profit and equity due to a reasonably possible change in risk variable is outlined in the information below, for interest rate risk and other price risk. A reasonably possible change in risk variable has been determined after taking into account the economic environment in which the Group operates and the time frame for the assessment (i.e. until the end of the next annual reporting period). The sensitivity analysis is based on risk exposures in existence at the balance sheet date. The analysis is performed on the same basis for 2017. The analysis assumes that all other variables remain constant.

#### Interest rate risk

The Office has no interest bearing liabilities. The Office does not account for any fixed rate financial instruments at fair value through profit or loss or as available for sale. Therefore, for these financial instruments, a change in interest rates would not affect profit or loss or equity. A reasonably possible change of +/- 1% is used, consistent with current trends in interest rates. The basis will be reviewed annually and amended where there is a structural change in the level of interest rate volatility. The Office's exposure to interest rate risk is set out below;

			-1%			1%
		Profit		Equity	Profit	Equity
<b>2018</b>	<b>\$'000</b>					
<i>Financial assets</i>						
Cash and cash equivalents	3,543	(35)		(35)	35	35
Receivables	2,022	(20)		(20)	20	20
<i>Financial liabilities</i>						
Payables	2,888	-		-	-	-
<b>2017</b>						
<i>Financial assets</i>						
Cash and cash equivalents	1,194	(12)		(12)	12	12
Receivables	1,753	(18)		(18)	18	18
<i>Financial liabilities</i>						
Payables	1,786	-		-	-	-

## 15 FINANCIAL INSTRUMENTS (cont'd)

### (e) Fair value measurement

#### (i) Fair value compared to carrying amount

The amortised cost of financial instruments recognised in the statement of financial position approximates the fair value, because of the short term nature of all the financial instruments.

## 16 RELATED PARTY DISCLOSURES

The Office's key management personnel was identified to be Janet Schorer, Children's Guardian, during the year, and her compensation is as follows:

	2018 \$'000	2017 \$'000
<b>Short-term employee benefits:</b>		
Salaries	324	290
Other monetary allowances	-	-
Non-monetary benefits	3	13
Other long-term employee benefits	125	18
Post-employment benefits	-	-
Termination benefits	-	-
Total Remuneration	<u>452</u>	<u>321</u>

The Office did not enter into any other transactions with key management personnel, their close family members and controlled or jointly controlled entities thereof.

In addition, during the year, the Office entered into transactions on arm's length terms and conditions with other entities controlled by NSW Government. These transactions include:



## 16 RELATED PARTY DISCLOSURES (cont'd)

	2018 \$'000			2017 \$'000		
	Revenue	Expense	Net receivable /(payable)	Revenue	Expense	Net receivable /(payable)
<b>Crown Finance Entity</b> – Recurrent Grants for NDIS program	1,523		1,523	-		-
<b>Department of Family and Community Services</b> – Recurrent grant for Voluntary Out Of Home Care program	2,934		2,934	1,000		1,000
<b>Roads and Maritime Services</b> – Revenue collection for Working with Children Check (WWCC)	17,514		17,514	19,726		19,726
<b>Services NSW</b> – Fees for performing Working With Children Check (WWCC)		4,420	(4,420)		4,600	(4,600)
<b>Government Property NSW</b> – Rent for leased property vested with Property NSW		1,329	(1,329)		600	(600)
<b>Department of Justice</b> – Recurrent grant for the provision of services associated with the WWCC		550	(550)		550	(550)
<b>Department of Finance, Services and Innovation</b> – Administration and Corporate Services Provided		311	(311)		513	(513)
<b>NSW Self Insurance Corporation</b> – Workers' Compensation Premiums to Treasury Managed Fund		57	(57)		64	(64)

## 17 EVENTS AFTER THE REPORTING PERIOD

There are no events subsequent to balance date which affect the financial statements.

End of audited financial statements

## Appendix B: Our people

The Office of the Children's Guardian is deemed a small agency under Treasury Circular NSWTC 15-18 having fewer than 200 full-time employees. We are reporting our HR information this year and will use the exemption for the coming two years.

As at 30 June 2018, there were 142 people employed with the Office of the Children's Guardian on a full-time or part-time basis. The workforce includes employees with a diverse mix of backgrounds, and working experience that includes child protection, community and social work, legal practice, policy development and implementation, auditing and compliance, customer service, government services and administration.

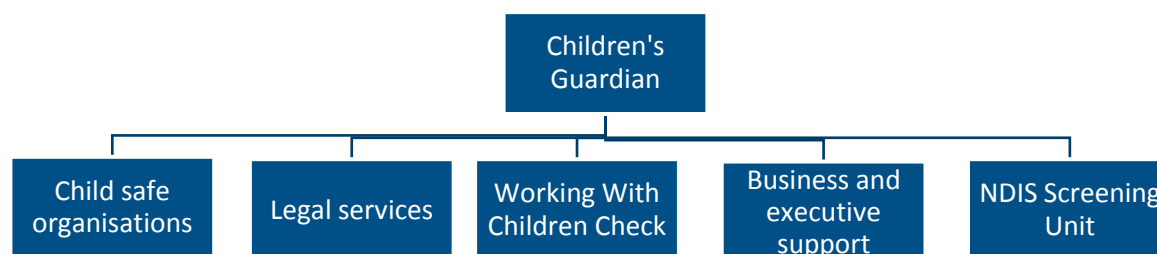
There were no exceptional movements in salaries, wages or allowances.

**Table A.1** Actual number of employees, by category

Category	At June 2013	June 2014	At June 2015	At June 2016	At June 2017	At June 2018
Clerk grade 1/2	8.2	6	8	6	11	5
Clerk grade 3/4	14	28	29	19	28	24
Clerk grade 5/6	3	6	9	10	14	16
Clerk grade 7/8	20.2	30	35	39	43	40
Clerk grade 9/10	15.7	25	24	27	27	34
Clerk grade 11/12	7	11	10	12	12	16
Legal officer grade 4	0	1	1	1	2	2
Total	68.1	107	116	114	137	137

*Note: These figures include contractors and exclude senior executive roles*

## Executive team



## Children's Guardian

Ms Janet Schorer, Diploma in Applied Science (Nursing), Bachelor of Arts (Psychology), Graduate Diploma in Child and Adolescent Psychology, Executive Master of Public Administration

### Director, Child Safe Organisations:

Ms Louise Coe, Bachelor of Commerce, Bachelor of Laws (Hons), Diploma of Legal Practice, Executive Master of Public Administration

### Director, Business and Executive Support:

Ms Liz McGee, Diploma of Teaching (Primary), Graduate Diploma in Public Administration

### Director, Legal Services:

Ms Sharminie Niles, Master of Laws, Solicitor of the Supreme Court of NSW, Solicitor of the Supreme Court of England and Wales

### Director, Working With Children Check:

Mr Steve Gholab, Bachelor of Social Science (major in Criminology and Sociology), Advanced Diploma of Management, Diploma of Project Management.

### Director, NDIS Screening Unit:

Mr Michael Rosmalen, Bachelor of Commerce (Economics), Master of Applied Economics

**Table A.2 Senior executives employed, by band and gender**

Remuneration level	Male	Female	Total
Band 3	-	-	-
Band 2	-	1	1
Band 1	2	3	5
Total	2	4	6

**Table A.3 Average remuneration of senior executives by band**

Remuneration level	Range	Average remuneration
Band 3	\$328,901 - \$463,550	N/A
Band 2	\$261,451 - \$328,900	\$328,923*
Band 1	\$183,300 - \$261,450	\$215,377

*\*Note – above Band Range with approval from the Minister.*

**Table A.4 Percentage of total employee-related expenditure relating to senior executives**

Year	Percentage
2018	9.48%

## Human resource management policy and practice

The main focus of the human resource practice of the Office of the Children's Guardian in 2017–18 has been implementing requirements relating to the *Government Sector Employment Act 2013*. We continue to develop new role descriptions that reflect the NSW Capability Framework.

Recruitment and selection processes were implemented in line with the requirements of the Government Sector Employment Act.

With a focus on engaging and developing our people, we have a range of volunteer working groups to design our OCG Induction programs; to be change champions for the design of and relocation to our new workplace; to celebrate NAIDOC week and to investigate how we can work flexibly and to understand and celebrate our diversity. Over 50% of our staff have been involved in these workgroups, contributing to development of their capabilities and resulting in strong ownership of the workgroup outcomes. The 2018 People Matter survey results showed significant improvement reflecting the progress in continually improving the OCG as a great place to work.

We have added to our HR policy suite we have simplified, streamlined and automated some of our human resources process and functions. We have delivered training for Induction; Combat Bullying, Disability Awareness, Performance Development Planning and on Giving and Receiving Feedback.

## Industrial relations policy and practices

During 2017-18 there were no industrial issues raised with the Office of the Children's Guardian in its capacity as an employer.

The employment practices of the Office of the Children's Guardian are in accordance with industrial relations policies and practices contained in government-sector legislation and policy documents, namely the Crown Employees (Public Service Conditions of Employment) Reviewed Award 2009, Determinations and Directions issued by the Public Service Commission under the *Government Sector Employment Act 2013*, Government Sector Employment Regulation 2014 and the Government Sector Employment Rules 2014.

## Work health and safety policy and practice

Key work health and safety and wellbeing initiatives actioned during 2017-18 included:

- a flu vaccination program
- access to an employee assistance program for staff and their immediate family members, to provide professional support for a broad range of personal and/or work-related issues.

There was one work health and safety incident reported, which resulted in a worker's compensation claim during 2017–18.

## Overseas visits

There were no overseas visits by Office of the Children's Guardian staff during 2017-18.

## Workforce diversity

### Equal employment profile and outcomes

The Office of the Children's Guardian is committed to establishing and developing a workforce that draws on the diversity of people in NSW. We recognise that a diverse workforce helps us to be more responsive and builds the capability of the workforce to deliver our services to the community

During the year the Office of the Children's Guardian took steps to attract, develop and retain a diverse workforce. These steps included performance management processes and enhanced recruitment processes based on clearly defined capabilities. Table A.5 shows the trends in the representation of workforce diversity groups over four years, and Table A.6 is of trends in salary distribution for the same period.

### Disability Inclusion Action Plan

The OCG finalised its Disability Plan which is in line with the *Disability Inclusion Act 2014 NSW*. The Plan was developed during 2017-18 and published in July 2018. Implementation of the Plan is now underway.

## Multicultural Policies and Services Plan

The OCG is still working to development a new Multicultural Policies and Services Plan specific for the organisation. This is expected to be completed during 2018-19.

Until the Plan is finalised, the Office of the Children's Guardian will continue to work using the Multicultural Policies and Services Plan of the Office of Communities, of which it was part, prior to being established as an independent office in 2013.

This year we established a diversity working group to make sure that this area is a priority for the organisation. A working group planned celebrations for NAIDOC week, which centred on celebrating our new workplace. Planning included discussion and consultation with the Metropolitan Local Aboriginal Land Council (Metro LALC), the National Centre for Indigenous Excellence and the Koomurri group.

The group is looking at how we can make a difference on valuing diversity at OCG such as hosting cultural events, events of significance (such as International Day of People with Disability), ways to improving and inform practice when working with a diverse community.

The OCG already considers multicultural implications in what we do to with translations available for key documents and some training modules.

## Reconciliation plan

Work commenced late in 2017-18 on developing a reconciliation plan. The OCG is looking to find expertise in this area to help us develop the Plan. There will be significant consultation with Aboriginal groups with which the OCG works in developing the Reconciliation plan.

**Table A.5 Trends in the representation of workforce diversity groups, 5-year comparison**

Workforce diversity group	Benchmark / target	2014	2015	2016	2017	2018
Women	50.0%	81.1%	79.3%	76%	77%	76.1%
Aboriginal people and Torres Strait Islanders	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%**
People whose first language spoken as a child was not English	19.0%	6.3%	16.4%	22.2%	23.5%	22%
People with disability	N/A	2.7%	1.7%	2.8%	2.3%	1.4%
People with disability requiring work-related adjustment	1.5%	0.9%	0.9%	1.4%	1.0%	1.4%

*\*Diversity data provided by the Public Service Commission.*

*\*\*The OCG is aware of a number of staff who identify as ATSI who have not disclosed this to the PSC.*



**Table A.6 Trends in the salary distribution of workforce diversity groups, 5-year comparison**

Workforce diversity group	Benchmark / target	2014	2015	2016	2017	2018
Women	100	98	103	105	107	105
Aboriginal people and Torres Strait Islanders	100	-	-	-	-	-
People whose first language spoken as a child was not English	100	-	-	88	89	-
People with disability	100	-	-	-	-	-
People with disability requiring work-related adjustment	100	-	-	-	-	-

*\*Diversity data provided by the Public Service Commission.*

*Notes to Table A.6:*

*1: A Distribution Index score of 100 indicates that the distribution of members of the Workforce Diversity group across salary bands is equivalent to that of the rest of the workforce. A score less than 100 means that members of the Workforce Diversity group tend to be more concentrated at lower salary bands than is the case for other staff. The more pronounced this tendency, the lower the score. In some cases, the index may be more than 100, indicating that members of the Workforce Diversity group tend to be more concentrated at higher salary bands than is the case for other staff.*

*Note 2: The Distribution Index is not calculated when the number of employees in the Workforce Diversity group is less than 20 or the number of other employees is less than 20.*

## Appendix C: Legislative framework

The following legislation sets the framework for the operations of the Office of the Children's Guardian:

- *Children and Young Persons (Care and Protection) Act 1998*
- *Children and Young Persons (Care and Protection) Regulation 2012*
- *Children and Young Persons (Care and Protection) (Child Employment) Regulation 2015*
- *Child Protection (Working with Children) Act 2012*
- *Child Protection (Working with Children) Regulation 2013*
- *Adoption Act 2000*
- *Adoption Regulation 2015*
- *Child Protection (Working with Children) Amendment (Statutory Review) Act 2018.*

The office of the Children's Guardian is established under the *Children and Young Persons (Care and Protection) Act 1998*. Responsibility for the administration of the Act sits with the Minister for Family and Community Services.

The principal functions of the Children's Guardian are at section 181 of the Act.

The establishment of the Children's Guardian and the functions associated with the Children's Guardian are part of the *Children and Young Persons (Care and Protection) Act 1998* which is allocated to the Minister for Family and Community Services.

During 2017-18, the *Child Protection (Working with Children) Act 2012* and the *Child Protection (Working with Children) Regulation 2013*, also allocated to the Minister for Family and Community Services, were administered by the Office of the Children's Guardian.

Also during 2017-18, the OCG undertook the statutory five year review of the *Child Protection (Working with Children) Act 2012* resulting in a number of changes to the legislation. A communications program informing relevant stakeholder groups about the changes is ongoing.

## Appendix D: Public information and access

### Public access to NSW government information

The Office of the Children's Guardian holds a range of documents and information, many of which are publicly available. The production of some documents may require an application under the *Government Information (Public Access) Act 2009*, the *Privacy and Personal Information Protection Act 1998* or the *Health Records and Information Privacy Act 2002*.

### Right to information requests

To promote open, accountable, fair and effective government in NSW, members of the public have the right to access government information. This right is restricted only when there is an overriding public interest against disclosing the particular information.

Formal requests made under the *Government Information (Public Access) Act 2009* for access to documents held by the Office of the Children's Guardian should be accompanied by a \$30.00 application fee and directed to:

Right to Information Officer  
Office of the Children's Guardian  
Locked Bag 5100  
Strawberry Hills NSW 2012

Telephone enquiries: (02) 8219 3600

Email: [kids@kidsguardian.nsw.gov.au](mailto:kids@kidsguardian.nsw.gov.au).

Further information can be found on our website: [www.kidsguardian.nsw.gov.au](http://www.kidsguardian.nsw.gov.au).

Children and young people aged less than 18 years are granted open-access information free of charge.

### Statistical information about *Government Information (Public Access) Act 2009* applications

Under section 7 of the *Government Information (Public Access) Act 2009*, agencies must review their programs for the release of government information to identify the kinds of information that can be made publicly available. This review must be undertaken at least once every 12 months.

We ensure that information about the functions of the Office of the Children's Guardian is available on our website.

During the reporting period, no documents were identified through this process for publication on the website.

The following series of tables provides data on GIPA applications for 2017-18.

**Table A.7      Number of applications by type of applicant and applicant outcomes**

<b>TYPE</b>	<b>Access granted in full</b>	<b>Access granted in part</b>	<b>Access refused in full</b>	<b>Information not held</b>	<b>Information already available</b>	<b>Refuse to deal with application</b>	<b>Refuse to confirm/ deny whether information is held</b>	<b>Application withdrawn</b>
<b>Media</b>	0	0	0	0	0	0	0	0
<b>Members of Parliament</b>	0	1	0	0	0	0	0	0
<b>Private sector business</b>	0	0	0	0	0	0	0	0
<b>Not-for-profit organisations or community groups</b>	0	0	0	0	0	0	0	0
<b>Members of the public (application by legal representative)</b>	0	4	2	0	0	0	0	0
<b>Members of the public (other)</b>	0	6	0	1	1	0	0	0

*\*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each decision. This also applies to Table A.8.*

**Table A.8      Number of applications by type of application and outcome**

<b>APPLICATION TYPE</b>	<b>Access granted in full</b>	<b>Access granted in part</b>	<b>Access refused in full</b>	<b>Information not held</b>	<b>Information already available</b>	<b>Refusal to deal with application</b>	<b>Refusal to confirm / deny whether information is held</b>	<b>Application withdrawn</b>
<b>Personal information applications*</b>	0	9	2	1	1	0	0	0
<b>Access applications (other than personal information applications)</b>	0	2	0	0	0	0	0	0
<b>Access applications that are partly personal information applications and partly other</b>	0	0	0	0	0	0	0	0

*\*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).*

**Table A.9 Invalid applications, reason for invalidity and number**

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	0
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	0
Invalid applications that subsequently became valid applications	0

**Table A.10 Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of the Act**

Interest consideration	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	1
Excluded information	2
Documents affecting law enforcement and public safety	1
Transport safety	0
Adoption	0
Care and protection of children	1
Ministerial code of conduct	0
Aboriginal and environment heritage	0

*\*More than one interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application).*

**Table A.11 Other public interest considerations against disclosure: matters listed in table to section 14 of the Act**

Public interest consideration	Number of occasions when application not successful*
Responsible and effective government	10
Law enforcement and security	2
Individual rights, judicial processes and natural justice	3
Business interests of agencies and other persons	2
Environment, culture, economy and general matters	0
Security provisions	0
Exempt documents under interstate Freedom of Information legislation	0

*\*More than one interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application).*

**Table A.12 Timeliness of decisions**

Time period	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	15
Decided after 35 days (by agreements with applicant)	0
Not decided within time (deemed refusal)	0
Total	15

**Table A.13 Number of applications reviewed under Part 5 of the Act: type of review by outcomes**

Type of review	Decision varied	Decision upheld	Total
Internal review	0	1	1
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by the NSW Civil and Administrative Tribunal	0	0	0
Total	0	1	1

*\*The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.*



**Table A.14 Applications for review under Part 5 of the Act: by type of application**

Type of application	Number of applications for review
Applications by access applicants	1
Applications by person to whom information the subject of access application relates (s. 54 of the Act)	0

## Public interests disclosures

There were no public interests disclosures during the 2017-18 reporting year.

## Privacy and personal information

The Annual Reports (Departments) Regulation 2015 requires a statement of action taken by the Office of the Children's Guardian in complying with the requirements of the *Privacy and Personal Information Protection Act 1998* and details of any reviews conducted by or on behalf of the Office of the Children's Guardian under Part 5 of the Act.

The Office of the Children's Guardian has in place a Privacy Management Plan.

## Internal reviews

There was one (1) internal review undertaken in 2017-18, conducted under the *Government Information (Public Access) Act 2009*.

## Appendix E: Risk management and insurance activities

The focus of the Audit and Risk Management Committee in 2017-18 has been to establish good oversight and reporting practices that align with the requirements under NSW Treasury policy TPP 15-03 Internal Audit and Risk Management Policy for the NSW Public Sector.

In 2017-08, consistent with the requirements of its Charter and the NSW Treasury policy TPP15-03, the committee reviewed the Office of the Children's Guardian's approach to identifying and managing risks, adequacy of internal control processes, governance, risk and internal control processes of the outsourced service provider, legislative compliance and financial management aspects. The Committee also reviewed both the mandatory early close and final 2017-18 financial statements and recommended their signing by the Children's Guardian.

The Committee has expressed their satisfaction with the standard of audit and risk-related work undertaken by the Office of the Children's Guardian, including governance frameworks, policies and procedures designed to enhance our risk controls.

### Audit and Risk Committee membership

The Office of the Children's Guardian Audit and Risk Committee comprises Mr Alex Smith, Independent Chair; Mr John Hunter, Independent Member and Ms Gul Izmir, Independent Member. Meeting dates and attendance for 2017-18 were:

- 9 August 2017 (Alex Smith, John Hunter, Gul Izmir)
- 8 November 2017 (Alex Smith, John Hunter, Gul Izmir)
- 14 March 2018 (Alex Smith, John Hunter, Gul Izmir)
- 9 May 2018 (Alex Smith, John Hunter, Gul Izmir).

### Internal Audit Program

In 2017-18 the Office of the Children's Guardian undertook a review of our risk profile, which was facilitated by the internal auditors Deloitte and finalised in May 2018. The revised risk profile report and risk register provides an overall assessment of our risk environment together with emerging strategic and business risks. The information contained in the register will form the basis for our ongoing Internal Audit Plan.

During the reporting period the Office of the Children's Guardian the Audit and Risk Committee received and reviewed reports and management responses on the following:

- Review of the Working With Children Check Business Processes
- Analysis of the Working With Children Check Quality Assurance Program
- Review of the Office of the Children's Guardian's Business Planning Processes
- Organisational and Economic Modelling
- Security Testing of Web Applications and Supporting Infrastructure.

### External Audit

The Audit and Risk Committee noted the Children's Guardian's attestation and the NSW Audit Offices opinion that the financial statements for 2017-18 financial statements were a true and fair view of the Office's financial position.

## Internal Audit and Risk Management Attestation Statement for the 2017-2018 Financial Year for the Office of the Children's Guardian

I, Janet Schorer, am of the opinion that the Office of the Children's Guardian has internal audit and risk management processes in operation that are compliant with the eight (8) core requirements set out in the *Internal Audit and Risk Management Policy for the NSW Public Sector*, specifically:

### Core Requirements

For each requirement, please specify whether compliant, non-compliant, or in transition<sup>1</sup>

#### Risk Management Framework

1.1	The agency head is ultimately responsible and accountable for risk management in the agency	Compliant
1.2	A risk management framework that is appropriate to the agency has been established and maintained and the framework is consistent with AS/NZS ISO 31000:2009	Compliant

#### Internal Audit Function

2.1	An internal audit function has been established and maintained	Compliant
2.2	The operation of the internal audit function is consistent with the International Standards for the Professional Practice of Internal Auditing	Compliant
2.3	The agency has an Internal Audit Charter that is consistent with the content of the 'model charter'	Compliant

#### Audit and Risk Committee

3.1	An independent Audit and Risk Committee with appropriate expertise has been established	Compliant
3.2	The Audit and Risk Committee is an advisory committee providing assistance to the agency head on the agency's governance processes, risk management and control frameworks, and its external accountability obligations	Compliant
3.3	The Audit and Risk Committee has a Charter that is consistent with the content of the 'model charter'	Compliant

### Membership

The chair and members of the Audit and Risk Committee are:

- Independent Chair, Alex Smith, 1 April 2014 to 31 March 2022
- Independent Member, John Hunter, 1 April 2014 to 31 March 2021
- Independent Member, Gul Izmir, 1 April 2014 to 31 March 2020



Janet Schorer, Children's Guardian  
16 October 2017



Liz McGee, Director Business and Executive Services  
liz.mcgee@kidsguardian.nsw.gov.au

<sup>1</sup> Where an agency notes that it has been 'non-compliant' or 'in transition', the agency head must complete the 'Departure from Core Requirements' section below.

## Insurance

In 2017-18 the OCG held the following insurance policies.

### **Type of insurance: Coverage provided**

**Liability:** For professional, product, directors' and officers' liability

**Property:** Provides coverage for owned assets. Includes consequential loss

**Motor Vehicle:** Comprehensive

**Miscellaneous:** Covers risks mainly due to employee dishonesty and agency specific travel overseas but not with personal effects

**Workers compensation:** Workplace injury.

## Credit Card Certification

The OCG has an updated and current Purchasing Card Policy that is in line with the requirements of NSW Treasury TPP17-09 Use and Management of NSW Government Purchasing Cards. For 2017-18 credit/purchase card use by officers of the OCG has been in line with government requirements.

## Appendix F: Payment of accounts

The Office of the Children's Guardian complies with the NSW Treasury Circular 2011–12 Payment of Accounts, which requires all NSW Government agencies to pay small business suppliers within 30 days for goods and services, or otherwise pay interest on outstanding amounts.

The purchasing agreement between the Office of the Children's Guardian and Infosys, the corporate and shared service provider, includes an undertaking that all valid tax invoices from a registered small business are to be paid within 30 days of receipt of the invoice. Where invoices are not paid within 30 days the supplier is entitled to interest payments.

There were no interest payments made in 2017–18. Tables A.16 and A.17 provide details of account payments for 2017–18.

**Table A.15 Aged analysis at the end of each quarter, 2017–18**

Quarter	Current (within due date)	< 30 days overdue	30 and 60 days overdue	60 and 90 days overdue	> 90 days overdue
September	1,667,980	1,959,011	192,470	9,806	6,199
December	2,530,803	1,726,219	72,472	103,561	4,982
March	3,084,645	346,927	73,794	80,961	10,025
June	4,036,041	1,967,288	238,825	5,039	7,828

**Table A.16 Accounts due or paid within each quarter, 2017–18**

Measure – all suppliers	Sep-17	Dec-17	Mar-18	Jun-18
No. of accounts due for payment	490	410	332	435
No. of accounts paid on time	446	382	293	419
Actual percentage of accounts paid on time (based on number of accounts)	91%	93%	88%	96%
Dollar amount of accounts due for payment	4,137,041	4,454,608	3,596,351	6,255,201
Dollar amounts of accounts paid on time	3,190,075	3,241,820	2,902,434	6,215,386
Actual percentage of accounts paid on time (based on \$)	77%	73%	81%	99%
No. of payments for interest on overdue accounts	0	0	0	0
Interest paid on overdue accounts	0	0	0	0
Small business suppliers	0	0	0	0

## Appendix G: Consultants

Consultancy payments in 2017-18 are as shown in the tables below.

**Table A.17 Consultancies of value equal to or more than \$50,000**

Consultancy category	Title/nature of the consultancy	Cost
IT Advisory Services	Doll Martin Associates - IT Advisory services system definition and realisation projects for National Disability Insurance Scheme Worker Check IT system	\$138,850
Management Services	Deloitte, Organisational redesign and high level transition plan to effectively transition resources and agency staff into the new design structure or operations.	\$136,500
Management Services	BDO-Professional Advisory Services Fee for Working With Children Check review	\$60,265
Management Services	ARDT Consultants - Consultancy services to support the planning and evaluation for the Child Safe Organisation Disability Project to operate during transition to National Disability Insurance Scheme	\$50,000
TOTAL number of individual consultancies with a value equal to or more than \$50,000		4 consultancies

**Table A.18 Consultancies of value less than \$50,000**

Consultancy Category	Total cost
Management Services	\$54,665
Research	\$44,545
Total number of individual consultancies with a value less than \$50,000	4 consultancies



## Appendix H: Research and Development

The Expert Advisory Panel (EAP) established in 2015 provides such advice and assistance to the OCG about matters relating to offenders. In 2017-18 the Panel published two papers for the OCG. Chapter 2 has further details about the EAP.

## Appendix I: Major works in progress

The Office of the Children's Guardian did not undertake any major works in 2017-18.

## Appendix J: Consumer response

The Office of the Children's Guardian accepts complaints, comments and suggestions about any of our services. We are committed to quality customer services by providing courteous and prompt assistance in accordance with our Code of Conduct.

Our complaint handling process is provided on our website.

Complaints raised with the Ombudsman about the Office of the Children's Guardian are reported in their Annual Report. The NSW Ombudsman advised the OCG that in 2017-18, the NSW Ombudsman received 56 related complaints and enquiries – down from 94 last year and 91 in 2015-16.

The Office of the Children's Guardian works with the Ombudsman to respond to enquiries and complaints. The majority of complaints continue to relate to the time taken to process applications that require a risk assessment.

## Appendix K: Digital information security policy attestation

### **Digital information Security Annual Attestation Statement for the 2017-18 Financial Year for the Office of the Children's Guardian**

I, Janet Schorer, am of the opinion that the Office of the Children's Guardian had Information Management Systems in place during the financial year being reported on consistent with the core requirements set out in the Digital Information Security Policy for the NSW Public Sector.

I, Janet Schorer, am of the opinion that the security controls in place to mitigate identified risks to the digital information and digital information systems of the Office of the Children's Guardian are adequate for the foreseeable future.



Janet Schorer  
**Children's Guardian**

## Appendix L: Annual report preparation

This annual report was prepared in accordance with Premier's Memorandum M2013-09 Production costs of annual reports. There were no production costs for copywriting, design or printing outside existing allocation.

### **Clarification on previous annual reports**

The Office of the Children's Guardian would like to clarify that in the past two annual reports, figures for Working With Children Check compliance may have been confusing. The figures related to calendar years but were reported as a mix of financial and calendar year figures. All information and data about the Working With Children Check compliance activities were for the calendar year of the year prior to the publication of each report.

Carers Register 2016-17 figures in Table 4.1 stated that figures were cumulative when they were not.

## Appendix M: Compliance with annual reporting requirements

Under the *Annual Reports (Departments) Act 1985*, the Annual Reports (Departments) Regulation 2015 and various Treasury circulars, the Office of the Children's Guardian is required to include certain information in its annual report. Table A.20 provides a list of information the Office of the Children's Guardian is required to include in accordance with the NSW Treasury's Annual Report Compliance Checklist, and the location of this information in this report.

**Table A.20 Compliance with annual reporting requirements**

Compliance requirement	Comment or page reference
Access	Back cover
Additional matters	
- PPIPA	Appendix D
- No significant after-balance date events	Appendix A
- Annual report production costs	Appendix L
- Website	back cover
After balance date events	Not applicable
Agreements with Multicultural NSW	No agreements
Aims and objectives	Page 3
Application for extension of time	Not applicable
Audit opinion	Appendix A
Availability of this annual report	<a href="http://www.kidsguardian.nsw.gov.au">www.kidsguardian.nsw.gov.au</a>
Charter	Section 1 About the OCG Appendix C
Consultants	Appendix G
Consumer response – complaints and improvements	Appendix J
Contact details and website address	Back cover
Digital information security policy attestation	Appendix K
Disability inclusion action plans	Appendix B
Disclosure of controlled entities	No Controlled entities
Disclosure of subsidiaries	No Subsidiaries
Economic or other factors	Not applicable
Equal employment opportunity	Appendix B
External costs incurred in the production of this annual report	Appendix L
Exemptions	Appendix B
Financial statements	Appendix A
Funds granted to non-government community organisations	No funds granted
Government Information (Public Access) Act 2009	Appendix D
Human resources	Appendix B
Identification of audited financial statements	Appendix A
Inclusion of unaudited financial statements	No unaudited financial statements
Industrial relations policies	Appendix B
Internal audit and risk management attestation	Appendix E
Land disposal	No land disposal
Legal change	Section 2 Legal Protection
Letter of submission	Page 2
Management and activities	Section 1 About the OCG
Management and structure	Appendix B
Multicultural policies and services program (formerly EAPS)	Appendix B
Numbers and remuneration of senior executives	Appendix B
Payment of accounts	Appendix F
Price determination	Not applicable
Privacy and personal information	Appendix D
Promotion – overseas visits	Appendix B

Compliance requirement	Comment or page reference
<i>Public interests disclosures</i>	Appendix D
<i>Requirements arising from employment arrangements</i>	Appendix B
<i>Research and development</i>	Appendix H
<i>Risk management and insurance activities</i>	Appendix E
<i>Summary review of operations</i>	Section 1 About the OCG
<i>Time for payment of accounts</i>	Appendix F
<i>Work health and safety</i>	Appendix B
<i>Workforce diversity</i>	Appendix B
<i>Workforce profile</i>	Appendix B

## Glossary

ACWA	Association of Children's Welfare Agencies
ADHC	NSW Department of Ageing, Disability and Home Care
CSOCAS	Child Sex Offender Counsellor Accreditation Scheme
FACS	NSW Department of Family and Community Services
NCAT	NSW Civil and Administrative Tribunal
NDIS	National Disability Insurance Scheme
OCG	Office of the Children's Guardian
OOHC	Out-of-home care
VOOHC	Voluntary out-of-home care
WWCC	Working With Children Check
WWC number	Working with Children clearance number

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