

# INVESTIGATION PROCESS — FORMAT AND SPECIAL PROVISIONS

## CASE MANAGEMENT — MONITORING AND REVIEW

NEW SOUTH WALES	QUEENSLAND	SOUTH AUSTRALIA
<p>There is an urgency rating according to seriousness of case:</p> <ol style="list-style-type: none"> <li>1) immediately</li> <li>2) within one working day</li> <li>3) within five working days (shortly to be reduced to two)</li> </ol> <p>Desirably two rather than one Y.C.S. workers investigate. Removal from home to a safe place may be made by an authorised person, without first obtaining a judicial order if an offence against the child is suspected. * At time of notification a case co-ordinator is assigned, who is always a Y.C.S. worker, a primary worker is also appointed who may be someone from outside Y.C.S. Case conference of confirmed, i.e. registered case must take place within 28 days. The several functions of case co-ordinator and primary worker is that former is "hands-on" worker, the latter acts as reviewer, consultant and re-allocator, if necessary.</p> <p>* a holding power exists for 72 hours, for medical examination.</p>	<p>Every case is investigated within 24 hours of the receipt of notification by D.F.C.D., and a determination made within 3 days; police may also investigate. Case discussion between investigating worker and supervisory worker and thereafter case conference and/or referral to Suspected child abuse and Neglect Team (S.C.A.N.). S.C.A.N. teams then appoint a co'ordinator, provide for initial management of case, monitor and review regularly. S.C.A.N. teams also have other functions. They have statutory basis in new Act. D.F.C.D. child protection units (currently in Brisbane) deal with high risk cases, provide training development of practice skills. Removal of child is possible with or without a judicial warrant plus placement in a safe place. A 96 hours holding power in hospital exists.</p>	<p>On receipt of notification D.C.W. worker investigates within 24 hours, reports to co-ordinator of Children's Protection Panel (set up by legislation) within 48 hours, and reports fully within 28 days. Panels report back to worker who made initial investigation. Panel reviews management of the case and may recommend alternative or additional action. (n.b. panels do not supply orders to workers. Their purpose is to review C.W.D. child protection work in the initial and later management stages and to recommend appropriate action). Regional Directors of C.W.D. have delegated authority to remove a child to a hospital for medical examination. A hospital holding power for up to 96 hours exists.</p>

## PERSONNEL IN CHILD PROTECTION — TRAINING

NEW SOUTH WALES	QUEENSLAND	SOUTH AUSTRALIA
<p>Investigation by generalist workers located in 77 Y.C.S. local offices; new positions of community programs officers (child protection), two training officers for district offices to train generalist workers, residential workers, community groups. Major training programs for district managers and senior central staff, instructive pamphlet for professionals and general public. Maintenance of two specialist Child protection and Family Crisis Units for assessment, includes temporary residence, central register, direct specialist service. Staff for protection work has been substantially increased recently. Child Abuse Council advises Minister of C.Y.S. on planning publicity campaigns on sexual abuse (other developments are under way). Work operations manuals are made available to staff.</p>	<p>Investigation by generalist child care officers located in 37 area offices. S.C.A.N. teams comprise membership from F.C.D.P., medical practitioner and police, plus co-option, initially metropolitan hospital-based, now moving to be community based throughout the State. Child Protection Unit takes direct casework with high risk cases, training, consultancy, development of practice skills. Sexual abuse treatment program, staffed by three social workers and a psychologist provides intensive family treatment for families which have experienced sexual abuse, also provides training, consultation, community liaison, development and research. Currently operates as a demonstration program in Brisbane Co-ordinating Committee on Child Abuse and Neglect.</p> <p>(legislated in new Act)</p>	<p>Investigations are handled by generalist social workers located in 48 area offices. Each of 7 regional employs one staff member who acts as executive officer to the region based child protection panels, provides consultation to generalist workers on procedures and resources and helps with implementation of community awareness programs. All new child care workers undergo an orientation course in child protection procedures. There is a senior consultant specialising in child protection in each region, and a senior social planner reporting to the Director. A Sexual Abuse Task Force has been set up. Focus: community and professional education, health and welfare services, legal aspects. Child Protection Management Committee established in C.W.D. Work operations manuals are made available to staff.</p>