

Gordon Response Recommendations

Recommendation Recommendation Text

- 1 The inquiry recommends that data on child sexual abuse be collected by government agencies using a methodology that allows for aggregation and illustrates pathways through the justice and child protection systems.
- 2 The Inquiry recommends that the State petition the Commonwealth Government to include older children (13-17 years) in surveys of sexual assault to obtain prevalence data.
- 3 The Inquiry endorses the Disability Services Commission's initiative in developing a policy and funding framework with the involvement of key community-based groups, consumers and government agencies through the Access for Indigenous People Steering Committee to improve its service provision to Aboriginal people with disabilities.
- 4 The Inquiry finds that the Office of Aboriginal Health (OAH) does not have any specific policies, procedures or agendas to address family violence and child abuse in Aboriginal communities. The Inquiry recommends that OAH be more involved in the development of programs to meet the three levels of responses (primary, secondary and tertiary) to address these issues.
- 5 The Inquiry recommends the appointment of a senior officer to lead the Office of Aboriginal Health be expedited as a matter of urgency by the Department of Health.
- 6 The Inquiry endorses in principle the Department of Health's initiatives to build workforce skills; develop new models of service delivery that would improve interagency referral processes; and enhance interagency cooperation, as proposed for the reconfigured Community and Child Health Branch.
- 7 The Inquiry endorses in principle, the direction in training currently being undertaken by the Sexual Health Program. It recommends, on the basis of the effectiveness of the community education and sexual health traineeship program for Aboriginal people, to expand this traineeship and provide it on an ongoing basis.

Recommendation	Recommendation Text
8	The Inquiry commends the establishment of the Aboriginal Psychiatric Services at Graylands Hospital. However it recommends that the services should be widely publicised, especially in the rural and remote regions, and target referring professionals, agencies and Aboriginal groups.
9	The Inquiry finds that the limited information provided by the Department of Health on its Drug and Alcohol programs precluded any findings by the Inquiry on the effectiveness of services provided.
10	The Inquiry acknowledges the Drug and Alcohol Office's current activities, and recommends that their proposals be progressed as a matter of urgency, to address the enormity of the problems associated with drug, alcohol and substance
11	The Inquiry supports the Department of Health's intention to develop a Volatile Substance Abuse Action Plan (VSAAP) and recommends that the VSAAP adopt a comprehensive approach to the development of strategies that include treatment initiatives in Aboriginal communities.
12	The Inquiry recommends that in developing appropriate strategies, the Department of Health should include a review of the legislative framework and any requirements for change.

Recommendation

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The Inquiry endorses in principle, options currently being considered by the Department of Health and recommends that resources be made available for the following initiatives to be carried out:

Expansion of delivery of sexual assault services in the metropolitan and rural and remote regions

An increase in counselling services, to include Aboriginal-specific services, provided by government and non-government agencies

Improvement of education and training to health care workers, agencies, communities and schools to address sexual abuse issues and provide education on preventative and protective strategies

The positioning of the metropolitan Sexual Assault Resource Centre at King Edward Memorial Hospital as the key support agency for all sexual assault services statewide, as well as being responsible for the skill development of workers in the rural and remote regions.

14

The Inquiry recommends that key Aboriginal community members be identified for training in sexual assault education and support services so they become a resource in their own communities.

Recommendation

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15

The Inquiry supports options the Department of Health is considering to improve and expand the Princess Margaret Hospital (PMH) Child Protection Unit's (CPU) services, these being:

Education for all health workers particularly in the range of specialised services that CPU provide

Improvement of the working relationship with Aboriginal Health Services, such as Derbarl Yerrigan Health Service, to enable the establishment of a specific clinic with an indigenous focus

Establishment of rural regional units to better respond to families and children

The Inquiry recommends that the Department of Health provides psychiatric, psychological and counselling services for victims of child sexual abuse and their families through CPU at PMH.

Recommendation

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The Inquiry supports the interim evaluation of the Understanding and responding to child sexual abuse in Aboriginal communities' training workshops, piloted in May 2002 in regional WA. The Inquiry recommends on the basis of that interim report that

The training is redesigned to target different audiences, such as community members and professional/field workers

Training occur on an ongoing basis

Training is provided in a series to enable workshop participants, incremental professional development training in responding to child sexual abuse

The training should include a follow-up competency assessment element ensuring ongoing application of training objectives

17

The Inquiry recommends that adequate resources be made available to the Sexual Health Program to expand its revised training workshops to all regions.

18

The Inquiry endorses the Department of Health initiative to review its current information sharing legislation to ensure more effective communication practices between agencies responding in the area of family violence and child abuse.

19

The Inquiry strongly supports the Department of Health's proposal to reintroduce regular training for nursing staff in the clinical management of child abuse, which was discontinued in 1993.

Recommendation	Recommendation Text
20	The Inquiry endorses the cross-cultural training programs proposed by the Department of Health (DOH) that recognise the specific cultural needs of Aboriginal people, for all DOH's service providers. The Inquiry recommends that this Inquiry's proposed Implementation body expedite this initiative as a matter of priority.
21	The Inquiry supports the Department of Health's development of an enhanced professional role and career development path for Aboriginal Health Workers and Aboriginal Mental Health Workers. The Inquiry recommends these incorporate a primary therapeutic role and should be reflected in work responsibility and remuneration.
22	The Inquiry recommends that the Department of Health consider more professional development options for newly employed Aboriginal staff, such as the Aboriginal mentoring programs recently introduced by the Department of Housing and Works and the Department of Education.
23	<p>The Inquiry supports the metropolitan Sexual Assault Resource Centre's (SARC) initiative to reinstate training services that it previously provided. The Inquiry recommends the training package be redesigned in conjunction with experienced and qualified professionals, academics and Aboriginal Health Workers.</p> <p>The Inquiry endorses the SARC's intention to reintroduce Aboriginal liaison workers as outlined in the Department of Health's (DOH's) Submission.</p> <p>The Inquiry endorses the Indigenous-specific training program for volunteers to respond to their own community members disclosure of sexual abuse that is currently being implemented by SARC in Kalgoorlie. The Inquiry recommends that DOH consider this initiative, upon evaluation, for statewide implementation.</p>

Recommendation	Recommendation Text
24	The Inquiry acknowledges the Department of Health's position that its previous structures and policies have inadvertently reduced the efficacy of service delivery, despite the commitment and clear goodwill to improve health outcomes, and supports the department's intent to redress the situation.
25	The Inquiry recommends that the proposed Implementation Body evaluate and monitor the progress towards implementation of the proposed changes outlined by the Department of Health.
26	The Inquiry recommends that as a matter of priority, Healthwatch examines and provides relevant advice to the Minister and Director General of Health to address issues associated with drug, alcohol and substance abuse within Aboriginal communities, which were identified as underlying factors in the incidence of family violence and child abuse.
27	The Inquiry endorses the Department for Community Development's (DCD) recognition of the need for ... greater emphasis on building the capacities and strengths of individuals, families and communities'. The Inquiry recommends that DCD continue to increase its emphasis on identifying and responding to the child and family identified, following a report of family violence and child abuse.
28	The Inquiry recommends that the Department for Community Development complete the draft Bill to a stage to enable its public release for comment.
29	The Inquiry recommends an analysis of the gaps in service delivery be conducted and considered as part of the framework for incorporation into the Department of Community Development planning process. The Inquiry notes that advice is to be provided to the Hon Premier on the initial review and recommends that the advice include additional information regarding funding implications for the identified services.

Recommendation	Recommendation Text
30	The Inquiry finds that there is inadequate provision of ongoing intervention services for children and families. The Inquiry finds that there needs to be greater coordination and clarity between the Department for Community Development and the Department of Health for the responsibility of providing therapeutic and counselling services.
31	The Inquiry endorses the creation of programs by the Department for Community Development, which identify families, and communities who exhibit risk' factors and the provision of services to those identified families and communities.
32	The Inquiry endorses the Department for Community Development's use of alternative methods in working with families with young children who exhibit at risk' behaviours.
33	The Inquiry finds that a significant number of Aboriginal women are unable to access family and domestic violence services in the regional and remote areas.
34	The Inquiry endorses, in principle, the design of a 'developmental community process' that is in response to violence against women and children, which the Department of Community Development is currently undertaking in collaboration with Aboriginal community women.

Recommendation	Recommendation Text
35	<p data-bbox="516 412 638 433">The Inquiry:</p> <p data-bbox="516 496 1686 545">Endorses the content of both the draft Action Plan II on Family and Domestic Violence and the draft Aboriginal Family Violence Strategy</p> <p data-bbox="516 605 1566 626">Endorses the functions of both the Family Violence Coordinating Committee and the Family Violence Unit</p> <p data-bbox="516 686 1640 735">Finds to be unsatisfactory the delays in the implementation of these draft documents and the delays in the formal commencement of those two bodies.</p>
36	<p data-bbox="516 813 1713 889">The Inquiry endorses the concept of the Kimberley Aboriginal Family Violence Community Education Project, which addresses family violence in the region. The Inquiry recommends that education initiatives addressing family violence be continued and expanded statewide.</p>
37	<p data-bbox="516 956 1709 1005">The Inquiry supports the Aboriginal Family Violence initiatives outlined in the Department for Community Development's submissions.</p>
38	<p data-bbox="516 1071 1724 1172">The Inquiry endorses the increase in the funding allocated to the Department of Community Development to increase counselling, treatment and support services to Aboriginal people in both metropolitan and country areas. The Inquiry finds that there should be more clarity in the coordination of counselling, treatment and support services delivered to Aboriginal people by the various departments and a lead agency be identified for the delivery of service</p>

Recommendation	Recommendation Text
39	The Inquiry finds that young people who can be characterised as mature minors' often need different government responses than other children. The Inquiry recommends that the proposed implementation body, consider the issue of mature minors, using findings in this Report and the report of the review of mandatory reporting conducted by the Child Protection
40	The Inquiry endorses the review, which recommends the continuation of the Aboriginal Placement Project. The Inquiry further recommends that consideration be given to expanding the Project to provide additional support to and monitoring of, Aboriginal foster families in collaboration with other government agencies.
41	The Inquiry commends the role that the Crisis Care Unit plays in providing after hours response to emergency situations in the community. However, the Inquiry finds that there needs to be a review of the resources, functions and effectiveness of the Crisis Care Unit, particularly with regard to its response times and coordination with other agencies.
42	The Inquiry finds that the tasks undertaken by the Department for Community Development staff are becoming increasingly complex. The Inquiry recommends a review be undertaken to determine whether there is parity between formal qualifications, experience and the tasks staff are required to undertake.
43	The Inquiry acknowledges the increasing difficulties faced by the Department for Community Development in recruiting, remunerating and retaining experienced staff.
44	The Inquiry commends the joint working party between the Department for Community Development and the Community and Public Sector Union/Civil Service Association to develop a method for assessing workload to determine an acceptable caseload limit.

Recommendation	Recommendation Text
45	The Inquiry finds that in order for the Department for Community Development (DCD) preventative, family support and child protection responses and system to be effective, DCD must be appropriately
46	The Inquiry supports the Aboriginal Service Delivery Traineeship Scheme that enables a clear career development path for Aboriginal people within the Department for Community Development. The Inquiry recommends that consideration be given to the expansion of the Aboriginal Service Delivery Traineeship Scheme and the funding implications of such an
47	The Inquiry recognises that the complex cases often managed by the Department for Community Development require a high level of sustained and coordinated intervention. The Inquiry commends the Strong Families Project, which targets these complex cases. The Inquiry recommends serious consideration be given to funding the expansion of the effective pilot projects which deal with complex cases.
48	The Inquiry endorses the initiative currently in place to develop Memoranda of Understandings (MOU's) with Aboriginal communities in the Kimberley as a step in fostering mutual cooperation between the communities and the Department for Community Development (DCD) The Inquiry recommends that where MOU's are in place with Aboriginal communities, that DCD ensures that the objectives and purpose of MOU's are communicated clearly to these communities and fulfilled.

Recommendation Recommendation Text

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The Inquiry finds that many Aboriginal people have difficulty in obtaining private rental properties. The Inquiry strongly endorses systems designed to move Aboriginal people into home ownership and mainstream housing rather than state housing.

The Inquiry endorses the State Homelessness Taskforce (2002) recommendations

1.4.4 Examine options for incentives for private landlords to accommodate people on low incomes,' and

1.4.5 Department of Housing and Works build on the current pilot project with the Real Estate Institute of WA to enable Aboriginal people and young people to access private rental by head leasing private rental stock, underwriting potential damage and the provision of support.'

Pending a successful evaluation in December 2002, the Inquiry would also endorse the extension of this program. Furthermore, the Inquiry endorses The Government's Response to the Report of the Homelessness Taskforce 2002' in exploring further options for increasing the access of low-income households to the private rental sector.

50

The Inquiry recommends, pending positive review, an extension of the Supported Housing Assistance Program (SHAP) in size and scope. The Inquiry recommends that consideration be given to adding a counselling component to SHAP.

Recommendation	Recommendation Text
51	<p>The Inquiry supports the Management Support Program and recommends that the Department of Housing and Works consider a multifaceted approach of:</p> <p>increased maintenance</p> <p>processes to increase tenant responsibility</p> <p>greater provision of culturally appropriate housing to address this issue.</p>
52	<p>The Inquiry endorses capacity building in Aboriginal Communities and supports programs, including the Remote Area Essential Services Program and Management Support Program, which foster capacity building.</p>
53	<p>The Inquiry recommends a broader whole-of-community consultation approach to housing and infrastructure provision in communities to be conducted in co-ordination with ATSIC Regional and Community plans.</p>
54	<p>Following the evaluation of the pool installation program in remote communities, the Inquiry recommends that the program be expanded. The Inquiry suggests that a comprehensive plan for the building of recreational infrastructure will assist in reducing family violence and child abuse.</p>
55	<p>The Inquiry supports the maintenance of the Aboriginal Home Ownership Program to encourage home ownership by Aboriginal people.</p>

Recommendation Recommendation Text

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The Inquiry finds that there is a need to accelerate the provision of emergency family accommodation suitable for residency of up to three months. The Inquiry also notes that the Government is providing \$1 million over the next four years to assist people directly into stable accommodation by by-passing crisis accommodation. The Inquiry notes that this issue has also been partly addressed by the Homelessness Taskforce in recommendation

1.4.2 Review and implement changes to transitional accommodation provided through the Crisis Accommodation Program to enable the tenant to take the lease and a replacement property provided'

and supports this recommendation. The Inquiry finds that there is an area of need for individuals between the provision of emergency accommodation and the provision of Priority Assistance Housing.

57

The Inquiry recommends that Department of Housing and Works increase the scope and frequency of its Aboriginal Cultural Awareness Course for all staff dealing with customers. Specifically, the Inquiry recommends that consideration be given to regular updating of the course, increasing regionally specific content and understanding of the extended family in Aboriginal society.

58

The Inquiry finds that there is a need for a program dedicated to the lifestyle skills appropriate to maintaining a household. The Inquiry endorses the ongoing discussions between Aboriginal Housing and Infrastructure Unit and the Department for Community Development to provide a joint service to this end. The Inquiry endorses the Government Response to the Homelessness Taskforce, recommendation

2.1.3, Develop practical home support services to assist people in gaining the skills to manage in a home. These services to be developed with the Aboriginal communities and migrant communities where appropriate.'

59

The Inquiry endorses the findings of the Homelessness Taskforce and the Government Response to the Report of the Homelessness Taskforce, Putting People First'. The Inquiry recommends that priority be given to the provision of additional emergency accommodation.

Recommendation	Recommendation Text
60	The Inquiry finds that it is desirable for Aboriginal people in the long term to be less dependent on government services and to be able to access mainstream private rental and home ownership in the same proportion as the general population, thereby increasing self-determination and choice.
61	The Inquiry observes that the particular cultural needs of some Aboriginal people are not met by mainstream style housing, and that culturally appropriate housing can diminish overcrowding and maintenance.
62	The Inquiry finds that the issue of providing crisis care, crisis accommodation and permanent accommodation requires a whole-of-government approach.
63	The Inquiry endorses the recommendations of the review of the Joondalup Domestic Violence Pilot Project with regard to the the Western Australia Police Service.
64	The Inquiry finds that the comprehensive collection of data concerning family violence and child abuse is an important element of effective service delivery. The Inquiry endorses the purchase of the Protect' data collection program by Western Australian Police Service. Furthermore it recommends that Protect' be made available through the Information Management System as soon as possible.
65	The Inquiry recommends that the proposed implementation body, with a view to adapting the model to operate in Western Australia, examine the approach taken in the South Australian Pilot Project, concerning violence restraining orders.

Recommendation	Recommendation Text
66	The Inquiry finds that distrust of Western Australia Police Service officers is a key barrier to Aboriginal complainants coming forward and making complaints of family violence and child abuse, as acknowledged by Western Australia Police Service witnesses.
67	The Inquiry finds that the Child Abuse Investigation Unit (CAIU) is an integral part of the across-government response to child abuse. The Inquiry endorses the ongoing consideration being given to the role of the CAIU and its resources.
68	<p>The Inquiry finds that the assignation of priority to reports of child abuse is integral to the provision of services to those complainants. The Inquiry recommends that the Western Australia Police Service (WAPS), or another body as the Premier sees fit, conducts a review of the priority system and, in the course of that review, considers the following issues:</p> <p>Whether District Offices should undertake priority three and four recommendations, which has both advantages and disadvantages</p> <p>Criteria upon which the Child Abuse Investigation Unit conducts investigations in non-metropolitan areas</p> <p>Pursuant to a proposal currently being considered by WAPS, whether a procedure should be established concerning the rank, gender and training of WAPS officers interviewing vulnerable witnesses</p> <p>The assignment of priority to cases where a child is itinerant or highly mobile and therefore at a heightened state of vulnerability.</p>

Recommendation	Recommendation Text
69	The Inquiry endorses the new system of recording interviews with children. The Inquiry recommends that consideration be given to the extension of the new system of recording interviews to other vulnerable witnesses.
70	The Inquiry finds that Community Police Relations Committees are a valuable tool in facilitating communication between Western Australia Police Service officers and the Aboriginal community. The Inquiry recommends that consideration be given to Community Police Relations Committees, or similar bodies, to be established and maintained in all areas of the
71	The Inquiry endorses in principle the recommendations of the Koodjal Maar Baldjar: Reaching Out Together Police and Indigenous Gathering Against Family Violence.
72	The Inquiry recommends that appropriate strategies be put in place to encourage Aboriginal complainants to use the complaint mechanisms provided by the Western Australia Police Service.
73	The Inquiry finds that Aboriginal Police Liaison Officers (APLO) play an important role in the provision of service by the Western Australia Police Service to Aboriginal communities, in particular remote Aboriginal communities. The Inquiry endorses the creation of 40 new APLO positions over the next four years. The Inquiry recommends that consideration be given to encouraging more women to apply for positions as APLOs.
74	The Inquiry finds that training is essential for effective service delivery by Western Australia Police Service Officers and Aboriginal Police Liaison Officers to complainants of family violence and child abuse. The Inquiry endorses the current training programs in place. The Inquiry recommends these training programs be expanded to cover more material and to be available to more officers on a more frequent basis.

Recommendation	Recommendation Text
75	The Inquiry finds that policing services should be maintained at all times. The Inquiry recommends that leave and transfer arrangements are managed to ensure the necessary continuity.
76	The Inquiry finds that cultural sensitivity training is imperative for effective service delivery to Aboriginal communities. The Inquiry recommends that in addition to current induction and training, an induction procedure be put in place that provides cultural sensitivity training about, and in conjunction with, local Aboriginal communities when an officer joins a Western Australia Police Service (WAPS)
77	The Inquiry recommends that the Western Australia Police Service develop a policy concerning the transfer of APLOs.
78	The Inquiry commends Western Australia Police Service (WAPS) for improving its data collection system. The Inquiry recommends that WAPS be sufficiently resourced to ensure that the data collection system is maintained and updated as required.
79	The Inquiry finds that sex offender programs should be available to all incarcerated persons, including juveniles, convicted of child sex offences.
80	The Inquiry endorses the Integrated Prison Regime (IPR) and supports its implementation in prisons across Western Australia. The Inquiry recommends that Department of Justice incorporate the principle underpinning the IPR, in particular meeting individual needs, through the services it provides in the prison service division.

Recommendation	Recommendation Text
81	The Inquiry finds that programs should not place excessive reliance on any single officer or employee, and accordingly, risk the program lapsing when that person ceases employment. The Inquiry recommends that focus be given to professional development and succession planning when programs are being planned by Department of Justice.
82	The Inquiry endorses the review of the Indigenous Medium Program
83	The Inquiry endorses the review of the Reasoning and Rehabilitation Program. The Inquiry recommends that the review be completed expeditiously and its recommendations, where accepted by the Department, be implemented as a matter of priority. The Inquiry also recommends that the review vehicle evaluate the specific cognitive patterns of Aboriginal
84	The Inquiry supports the use of work camps as an example of an alternative to the traditional incarceration of Aboriginal adult offenders. The Inquiry recommends that more appropriate options for sentenced juveniles from remote locations be considered as a matter of urgency.
85	The Inquiry finds that the Mission Statement of Juvenile Justice Services – custodial, does not adequately represent its role in rehabilitating juvenile offenders. The Inquiry recommends that the 'Mission Statement' of the Juvenile Justice Services division be amended to include a reference to the rehabilitation of juvenile offenders.
86	The Inquiry finds that the Adolescent Sex Offender Intervention Program, or a similar program, is a necessary part of the service provided by Department of Justice. The Inquiry recommends that the program, or intensive individual counselling, be available to all incarcerated juvenile sex offenders.

Recommendation	Recommendation Text
87	The Inquiry finds that Department of Justice does not have a clear policy for receipt of disclosures of family violence or child abuse by clients of the Department. The Inquiry recommends that such a policy be put in place as a matter of urgency
88	The Inquiry recommends that necessary amendments to the Young Offenders Act 1994 be expedited to allow Juvenile Justice Teams to operate in remote Aboriginal communities.
89	The Inquiry finds there is a lack of clarity concerning responsibility for the supervision of mentors. The Inquiry recommends that clear reporting and supervision mechanisms be established for mentors.
90	The Inquiry endorses the work of the Killara Youth Service. The Inquiry recommend that the Department of Justice consider providing additional funding, to address the issues identified by the Killara Youth Support Services.
91	The Inquiry recommends that juveniles in custody should have ready access to psychological and psychiatric services.
92	The Inquiry finds that both victims and offenders are better equipped to access the court system and court services when appropriately educated about that system.
93	The Inquiry endorses the amalgamation of all victims' services into one victim service body and recommends that further strategies be put in place to improve the knowledge of both Public Sector employees and the community about the purpose and spirit of the Victims of Crime Act 1994.

Recommendation	Recommendation Text
94	The Inquiry recommends that any necessary legislative amendments be made to allow ongoing referrals to be made from the Western Australia Police Service Victims of Crime Unit to the Victim Support Service.
95	The Inquiry finds that no cultural awareness or sensitivity training about Aboriginal culture is provided to volunteers working for the Victim Support Service or Child Witness Service upon their commencement. The Inquiry recommends that funding be made available for cultural awareness and sensitivity training to be provided to volunteers upon induction into both those services.
96	The Inquiry finds that Aboriginal people do not respond as often to typical methods of initiating contact as non-Aboriginal people. The Inquiry recommends that a policy be developed to address different mechanisms of contacting Aboriginal
97	The Inquiry finds that services provided by Child Witness Service could better reach Aboriginal people with the employment of an Aboriginal worker. The Inquiry supports the creation of an Aboriginal specific position to work predominantly in the metropolitan area.
98	The Inquiry recommends that the Child Witness Service be resourced to provide services to all child witnesses to indictable offences should those resources not already exist.
99	The Inquiry supports the expansion of the Victim Offender Mediation Unit to regional and remote areas to enable more Aboriginal people to access the service.

Recommendation	Recommendation Text
100	<p>The Inquiry endorses the provision and expansion of the Aboriginal Community Supervision Agreements providing that:</p> <p>appropriate financial and logistical supports are in place for the community</p> <p>appropriate community members are given access to offenders criminal records</p> <p>appropriate training is provided for community members to manage offenders</p>
101	<p>The Inquiry supports the use of Alternate Dispute Resolution Services. The Inquiry recommends consideration be given to the creation of an Alternate Dispute Resolution Services Unit to service the whole of government.</p>
102	<p>The Inquiry supports cultural training for Department of Justice officers. The Inquiry recommends that cultural training be extended to ensure that staff working outside the metropolitan region obtains training appropriate for that region.</p>
103	<p>The Inquiry finds that the maintenance of adequate records and the collection of statistics is important to the service delivery of Department of Justice. The Inquiry recommends that such resources be provided as is necessary to meet a reasonable information collection and management standard.</p>
104	<p>The Inquiry recommends that Department of Education continue to explore and expand mechanisms to increase school attendance by Aboriginal students.</p>

Recommendation	Recommendation Text
105	The Inquiry recommends that the Child Protection Policy and the Child Protection Training for Teachers' Training Package be reconciled as a matter of urgency in order to provide consistent guidance to Department of Education staff.
106	The Inquiry recommends that Department of Education (DOE) establish a mechanism for reviewing, with a view to expanding and clarifying, the Child Protection Policy and the procedures for its implementation, as carried out by DOE staff. The Inquiry recommends consistency in policy and implementation procedures, and greater specificity in reporting procedures.
107	The Inquiry also recommends that training to recognise child abuse be mandatory for all teachers.
108	The Inquiry recommends that Department of Education consider providing intensive cultural awareness and induction programs to staff employed in schools, which have a high Aboriginal population.
109	The Inquiry recommends that the Department of Education institute a risk mitigation program directed towards the protection of their own staff, which would include education of risk, protective behaviours and the creation of a safe work and home environment.
110	The Inquiry finds that current incentives are insufficient to attract experienced staff to remote areas and fail to compensate for the additional costs associated with living in a remote community. Non-financial incentives, such as permanency with the Department of Education, are constructed to attract junior staff, which may be least qualified to work in a demanding environment.

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111	The Inquiry endorses the collaborative model addressing non-attendance by Aboriginal students, pending its successful review, and recommends that it be expanded to other educational districts.
112	The Inquiry endorses the inclusion of Aboriginal studies in school curriculum and the development of Aboriginal language programs. The Inquiry supports the ongoing development and provision of Aboriginal language programs across the State.
113	<p>The Inquiry finds that truancing or non-attending is a significant issue affecting the education of Aboriginal students as identified by the Department of Education (DOE). The Inquiry endorses the current commitment of DOE to increase school attendance by Aboriginal students. The Inquiry notes the establishment of a review committee to consider fundamental changes to the delivery of education and training to WA's Aboriginal youth.</p> <p>The Inquiry recommends, pending favourable outcomes, the extension of successful programs and systems to increase school attendance by Aboriginal students. The Inquiry finds that school attendance must be one of the primary focuses of DOE in improving the educational outcomes of Aboriginal students.</p>
114	The Inquiry finds that issues relating to staffing remote and rural schools classified as Difficult to Staff (DTS) impacts upon the education of Aboriginal students. The Inquiry recommends that consideration be given to greater resources being allocated to or directed towards attracting experienced staff to DTS schools. Incentives, in particular, should be attractive to both graduate and experienced teachers.
115	The Inquiry recommends greater assistance, direction and training be provided to Department of Education staff in the reporting and otherwise responding to disclosure and suspicions that may not amount to disclosure of child abuse.
116	The Inquiry recommends the provision of basic education in Protective Behaviours' to students in all schools through existing curriculum frameworks in the Department of Education (DOE).

Recommendation	Recommendation Text
117	The Inquiry supports DOE seeking the services of other agencies, including non-government agencies, to provide assistance in providing education in protective behaviours.'
118	The Inquiry recommends that the current review of the Aboriginal Communities Act 1979, be finalised, with appropriate detail as a matter of urgency.
119	The Inquiry recommends that the Aboriginal Lands Trust undertake a greater role in the development of management structures and capacity building in communities located on Aboriginal reserve land and that adequate resources be made available to fulfil this role.
120	The Inquiry recommends that the Department of Indigenous Affairs be responsible for instituting proper community development principles
121	The Inquiry recommends that the Department of Indigenous Affairs develop policy and provide staff training to facilitate services that address causes of family violence and child abuse.
122	The Inquiry recommends that the Aboriginal Affairs Planning Authority Act 1972 be amended to reflect the role and membership of the Indigenous Affairs Advisory Council to ensure consistent coordination of services.
123	The Inquiry recommends that the Department of Indigenous Affairs maintain a formal structure to receive and disseminate information to Aboriginal communities as required by section 18 of the Aboriginal Affairs Planning Authority Act 1972

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124	The Inquiry finds that the government, through the Machinery of Government Taskforce and the implementation of the Indigenous Affairs Advisory Council, has indicated its awareness of the positive benefits of a collaborative approach between service deliverers and is supportive of this strategy. The Inquiry supports this collaborative approach.
125	The Inquiry endorses the work of SAFER WA as an effective model of interagency coordination.
126	The Inquiry finds that the Joondalup Family Violence Court project was evaluated as successful in its pilot stage and its permanent status is supported by the Inquiry.
127	The Inquiry finds that the model of the Strong Families program appears to be a positive program with great potential and recommends that its wider implementation should be encouraged.
128	The Inquiry recommends that the Strong Families program should be independently evaluated with input from the wider Aboriginal community.
129	The Inquiry endorses the Agreement for the Provision of Housing and Infrastructure for Aboriginal and Torres Strait Islander People in Western Australia, July 2002–2007' and its recognition of the need for improved coordination for the provision of Aboriginal housing and infrastructure and the need for the reduction of the duplication of services and the promotion of resource efficiency.
130	The Inquiry finds that the State Homelessness Taskforce is an important initiative by the Government and endorses the recommendations of the Taskforce.

Recommendation	Recommendation Text
131	The Inquiry finds that for collaboration, and service delivery to be effective, information and policy advice should circulate between frontline officers, middle management and strategic, whole-of-government planning bodies. The Inquiry recommends that a formalised and simplified structure be developed and implemented to allow for this.
132	The Inquiry finds that legislative and policy changes are necessary for the effective coordination of service provision to Aboriginal communities, particularly in relation to the sharing of confidential information. The Inquiry notes that the Government is currently considering issues relating to privacy information, which may impact on the sharing of information. The Inquiry recommends that the Implementation Body (see Chapter 16) progress the required legislative changes as a matter of urgency.
133	The Inquiry recommends that identified community members in remote Aboriginal communities have access to training and resources in the dissemination of information regarding coordinated service delivery within each community.
134	The Inquiry recommends that coordinated service delivery to reduce family violence and child abuse needs to be targeted at the recipients and customised to the needs identified by the specific Aboriginal community.
135	The Inquiry finds that interagency management of family violence and child abuse must be community based. The identified lack of resources available to communities in remote areas limits effective delivery of service. The Inquiry finds that programs must be relevant to the distinct cultural, financial and physical needs of the community. The Inquiry further finds that despite the best efforts of coordinated committees, the current approach is not successful and must be improved.

Recommendation

Recommendation Text

136

The Inquiry finds that the coordination of Government service delivery to Aboriginal people with regards to family violence and child abuse has not been very effective. The Inquiry makes the following findings of principle:

Legislative or policy framework is imperative for effective collaboration between departments and the coordination of service delivery

The provision of middle-management committees as intermediaries between the upper level management committees and on-the-ground service providers is imperative for effective coordinated service delivery

The barriers to the sharing of information between departments has a negative impact on the effectiveness of collaborative service delivery

The allocation of an independent lead coordinator to oversee coordinated service delivery is imperative to its effectiveness

The difficulties facing coordinated delivery are exacerbated, in some instances, by factors such as remote settings.

Recommendation

Recommendation Text

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The Inquiry finds, consistent with the Internal Review of the Western Australia Police Service that the investigation as to the circumstances of Susan's death was most unsatisfactory.

Those inadequacies were attributable to a combination of:

Lack of proper investigative principles relevant to sudden deaths

Lack of proper communication between police officers

Lack of overall supervision of the investigation

A presumption by investigators that the circumstances surrounding Susan's death were not suspicious due to her past history.

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The Inquiry recommends a review of the assignment of priority to cases of child abuse where a child is itinerant or highly mobile, therefore at a heightened state of vulnerability.

Recommendation	Recommendation Text
139	<p>The Inquiry recommends:</p> <p>There be ongoing monitoring of case loads by the Department for Community Development.</p> <p>The role of the Duty Officers within the department be reviewed</p> <p>Urgent consideration be given to the most appropriate means by which difficult/complex cases, such as those disclosed by the first Term of Reference, be addressed through effective, whole of government collaboration, with one particular agency being identified, from case to case, to adopt a lead agency role.</p>
140	<p>The Inquiry finds that substance abuse is a widespread occurrence amongst Aboriginal children in many parts of the metropolitan area and particularly in the Midland area. Such substance abuse:</p> <p>Has a devastating affect on the physical, intellectual and emotional wellbeing of young lives</p> <p>Creates considerable vulnerability to, particularly, sexual offences.</p>
141	<p>The Inquiry recommends that urgent steps be taken to develop Memoranda of Understanding (MOU) between the Swan Valley Nyoongar Community and those government agencies, which may reasonably seek access to that community. In developing those MOU, the conclusion of the Inquiry as to the good faith of service providers and their legitimate exercise of government function, ought to be taken into account.</p>

Recommendation	Recommendation Text
142	The Inquiry recommends the establishment of an Implementation Body at the highest level of government, reporting to the Premier. The Implementation Body should provide a progress report no later than 12 months after the formation of that
143	<p>The Inquiry recommends that the implementation body should include membership from outside government. This is to ensure that a range of perspectives is brought to the reform process, whilst recognising the vital importance of government agency membership. The Inquiry strongly recommends the appointment of the Aboriginal and Torres Strait Islander Commission State Chairperson to the Implementation Body, particularly noting the importance of the Statement of Commitment and the Indigenous Affairs Advisory Committee.</p> <p>The Inquiry recommends that each government agency affected by the recommendations be required to report on their plans to implement the recommendations within at least three months of this report. Any government agency, which does not intend to implement a recommendation, should have to justify their position to the Implementation Body and provide an alternative strategy to overcome the identified problem. Thereafter, at least every six months, government agencies be required to report to the Implementation Body on progress of the implementation of the recommendations.</p>
144	The Inquiry recommends that a Children's Commissioner be established which is independent and reports directly to the Premier. The Implementation Body should consider the structure and responsibilities of other children's commissioners to decide on the most appropriate model for Western Australia.
145	The Inquiry recommends the proposed Children's Commissioner should have a Deputy Children's Commissioner with responsibility for issues in relation to Aboriginal children.

Recommendation	Recommendation Text
146	The Inquiry recommends a Child Death Review Team should be formed to review the deaths of all children but particularly where there is suspicion of abuse or neglect. The Terms of Reference need to be established after consultation with the community and taking into account child death review teams in other states. The child death review team is to be the responsibility of the proposed Children's Commissioner.
147	The Inquiry therefore recommends that 'Legislative Impact Statements' be introduced into Western Australia, in particular, in relation to Aboriginal people and in relation to children.
148	The Inquiry recommends that there be a permanent appointment to the position of President of the Children's Court.
149	The Inquiry recommends that parents who risk having their children removed should be offered the opportunity to be legally represented in the Children's Court.
150	The Inquiry in support of the separation between judicial activities and support activities in the courts finds that court conferencing in care matters should be run independently of the magistracy.
151	The Inquiry recommends that further investigations occur in relation to employment screening to better protect Aboriginal communities, particularly Aboriginal children.
152	The Inquiry recommends that the full impact of any programs are considered before implementation in Aboriginal

Recommendation	Recommendation Text
153	The Inquiry finds that while individual departments place considerable effort on planning and coordination, from the perspective of Aboriginal communities, planning and coordination need to be improved. The focus needs to move from planning within individual agencies and coordination of those activities to planning and provision of services that is sector-wide and responds to each community's needs. Communities need integrated service provision that results from an integrated planning process.
154	Within this overall integrated service delivery, communities need to have a more significant role in shaping the service response, rather than choosing from a range of predetermined programs.
155	The Inquiry finds that the projects which are time limited, with insufficient funds, inflexible service specifications, are not desirable. Some projects are overly dependant on the supervisor or manager and may lapse when that person moves. The Inquiry finds that Aboriginal communities need ongoing planned and consistent service provision and the nature of certain
156	The Inquiry finds that evaluations and reviews of programs and service delivery should include a focus on the outcomes as well as the process of implementation.
157	The Inquiry finds that there is a need for agencies to examine the implications of programs for Aboriginal people and ensure each program's suitability to that cultural group.
158	The Inquiry finds that resource distribution to provide services to communities are not fair and equitable. Communities of equal size do not have the same social infrastructure and supports. The Inquiry further finds that departments are not funded in such a way that they can provide adequate services, staff and infrastructure in all rural, regional and remote communities.

Recommendation	Recommendation Text
159	<p>The Inquiry finds that the departments face particular challenges in responding to abuse or neglect of Aboriginal children. The recognition of past inappropriate actions by government departments has made workers very sensitive and in some cases fearful of doing further damage rather than improving conditions for children. In recognition of this particular difficulty and taking into account a number of submissions which assert that Aboriginal children are dealt with differently, recommendations will be made in relation to the need for clarity of response when Aboriginal children are at risk or have been abused or neglected.</p>
160	<p>The Inquiry finds that the complexity and breadth of problems provide challenges in relation to governance and leadership in Aboriginal communities. The Inquiry notes the plans of Department of Indigenous Affairs to respond to this problem and finds that there is a need for a comprehensive response across government agencies given the fundamental problems caused by difficulties in governance and leadership in communities.</p>
161	<p>The Inquiry recommends that a formula for resource distribution by government agencies including both direct service delivery and funding activities needs to be developed. The resource distribution formula needs to include indices of social</p>
162	<p>The Inquiry recommends that once the funding has been nominally allocated according to the agreed resource formula, communities, government and non-government agencies should then develop service provision plans in accordance with the community plans of each community and in consultation with those communities. The community plans should build on the regional plans developed by the Aboriginal and Torres Strait Islander Commission. The resource allocation formula and actual allocation needs to be made public, so that communities can plan within the real constraints of available funds and allocate priorities within those constraints.</p>
163	<p>The Inquiry recommends that there needs to be a top down bottom up' (involving strategic direction coupled with local planning) approach to the planning, management and delivery of services. The attached model outlines this process.</p>

Recommendation	Recommendation Text
164	The Inquiry recommends that prevention and early intervention and other support activities must be integrated and delivered according to each community plan. This must include the development and enhancement of social infrastructure within that community. The model provided by Gerritsen and colleagues, the Aboriginal Suicide Prevention Steering Committee, and the Institute of Child Health Research is a useful model, which has been adopted by the Inquiry.
165	The Inquiry recommends that there needs to be a Statement of Service Provision for each community by all agencies. This must include both the planned service provision for the following year and the actual service provision that was provided in the past year. This Statement of Service Provision must respond to community plans, be based on the resources allocated according to the allocation formula, the agreed core service delivery functions and the integrated prevention and early intervention services.
166	The Inquiry recommends that outcome and output measures relating to family violence and child abuse must be set. The performance reviews of the Director Generals of each of the key agencies must include an assessment against benchmarked measures. The performance of key staff in agencies must include a review of the impact that the officer has had on family violence and child abuse in communities, using agreed outcome performance measures, not just meetings attended or committees established.
167	The Inquiry recommends that Aboriginal communities must be offered the opportunity to regularly comment on the quality of service provision delivered in their community by government agencies. This should relate to the statement of service provision and address the appropriateness of the service delivery. Most businesses have a feedback mechanism separate to the complaints mechanism. Government agencies servicing communities should have such a mechanism to evaluate the service delivery to communities.

Recommendation	Recommendation Text
168	The Inquiry recommends that pilot projects should not be used when there is no intention to test the model of service provision. The intention of pilot projects is to test out aspects of the program before a roll-out into the wider community. Pilot projects must have a specific model that is being tested and which fits into the community plan for the development of social infrastructure within that community.
169	The Inquiry recommends that there be further examination of the role of the Department of Indigenous Affairs as a result of recommendations made in this report about capacity building and support for councils.
170	The Inquiry recommends that the one stop shop' concept be developed in communities and deal with the range of factors and problems that are linked to, and result from, family violence and child abuse. This would include drug abuse, the misuse of alcohol and other substances, gambling, early parenting, suicide, and other health and welfare activities. This one stop shop could also take responsibility for oversight of services to young people within the justice system as well as those children and young people who have protective needs.
171	The Inquiry recommends that different models for the delivery of basic social services should be developed depending on remoteness and size. The basic models could then be implemented according to community wishes and taking into account existing infrastructure.

Recommendation	Recommendation Text
172	<p>The Inquiry recommends that the one stop shop to be supported by specialist teams who could use video and other tele-links to support workers at the one stop shop. Specialist teams could then visit the community and work with the one-stop shop workers to provide the more specialist therapeutic and other programs that are not appropriate to be delivered by the more generalist workers at the one stop shop. This could include telemedicine, where the specialist medical practitioners are available to offer advice to on-site medical staff. This tele-service' could also be used to support the workers to whom children report abuse so that children are not only disclosing to someone they know but having the advantage of specialist expertise provided by competent professionals who would not otherwise be able to access those communities.</p>
173	<p>The Inquiry recommends that departments, where the expertise and control are based in Perth, need to expand their technology so as to utilise mediums such as teleconferencing, video conferencing and other available electronic services.</p>
174	<p>The Inquiry recommends that the implementation body oversee the exploration by departments. These programs need to involve Aboriginal community members in the design phase, and target all members of the community, with particularly focus on children and young people.</p>
175	<p>The Inquiry recommends that the proposed Local Action Groups focus on ways to integrate services which address long-term underlying factors and social disadvantage which lead to child abuse and neglect.</p>
176	<p>The Inquiry finds that there is a need for both more services and greater access to existing services, particularly therapeutic services for children and families who experience family violence and child abuse.</p>
177	<p>The Inquiry recommends that government agencies explore, with Aboriginal people, the concept of Healing Centres'.</p>

Recommendation	Recommendation Text
178	The Inquiry recommends that services to perpetrators of violence acknowledge the sense of powerlessness and cultural loss, racism and prior physical and sexual abuse that have been part of many Aboriginal men's experience.
179	The Inquiry recommends that the delivery of therapeutic and counselling service encompass both children and families.
180	The Inquiry recommends the Department of Health consider supporting the design and development of an enhanced professional role and career development path for Aboriginal Health Workers and Aboriginal Mental Health Workers that incorporates a primary therapeutic role. This should be reflected in work responsibility and remuneration.
181	The Inquiry finds there is a need to review service provision to children where abuse is not disclosed but the child has clearly identified needs.
182	The Inquiry recommends that agencies examine the range of incentives available with a view to attracting and retaining experienced staff who have an interest in the delivery of regional and remote services to those localities.
183	The Inquiry finds that Aboriginal people do not respond as often to typical methods of initiating contact as non-Aboriginal people. The Inquiry recommends that a policy be developed to address different mechanisms of contacting Aboriginal people. The Inquiry finds that services provided by Child Witness Service could better reach Aboriginal people with the employment of an Aboriginal worker. The Inquiry supports the creation of an Aboriginal specific position to work predominantly in the metropolitan area.
184	The Inquiry finds that there is a need to better educate and train workers on the need to report family violence and child abuse to appropriate authorities.

Recommendation	Recommendation Text
185	The Inquiry finds that there is a need for workers to understand how to respond to disclosures of family violence and child abuse.
186	The Inquiry finds that there is a lack of information sharing between agencies in relation to family violence and child abuse, giving rise to considerable impediments in service delivery. The Inquiry recommends that further consideration be given to legislative and administrative changes to ensure information sharing between agencies.
187	The Inquiry recommends that all medical personnel likely to come into contact directly or indirectly with children under 13 years who have a sexually transmitted disease be obliged to report the presence of the disease to the Department for Community Development.
188	The Inquiry recommends that medical personnel likely to come into contact with children over 13 years who have a sexually transmitted disease are given appropriate information and training so that they are aware of the possibility of sexual abuse and understand the importance of reporting that abuse.
189	The Inquiry recommends that serious consideration be given to the requirement for medical personnel to report suspected abuse in children under 13 years as part of the consideration of the report on mandatory reporting for the Child Protection Council.
190	The Inquiry recommends that (as a minimum) the protocols for reporting all other forms of abuse be strengthened and further consideration of the matter of mandatory reporting occur upon the release of the report on mandatory reporting for the Child Protection Council.

Recommendation	Recommendation Text
191	The Inquiry recognises and appreciates the particular challenges to effective service provision in remote areas. The Inquiry recommends the provision of enhanced financial and other incentives to retain experienced workers in direct service delivery, particularly in remote areas.
192	The Inquiry finds that some staff do not fully understand the signs and symptoms of violence and abuse, and may therefore not identify the need for services for victims. The Inquiry recommends that courses providing training to agencies in the areas of family violence and child abuse need to be readily available.
193	The Inquiry finds that an understanding of the diversity of Aboriginal peoples is essential for government workers. The Inquiry further finds that previous interventions by governments, particularly examples such as the forced removal of Aboriginal children, has led to widespread distrust of government agencies by Aboriginal people. Government workers therefore need to demonstrate exceptional skills and sensitivity to respond to this longstanding distrust.
194	The Inquiry finds there is a need for cross-government traineeships and career path progression for Aboriginal people.
195	The Inquiry finds that an increase in Aboriginal staff is required within direct service and senior positions in departments.
196	The Inquiry recommends the Implementation Body receive further advice from the Western Australian Police Service as to whether the budget to implement DNA testing legislation is adequate.
197	The Inquiry recommends the Implementation Body receive advice from the Department of Health about the adequacy of collection and handling, and the protection, storage and transport of DNA material, particularly from remote communities.