

Annual Report 2023-24



Commissioner for Children and Young People
Western Australia



Acknowledgement of Country

The Commissioner for Children and Young People proudly acknowledges and pays respects to the Traditional Custodians of the lands and waters across Western Australia and acknowledges the Whadjuk people of the Noongar nation upon whose lands the Commissioner's office is located. She recognises the continuing connection to culture, lands, skies and waters, families and communities for all Aboriginal peoples.

The Commissioner and her team also pay their respects to all Elders, past and present and emerging leaders. They recognise the knowledge, insights and capabilities of Aboriginal people, and pay respect to Aboriginal ways of knowing, being and doing.



A note about language

Prior to colonisation Aboriginal people primarily communicated through oral use of language, were well versed in multiple languages to converse with surrounding groups for different contexts and responsibilities dependant on where you were located. Seasonal movement was quite common for hunting, gathering and other related responsibilities and language was often expressed through various forms of art,

dance, songs and storytelling. The written form of language arose from the interpretation of Aboriginal words were captured by historical documentation and non-Aboriginal linguists who relied on western interpretation of sounds. This then created various forms of spelling of Aboriginal words which can differ and are often accepted and recognised. For example, Noongar, Nyungar, Noongah.

For the purposes of this report, the term 'Aboriginal' encompasses Western Australia's diverse language groups and also recognises Torres Strait Islanders who live in Western Australia. The use of the term 'Aboriginal' in this way is not intended to imply equivalence between Aboriginal and Torres Strait Islander cultures, though similarities do exist.

Statement of compliance

Hon. Alanna Clohesy MLC
President of the Legislative Council

Hon. Michelle Roberts MLA
Speaker of the Legislative Assembly

Annual Report of the Commissioner for Children and Young People 2023-24

In accordance with section 61 of the *Financial Management Act 2006*, I hereby submit to Parliament for information the Annual Report of the Commissioner for Children and Young People for the year ending 30 June 2024.

The Annual Report has been prepared in accordance with the provisions of the *Financial Management Act 2006* and the *Commissioner for Children and Young People Act 2006*.



Jacqueline McGowan-Jones
Commissioner for Children and Young People Western Australia
2 September 2024





Photographs of children and young people

All photographs featured in this annual report are of Western Australian children and young people and have been taken by or for the Commissioner for Children and Young People's office.

Quotations from children and young people

A selection of quotations is included in this report on the relevant topics. The quotations are generally unedited to ensure the voice of the child or young person is authentically represented. Editing has only been done where necessary for clarity, understanding or for confidentiality. In this instance any changes or omissions have been marked with square brackets or an ellipsis (...)

Alternative formats

Alternative versions of this report are available. Please contact the Commissioner's office on 6213 2297, countrywide free call 1800 072 444 or info@ccyp.wa.gov.au



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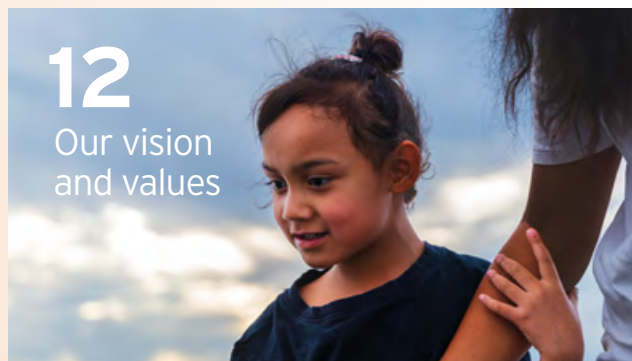
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About us

I am pleased to present the annual report of the Office of the Commissioner for Children and Young People for 2023-2024.

This report marks another milestone in our ongoing commitment to advocate for the rights and wellbeing of children and young people across Western Australia.

Message from the Commissioner



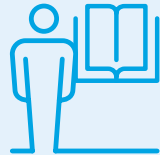
Key highlights of this year's report include updates on:



**Engagement
of children and
young people**



**Advocacy
initiatives**



**Research
and findings**



**Community
engagement**



**Partnerships
and
collaboration**



**Achievements
and impact**

During the past year, our office has continued to strive for positive change and impactful outcomes in areas crucial to the lives of young individuals. We have worked tirelessly to ensure that their voices are heard, their rights are protected, and their opportunities are maximised.

As we reflect on our accomplishments over the past year, it is important to acknowledge the dedication and collaboration of our staff, partners, and supporters. Together, we have made significant strides in advocating for the next generation.

We remain committed to our vision where we strive for a better world for all children and young people where their voices and rights are valued and respected.

Every child and young person should be free to live in a society where can thrive, free from discrimination and adversity. We will continue to listen to and amplify the voices of our children and young people and advocate for their rights so they can live their best lives.

I invite you to explore the full report to learn more about our achievements, the impact of our collective efforts, and the challenges that lie ahead as we continue to work towards a brighter future for WA children and young people.

Jacqueline McGowan-Jones
Commissioner for Children and
Young People WA



**Advocating for
children and young
people means
amplifying their voices
and championing their
rights so they can
thrive in every aspect
of their lives."**

2023-24 snapshot

2,802



Western Australian children and young people consulted on issues that affect them

Almost one third of those were in-person consultations, with the remainder online via surveys or digital submissions.

More interaction with children and young people through community events, school visits, surveys and a regional Listening Tour in the Pilbara

Launching a series of discussion papers seeking feedback on our key priority areas including youth justice, health and mental health, education and child protection

Increased positive media presence and media coverage (both statewide and national) on a range of important issues affecting children and young people

30



Representations to senate inquiries, government and non-government sectors, to highlight challenges faced by children and young people

43



Juvenile detainees consulted at Banksia Hill Detention Centre and Unit 18 at Casuarina Prison

Listening to their views as part of the 'Hear Me Out: inquiry into implementation progress for Banksia Hill's Model of Care instruction' report. Staff and service providers were also consulted during the six-month inquiry.

Coordinating a Youth Steering Group to provide insights to the Commissioner on how best to engage with children and young people across WA

An intensive week of strategic planning where all staff came together to develop a new vision and values and the Strategic Plan 2024-2027





School puts a lot of expectations on us and gives us a lot of work and often times not [a] lot of time to actually finish it before we have to turn it in."

The health and wellbeing of Aboriginal children and young people in remote WA
Insights from the 2021 Speaking Out Survey



About us

Our future in focus

Plans are underway for a range of exciting projects in 2024-2025. These include:

Continued engagement

Progress the National Framework for the Protection of Australian's Children (Safe and Supported), including a significant focus on the Aboriginal and Torres Strait Islander Action Plan.

Further collaboration

Building on our collaboration with children and young people through focus groups, forums and online engagement, to inform policies, practices, service and laws affecting them.

Voting Age survey

This has been strongly received by children and young people, not only across Western Australia, but nationally, and the results will be published later in the year once data is collated and analysed.

Listening Tour

The Commissioner will travel to Geraldton for a Listening Tour to hear from students and young people engaged with community service providers about what matters to them.



Speaking Out Survey

The highly anticipated Speaking Out Survey will take place in schools in 2025. Up to 20,000 students will take part and the results will highlight how young people see their lives and where services and supports are needed.

Upcoming publications

Including findings from the Your Environment: Your Say and Belonging Across Borders surveys that were open during the 2023-2024 financial year, along with the Hear Me Out report which features the voices of children and young people in Banksia Hill Detention Centre and Casuarina Prison's Unit 18.

Policy Position Statements

These will be revised based on feedback received from Discussion Papers on our priority areas of youth justice, health and mental health, child protection and education.

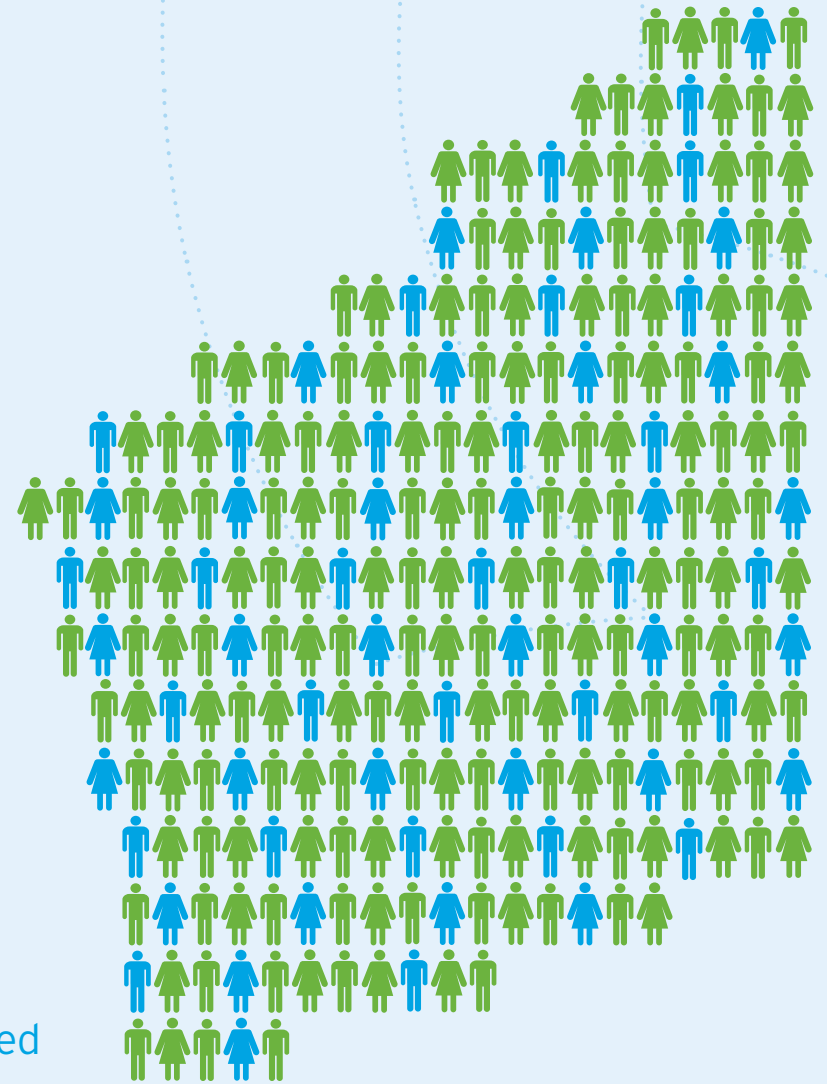
AI Forum

Students from multiple metropolitan secondary schools will attend an AI Forum where they will hear from experts in the field of artificial intelligence and share their views with the Commissioner.

Statistics on WA children and young people

Western Australia has approximately 644,468 children and young people

who make up 22 per cent of the State's population



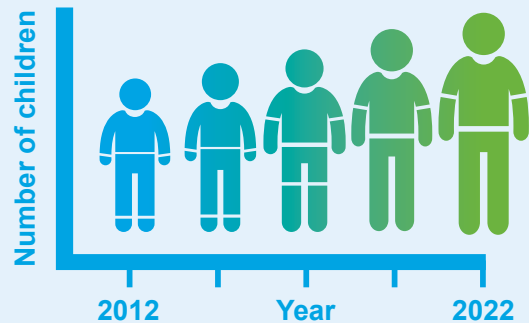
Poverty line



An estimated

107,000

Children and young people are **living below the poverty line in WA**



In the last 10 years there has been a **11 per cent** increase in the number of children aged 6 to 11 years living in WA

Aboriginal children and young people

There are about

46,000

Aboriginal children and young people **aged 0 to 17 years in WA**



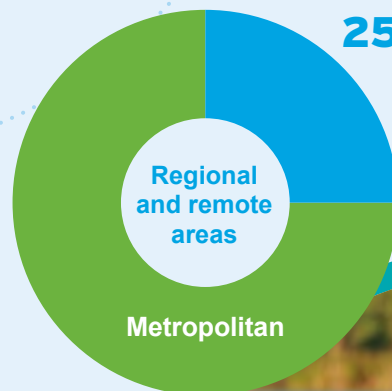
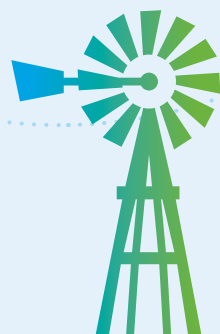
124

children and young people aged 10 to 13 years **were held in detention during the year**, only one of them was sentenced

Around

155,000

of children and young people in WA **live in regional and remote areas**



In 2022

31,709

births were registered in WA





Vision

We strive for a better world for all children and young people where their voices and rights are valued and respected.

Values

In all we do we will ensure that:

- children and young people are central to everything that we do
- we show care and support for everyone we work with
- we value everyone's life experiences
- we will have honest conversations and encourage diverse views
- we are individually and jointly responsible for our actions.

Commissioner's role

The Commissioner's work is underpinned by the *Commissioner for Children and Young People Act 2006* (the Act).

The Act outlines the guiding principles, powers and functions of the office. In accordance with statutory obligations, the Commissioner:

- advocates for children and young people
- promotes the participation of children and young people in decision making that affects their lives
- promotes and monitors the wellbeing of children and young people in the community
- monitors the way in which government agencies investigate or otherwise deal with complaints from children and young people
- monitors trends in complaints made by children and young people to government agencies

- initiates and conducts inquiries into any matter affecting the wellbeing of children and young people
- monitors, reviews and makes recommendations on laws, policies, programs and services affecting the wellbeing of children and young people
- promotes public awareness and understanding of matters relating to the wellbeing of children and young people
- conducts, coordinates and sponsors research into matters relating to the wellbeing of children and young people
- consults with children and young people from a broad range of socio-economic backgrounds and age groups throughout Western Australia each year.

The Act requires the Commissioner to give priority to, and have a special regard for, the interests and needs of Aboriginal and Torres Strait Islander children and young people, and children and young people who are vulnerable or disadvantaged for any reason.

Under the Act, the role of the Commissioner is not to deal with complaints made by, or on behalf of, individuals; however, she may respond to issues that identify possible systemic matters that affect the wellbeing of children and young people more broadly.

The Commissioner can provide a young person or their advocate(s) with information about services and avenues for support.

Approach

The Commissioner's work has regard to the **United Nations (UN) Convention on the Rights of the Child**, the UN Convention on the Rights of Indigenous Peoples, the UN Convention on the Rights of People with Disabilities and the International Convention on the Elimination of All Forms of Racial Discrimination and is informed by the views and opinions of children and young people and the best available knowledge and evidence of what works well.

Guiding principles

As outlined in the Act:

- children and young people are entitled to live in a caring and nurturing environment, protected from harm and exploitation
- the contributions made by children and young people to the community should be recognised for their value and merit
- the views of children and young people on all matters affecting them should be given serious consideration and taken into account
- parents, guardians, families and communities have the primary role in safeguarding and promoting the wellbeing of their children and young people and should be supported in carrying out this role.

Independence

The Commissioner, Jacqueline McGowan-Jones, is an independent statutory officer. The Commissioner can table reports in the Parliament of Western Australia, conduct inquiries and require agencies to provide information on matters relating to the wellbeing of children and young people.

The Parliament has a **Joint Standing Committee** on the Commissioner for Children and Young People which regularly consults with the Commissioner, and reviews and reports to Parliament on the Commissioner's exercise of her functions under the Act.

The Commissioner formally met once with the Committee during the year, and also engaged with members of the Committee individually at other events.

More information about the Joint Standing Committee is available on the Parliament of Western Australia [website](#).



Organisational chart



The office

The office of the Commissioner for Children and Young People provides support for the Commissioner to advocate for all Western Australian children and young people through five Strategic Pillars:

- Engage with children and young people
- Enhance the Commissioner for Children and Young People's reach and influence
- Share the voice of children and young people
- Deliver organisational best practice
- Build relationships to drive change.

In providing these functions and services the organisation is divided into four main functions: Policy; Research and Evaluation; Media, Engagement and Communication; and Executive Support.

Jacqueline McGowan-Jones, Commissioner for Children and Young People

Jacqueline McGowan-Jones has an extensive background in education, Indigenous law and justice, disability, child protection, Indigenous affairs, and suicide prevention. Her experience includes senior executive roles across state and federal governments, and the non-government sector.

As Commissioner, Jacqueline has a statutory responsibility to monitor, protect and advocate for the rights and wellbeing of all Western Australian children and young people. She firmly believes that all young people have a right to be heard, and actively works to foster a heightened level of understanding and engagement in matters that affect our children and young people.

Policy

The Policy team provides high level policy analysis and advice on strategic policy issues and trends impacting on children and young people and informs, monitors and reviews legislation, policies, programs and services to support the advocacy activities of the Commissioner.

The team prepares discussion, advocacy and policy position papers and leads the preparation of submissions.

The Policy team also reviews outcomes of the work undertaken by the Research and Evaluation team to inform discussion papers, advocacy platforms and priorities for action by the Commissioner.

Research and Evaluation

The Research and Evaluation team undertake research and consultation as well as developing evidence-based resources to inform the continual development and evolution of legislation, policy and services.

They are responsible for leading surveys and undertaking comprehensive analysis of the data to prepare quality reports which highlight the voices of children and young people.

Media, Engagement and Communication

The Media, Engagement and Communication team supports children and young people's participation in the work of the Commissioner by promoting the ways in which children and young people positively contribute to their communities.

Working across the agency they also assist in the development of information and resources to promote community awareness and understanding about the wellbeing of children and young people.

They manage the engagement of media including working with the Commissioner to develop opinion pieces and respond to media requests. A key component is managing the events and sponsorships that seek the views of children and young people in WA and highlight their achievements.

Performance Management Framework

The Commissioner for Children and Young People's Performance Management Framework is consistent with the State Government goal of *Safe, Strong and Fair Communities: Supporting our local and regional communities to thrive.*

Desired outcome for the Commissioner for Children and Young People

The views and issues of children and young people are heard and acted upon.

Key effectiveness indicators:

- extent to which children and young people in various regions of the state are consulted
- extent to which issues affecting children and young people are researched, advocated for and promoted.

Service undertaken by the Commissioner for Children and Young People

Consultation, research and advocacy of the wellbeing of children and young people.

Key efficiency indicators:

- unit cost per child
- unit cost per representation.

Planning

The Commissioner's 'Strategic Plan 2024-27' outlines the broad focus areas of the Commissioner for Children and Young People and aims to inform and engage the community in the work of the Commissioner. The Commissioner's annual work plan supports the strategic directions.

The work of the office for this reporting period is outlined under the strategic plan's five strategic pillars:

- Engage with children and young people
- Enhance the Commissioner for Children and Young People's reach and influence
- Share the voice of children and young people
- Deliver organisational best practice
- Build relationships to drive change.



Five Strategic Pillars have been identified:



Engage with children and young people

Focus areas

- Quality engagement with children and young people
- Listen to children and young people from across all Western Australia
- Children and young people defining their requirements for engagement into the future
- Providing opportunities for children and young people to share their experiences to inform policy and resource development.



Enhance the Commissioner for Children and Young People's reach and influence

Focus areas

- Best practice data to inform the sector
- Commissioners' presence across the sector to influence change
- Collaboration and engagement with key research partners
- Seen as an employer of choice.



Share the voice of children and young people

Focus areas

- Stakeholder influence on critical organisations that affect children and young people
- Sharing the voices of children and young people
- Media focus on key issues impacting children and young people
- Maintain a focus on Aboriginal, Culturally and Linguistically Diverse, vulnerable and disadvantaged children and young people.



Deliver organisational best practice

Focus areas

- Best practice corporate governance
- Organisational culture that builds engagement
- Excellence in fiscal management
- Organisational accountability and professional business leadership.



Build relationships to drive change

Focus areas

- Strategic national and state portfolio engagement on issues impacting children and young people
- Leadership in Safe and Supported: National Framework for Protecting Australia's Children
- ANZCCGA membership
- Influencing positive change in policies programs and services impacting children and young people.

Agency performance



Engage with children and young people



Hearing the voices of children and young people from across the State, from various backgrounds, including those who are disadvantaged or vulnerable, is a priority for the Commissioner.

This is done through a coordinated approach including school and community visits, forums, workshops, surveys, reports, inquiries and consultations.



This survey made me feel like I was talking to someone who really cared about me."

Insights from the Speaking Out Survey 2021

Speaking Out Survey

The Speaking Out Survey (SOS) series stands as a cornerstone initiative in our pursuit of understanding and advocating for the needs of children and young people. The inaugural SOS in 2019 offered unprecedented insights into the views and experiences of our youth regarding health and wellbeing. A subsequent survey in 2021 shed light on the impact of the COVID-19 pandemic on their overall wellbeing.

Work is now underway in planning and preparing for the upcoming Speaking Out Survey to be undertaken next financial year. This survey marks the third iteration in this groundbreaking series. With a larger and more robust sample size comprising up to 20,000 children and young people from diverse regions of Western Australia, SOS promises to provide a comprehensive perspective on the evolving health and wellbeing landscape over time.

The Speaking Out Survey is a critical project for the Commissioner's office. It is one of the only representative wellbeing surveys of children and young people in Australia. It serves as a platform for children and young people in Years 4 to 12 across Western Australian schools to voice their experiences directly. Through their self-reported data, we gain unique insights into critical areas such as safety, mental health, education engagement, community connection, and access to support services. By conducting regular surveys, we aim to track progress, identify trends, and adapt our strategies to meet the evolving needs of our youth effectively.

Numerous reports were drafted as a direct result of data and trends identified in SOS in 2021. Trend analysis for the period 2019-2025 will be a key feature of the reports to be produced from the survey.

[Click here to view](#)





It is important for the Commissioner to come out more often and hear what young people have to say."

Hear Me Out Report

Hear Me Out Report

Inquiry into Implementation Progress for Banksia Hill's Model of Care Instruction

The State Government announced the Implementation of a new model of care for Banksia Hill Detention Centre (BHDC) in early 2023, one of the key components arising out of the Youth Justice Services Strategy 2022-27 to be facilitated over four years.

Since commencing her term in office, the Commissioner has been very concerned about what was happening for children and young people in detention. There were several incidents from early 2022 that impacted the wellbeing of staff and detainees. In that same year Unit 18 at Casuarina adult male prison was gazetted as a juvenile detention centre under the *Young Offenders Act 1994*. As a result of significant damage to infrastructure at BHDC, several juveniles were placed in Unit 18 as a temporary measure.

In early October 2023 in a meeting with Minister Papalia the Commissioner verbally advised that she intended to undertake an Inquiry under s19(f) of the *Commissioner for Children and Young People Act 2006* by her office into the progress of implementation of the new model of care.



People make mistakes, learn from [those] mistakes and keep moving on."

Hear Me Out Report

As a part of her advocacy for children and young people, the purpose of this Inquiry was to elevate their voices, to seek their views about whether the new model of care has made any difference to their day-to-day life on the inside and what future improvements could be made.

Shortly after this, sadly, in late October 2023, 16-year-old Cleveland Dodd died in hospital after self-harming (alleged suicide) in his cell at Unit 18. Western Australia recorded its first death in custody of a minor child. His family and community were left to grieve the loss of their child.

We spoke with 43 children and young people in BHDC and Unit 18 through face-to-face interviews in January and February 2024. Group presentations were made to Department of Justice staff and external service providers. An online anonymous survey resulted in 40 staff and 20 service providers giving feedback and their views.

We took into consideration international and national best practice standards for juvenile detention, and as required by the *Commissioner for Children and Young People Act 2006*, regard was given to the United Nations Convention on the Rights of the Child (UNCRC). Whilst the Model of Care Instruction for BHDC's guiding principles and supporting standards are to be recognised, it is critical to consider these broader frameworks of standards and rights, including National Principles for Child Safe Organisations and the *WA Young Offenders Act 1994*.

As a result, the Commissioner's office made 16 key findings and recommendations across several key domains that recognises and supports system wide reform, whilst accommodating the diverse and complex needs of children and young people across **both** BHDC and Unit 18. During the course of the Inquiry, the Commissioner's office was informed that the new model of care did not extend to Unit 18.

The recommendations are designed to support the Department of Justice, and in particular the Corrective Services Division, to monitor, review and evaluate the progress of implementation. The Commissioner will review and monitor progress, with a request for formal tabling of six-monthly progress reports to parliament against the findings and recommendations.

Although the narrow focus of this Inquiry has been on implementation progress of the new model of care in juvenile detention in WA, this doesn't detract from the importance of the broader view of intervention and diversionary measures for children and young people from the criminal justice system. This will require support and commitment across government to ensure the implementation of a therapeutic model of care, quality through-care planning and delivering the necessary support and services for children and young people prior to entry into and release from juvenile detention.

The Report will be tabled in early 2024-2025.

[Click here to view](#)



The worst thing at BHDC is that the lockdowns have gone on too long ... the centre is short staffed. That causes young people to get frustrated and jump on the roof and that causes another lockdown."

Hear Me Out Report



It's an incredibly challenging environment for the kids - this is the only facility that is supposed to care for the most traumatised and difficult to manage kids from around the whole state."

Hear Me Out Report





Leading the way

In addition to engaging with children and young people through school and community visits, surveys, forums and more, the Commissioner presents, not only to children, but also to those who work with and for children.

The Commissioner is often invited to present keynote addresses at major conferences for peak bodies, community service organisations and education groups, sharing the views of children and young people with those who can have the biggest impact on their wellbeing and development.

In 2023 the Commissioner was honoured to receive the WA Pre-eminent Educational Leader Award, presented by the Australian Council for Educational Leaders Western Australia branch.

ACEL (WA) presents the annual award to a Western Australian educator whose contribution to the study and practice of educational leadership is assessed as most outstanding at the State (and/or higher) level.



Youth engagement co-design

The CCYP contracted the **Youth Affairs Council of Western Australia (YACWA)** to establish a Youth Steering Group to co-design a youth engagement strategy to uplift and inform active engagement with young people across the State. The Commissioner was interested in exploring a variety of ways to engage children and young people in the office's work and provided training to the young people on topics such as: how to conduct research; human-centred design; and advocacy.

- 170 Children and young people across WA submitted expressions of interest to join the Youth Steering Group
- 12 young people appointed, three regional and nine metropolitan
- Nine aged 14-17, three aged 18 to 21
- Includes young people from diverse cultural, socio-economic backgrounds, life experiences, young people with disability, young carers, neurodiverse young people, young people who are LGBTQIA+.

The young people on the steering group were clear that young people want to be heard, and they want to participate in the decisions that affect them.

The Youth Steering Group (YSG) developed a wide range of suggestions for the Commissioner's youth engagement model going forward. This model comprises of three main elements:

1. Principles

- youth-friendly
- youth-led
- have clear intentions, expectations and accountability
- value diversity and ensure accessibility.

2. Engagement and Participation Strategies

- Preferred broad engagement tools included surveys, anonymous suggestion boxes, presence at events, social and outdoor media, with targeted/smaller engagement tools included workshops, forums, project-specific lived experience advisory groups, interviews and peer research.

3. Communicating with children and young people

- Key communication strategies recommended for both broad and targeted engagement included having young staff, developing partnerships with organisations already trusted by young people and working with young people with lived experience
- The YSG wanted communication strategies to be tailored to their needs, be fun, engaging and reliable. They valued video and visual content, and getting to know the Commissioner's office and team through social media and the website.

Peer research project

The Youth Steering Group (YSG) engaged in peer research to find out how the Commissioner can best talk to young people and make sure their voices and ideas lead her work.

The YSG co-designed the survey, with nine YSG members participating in the peer research over three weeks, delivering a mixture of paper copy and online surveys. In total, they received 136 survey responses.



Engage with children and young people

Listening tour

Metropolitan

The Commissioner met with more than 660 children and young people in the Perth metropolitan region between July 2023 and July 2024. This included visits to primary schools, secondary schools, Curriculum and Reengagement in Education (CARE) schools, vocational schools and non-government organisations.

Listening Tours provide an opportunity for the Commissioner to hear directly from children and young people on topics that are important to them, and for them to ask the Commissioner questions. Schools visited in 2023-2024 included:

- The Y Vocational School
- Edmund Rice Centre
- Goollelal Primary School
 - Communicare Academy
 - Catholic Education WA Aboriginal Voices student boarders
 - Lakeland Senior High School.

Key findings from the Perth metropolitan Listening Tour were that children and young people had a high level of concern about the environment, safety on public transport, mental health supports and the cost of living. Due to the environment and climate change being identified as a topic of concern for children and young people at each visit during the Listening Tour, the Commissioner created an online survey named 'Your Environment: Your Say' which attracted responses from almost 1,000 children and young people in WA.

Regional

Key findings and insights from the '2021 Speaking Out Survey' and Yule River On-Country meeting in 2023 identified that children and young people in the Pilbara rated some aspects of their safety, health and wellbeing, significantly lower than those in other regions. In response, the Commissioner for Children and Young People liaised with the Department of Education, to arrange a Listening Tour in May 2024.



Engage with children and young people

The Tour consisted of seven Student Forums over four days in the towns of Port Hedland, Karratha and Newman. It involved more than 180 young participants from 17 schools and colleges – together with 19 children who had completely disengaged from the education system.

These events focused on engaging interactive activities and students were encouraged to lead the conversation. Recurrent topics of concern were the need for:

- Adults needing to hear what young people have to say, particularly in relation to their mental health
- The need for adults to be proactive in asking children and young people how they are feeling as it was clear from discussions that children and young people often feel disempowered and unheard
- Increased entertainment and lifestyle opportunities
- Improved health care and safety services
- Expanded education programs including anti-bullying measures
- Increased support for disengaged and disadvantaged students
- Alternative class hours, more ATAR subjects, life skills and career options, and a university in the Pilbara.



Belonging Across Borders survey

The survey was created after the Commissioner attended a book launch about a book written entirely by young immigrants to Australia. This led to discussions on engaging with children and young people who had either immigrated to WA or have parents who did. The survey was initially planned to be a smaller survey aimed at the African community but was expanded to explore children and young people's experiences from culturally and linguistically diverse backgrounds. This was considered especially important in Western Australia as we live in an incredibly diverse and multicultural population, with almost 15 per cent of the State's young people born overseas, whilst many others are the first generation born in Australia.

Children and young people were invited to share their experiences through the online survey, which was open between April 19, 2024, to June 4, 2024. Over 1000 young people accessed the survey, however, responses which had failed to complete any of the qualitative questions were deemed incomplete and removed, leaving 576 completed responses.

A report sharing the views and voices of children and young people regarding their experiences immigrating to and growing up in Australia will be



released in late 2024. Some key issues raised by children and young people surrounded education, access to services, experiences of racism, and safety within the community, demonstrating that are key areas for action to improve support, sense of belonging, and care for this group of children and young people in WA.

► [Click here to view](#)

Your Environment: Your Say survey

Children and young people throughout WA were invited to share their views on the environment through an online survey which opened in December 2023 and closed in February 2024. The survey attracted responses from almost 1,200 children and young people, with 981 eligible responses.

A report detailing the views and voices of children and young people about the environment will be released publicly this year. Common themes identified in the findings included pollution and littering, recycling and waste reduction, and renewable energy and sustainable practices. The findings underscore a strong desire among children and young people to actively participate in shaping environmental dialogue and action. ► [Click here to view](#)



Youth Week WA

Youth Week WA (YWWA) 2024 was recognised from 5 to 12 April throughout the State. The Commissioner delivered three vastly different engagement opportunities for WA's young people to have their voice heard in the lead up to and during YWWA.

Photography competition

The Commissioner opened the Youth Week Photography Competition at the beginning of March 2024 and closed early April 2024. Entries were required to align with the YWWA theme of 'Head, Body, Heart' and encouraged young people to consider what the theme means to them and their mental and physical wellbeing. 65 entries were submitted which showcased the high-quality photography skills of our young people in WA.

Winners and finalists were determined by a three-person panel which included the Commissioner, a former teacher and Commissioner for Children and Young People staff member and a 16-year-old young person with a passion for photography. Due to the number of impressive photographs submitted, the Commissioner chose to extend the People's Choice Award which was initially planned to be one winner to instead recognise nine young people. ► [Click here to view](#)



Engage with children and young people

The winners and finalists were awarded gift vouchers valued between \$25 for the People's Choice Awards up to \$200 for the overall winner of the competition.

KickstART Market

KickstART Market was held at Forrest Place on Saturday 6 April 2024 as part of the celebrations for YWWA. The Commissioner and her team hosted a market stall at the event where young people were invited to speak with the Commissioner and learn more about her role.

Discussions with young people about the benefits of fidget toys guided the choice of giveaway items at the Commissioner's market stall, with fidget popper balls offered to young people who participated in a short online survey. A highlight of the day was watching some very

talented young people showcasing their juggling skills with the fidget popper balls.

Online survey

Coinciding with the YWWA theme of 'Head, Body, Heart', the Commissioner asked the young people of WA "What can you do today to take better care of your physical and mental health?". One hundred and fifty six young people responded to the online prompt with some of the most frequently used words being 'exercise', 'eat' and 'friends'.

This question was launched at the KickstART Market and then shared through the Commissioner's social media platforms during the remainder of Youth Week. It will be used to inform ongoing work around the wellbeing of children and young people.



Share the voices of children and young people



I just want to feel equal to others

Hearing from trans and gender diverse children and young people in WA

Young people who self-identified as trans and gender-diverse shared their life experiences and challenges faced in the 'I just want to feel equal to others' report. The report was launched on Wear It Purple Day in August 2023, which is a day of recognition and celebration of rainbow young people.

Declining mental health, feeling disconnected within the community and concerns about safety were some of the identified key areas of concern. Barriers in accessing support in healthcare and mental health settings such as the lack of awareness about gender diversity, limited availability and fears of breach of confidentiality were discussed by focus group members.

A full report and a child and young people friendly version were printed and distributed to government and non-government organisations, with additional copies provided to those directly supporting trans and gender diverse young people. [▶ Click here to view](#)



Insights from the Speaking Out Survey 2021

The views of WA children and young people on their wellbeing by education region

A report identifying the similarities and differences across the regions in WA was published in November 2023. 'Insights from the Speaking Out Survey 2021: The views of WA children and young people on their wellbeing by education region' highlighted key areas where services or developments at the community level made a difference to children and young people's lives.

Most children and young people reported their general health as good, very good or excellent, and there is a parent or another adult at home who listens to them when they have something to say. Most liked school a lot or a bit, and felt it was very or somewhat important to be at school every day.

Many regional and remote children and young people shared that they do not have access to the same outdoor or recreational facilities available in the metropolitan area, with students in the Kimberley and Pilbara much less likely to feel safe in their local area than students in other regions. [▶ Click here to view](#)



The health and wellbeing of children and young people with disability and complex needs

Insights from the Speaking Out Survey 2021

An extension of the Speaking Out Survey 2021 was focused on sharing the perspectives of students between 8 and 17 years with disability and complex needs. The report was published in November 2023 and highlighted the views of 545 children and young people with disability and complex needs. This included students supported by the WA Department of Education's Schools of Special Educational Needs.

Self-reported data from the participating students indicated that they feel safe and supported in their homes, schools and in their communities. Barriers that students highlighted which limit their participation in schools and communities included low expectations from others, limited opportunities and inaccessible processes.

Students who participated in this survey spoke about how proud they felt to have their say.

[▶ Click here to view](#)





Talking About Vaping

A report sharing the findings from the Commissioner's 'Talking about vaping' survey was published in October 2023. 'Talking about vaping: WA young people's views and experiences of e-cigarettes'.

This report was circulated widely throughout the State with media interest resulting in several televised news items and numerous newspaper and online articles.

The 'Talking about vaping' survey revealed that almost 30 per cent of respondents had tried vaping. Common themes were identified such as the majority of participants saying it was easy to get a vape, the taste/flavour is what appeals to them and that peer pressure and a desire to fit in make vaping appealing to young people. A majority of respondents said they wish their peers knew how bad vaping really is and many wished adults would give them more strategies to overcome the immense social pressure to vape and advice on how to stop.

► [Click here to view](#)



Speaking Out About Girls' Wellbeing

The 'Speaking Out About Girls' Wellbeing' report amplified the voices of 938 young people to better understand the gender wellbeing gap between female and male young people. This extension survey was conducted due to concerning data and trends identified in the Speaking Out Survey 2021. Participants shared their perspectives on some of the key areas identified as impacting wellbeing: self-esteem, transition from primary to high school, belonging and gender inequality.

Based on the words of the young people participating in the survey, recommendations to help girls feel safe, supported, good about themselves and that they belong were summarised for young people, families and other supporting adults and for schools.

The report was published both in print and digital formats in November 2023 and circulated widely throughout the state with a focus on education providers to share with their staff and students. Media interest across print and radio shared the findings and recommendations from within this report. ► [Click here to view](#)



Stand Up, Be Heard Report

The report contains findings from 97 year nine students from 13 schools in the Perth metropolitan area who attended the Stand Up, Be Heard Youth Forum in June 2023 to discuss the importance of young people advocating for themselves and the issues that are important to them.

Participants in the one-day forum workshopped approaches to tackle the perceived barriers, identifying ways to build young people's confidence, skills and resilience.

Key findings from the 'Stand Up, Be Heard' report, released in November 2023, indicated many young people felt confident speaking up about issues that were important to them but were unsure of how to do so effectively, with many believing they would not be listened to if they did voice their opinions.

► [Click here to view](#)



Agency performance

Enhance the Commissioner's reach and influence



About us



Agency performance



Financial statements and KPIs



Disclosures





Profile of Children and Young People in WA 2024

The annual Profile of Children and Young People in Western Australia was published in early 2024.

The report provides a demographic profile of WA's 644,000 children and young people. It includes a focus on children and young people who experience vulnerability and hardship such as those in the juvenile justice system, who are in out-of-home care, who have a disability or who are living in poverty.

The report is a component of the Commissioner's Wellbeing Monitoring Framework and can be used by government and non-government organisations to help them allocate resources for children and young people across WA.

► [Click here to view](#)



Public commentary

There are many ways in which the Commissioner advocates for WA's children and young people, raising awareness of the issues affecting their wellbeing and encouraging positive change in our society.

The Commissioner makes public comment in the media where it is in the best interests of WA children and young people. In 2023–24 the Commissioner advocated for children and young people in the youth justice system and promoted issues around education, the wellbeing of young women, access to childcare for children with complex needs and disabilities, and to encourage young people to participate in the Your Environment: Your Say survey.

The Commissioner's messages around health, mental health, education, the early years, child poverty, children with disabilities and youth justice reached a wide audience through three opinion pieces in the West Australian newspaper and Broome Advertiser, and interviews with 7News, ABC radio stations – both regional and metropolitan, 6DBY :Larrkardi Radio Derby plus national appearances on 10 News Midday discussing better outcomes for Aboriginal Children and Young People on Closing the Gap Day with Narelda Jacobs, and also on the ABC Midday news program discussing youth crime statistics with Ros Childs.

Significant issues including the tragic death (alleged suicide) of a young person while in

detention at Unit18, the acquittal of a 10-year-old Kununurra boy who stole a vehicle and drove at a police officer, and a Broome tradesman that detained three young children with cable ties after finding them swimming in the pool of a vacant property also attracted national media interest. As did media regarding a National Commissioner for Aboriginal Children and Young People, Federal Government changes to shared parental responsibility and the alleged rape of a 15-year-old girl at Perth Children's Hospital.

The Commissioner also maintains an active presence on social media and networking platforms including LinkedIn, Facebook, Instagram and X (formerly Twitter). The number of followers of most platforms grew between 10-20 per cent in the past financial year, compared to 2022-2023.



Let kids speak without fear, they have the rights to and know stuff adults don't."

[The health and wellbeing of Aboriginal children and young people in remote WA Insights from the 2021 Speaking Out Survey](#)

Sponsorships

The Commissioner sponsors several awards that recognise the contributions of organisations and individuals which work to improve the lives of children and young people, in addition to awards that celebrate the contributions of children and young people in the community.

WA Youth Awards

The Commissioner continued her support of the **WA Youth Awards** which is managed by the Youth Affairs Council of Western Australia. The category sponsored by the Commissioner in 2023 was the Participate Award, which recognises a young person aged 12 to 17 years who has shown outstanding dedication to making a positive change in their community and who has inspired their peers.

There were 16 nominations received in this category which was subsequently narrowed down to four finalists. Dillian Cumming was announced as the winner of the Participate Award who is an active ally and advocate for LGBTQIA+, First Nations and transgender young people.

Award for Best Practice in Children's Consultation

The Commissioner continued her support of the **Institute of Public Administration Australia (IPAA)** Achievement Awards through sponsorship of the 'Commissioner for Children and Young People Award for Best Practice in Children's Consultation'. The category recognises excellence in listening to and using the views of children and young people to achieve significant outcomes.

The City of Melville was the winner of this award in December 2023 for their youth-led approach in their development of their publication 'Directions from Young People Youth Strategy 2022-2025'. A Special Commendation went to YACWA Consulting through Youth Affairs Council of WA.



Voices in Action conference (CREATE)

The **2024 CREATE conference 'Voices in Action: Your Stories. Stronger Together'** brought young people, carers and professionals together in Adelaide in March 2024 to collaborate and provide an in-depth exploration of key issues identified by children and young people with a care experience, to discuss solutions to improve the care sector. The Commissioner sponsored a young person with lived experience in care to attend, accompanied by a CCYP staff member. The conference included presentations from industry leaders, interactive workshops and opportunities to connect and collaborate. It was a valuable learning opportunity, which provided insight into the experiences of children and young people in care, advocates and service providers.

YAL Connect scholarship

The Commissioner has committed to supporting young children facing barriers through sponsoring a scholarship in the Young Australia League scholarship program, **YAL Connect**. Nominations opened 15 June 2024 and will close on 31 July 2024. The successful applicants will be advised in 2024. The two-year scholarship will provide financial assistance for young people entering Year 10 or Year 11 in 2025 who are facing barriers to achieving their educational goals. More details will be provided in the 2024-2025 annual report.

Collaboration

Australian and New Zealand Children's Commissioners, Guardians and advocates Group (ANZCCGA)

The Commissioner is Co-chair of the Australian and New Zealand Children's Commissioners, Guardians and Advocates (ANZCCGA) group, which promotes the safety, wellbeing, and rights of children and young people in Australia and New Zealand. ANZCCGA advocates for children and young people participation in decision-making and encouraging systemic improvement in areas like child poverty, housing, mental health, child protection, and youth justice to promote better future for all Australian children and young people.

The ANZCCGA has 11 priority areas.

1. Advocate for, and support the introduction of, a National Commissioner to advance the rights of Aboriginal and Torres Strait Islander children and young people across Australia, in collaboration with jurisdictional first nations Commissioners, Guardians and Advocates. Alongside this, we will also promote the need for consistency of independence, powers and commensurate resourcing for dedicated Commissioners and Guardians for Aboriginal and Torres Strait Islander children and young people in each jurisdiction.
2. Lend our authority in the implementation of the Uluru Statement from the Heart including discussions about a Voice to Parliament and make Aboriginal and Torres Strait Islander children and young people's voices heard.
3. Influence the Closing the Gap agenda at a national and jurisdictional level on relevant targets concerning children, young people, and families; ensuring that we lend our legislative powers to leverage systemic change for better outcomes.
4. Support a strengthening of the national Aboriginal and Torres Strait Islander community-controlled sector that is equitably resourced to design and lead child protection and youth justice responses for our children and families and develop culturally appropriate models to improve family-led decision making at the community level.
5. Implement a nationally consistent approach to monitoring over-representation of Aboriginal and Torres Strait Islander children and young people in child protection and youth justice systems, applying Indigenous Data Sovereignty Principles.
6. Commit to ongoing advocacy to raise the age of criminal responsibility to 14 years nationally highlighting that detention in youth and adult facilities or watchhouses is harmful and re-traumatising to children and young people, can increase criminogenic behaviours, is inhumane, and deprives children and young people of their basic rights.
7. Advocate to end harmful and inhumane practices that violate the human rights of children and young people detained, including solitary confinement, the use of spit hoods and detention in adult facilities.
8. Monitor the interpretation and application of the Aboriginal and Torres Strait Islander Child Placement Principle, with a particular focus on consistency of approach on a national basis. Primacy must be placed on the preservation



Enhance the Commissioner's reach and influence

and reunification of families to prevent children being removed, including babies taken from hospital and birthing units, and being placed with non-Indigenous carers and in residential care facilities.

9. Raise the visibility of missing children and young people, including those who are self-selecting or self-placing from child protection systems and advocate for a nationally consistent approach in how we identify and publicly report on these children and young people.
10. Promote the difference between poverty and wilful neglect, highlighting that poor families love their children too. Aboriginal and Torres Strait Islander families experiencing poverty are reluctant to seek help when the consequence is often removal of their children.
11. Advocate for greater investment in support services for vulnerable and impoverished families, highlighting that structural disadvantage, prejudice, systemic discrimination and diminished support services exacerbate the marginalisation of impoverished families and lead to increased levels of child removal.

The ANZCCGA is committed to progressing these 11 priorities in alignment with Australia's commitment to uphold and embed into law the United Nations (UN) Convention on the

Rights of the Child, the Convention on the Rights of Persons with Disabilities, the Declaration on the Rights of Indigenous Peoples, and the United Nations Development Program Sustainable Development Goals.

Joint statements on matters of national importance are published by the ANZCCGA, including items such as prohibiting isolation practices in juvenile detention.

First Nations Children's Commissioners, Guardians and Advocates (FNCCGA)

The Commissioner is part of the Australian First Nations Children's Commissioners, Guardians and Advocates (FNCCGA) the 'Caucus'. It is a part of the ANZCCGA which addresses matters affecting First Nations children and young people. The ANZCCGA are committed to the self-determination and empowerment of Australia's First Nations peoples. At their February 22, 2024, the FNCCGA agreed to designing a project for collective action based on the 11 priorities for their collective effort and action. In addition, they reaffirmed the importance of establishing a dedicated Commissioner for Aboriginal and Torres Strait Islander children and young people in each state and territory.



Safe and Supported: the National Framework for Protecting Australia's Children 2021-2031

The Commissioner is part of three key oversight groups including the Implementation Coordination Committee (ICC), Shared Decision Making Committee (SDMC) and the Senior Oversight Committee (SOC), as a member of the **Safe and Supported Aboriginal and Torres Strait Islander Leadership Group**.

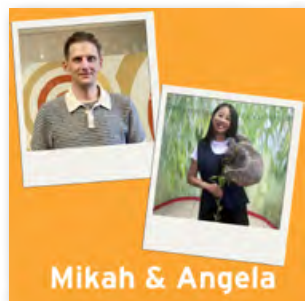
The Commissioner is also on a number of working groups including: system leadership, accountability and data, and senior coordination groups.

The Partnership Agreement between the Aboriginal and Torres Strait Islander Leadership Group and Commonwealth, State, and Territory governments was signed in March 2024, the purpose of which is to implement the Safe and Supported Aboriginal and Torres Strait Islander Action Plan.



Internships

Our internships offer a unique and enriching experience that gives students valuable insights into the world of advocacy, policy development, research, and community engagement. In 2023-2024, the Commissioner hosted three interns in the policy, research and evaluation teams from the McCusker Centre for Citizenship and Edith Cowan University. Interns had the opportunity to work on and contribute to the Profile of Children and Young People 2024, Your Environment: Your Say report, and the planning of the Speaking Out Survey 2025. We thank Simran Kaur, Angela Xu and Mikah Ikonen for their contributions.



They used their review to develop a project plan outline for engaging children and young people to understand their experience of online gambling and its impact and proposed recommendations to protect children and young people from the adverse impacts of online gambling and gambling-like products in Western Australia. This collaborative work will inform the advocacy work of the Commissioner in the coming year.

Australian Child and Youth Wellbeing Atlas

The Commissioner is a partner in the development of the **Australian Child and Youth Wellbeing Atlas**. As well as supporting the project through partnership, the Commissioner has been a member of the oversight committee working on the transformation of the WA-based Child and Youth Wellbeing Atlas to the now national Atlas, which was launched in November 2023. This innovative project combines health and wellbeing monitoring metrics, map data and data visualisation. The publicly accessible platform means everyone can see and compare how children and young people's health and wellbeing is changing over time at a local, state and national level.

Harmful Sexual Behaviours Working Group

The Commissioner is engaged in the Interagency project group working on the development of a statewide **framework for understanding and guiding responses to harmful sexual behaviours in children and young people**. This project is co-ordinated by the Australian Centre for Child Protection Research. This project will assist services build a common understanding of how best to support children and young people's development and respond appropriately to concerning or harmful behaviours.

UWA Student Research Collaboration

The Commissioner also supported a group of five students from the School of Population and Global Health at the **University of Western Australia** through an internship to develop their project planning skills. The students undertook a literature review on the impact of online gambling, gambling-like products and gambling advertising on children and young people.





I liked this survey because it made me feel like us students have a say in things and people care about our opinion."

Insights from the Speaking Out Survey 2021



Play Matters Collective

The Commissioner continued her advocacy work as patron of **Play Matters Collective** in 2023-2024 to share a vision that all children and young people in Western Australia have access to the right to play. A key component of this work has been in supporting the planning of a Play Summit to be held in the second half of 2024.

Play is a natural instinct and necessary element to healthy human development; it is the means, by which, children learn to navigate their environment and life experiences. Together with Play Matters Collective, the Commissioner celebrated the inaugural International Day of Play on June 11, recognising the significance of play in everyone's lives – especially children.

An End to Child Poverty

One in six children live below the poverty line in Australia. The Commissioner continues to support the work of the Valuing Children Initiative in advocating for an End to Child Poverty. The Commissioner, along with the ANZCCGA, calls on federal, state and territory governments to legislate to better target child poverty in Australia and introduce a National Child Poverty Reduction Bill.

On 29 May 2024, members of the team attended the 'Tackling poverty and disadvantage through data-informed decision-making' roundtable hosted by the Melbourne Institute's Breaking Down Barriers Project, where they developed their understanding of key issues arising in communicating real-world data regarding poverty and disadvantage.

Early Years Partnership

The Commissioner is a board member of the **Early Years Partnership**, a partnership between the WA State Government, Minderoo Foundation, and Telethon Kids Institute, working towards better outcomes for children in the early years. Working with four communities across WA, each partnership incorporates a community co-design process to identify barriers to children thriving in their communities, develop targeted community plans and implement evidence-informed solutions. This enables a more coordinated and holistic approach to the provision of early years supports and services for children and families that is led and implemented by community.

Kimberley Aboriginal Youth Wellbeing Steering Committee

The Commissioner is a member of the Kimberley Aboriginal Youth Wellbeing Steering Committee (KAYWSC). KAYWSC brings together all relevant State Government agencies and Kimberley Aboriginal Community-controlled Organisations to support and enable Aboriginal community-led solutions to improve Aboriginal youth, social and emotional wellbeing outcomes.



Edith Cowan University School of Education Advisory Board

The Commissioner is a board member of the **ECU School of Education Advisory Board**. The board provides high level advice to the school about strategic direction and profiling, future directions and focus for course development in response to industry needs, research opportunities, professional development and community engagement.

AI Forum in collaboration with the University of Western Australia

The Commissioner will host an interactive forum for Perth secondary students on 8 August 2024 to explore their questions, concerns and awareness of artificial intelligence.

Presented by Dr Mehwish Nasim, Lecturer at University of Western Australia Lecturer in the School of Physics, Maths and Computing, the findings from this event will help guide the Commissioner's work on this topic.

The forum will have a particular focus on understanding how young people perceive and engage with artificial intelligence and identifying its potential opportunities and risks.

Child and Adolescent Health Service

On 29 April 2024, three staff members from the policy team attended the First 1000 Days Framework Symposium facilitated by the **Child and Adolescent Health Service**. As an initial consultation event for the development of the framework, staff members actively engaged in discussion on connection, accessibility and prevention for children and families in the first 1000 days. 95 attendees across government, non-government, service providers and consumers were attendance. The Commissioner presented the closing speech, reiterating the importance of a whole-of-government approach to supporting children and families in getting the best start in life.



I would like for them to actually pay attention and listen not just think because they are an adult that they can just talk over us and tell us what we can and can't do."

The health and wellbeing of Aboriginal children and young people in remote WA Insights from the 2021 Speaking Out Survey





Deliver organisational best practice

Staff development

Planning

Staff training and development is a high priority for the Commissioner. In October 2023, the team embarked on a transformative journey towards shaping the future of our organisation through a strategic planning week. Facilitated by esteemed experts Dr. Lynda Folan from Inspired Development and Mandy Gadsdon from Think Culture, this week-long workshop proved to be a pivotal moment in our collective pursuit of excellence.

From 9-13 October 2023, staff members actively engaged in dynamic discussions, innovative brainstorming sessions, and collaborative exercises aimed at charting our course for the years ahead. With Dr. Folan and Ms. Gadsdon's guidance, we delved into every aspect of our organisation's mission, vision, and values, laying the foundation for the Commissioner for Children and Young People's Strategic Plan 2024-2027.

This strategic planning week served as a catalyst for individual and team growth. By aligning our organisational objectives with personal and professional aspirations, we developed not only the Commissioner's Strategic Plan but also tailored business plan, team plans, and individual professional development plans.

This inclusive approach to strategic planning fostered a sense of ownership and commitment among all staff members. By providing an opportunity for everyone to contribute to the development of our strategic direction, we ensured buy-in and a shared vision for the future. Furthermore, the emphasis on individual professional development plans underscored our commitment to nurturing the talents and skills of our team members, paving the way for continued growth and success in the years to come.

Training

The Policy team has been provided with valuable opportunities to further enhance their professional development and training through various externally offered online webinars and face to face attendance at Institute of Public Administration (IPPA) offered Policy in Practice and Writing for Government.

An opportunity arose for further professional development for the 'Sharpening your teeth' training hosted by Tasmania's Commissioner for Children and Young People, facilitated by the Canadian Ontario's Ombudsman's Office in Hobart, Tasmania. This training specifically focussed on sharing best practice in conducting robust systemic investigations to influence better outcomes for agencies responsible for delivering child protection and youth justice supports and services.



Complaints handling

Monitoring complaints regarding children and young people

It is a requirement of the *Commissioner for Children and Young People Act 2006* to monitor trends and complaints made by or on behalf of, children and young people.

While there is no capacity in the legislation for the Commissioner to advocate on an individual basis, she can advocate for systemic change.

The complaints monitoring process allows her to identify in real time, significant issues and trends that arise related to children and young people.

Over the past 12 months 165 complaints were received and all were made by individuals over the age of 18. No complaints were received from children or young people.

Only 10 (6%) of these complaints directly related to the Commissioner and her work. Four of these complaints related to her comments about young people in detention; three were associated with children involved in incidents in Applecross, Broome and Geraldton; two concerned general support for First Nations peoples and the Stolen Generations; and one about contacting the Commissioner by phone.

The majority (94%) of complaints received in 2023/24 were objections to actions taken by government agencies, organisations or individuals, in relation to the safety and wellbeing of specific children and young people.

An easy-to-read complaints flowchart is also available on the Commissioner’s website explaining the process in easily understandable language and visuals. This is also sent to the complainant when they are under 18 years old.

For those that seek more detailed information, links to the Commissioner’s complaint policies are clearly listed on the relevant webpage.

Given the nature of complaints and particularly those that involve children and young people, it is extremely important that conversations and the auto-response are ‘humanised’ – i.e. that personable language is used and the complainant’s commitment to improving the wellbeing and safety of children and young people is acknowledged.

All communication is grounded in inclusivity and respect for diversity of cultures, genders, backgrounds and ages.

Every opportunity is taken to encourage children and young people that their voice matters and their complaints should be heard. The Commissioner distributes information wherever it is possible and relevant – particularly through her events and activities in schools, colleges and forums.

Two child-friendly publications have been developed collaboratively about the process.

The ‘How to make a complaint’ brochure with the National Office for Child Safety and the First Nations focused ‘Speak Up’ poster with the students of Roebourne District High School.



Complaints handling

Everyone who would like to make a complaint to the Commissioner has the option of doing so in-person, online, by phone or letter.

As every complaint is investigated, we identify ways to improve the process and actions that may stop the same or similar problems from happening again.

Many calls and emails received are not actually complaints that lie within the Commissioner's remit to deal with. As such, we provide a comprehensive list of relevant support services and the contact details of complaint channels for government agencies and the WA Ombudsman.

We do supported introductions to new services or providers where needed and have protocols established with some government agencies for escalation of urgent matters where children and young people are at immediate risk.

Complaint received

by email

1. Humanised auto-response email sent within three days that includes the contact details of relevant support services and a commitment to follow up within 15 days.
2. Complaint recorded in Records Management.
3. Complaint forwarded to Commissioner's delegate.
4. Commissioner's delegate sends a personalised email addressing specific issue and providing further information.

by phone

1. Commissioner's delegate discusses issues with complainant to resolve.
2. If unresolved during phone call, the delegate sends a personalised email to the complainant to follow up the conversation with acknowledgement and further information.

Sector audit

Under the *Commissioner for Children and Young People Act 2006*, the Commissioner is required to monitor trends in complaints by children and young people to government agencies. The Commissioner is also required to monitor the way in which a government agency investigates a complaint made by a child or young person.

In 2024, the Commissioner surveyed government agencies on their complaints systems and the complaints received from children and young people. The information provided will strengthen the ability of the Commissioner to identify systemic issues affecting the wellbeing of children and young people. It will also ensure that children and young people feel heard, safe and supported to make complaints to agencies. The results are to be published in late 2024.



A large, semi-circular graphic on the left side of the page, transitioning from a dark purple outer edge to a bright orange inner edge, framing the main text.

Build relationships to drive change

These priorities are informed by the voices of children and young people and concerns they have raised with the Commissioner.

Policy Statements and Discussion Papers

The Commissioner monitors development in legislation, policies and practices in areas impacting children and young people across Western Australia.

The Commissioner has identified four priority areas to guide our advocacy work: youth justice, health and mental health, education and child protection. The priority areas for action are informed by the voices of the children and young people we have engaged with through school and community visits, the Speaking Our Survey, other targeted surveys and individual conversations. The Commissioner has developed four policy statements outlining our position on each of these priority areas.

In early 2024, a series of discussion papers were developed on each priority area to further explore and highlight the issues, challenges and opportunities to improve the health and wellbeing of children and young people in Western Australia. The discussion papers support the view that our approach to improving the health and wellbeing of children and young people needs to be holistic, not siloed, and

individually focused. Young people's versions were also published.

We welcomed feedback from children, young people, their families, government and non-government service providers and agencies. We received 43 submissions from a wide range of organisations and individuals across WA.

Themes from the submissions included:

- Prioritising and valuing the voices of children and young people, actively seeking their input in decision-making processes
- Trauma-informed therapeutic models with holistic wrap-around support for children and young people within the youth justice system
- Integrated and accessible health services for children and young people
- A holistic approach to mental health promotion and greater support for children and young people with mental health and neurodevelopmental conditions
- Access for families to universal, equitable and inclusive early education and care

- Safe, fair, respectful and supportive learning environments for all children and young people
- Partnering with local communities and families, to leverage local expertise, resources, and cultural knowledge to develop place-based responses that effectively support the wellbeing of children and young people
- A greater need for early intervention and prevention services, including addressing poverty, homelessness, family domestic violence, health and mental health concerns.

Focus groups with children and young people will be held in 2024-2025. Submissions received, information gathered during the focus groups and priorities identified by children and young people will be used to update the policy statements.

Key Meetings

United Nations Special Rapporteur on the sale, sexual exploitation and sexual abuse of children

In October 2023, the Commissioner and other members of the Australian and New Zealand Children's Commissioners and Guardians met with Mama Fatima Singhateh. Some of the issues she raised included the challenges for children and young people in reporting their concerns where reporting mechanisms require internet access and digital literacy and the need for holistic support mechanisms for children who have experienced abuse or exploitation and for those exhibiting harmful sexual behaviours.

United Nations Expert Mechanism on the Rights of Indigenous Peoples

In October 2023, the Commissioner hosted members of the United Nations Expert Mechanism on the Rights of Indigenous Peoples (EMRIP) including Chair and Head of Mission, Sheryl Lightfoot (Canada) and Dr Valmaine Toki (Aoteroa/New Zealand). The Commissioner emphasised the importance of addressing the disproportionate removal of Aboriginal children from their families and the intergeneration harm caused by failure to uphold the rights of Aboriginal children, families and communities.

Inaugural Commissioner for Future Generations, Sophie Howe

In October 2023 the Commissioner met with Sophie Howe, the inaugural Commissioner for Future Generations in Wales, during her visit to Perth. Sophie shared the work that Wales is doing in trying to hold the government to account for how their decisions affect the generations to come.

Inquiry into Missing and Murdered First Nations women and children

In October 2023, the Commissioner appeared before the Senate Inquiry, where she raised concerns about the significant levels of racism and poverty contributing to poor outcomes for Aboriginal children and young people.

Nicole Breeze, UNICEF Chief Advocate for Children

In February 2024, the Commissioner met with Nicole Breeze to discuss mutual priorities in advocating for the wellbeing of children and young people. Initiatives discussed included the importance of investing in early years programs and services, addressing mental health challenges and health inequities, narrowing the digital divide and tackling vaping.

Upholding the rights of children and young people to participate in and be heard in decision making was a core issue, with both organisations sharing a vision of creating a better world for children and young people.



I would like for people to be more educated on Australian history, my culture and what we have been through, cause it's embarrassing to see how little people know."

Insights from the Speaking Out Survey 2021

Improving outcomes for Aboriginal children and young people

A large amount of the work from the Commissioner and her office can align with more than one of the five strategic pillars, which is particularly noted in her work with and on behalf of Aboriginal children and young people.

The *Commissioner for Children and Young People Act 2006* requires the Commissioner to give priority to, and have a special regard for, the interests and needs of Aboriginal and Torres Strait Islander children and young people, and children and young people who are vulnerable or disadvantaged for any reason.

Some key projects focused on improving outcomes for Aboriginal children and young people are detailed below.

Yule River

The 8th Annual On-Country Bush Meeting at Yule River is an initiative of **Yamatji Marlpa Aboriginal Corporation's (YMAC)** Pilbara Regional Committee to support vital discussions between First Nations people from across the Pilbara with Government representatives.

The draft Call for Action statement endorsed by the Pilbara community members on day one of the meeting focused on systemic reform for education, health (including mental health), housing, wellbeing and community safety.

The Call to Action statement priorities align with the National Agreement on Closing the Gap, the WA State Government Aboriginal Empowerment Strategy and the United Nations Declaration of the Rights of Indigenous Peoples (UNDRIP).

The Commissioner supported the key reform points identified by community members continues to monitor progress under Sections 19 and 20 of the *Commissioner for Children and Young People Act 2006*. These sections and sub sections of the Act allow the Commissioner to monitor and review laws, policies and procedures relating to the wellbeing of children and young people with priority given to Aboriginal and Torres Strait Islander children and young people.

As part of the discussions the Commissioner raised the importance of hearing the voices of children and young people and committed to undertake a Pilbara Listening Tour in advance of the Yule River On-Country Bush meeting in July 2024.

Secretariat of National Aboriginal and Islander Child Care (SNAICC)

The Commissioner works closely with **SNAICC** under the Safe and Supported partnership and also supports the advocacy work they do by sharing with stakeholders and the public through her social media channels.

In addition to the above priority projects, the Commissioner and her team continue to celebrate and acknowledge important events such as Reconciliation Week, NAIDOC Week and National Aboriginal and Torres Strait Islander Children's Day by attending community events and schools, encouraging staff participation and education workshops and sharing knowledge and information about these important days and weeks of recognition with our stakeholders via social media and other digital channels.



Formal submissions 2023-24

In 2023-2024, the Commissioner made 30 submissions to state and federal inquiries and projects. The submissions advocated for WA children and young people across themes including child safety, out of home care, justice, early years, education, trauma and legislative reform.

Key submissions included:



Formal submissions 2023-24



**Pathway to Universal
Early Childhood
Education and Care**
Productivity Commission

▶ [Click here to view](#)

February
2024

**Inquiry into support for children
and young people who have
been directly or indirectly
exposed to trauma associated
with migration to Australia due
to humanitarian crisis**

Joint Standing Committee on the
Commissioner for Children and
Young People

▶ [Click here to view](#)

**Teacher-student
Professional Boundaries**

Teachers Registration
Board of WA

February
2024

**Evidence Bill Exposure
Draft 2024**

Department of Justice

March
2024

**Crimes Amendment
(Strengthening the Criminal
Justice Response to Sexual
Violence) Bill 2024**

Senate Legal and Constitutional
Affairs Committee

March
2024

WA Youth Action Plan

Department for
Communities

April
2024

Financial targets summary

Financial targets

\$000	2024 Target ¹	2024 Actual	Variation ²
Total cost of services (expense limit) (sourced from Statement of Comprehensive Income)	3,477,000	3,277,178	(199,822)
Net cost of services (sourced from Statement of Comprehensive Income)	3,477,000	3,276,705	(200,295)
Total equity (sourced from Statement of Financial Position)	1,153,000	1,514,988	361,988
Approved salary expense level	2,389,000	1,993,410	(395,590)

¹ As per Budget Paper.

² Explanation of variances are contained in Note 8.

Working cash targets

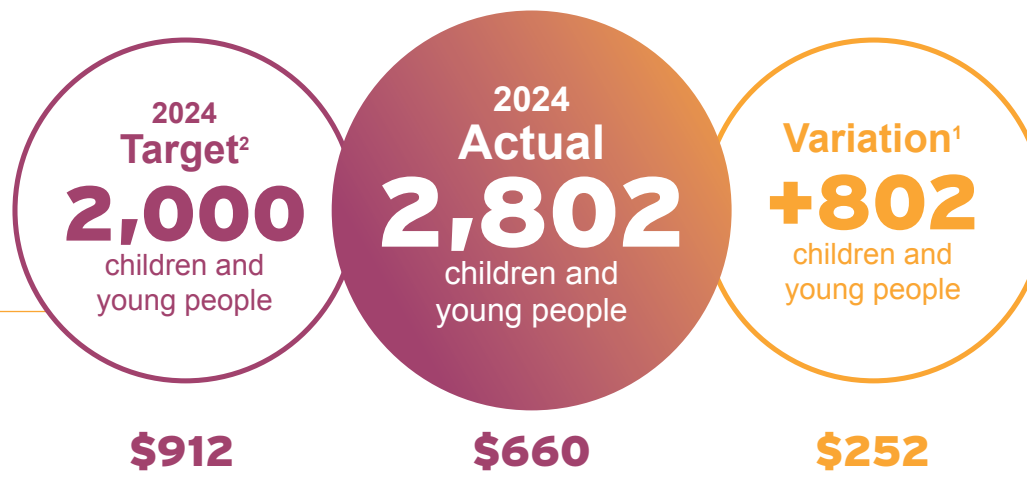
\$000	2024 Target	2024 Actual	Variation
Agreed working cash limit	1,067,000	1,197,195	130,195

Summary of key performance indicators

Outcome 1: The views and issues of children and young people are heard and acted upon

Key effectiveness indicator:

Extent to which children and young people in various regions of the State are consulted

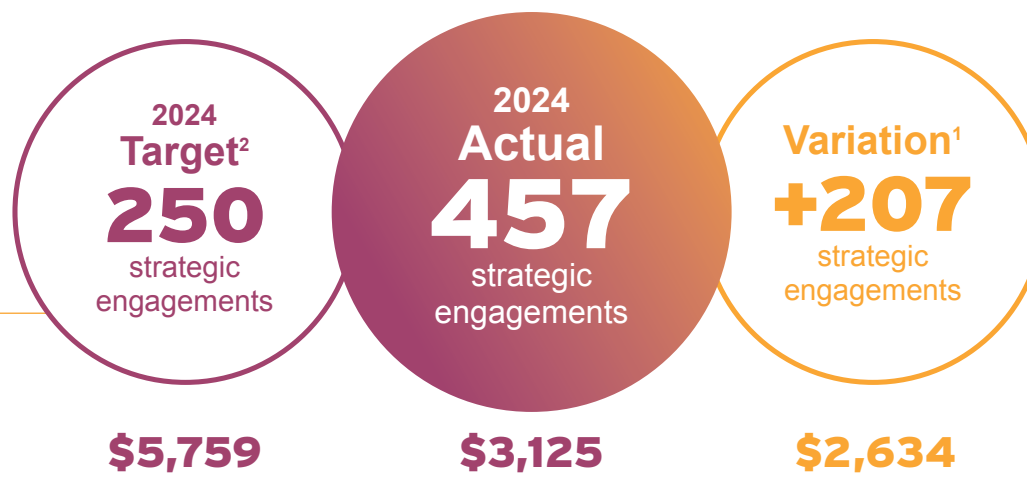


Key effectiveness indicator:

Unit Cost per Child

Key effectiveness indicator:

Extent to which issues impacting upon children and young people are researched, advocated and promoted



Key effectiveness indicator:

Unit cost per Representation

¹ Explanation of variances are contained in the KPI Statement.

² As per Budget Paper.



Financial statements and KPIs

Certification of financial statements

For the financial year ended 30 June 2024

The accompanying financial statements of the Commissioner for Children and Young People (CCYP) have been prepared in compliance with the provisions of the *Financial Management Act 2006* from proper accounts and records to present fairly the financial transactions for the financial year ended 30 June 2024 and the financial position as at 30 June 2024.

At the date of signing we are not aware of any circumstances which would render the particulars included within the financial statements misleading or inaccurate.

R. Montilva
Chief Finance Officer
August 2024

J. McGowan-Jones
Accountable Authority
August 2024

Independent auditor's report



Auditor General

INDEPENDENT AUDITOR'S REPORT

2024

Commissioner for Children and Young People

To the Parliament of Western Australia

Report on the audit of the financial statements

Opinion

I have audited the financial statements of the Commissioner for Children and Young People (Commissioner) which comprise:

- the statement of financial position as at 30 June 2024, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended
- notes comprising a summary of material accounting policies and other explanatory information.

In my opinion, the financial statements are:

- based on proper accounts and present fairly, in all material respects, the operating results and cash flows of the Commissioner for Children and Young People for the year ended 30 June 2024 and the financial position as at the end of that period
- in accordance with Australian Accounting Standards (applicable to Tier 2 Entities), the *Financial Management Act 2006* and the Treasurer's Instructions.

Basis for opinion

I conducted my audit in accordance with the Australian Auditing Standards. My responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of my report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Responsibilities of the Commissioner for the financial statements

The Commissioner is responsible for:

- keeping proper accounts
- preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards (applicable to Tier 2 Entities), the *Financial Management Act 2006* and the Treasurer's Instructions
- such internal control as it determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Page 1 of 5

7th Floor Albert Facey House 469 Wellington Street Perth MAIL TO: Perth BC PO Box 6489 Perth WA 6849 TEL: 08 6557 7500

In preparing the financial statements, the Commissioner is responsible for:

- assessing the entity's ability to continue as a going concern
- disclosing, as applicable, matters related to going concern
- using the going concern basis of accounting unless the Western Australian Government has made policy or funding decisions affecting the continued existence of the Commissioner.

Auditor's responsibilities for the audit of the financial statements

As required by the *Auditor General Act 2006*, my responsibility is to express an opinion on the financial statements. The objectives of my audit are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal control.

A further description of my responsibilities for the audit of the financial statements is located on the Auditing and Assurance Standards Board website. This description forms part of my auditor's report and can be found at https://www.augasb.gov.au/auditors_responsibilities/ar4.pdf

Report on the audit of controls

Opinion

I have undertaken a reasonable assurance engagement on the design and implementation of controls exercised by the Commissioner for Children and Young People. The controls exercised by the Commissioner for Children and Young People are those policies and procedures established to ensure that the receipt, expenditure and investment of money, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with the State's financial reporting framework (the overall control objectives).

In my opinion, in all material respects, the controls exercised by the Commissioner for Children and Young People are sufficiently adequate to provide reasonable assurance that the controls within the system were suitably designed to achieve the overall control objectives as at 30 June 2024, and the controls were implemented as designed as at 30 June 2024.

The Commissioner's responsibilities

The Commissioner is responsible for designing, implementing and maintaining controls to ensure that the receipt, expenditure and investment of money, the acquisition and disposal of property and the incurring of liabilities are in accordance with the *Financial Management Act 2006*, the Treasurer's Instructions and other relevant written law.

Auditor General's responsibilities

As required by the *Auditor General Act 2006*, my responsibility as an assurance practitioner is to express an opinion on the suitability of the design of the controls to achieve the overall control objectives and the implementation of the controls as designed. I conducted my engagement in accordance with Standard on Assurance Engagements ASAE 3150 Assurance Engagements on Controls issued by the Australian Auditing and Assurance Standards Board. That standard requires that I comply with relevant ethical requirements and plan and perform my procedures to obtain reasonable assurance about whether, in all material respects, the controls are suitably designed to achieve the overall control objectives and were implemented as designed.

An assurance engagement involves performing procedures to obtain evidence about the suitability of the controls design to achieve the overall control objectives and the implementation of those controls. The procedures selected depend on my judgement, including an assessment of the risks that controls are not suitably designed or implemented as designed. My procedures included testing the implementation of those controls that I consider necessary to achieve the overall control objectives.

I believe that the evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Limitations of controls

Because of the inherent limitations of any internal control structure, it is possible that, even if the controls are suitably designed and implemented as designed, once in operation, the overall control objectives may not be achieved so that fraud, error or non-compliance with laws and regulations may occur and not be detected. Any projection of the outcome of the evaluation of the suitability of the design of controls to future periods is subject to the risk that the controls may become unsuitable because of changes in conditions.

Report on the audit of the key performance indicators

Opinion

I have undertaken a reasonable assurance engagement on the key performance indicators of the Commissioner for Children and Young People for the year ended 30 June 2024 reported in accordance with the *Financial Management Act 2006* and the Treasurer's Instructions (legislative requirements). The key performance indicators are the Under Treasurer-approved key effectiveness indicators and key efficiency indicators that provide performance information about achieving outcomes and delivering services.

In my opinion, in all material respects, the key performance indicators report of the Commissioner for Children and Young People for the year ended 30 June 2024 are in accordance with the legislative requirements, and are relevant and appropriate to assist users to assess the Commissioner's performance and fairly represent indicated performance for the year ended 30 June 2024.

The Commissioner's responsibilities for the key performance indicators

The Commissioner is responsible for the preparation and fair presentation of the key performance indicators in accordance with the *Financial Management Act 2006* and the Treasurer's Instructions and for such internal controls as the Commissioner determines necessary to enable the preparation of key performance indicators that are free from material misstatement, whether due to fraud or error.

In preparing the key performance indicators, the Commissioner is responsible for identifying key performance indicators that are relevant and appropriate, having regard to their purpose in accordance with Treasurer's Instruction 904 Key Performance Indicators.

Auditor General's responsibilities

As required by the *Auditor General Act 2006*, my responsibility as an assurance practitioner is to express an opinion on the key performance indicators. The objectives of my engagement are to obtain reasonable assurance about whether the key performance indicators are relevant and appropriate to assist users to assess the entity's performance and whether the key performance indicators are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. I conducted my engagement in accordance with Standard on Assurance Engagements ASAE 3000 Assurance Engagements Other than Audits or Reviews of Historical Financial Information issued by the Australian Auditing and Assurance Standards Board. That standard requires that I comply with relevant ethical requirements relating to assurance engagements.

An assurance engagement involves performing procedures to obtain evidence about the amounts and disclosures in the key performance indicators. It also involves evaluating the relevance and appropriateness of the key performance indicators against the criteria and guidance in Treasurer's Instruction 904 for measuring the extent of outcome achievement and the efficiency of service delivery. The procedures selected depend on my judgement, including the assessment of the risks of material misstatement of the key performance indicators. In making these risk assessments, I obtain an understanding of internal control relevant to the engagement in order to design procedures that are appropriate in the circumstances.

I believe that the evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

My independence and quality management relating to the report on financial statements, controls and key performance indicators

I have complied with the independence requirements of the *Auditor General Act 2006* and the relevant ethical requirements relating to assurance engagements. In accordance with ASQM 1 Quality Management for Firms that Perform Audits or Reviews of Financial Reports and Other Financial Information, or Other Assurance or Related Services Engagements, the Office of the Auditor General maintains a comprehensive system of quality management including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Other information

The Commissioner is responsible for the other information. The other information is the information in the entity's annual report for the year ended 30 June 2024, but not the financial statements, key performance indicators and my auditor's report.

My opinions on the financial statements, controls and key performance indicators does not cover the other information and accordingly I do not express any form of assurance conclusion thereon.

In connection with my audit of the financial statements, controls and key performance indicators my responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements and key performance indicators or my knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact. I did not receive the other information prior to the date of this auditor's report. When I do receive it, I will read it and if I conclude that there is a material misstatement in this information, I am required to communicate the matter to those charged with governance and request them to correct the misstated information. If the misstated information is not corrected, I may need to retract this auditor's report and re-issue an amended report.

Matters relating to the electronic publication of the audited financial statements and key performance indicators

This auditor's report relates to the financial statements and key performance indicators of the Commissioner for Children and Young People for the year ended 30 June 2024 included in the annual report on the Commissioner's website. The Commissioner's management is responsible for the integrity of the Commissioner's website. This audit does not provide assurance on the integrity of the Commissioner's website. The auditor's report refers only to the financial statements, controls and key performance indicators described above. It does not provide an opinion on any other information which may have been hyperlinked to/from the annual report. If users of the financial statements and key performance indicators are concerned with the inherent risks arising from publication on a website, they are advised to contact the entity to confirm the information contained in the website version.



Jordan Langford-Smith
Senior Director Financial Audit
Delegate of the Auditor General for Western Australia
Perth, Western Australia
26 July 2024



Financial statements

The Commissioner for Children and Young People (CCYP) has pleasure in presenting its audited general purpose financial statements for the reporting period ended 30 June 2024 which provides users with the information about the Agency's stewardship of resources entrusted to it. The financial information is presented in the following structure:

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Statement of comprehensive income

For the year ended 30 June 2024



	Notes	2024 \$	2023 \$
Cost of Services			
Expenses			
Employee benefits expense	2.1(a)	1,993,410	1,971,452
Supplies and services	2.2	803,271	585,760
Depreciation expenses	4.1,4.2	3,518	7,751
Finance costs	6.3	261	853
Accommodation expenses	2.2	340,585	320,872
Other expenses	2.2	136,133	231,020
Loss on disposal of leased asset		-	1,400
Total cost of services		3,277,178	3,119,108
Income			
Other income	3.2	-	9,500
Gain on disposal of leased asset		473	-
Total income		473	9,500
Net cost of services		3,276,705	3,109,608
Income from State Government			
Service appropriation	3.1	3,263,000	3,115,000
Resources received free of charge	3.1	188,750	199,528
Total income from State Government		3,451,750	3,314,528
Surplus/(deficit) for the period		175,045	204,920
Total comprehensive income for the period		175,045	204,920

The Statement of Comprehensive Income should be read in conjunction with the accompanying notes.

Statement of financial position

As at 30 June 2024

	Notes	2024 \$	2023 \$
Assets			
Current Assets			
Cash and cash equivalents	6.4	1,197,195	1,018,400
Receivables	5.1	46,839	40,473
Total Current Assets		1,244,033	1,058,873
Non-Current Assets			
Receivables	5.1	51,590	41,574
Amounts receivable for services	5.2	590,000	572,000
Plant and equipment	4.1	3,036	5,855
Right-of-use asset	4.2	-	23,074
Total Non-Current Assets		644,626	642,503
Total assets		1,888,659	1,701,376
Liabilities			
Current Liabilities			
Payables	5.3	132,001	151,673
Lease liabilities	6.1	-	3,646
Employee related provisions	2.1(b)	191,076	169,445
Total Current Liabilities		323,077	324,764
Non-Current Liabilities			
Lease liabilities	6.1	-	19,792
Employee related provisions	2.1(b)	50,594	16,877
Total Non-Current Liabilities		50,594	36,669
Total liabilities		373,671	361,433
Net assets		1,514,988	1,339,943
Equity			
Contributed equity		10,000	10,000
Accumulated surplus/(deficit)		1,504,988	1,329,943
Total equity		1,514,988	1,339,943

The Statement of financial position should be read in conjunction with the accompanying notes.

Statement of changes in equity

For the year ended 30 June 2024



	Contributed equity \$	Accumulated surplus/(deficit) \$	Total equity \$
Balance at 1 July 2022	10,000	1,125,023	1,135,023
Surplus/(deficit)	-	204,920	204,920
Total comprehensive income for the period	-	204,920	204,920
Balance at 30 June 2023	10,000	1,329,943	1,339,943
Balance at 1 July 2023	10,000	1,329,943	1,339,943
Surplus/(deficit)	-	175,045	175,045
Total comprehensive income for the period	-	175,045	175,045
Balance at 30 June 2024	10,000	1,504,988	1,514,988

The Statement of changes in equity should be read in conjunction with the accompanying notes.

Statement of cash flows

For the year ended 30 June 2024

	Notes	2024 \$	2023 \$
Cash flows from the State Government			
Service appropriation		3,245,000	3,091,000
Net cash provided by the State Government		3,245,000	3,091,000
<i>Utilised as follows:</i>			
Cash flows from operating activities			
Payments			
Employee benefits		(1,958,609)	(2,124,916)
Supplies and services		(618,512)	(378,032)
Finance costs		(261)	-
Accommodation		(340,585)	(320,872)
GST payments on purchases		(111,485)	(104,201)
Other payments		(136,133)	(302,371)
Receipts			
GST receipts on sales		-	950
GST receipts from taxation authority		109,986	95,429
Other receipts		-	9,500
Net cash used in operating activities		(3,055,559)	(3,124,513)
Cash flows from financing activities			
Payments			
Principal elements of lease payments		(590)	(6,720)
Payment to accrued salaries account ¹		(10,015)	(6,703)
Net cash used in financing activities		(10,605)	(13,423)
Net increase/(decrease) in cash and cash equivalents		178,795	(46,936)
Cash and cash equivalents at the beginning of the period		1,018,400	1,065,337
Cash and cash equivalents at the end of the period	6.4	1,197,195	1,018,400

The Statement of cash flows should be read in conjunction with the accompanying notes.

¹ As per TI 1103(7), the 27th pay is treated as a non-current receivable.



Summary of consolidated account appropriations

For the year ended 30 June 2024

	2024 Budget \$	2024 Actual \$	2024 Variance \$
Delivery of Services			
Item 11 Net amount appropriated to deliver services	2,979,000	2,976,000	(3,000)
- Amount authorised by other statutes			
- <i>Salaries and Allowances Act 1975</i>	258,000	287,000	29,000
Total appropriations provided to deliver services	3,237,000	3,263,000	26,000
Total consolidated account appropriations	3,237,000	3,263,000	26,000

Notes to the financial statements

1. Basis of preparation

The Commissioner for Children and Young People (CCYP) is a government not-for-profit entity controlled by the State of Western Australia, which is the ultimate parent.

A description of the nature of its operations and its principal activities have been included in the 'Overview' which does not form part of these financial statements.

These annual financial statements were authorised for issue by the accountable authority of the CCYP on 30 June 2024.

Statement of compliance

The financial statements constitute general purpose financial statements that have been prepared in accordance with Australian Accounting Standards, the Framework, Statement of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board as applied by Treasurer's instructions. Several of these are modified by Treasurer's instructions to vary application, disclosure, format and wording.

The Act and Treasurer's instructions are legislative provisions governing the preparation of financial statements and take precedence over Australian Accounting Standards, the Framework, Statement of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board. Where modification is required and has had a material or significant financial effect upon the reported results, details of that modification and the resulting financial effect are disclosed in the notes to the financial statements.

Basis of preparation

These financial statements are presented in Australian dollars applying the accrual basis of accounting and using the historical cost convention. Certain balances will apply a different measurement basis (such as fair value basis). Where this is the case the different measurement basis is disclosed in the associated note. All values are rounded to the nearest dollar.

Accounting for Goods and Services Tax (GST)

Income, expenses, and assets are recognised net of the amount of goods and services tax (GST), except that the:

- a) amount of GST incurred by the CCYP as a purchaser that is not recoverable from the Australian Taxation Office (ATO) is recognised as part of an asset's cost of acquisition or as part of an item of expense; and
- b) 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 are recoverable from, or payable to, the ATO are classified as operating cash flows.

Contributed equity

Interpretation 1038 *Contributions by Owners Made to Wholly Owned Public Sector Entities* requires transfers in the nature of equity contributions, other than as a result of a restructure of administrative arrangements, as designated as contributions by owners (at the time of, or prior to, transfer) be recognised as equity contributions. Capital appropriations have been designated as contributions by owners by TI 955 *Contributions by Owners made to Wholly Owned Public Sector Entities* and have been credited directly to Contributed Equity.



Comparative information

Except when an Australian Accounting Standard permits or requires otherwise, comparative information is presented in respect of the previous period for all amounts reported in the financial statements. AASB 1060 provides relief from presenting comparatives for:

- Property, Plant and Equipment reconciliations;
- Intangible Asset reconciliations; and
- Right-of-Use Asset reconciliations

Judgements and estimates

Judgements, estimates, and assumptions are required to be made about financial information being presented. The significant judgements and estimates made in the preparation of these financial statements are disclosed in the notes where amounts affected by those judgements and/or estimates are disclosed. Estimates and associated assumptions are based on professional judgements derived from historical experience and various other factors that are believed to be reasonable under the circumstances.

2. Use of our funding

Expenses incurred in the delivery of services

This section provides additional information about how the CCYP's funding is applied and the accounting policies that are relevant for an understanding of the items recognised in the financial statements. The primary expenses incurred by the CCYP in achieving its objectives and the relevant notes are:

	Notes
Employee benefits expenses	2.1(a)
Employee related provisions	2.1(b)
Other expenditure	2.2

2.1(a) Employee benefits expense

	2024	2023
	\$	\$
Employee benefits	1,800,606	1,800,701
Superannuation – defined contribution plans	192,804	170,751
Total employee benefits provided	1,993,410	1,971,452

Employee Benefits include wages, salaries and social contributions, accrued and paid leave entitlements and paid sick leave.

Superannuation is the amount recognised in profit or loss of the Statement of comprehensive income comprises employer contributions paid to the WSS, other GESB schemes or other superannuation funds.

2.1(b) Employee related provisions

	2024 \$	2023 \$
Current		
Employee benefits provisions		
Annual leave	120,889	86,183
Long service leave	68,303	82,537
	189,192	168,720
Other provisions		
Employment on-costs	1,884	725
Total current employee related provisions	191,076	169,445
Non-current		
Employee benefits provisions		
Long service leave	50,150	16,802
Other provisions		
Employment on-costs	444	75
Total non-current employee related provisions	50,594	16,877
Total employee related provisions	241,670	186,322

Provision is made for benefits accruing to employees in respect of annual leave and long services leave for services rendered up to the reporting date and recorded as an expense during the period the services are delivered.

Annual leave liabilities are classified as current as there is no right at the end of the reporting period to defer settlement for at least 12 months after the end of the reporting period.

The provision for annual leave is calculated at the present value of expected payments to be made in relation to services provided by employees up to the reporting date.

Long service leave liabilities are unconditional long service leave provisions and are classified as current liabilities as the CCYP does not have the right at the end of the reporting period to defer settlement of the liability for at least 12 months after the end of the reporting period.

Pre-conditional and conditional long service leave provisions are classified as non-current liabilities because the CCYP has the right to defer the settlement of the liability until the employee has completed the requisite years of service.

The provision for long service leave is calculated at present value as the CCYP does not expect to wholly settle the amounts within 12 months. The present value is measured taking into account the present value of expected future payments to be made in relation to services provided by employees up to the reporting date. These payments are estimated using the services of an actuarial.



Employment on-costs involve settlement of annual and long service leave liabilities which gives rise to the payment of employment on-costs including workers' compensation insurance. The provision is the present value of expected future payments.

Employment on-costs, including workers' compensation insurance premiums, are not employee benefits and are recognised separately as liabilities and expenses when the employment to which they relate has occurred. Employment on-costs are included as part of 'Other expenses note 2.2 (apart from the unwinding of the discount (finance cost))' and are not included as part of the CCYP's 'employee benefits expense'. The related liability is included in 'Employment on-costs provision'.

Employment on-costs provision

	2024	2023
	\$	\$
Carrying amount at start of period	800	1,473
Additional/(reversals of) provisions recognised	1,528	(673)
Carrying amount at end of period	2,328	800

Key sources of estimation uncertainty - long service leave

Key estimates and assumptions concerning the future are based on historical experience and various other factors that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next reporting period.

Several estimates and assumptions are in calculating the CCYP's long service leave provision. These include:

- expected future salary rates;
- discount rates;
- employee retention rates; and
- expected future payments.

Changes in these estimations and assumptions may impact on the carrying amount of the long service leave provision. Any gain or loss following revaluation of the present value of long service leave liabilities is recognised as employee benefits expense.

2.2 Other expenditure

	2024 \$	2023 \$
Supplies and services		
Communications	1,477	5,768
Consultants and contractors	525,274	287,099*
Consumables	39,701	66,622
Resources received free of charge	188,750	199,527*
Lease, licence, fee and registration	48,068	26,744
Total supplies and services expenses	803,271	585,760
Accommodation expenses		
Office rental	339,430	304,431
Rental Car Bay	1,156	16,441*
Total accommodation expenses	340,585	320,872
Other expenses		
Travel	109,511	115,415*
Staff training	4,003	39,558*
Rent, repairs and hire costs	5,077	21,785*
General Other expenses	17,542	54,262*
Total other expenses	136,133	231,020
Total other expenditure	1,279,989	1,137,652

*The expenses have been reclassified in accordance with the TI 1101.

Supplies and services expenses are recognised as an expense in the reporting period in which they are incurred. The carrying amounts of any materials held for distribution are expensed when the materials are distributed.

Office rental is expensed as incurred as Memorandum of Understanding Agreement between the CCYP and the Department of Finance for the leasing of office accommodation contain significant substitution rights.

Rent, repairs and hire costs are recognised as expenses as incurred.

General other expenses generally represent the day-to-day running costs incurred in normal operations.



3. Our funding sources

How we obtain our funding

This section provides additional information about how the CCYP obtains its funding and the relevant accounting policy notes that govern the recognition and measurement of this funding. The primary income received by the CCYP is and the relevant notes are:

	Notes
Income from State Government	3.1
Other income	3.2

3.1 Income from State Government

	2024 \$	2023 \$
Appropriation received during the period:		
- Service appropriation	3,263,000	3,115,000
Total service appropriation	3,263,000	3,115,000
Total grants and subsidies		
Resources received from other public sector entities during the period:		
- Department of Justice	111,738	97,660
- Government Offices Accommodation – Leasing	13,328	13,145
- Government Offices Accommodation – Fixtures & Fittings depreciation	63,684	63,684
- Department of Education – HR systems support	-	847
- Department of Communities – resource for one Senior Policy Officer	-	24,192
Total resources received	188,750	199,528
Total income from State Government	3,451,750	3,314,528

Service Appropriations are recognised as income at fair value of consideration received in the period in which the CCYP gains control of the appropriated funds. The CCYP gains control of the appropriated funds at the time those funds are deposited in the bank account or credited to the holding account held at Treasury.

Income from other public sector entities is recognised as income when the CCYP has satisfied its performance obligations under the funding agreement. If there is no performance obligation, income will be recognised when the CCYP receives the funds.

Resources received from other public sector entities is recognised as income equivalent to the fair value of assets received, or the fair value of services received that can be reliably determined and which would have been purchased if not donated.



3.2 Other income

	2024 \$	2023 \$
Subsidies		
- Catholic Education Western Australia – contributions to Young Aboriginal Researchers in Community Kalgoorlie project	-	2,000
- Polly Farmer Foundation – contributions to Young Aboriginal Researchers in Community Kalgoorlie project	-	7,500
Total subsidies	-	9,500
Net gain on disposal of leased asset		
Carrying amount of leased asset disposed	25,171	-
Clear lease liability remaining at cessation of lease	(22,847)	-
Depreciation write-back	(2,797)	-
Net gain on disposal of lease asset	473	-
Total other income	473	9,500

Subsidies are recognised as income when the CCYP obtains control of the funding. The CCYP is deemed to have assumed control when the subsidy is received.

Gain on disposal of a leased asset was from the return of one operational pool vehicle.

4. Key assets

This section includes information regarding the key assets the CCYP utilises to gain economic benefits or provide service potential. The section sets out both the key accounting policies and financial information about the performance of these assets:

	Notes
Plant and equipment	4.1
Right-of-use assets	4.2

4.1 Plant and equipment

Year ended 30 June 2024	Office Equipment \$	Total \$
1 July 2023		
Gross carrying amount	15,351	15,351
Accumulated depreciation	(9,496)	(9,496)
Carrying amount at start of period	5,855	5,855
Depreciation	(2,819)	(2,819)
Carrying amount at 30 June 2024	3,036	3,036
Gross carrying amount	15,351	15,351
Accumulated depreciation	(12,315)	(12,315)

Initial recognition

Items of plant and equipment, costing \$5,000 or more are measured initially at cost. Where an asset is acquired for no cost or significantly less than fair value, the cost is valued at its fair value at the date of acquisition. Items of plant and equipment costing less than \$5,000 are immediately expensed direct to the Statement of Comprehensive Income (other than where they form part of a group of similar items which are significant in total).

Subsequent measurement

Plant and equipment are stated at historical cost less accumulated depreciation and accumulated impairment losses.

Useful lives

All plant and equipment having a limited useful life are systematically depreciated over their estimated useful lives in a manner that reflects the consumption of their future economic benefits.

Depreciation is generally calculated on a straight-line basis, at rates that allocate the asset's value, less any estimated residual value, over its estimated useful life. Typical estimated useful lives for the different asset classes for current and prior years are included in the table below:

Asset	Useful life: Years
Office equipment	5 years

The estimated useful lives, residual values and depreciation method are reviewed at the end of each annual reporting period, and adjustments should be made where appropriate.

Impairment

Non-financial assets, including plant and equipment, are tested for impairment whenever there is an indication that the asset may be impaired. Where there is an indication of impairment, the recoverable amount is estimated. Where the recoverable amount is less than the carrying amount, the asset is considered impaired and is written down to the recoverable amount and an impairment loss is recognised.

Where an asset measured at cost is written down to its recoverable amount, an impairment loss is recognised through profit or loss.

Where a previously revalued asset is written down to its recoverable amount, the loss is recognised as a revaluation decrement through other comprehensive income to the extent that the impairment loss does not exceed the amount in the revaluation surplus for the class of asset.

As the CCYP is a not-for-profit agency, the recoverable amount of regularly revalued specialised assets is anticipated to be materially the same as fair value.

If there is an indication that there has been a reversal in impairment, the carrying amount shall be increased to its recoverable amount. However, this reversal should not increase the asset's carrying amount above what would have been determined, net of depreciation or amortisation, if no impairment loss had been recognised in prior years.

4.2 Right-of-use assets

Year ended 30 June 2024

	Vehicles \$
Carrying amount at beginning of period	23,074
Disposal	(25,171)
Additions	-
Depreciation write-back	2,796
Depreciation	(699)
Net carrying amount as at end of period	-

The CCYP does not have any operational vehicles now as it was transferred to Department of Water and Environmental Regulation in September 2023.

The CCYP has entered into a Memorandum of Understanding Agreement with the Department of Finance for the leasing of office accommodation. These are not recognised under AASB 16 because of substitution rights held by the Department of Finance and are accounted for as an expense as incurred.

Initial recognition

At the commencement date of the lease, the CCYP recognises right-of-use assets and a corresponding lease liability for most leases. The right-of-use assets are measured at cost comprising of:

- the amount of the initial measurement of lease liability;
- any lease payments made at or before the commencement date less any lease incentives received;
- Any initial direct costs, and
- Restoration costs, including dismantling and removing the underlying asset.

The CCYP has no short-term leases (with a lease term of 12 months or less) and low value leases (with an underlying value of \$5,000 or less).

Subsequent measurement

The cost model is applied for subsequent measurement of right-of-use assets, requiring the asset to be carried at cost less any accumulated depreciation and accumulated impairment losses, and adjusted for any re-measurement of lease liability.

Depreciation and impairment of right-of-use assets

Right-of-use assets are depreciated on a straight-line basis over the shorter of the lease term and the estimated useful lives of the underlying assets.

If ownership of the leased asset transfers to the CCYP at the end of the lease term or the cost reflects the exercise of a purchase option, depreciation is calculated using the estimated useful life of the asset.

Right-of-use assets are tested for impairment when an indication of impairment is identified. There were no indications of impairment to the CCYP's right-of-use asset.

5. Other assets and liabilities

This section sets out those assets and liabilities that arose from the CCYP's controlled operations and includes other assets utilised for economic benefits and liabilities incurred during normal operations:

	Notes
Receivables	5.1
Amounts receivable for services	5.2
Payables	5.3

5.1 Receivables

	2024 \$000	2023 \$000
Current		
GST receivable	41,972	40,473
Other receivable	4,866	-
Total current	46,838	40,473
Non-current		
Accrued salaries account ^(a)	51,590	41,574
Total non-current	51,590	41,574
Total receivables at end of the period	98,428	82,047

Funds held in the special purpose account for the purpose of meeting the 27th pay in a reporting period that occurs every 11 year. This account is classified as non-current for the year before the 27th pay year.

Accrued salaries account contains amounts paid annually into the Treasurer's special purpose account. It is restricted for meeting the additional cash outflow for employee salary payments in reporting periods with 27 pay days instead of the normal 26. No interest is received on this account.

The account has been reclassified from 'Cash and cash equivalents' to 'Receivables' as it is considered that funds in the account are not cash but a right to receive the cash in future. Comparative amounts have also been reclassified. The CCYP does not hold any collateral or other credit enhancements as security for receivables.

5.2 Amounts receivable for services (Holding Account)

	2024 \$	2023 \$
Non-current	590,000	572,000
Total Amounts receivable for services at end of period	590,000	572,000

Amounts receivable for services represent the non-cash component of service appropriations. It is restricted in that it can only be used for asset replacement or payment of leave liability.

The amounts receivable for services are financial assets at amortised cost, and are not considered impaired (i.e. there is no expected credit loss of the holding accounts).

5.3 Payables

	2024 \$	2023 \$
Current		
Payables to the ATO	630	36,754
Trade payables ¹	39,993	50,800
Accrued expenses	35,530	28,400
Accrued salaries	45,558	32,325
Accrued superannuation	10,290	3,394
Total payables at end of period	132,001	151,673

Payables are recognised at the amounts payable when the CCYP becomes obliged to make future payments because of a purchase of assets or services. The carrying amount is equivalent to fair value as settlement for the CCYP is generally within 10-20 working days.

Accrued salaries represent the amount due to staff but unpaid at the end of the reporting period. Accrued salaries are settled within a fortnight after the reporting period. The CCYP considers the carrying amount of accrued salaries to be equivalent to its fair value.

¹ Trade payables include accounts payable, credit card accruals, and intercompany payable.

6. Financing

This section sets out the material balances and disclosures associated with the financing and cash flows of the CCYP.

	Notes
Lease liabilities	6.1
Assets pledged as security	6.2
Finance costs	6.3
Cash and cash equivalents	6.4

6.1 Lease liabilities

	2024	2023
	\$	\$
Not later than one year	-	3,646
Later than one year and not later than five years	-	17,288
Later than five years	-	2,505
	-	23,438
Current	-	3,646
Non-current	-	19,792
	-	23,438

At the commencement date of the lease, the CCYP recognises lease liabilities measured at the present value of lease payments to be made over the lease term. The lease payments are discounted using the interest rate implicit in the lease which is provided by State Fleet in their calculation model.

State Fleet determines what lease payments are included as part of the present value calculation of lease liability.

The interest on the lease liability is recognised in profit or loss over the lease term so as to produce a constant periodic rate of interest on the remaining balance of the liability for each period. Lease liabilities do not include any future changes in variable lease payments (that depend on an index or rate) until they take effect, in which case the lease liability is reassessed and adjusted against the right-of-use asset.

Subsequent measurement

Lease liabilities are measured by increasing the carrying amount to reflect interest on the lease liabilities; reducing the carrying amount to reflect the lease payments made; and remeasuring the carrying amount at amortised cost, subject to adjustments to reflect any reassessment or lease modifications.

This section should be read in conjunction with note 4.2.

6.2 Assets pledged as security

	2024 \$	2023 \$
Assets pledged as security		
The carrying amounts of non-current assets pledged as security are:		
Right-of-use-asset-vehicles	-	23,074
Total assets pledged as security	-	23,074

The CCYP has secured the right-of-use assets against the related lease liabilities. In the event of default, the rights to the leased assets will revert to the lessor.

6.3 Finance costs

	2024 \$	2023 \$
Interest expense		
Interest expense on lease liabilities	261	853
Total interest expense	261	853
Total finance costs expensed	261	853

Finance costs includes the interest component of the lease liability repayments to State Fleet.

6.4 Cash and cash equivalents

	2024 \$	2023 \$
Cash and cash equivalents	1,197,195	1,018,400
Balance at end of period	1,197,195	1,018,400

For the purpose of the Statement of cash flows, cash and cash equivalent assets comprise of cash on hand.

7. Financial instruments and contingencies

This note sets out the key risk management policies and measurement techniques of the CCYP.

	Notes
Financial instruments	7.1
Contingent assets and liabilities	7.2

7.1 Financial instruments

The carrying amounts of each of the following categories of financial assets and financial liabilities at the end of the reporting period are:

	2024 \$	2023 \$
Financial assets		
Cash and cash equivalents	1,197,195	1,018,400
Financial assets at amortised cost ^(a)	646,456	613,574
Total financial assets	1,843,651	1,631,974
Financial liabilities		
Financial liabilities at amortised cost ^(b)	132,001	151,673
Total financial liability	132,001	151,673

a) The amount of financial assets at amortised cost excludes GST recoverable from the ATO (statutory receivable).

b) The amount of financial liabilities at amortised cost excludes GST payable to the ATO (statutory payable)

7.2 Contingent assets and liabilities

The CCYP has no contingent assets or liabilities to disclose at the end of the reporting period.

8. Other disclosures

This section includes additional material disclosures required by accounting standards or other pronouncements, for the understanding of this financial report.

	Notes
Events occurring after the end of the reporting period	8.1
Key management personnel	8.2
Related party transactions	8.3
Related bodies	8.4
Affiliated bodies	8.5
Remuneration of auditors	8.6
Supplementary financial information	8.7

8.1 Events occurring after the end of the reporting period

The CCYP had no events occurring after the end of the reporting period that impacted on the financial statements.

8.2 Key management personnel

The CCYP has determined key management personnel to include cabinet ministers and senior officers of the CCYP. The CCYP does not incur expenditures to compensate Ministers and those disclosures may be found in the *Annual Report on State Finances*.

The total fees, salaries, superannuation, non-monetary benefits and other benefits for senior officers of the CCYP for the reporting period are presented within the following bands:

Compensation band (\$)	2024	2023
350,001 – 400,000	1	-
300,001 – 350,000	-	1
150,001 – 200,000	1	-
50,001 – 100,000	-	2
	2024	2023
	\$	\$
Total compensation of senior officers	566,750	472,676

8.3 Related party transactions

The CCYP is a wholly owned public sector entity that is controlled by the State of Western Australia.

Related parties of the CCYP include:

- all cabinet ministers and their close family members, and their controlled or jointly controlled entities;
- all senior officers and their close family members, and their controlled or jointly controlled entities;
- other agencies and statutory authorities, including related bodies, that are included in the whole of government consolidated financial statements (i.e. wholly-owned public sector entities);
- associates and joint ventures of a wholly-owned public sector entity; and
- Government Employees Superannuation Board (GESB).

Material transactions with related parties

Outside of normal citizen type transactions with the CCYP, there were no other related party transactions that involved key management personnel and/or their close family members and/or their controlled (or jointly controlled) entities.

8.4 Related bodies

The CCYP has no related bodies.

8.5 Affiliated bodies

The CCYP has no affiliated bodies.

8.6 Remuneration of auditors

Remuneration paid or payable to the Auditor General in respect of the audit for the current reporting period is as follows:

	2024 \$	2023 \$
Auditing the accounts, financial statements controls and key performance indicators	31,300	28,400

8.7 Supplementary financial information

There were no losses of public moneys or other public property through theft or default during the financial year (2023: nil).

There were no write offs of public money or other public property during the financial year (2023: nil).

There were no gifts of public property during the financial year (2023: nil).

9. Explanatory statement

9.1 Explanatory statement for controlled operations

This explanatory section explains variations in the financial performance of the CCYP undertaking transactions under its own control, as represented by the primary financial statements.

All variances between annual estimates (original budget) and actual results for 2024, and between the actual results for 2024 and 2023 are shown below. Narratives are provided for key major variances which are more than 10% of the comparative and which are more than 1% of the following (as appropriate):

1. Estimate and actual results for the current year:

- Total Cost of Services of the annual estimates for the Statement of comprehensive income and Statement of cash flows (i.e. 1% of = \$3,477,000); and
- Total Assets of the annual estimates for the Statement of financial position (i.e. 1% of \$1,743,000)

2. Actual results between the current year and the previous year:

- Total Cost of Services of the previous year for the Statement of comprehensive income and Statement of cash flows (i.e. 1% of \$3,119,108); and
- Total Assets of the previous year for the Statement of financial position (i.e. 1% of \$1,701,376).

9.1.1 Statement of comprehensive income variances

	Variance Note	Estimate 2024 ¹ \$	Actual 2024 \$	Actual 2023 \$	Variance between actual and estimate \$	Variance between actual results for 2024 and 2023 \$
Expenses						
Employee benefits expense	1	2,389,000	1,993,410	2,012,313	(391,587)	(14,900)
Supplies and services	2,A	545,000	803,271	751,828	352,427	145,599
Depreciation expenses		20,000	3,518	7,751	(16,482)	(4,233)
Finance costs		1,000	261	853	(739)	(592)
Accommodation expenses		374,000	340,585	318,436	(33,890)	21,674
Other expenses	3	148,000	136,133	26,527	(109,551)	11,922
Loss on disposal of leased asset			-	1,400	-	(1,400)
Total cost of services		3,477,000	3,277,178	3,119,108	(199,822)	158,070
Income						
Other income		-	-	9,500	-	(9,500)
Gain on disposal of leased asset			473	-	473	473
Total income other than income from State Government		-	473	9,500	473	(9,027)
Net cost of services		3,477,000	3,276,705	3,109,608	(200,295)	167,097
Income from State Government						
Service appropriation		3,237,000	3,263,000	3,115,000	26,000	148,000
Resources received	4	240,000	188,750	199,528	(51,250)	(10,778)
Total income from State Government		3,477,000	3,451,750	3,314,528	(25,250)	137,222
Surplus/(deficit) for the period		-	175,045	204,920	175,045	(29,875)
Total comprehensive income for the period		-	175,045	204,920	175,045	(29,875)

¹ These estimates are published in the State Budget 2023-24, Budget Papers No.2 'Budget Statements'.

9.1.2 Statement of financial position variances

	Variance notes	Estimate 2024 ¹ \$	Actual 2024 \$	Actual 2023 \$	Variance between actual and estimate \$	Variance between actual results for 2024 and 2023 \$
Assets						
Current assets						
Cash and cash equivalents		1,067,000	1,197,195	1,018,400	130,195	178,795
Receivables		33,000	46,839	40,473	13,838	6,365
Total current assets		1,100,000	1,244,033	1,058,873	144,035	185,160
Non-current assets						
Receivables		35,000	51,589	41,574	16,590	10,016
Amounts receivable for services		580,000	590,000	572,000	10,000	18,000
Plant and equipment (including right-of-use assets)	5,B	28,000	3,036	28,929	(24,964)	(25,893)
Total non-current assets		643,000	644,626	642,503	1,626	2,123
Total assets		1,743,000	1,888,659	1,701,376	145,659	187,283

9.1.2 Statement of financial position variances (continued)

	Variance notes	Estimate 2024 ¹ \$	Actual 2024 \$	Actual 2023 \$	Variance between actual and estimate \$	Variance between actual results for 2024 and 2023 \$
Liabilities						
Current liabilities						
Payables		45,000	132,001	151,673	87,002	(19,671)
Lease liabilities		5,000	-	3,646	(5,000)	(3,646)
Employee related provisions	6,C	315,000	191,076	169,445	(123,924)	21,631
Other/contract liabilities	7	148,000	-	-	(148,000)	-
Total current liabilities		513,000	323,077	324,764	(189,923)	(1,687)
Non-current liabilities						
Employee related provisions	C	64,000	50,594	16,877	(13,406)	33,717
Lease liabilities	D	13,000	-	19,792	(13,000)	(19,792)
Total non-current liabilities		77,000	50,594	36,669	(26,406)	13,925
Total liabilities		590,000	373,671	361,433	(216,329)	12,238
Net assets		1,153,000	1,514,988	1,339,943	361,988	175,045
Equity						
Contributed equity		25,000	10,000	10,000	(15,000)	-
Accumulated surplus/(deficit)		1,128,000	1,504,988	1,329,943	376,988	175,045
Total equity		1,153,000	1,514,988	1,339,943	361,988	175,045

¹ These estimates are published in the State Budget 2023-24, Budget Papers No.2 'Budget Statements'.

9.1.3 Statement of cash flows variances

	Variance notes	Estimate 2024 ¹ \$	Actual 2024 \$	Actual 2023 \$	Variance between actual and estimate \$	Variance between actual results for 2024 and 2023 \$
Cash flows from state government						
Service appropriation		3,218,000	3,245,000	3,091,000	27,000	154,000
Holding account drawdown		3,000	-	-	(3,000)	-
Net cash provided by State Government		3,221,000	3,245,000	3,091,000	24,000	154,000
Cash flows from operating activities						
Payments						
Employee benefits	E	(2,389,000)	(1,958,609)	(2,124,916)	430,391	166,307
Supplies and Services	8,F	(305,000)	(618,512)	(378,032)	(313,512)	(240,480)
Finance costs		(1,000)	(261)	-	739	(261)
Accommodation		(327,000)	(340,585)	(320,872)	(13,585)	(19,713)
GST payments on purchases		(91,000)	(111,485)	(104,201)	(20,485)	(7,284)
Other payments	G	(192,000)	(136,133)	(302,371)	55,867	166,238
Receipts						
GST receipts on sales		-	-	950	-	(950)
GST receipts from taxation authority		88,000	109,986	95,429	(21,986)	14,557
Other receipts		-	-	9,500	-	(9,500)
Net cash used in operating activities		(3,217,000)	(3,055,559)	(3,124,513)	161,401	68,914

**9.1.3 Statement of cash flows variances** (continued)

	Variance notes	Estimate 2024 ¹ \$	Actual 2024 \$	Actual 2023 \$	Variance between actual and estimate \$	Variance between actual results for 2024 and 2023 \$
Cash flows from financing activities						
Payments						
Principal elements of lease payments		(4,000)	(590)	(6,720)	3,410	6,130
Payment to accrued salaries account			(10,015)	(6,703)	(10,015)	(3,312)
Net cash used in financing activities		(4,000)	(10,605)	(13,423)	(6,605)	2,818
Net increase/(decrease) in cash and cash equivalents		-	178,795	(46,936)	178,796	225,731
Cash and cash equivalents at the beginning of the period		1,102,000	1,018,400	1,065,337	(83,600)	(46,936)
Cash and cash equivalents at the end of the period		1,102,000	1,197,195	1,018,400	95,195	178,795

¹ These estimates are published in the State Budget 2023-24, Budget Papers No.2 'Budget Statements'.

Major estimate and actual (2024) variance narratives:

1. Employee benefits expense was less than the estimate due to staff vacancies and delays in recruitment of staff.
2. Supplies and services expenses exceeded the estimate due to the use of labour hire arrangements whilst permanent vacancies were being filled, engagement of a HR recruitment agency to assist with recruiting permanent employees, and a major website update.
3. Services received free of charge are less than the estimate. This is due to no services received free of charge been provided by some agencies that had provided the services in previous financial years.
4. The CCYP transferred it's one right-of-use-asset to another agency.
5. Employee provisions (current) is less than the estimate. This is due to the engagement of an actuary to provide an updated estimated provision.
6. The CCYP has no contract liability.
7. Employee benefits expense was less than the estimate due to staff vacancies and delays in recruitment of staff.
8. Supplies and services exceeded the estimate due to the use of labour hire arrangements whilst permanent vacancies were being filled, engagement of a HR recruitment agency to assist with recruiting permanent employees, and a major website update.
9. Other payments were lower than the estimate as some expenses for this financial year were prepaid in the last year.

Major actual (2024) and comparative (2023) variance narratives:

- A Supplies and services expense was higher in 2024 due to the engagement of a professional service provider for the youth steering group.
- B Other expenses were lower in 2024 due to a reduction in staff training costs as there were delays in recruitment, hiring of temporary staff and no major repairs and maintenance as compared to the previous financial year.
- C During 2024 the CCYP transferred it's one right-of-use asset to the Department of Water and Environmental Regulation in September 2023.
- D Employee provisions (current and non-current) is higher in 2024 due to the engagement of an actuary to provide an updated estimated provision. An actuary was not engaged in 2023 as a different calculation method was employed.
- E Lease Liabilities reduced to nil as CCYP transferred one leased pool vehicle to the Department of Water and Environmental Regulation in September 2023.
- F Employee benefits payments were less than the previous financial year due to staff vacancies and delays in recruitment of staff.
- G Supplies and services payments exceeded the previous financial year due to the use of labour hire arrangements whilst permanent vacancies were being filled, engagement of a HR recruitment agency to assist with recruiting permanent employees, and a major website update.
- H Other payments is lower this year compared to the previous year as refund of unspent grant payments were included in the last year.



Certification of Key Performance Indicators

I hereby certify that the Key Performance Indicators are based on proper records, are relevant and appropriate for assisting users to assess the Commissioner for Children and Young People's performance, and fairly represent the performance of the Commissioner for Children and Young People for the financial year ended 30 June 2024.



Jacqueline McGowan-Jones
Accountable Authority

Detailed Key Performance Indicators information

Commissioner For Children And Young People Approved Outcome Based Management Structure

Government Goal

Safe, Strong and Fair Communities: Supporting our local and regional communities to thrive.

Agency Level Desired Outcome(s)

The views and issues of children and young people are heard and acted upon.

Service

Consultation, research and promotion of the wellbeing of children and young people.

Key Effectiveness Indicators

- 1.1 Extent to which children and young people in various regions of the State are consulted.
 - 1.2 Extent to which issues impacting upon children and young people are researched advocated and promoted.
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Key Efficiency Indicators

- 2.1 Unit cost per child.
- 2.2 Unit cost per representation.



Key Effectiveness Indicator 1.1

Extent to which children and young people in various regions of the State are consulted.

Description

It is a responsibility of the Commissioner to consult with a broad range of children and young people throughout Western Australia (WA) each year. The scope and goals for this are set out in the *Commissioner for Children and Young People Act 2006* and the Strategic Plan. Consultation will comprise a number of discrete projects, involving the Commissioner (or the staff of the office, or a consultant/contractor employed to act on the Commissioner's behalf) seeking the considered views of children and young people on a range of issues in both metropolitan and regional locations across WA.

Target

2,000 children and young people consulted

Number of children and young people consulted in regional and metropolitan areas

Reporting period	2020-21	2021-22	2022-23	2023-24
Regional	6238	675	300	632
Metropolitan	11283	612	126	1370
Online ¹	146	301	4,086 ²	800
Total number of children consulted	17,712⁴	1,588	4,512	2802³

Notes

Note 1 – The online number represents children and young people from metropolitan and regional areas. Where identification of regional participants was not possible across all the online platforms, therefore the volume of responses has been collated together.

Note 2 – In the financial year 2022/23, an online vaping survey was conducted by the Commissioner with 3,235 young people responding.

Note 3 – In 2023/24 the participation number was exceeded partly due to a change in processes used to capture consultations. In 2023-24, a new process was implemented which allowed for a person of authority in attendance at an event/visit to confirm the number of children and young people consulted. As the process changed in 2023-24, it is not possible to restate comparative years.

Note 4 – The number of children and young people consulted in 2020-21 financial year greatly exceeded the Target due to the Speaking Out Survey which is a large-scale research project. It is not intended to repeat this project until 2025.

Key Effectiveness Indicator 1.2

Extent to which issues impacting upon children and young people are researched, advocated and promoted.

Description

The Commissioner's role includes analysis and interpretation of information collected through consultation and research processes to identify issues and trends affecting children and young people. The Commissioner is responsible for making representations that explore the impact of these issues and advocate for and promote the views of children and young people and what is in the best interests of their wellbeing.

Target

250 representations

Number of representations¹

Type of representation Reporting period	Number of representations			
	2020-21	2021-22	2022-23	2023-24
Submissions	10	28	16	29
Publications	7	23	13	12
Evidence before Parliamentary Committee	0	0	1	2
Speeches and presentations	9	41	34	32
Media articles	13	35	73	127
Forums and seminars	0	0	2	0
Strategic advocacy meetings	63	217	148	249
CCYP support for research proposals	0	5	5	0
Community consultations	0	39	14	6
Total	102	388	306	457²

Notes

Note 1 – Representations include submissions; publications; evidence to Parliamentary inquiries and committees; presentations and speeches; media articles; forums and seminars; strategic advocacy meetings, support for research proposals; and community consultations.

Note 2 – The 2023-24 actual exceeded target mainly due to an increased advocacy by the Commissioner to government and non-government sectors. This was a result of increased staffing capacity and significant media in key issues affecting children and young people.



Key Efficiency Indicators

Consultation, research, and the promotion of the wellbeing of children and young people are services provided by the Commissioner for Children and Young People and the scope and goals for these are prescribed in the *Commissioner for Children and Young People Act 2006*. The key efficiency indicators measure the level of resources used to deliver the services.

Key Efficiency indicators in this reporting period

Key Efficiency Indicators	Actual 2020–21	Actual 2021–22	Actual 2022–23	Target 2023–24	Actual 2023–24
2.1 Unit cost per child	\$87	\$699	\$330 ¹	\$912	\$660 ¹
2.2 Unit cost per representation	\$4,898	\$4,967	\$5,322	\$5,759	\$3,125 ²

Notes

Note 1 – The unit cost per child was less than the 2023–24 target resultant from the actual number of children consulted exceeding the target, mostly during the Q3/Q4 of 2023-24 year. This increased actual was a direct result of two online survey’s during this period.

Note 2 – The unit cost per representation was less than the 2023–24 target due to the actual number of representations exceeding the target. During 2023-24 there has been an increase in regular scheduled meetings by the Commissioner’s office with key stakeholders and as a direct result, an increase in representation occurred during this period.

Good governance

Integrity Strategy for WA Public Authorities 2020-2023

Part of the Public Sector Commissioner's role is to promote and maintain integrity, conduct and ethics in the Western Australian government sector. The responsibilities of this role are contained in the *Public Sector Management Act 1994*, *Corruption, Crime and Misconduct Act 2003* and the *Public Interest Disclosure Act 2003*.

The Commissioner for Children and Young People has demonstrated a steadfast commitment to upholding integrity and ethical standards within its operations, aligning closely with the directives outlined in the Western Australian Public Sector Commissioner's Integrity Strategy for WA Public Authorities 2020-2023. Central to this commitment is the implementation of a comprehensive Integrity Framework, designed to ensure accountability, transparency, and ethical conduct across all facets of the organisation. Key components of this framework include regular review and dissemination of the code of conduct, which serves as a guiding principle for staff behaviour and decision-making.

To reinforce the importance of integrity and ethical behaviour, the Commissioner has integrated integrity-related items as standing

agenda points at Corporate Executive and Leadership Meetings. This ensures that discussions surrounding integrity and compliance are prioritised and regularly addressed at all levels of the organisation. Additionally, the Code of Conduct is a cornerstone of the organisation's staff induction process, providing new employees with clear guidelines and expectations regarding professional conduct and ethical responsibilities from the outset of their employment. Through these proactive measures, the Commissioner for Children and Young People cultivates a culture of integrity and accountability, ensuring that the well-being and rights of children and young people are upheld with the utmost ethical standards.

Internal Audit Committee

In responding to the Public Sector Commission's key actions of promoting integrity and helping prevent misconduct and corruption, the Commissioner has an Internal Audit Committee. In 2024 the Internal Audit Charter was updated, and a new strategic audit plan is in development taking into consideration and the early adoption of the *Global Internal Audit Standards™* released on 9 January 2024.

Risk management

The Commissioner for Children and Young People's Risk Management Framework stands as a cornerstone in safeguarding the organisation's operations. Throughout the 2023/2024 year, an extensive review of corporate risks was undertaken, culminating in the development of an updated and fit-for-purpose Strategic Risk Register. This process involved a comprehensive assessment of potential threats and vulnerabilities facing the organisation, considering internal and external factors that could impact its ability to fulfill its mandate effectively.

As part of the ongoing commitment to proactive risk management, the Strategic Risk Register is provided every second meeting to the Corporate Executive for review and evaluation. This regular review ensures that risk management controls and treatment actions are continuously monitored, assessed, and updated where necessary. By providing a dedicated platform for discussing risk mitigation strategies and assessing the effectiveness of existing controls, the Commissioner for Children and Young People maintains a proactive stance in identifying and addressing potential risks, thereby safeguarding the well-being and rights of children and young people in Western Australia. Risk is a key platform in the strategic plan. It is also discussed and managed through the Internal Audit Committee process.



Ministerial directives

Financial management

In July 2023 the CCYP transferred corporate functions including finance to the Department of Justice. This has assured we are connected to critical financial management processes and oversight by the Chief Financial Officer.

The Commissioner's commitment to financial transparency and accountability is exemplified through the monthly provision of comprehensive financial management reports at Corporate Executive meetings. These reports undergo thorough scrutiny and are subject to endorsement, providing an opportunity for the executive team to assess the organisation's fiscal health. The Financial Management Manual, overseen by the Department of Justice and the Commissioner's Chief Finance Officer, undergoes regular review and updates to ensure its alignment with legislative mandates and policy changes. This proactive approach to financial governance not only safeguards the organisation against potential risks but also fosters a culture of continuous improvement and adherence to best practices in financial management.

Policies and procedures

The Commissioner's commitment to governance excellence is underscored by the continuous review, updating, and addition of policies and procedures to the Corporate Governance Framework. Each policy undergoes a review process and is subject to thorough scrutiny before being endorsed by the Commissioner. This ensures that the framework remains dynamic and responsive to evolving regulatory landscapes and organisational needs.

Except under Section 26 of the *Commissioner for Children and Young People Act 2006*, the Commissioner is not subject to direction by a Minister or any other person in the performance of her functions.

There were no directions under Section 26 of the Act in 2023–24.

Other financial disclosures

Board and Committee Remuneration

The Commissioner does not have any State Boards or Committees as defined in the Premier's Circular 2022/02 – State Government Boards and Committees.

Workers' compensation

There were zero workers compensation claims in 2023–24, and zero work-related injuries. The Commissioner's office complies with the *Workers Compensation and Injury Management Act 1981* and the Public Sector Commissioner's Circular 2012/05 and would ensure that, should there be any work-related injuries, they would be managed and reported in accordance with these requirements.

Other legal requirements

Advertising

Section 175ZE of the *Electoral Act 1907* requires public agencies to report details of expenditure to organisations providing services in relation to advertising, market research, polling, direct mail and media advertising. The agency has not incurred expenditure of this nature.

Credit cards

Staff in the office of the Commissioner for Children and Young People are allocated corporate purchasing (credit) cards where their functions demonstrate a need for this facility. During the 2023-24 financial year, there were four instances of personal use and the Chief Finance Officer was informed immediately they occurred. The nature of the expenditure was immaterial and characteristic of an honest mistake. A reimbursement was promptly made on each occasion and the total for the four instances was \$80.46.

Disability Access and Inclusion Plan

The Commissioner's **Disability Access and Inclusion Plan (DAIP) 2022-2026** aims to demonstrate best practice and ensure that children and young people with disability have equitable access to facilities and services provided by this organisation. The Youth Disability Advocacy Network of WA (YDAN) have assisted in reviewing the current plan.

Recruitment templates have been updated to increase accessibility, and a program of updating corporate information and templates to AA standard (WACAG 2.0) was commenced in 2022-23 and will continue as a standard practice. All published documents meet the Accessible Word documents guidelines, and all of our publications are available in alternative formats on request.

Further, in accordance with our Plan, the Commissioner's projects and policies consider and outline any specific requirements of children and young people with a disability. Staff and contractors are made aware of our DAIP and supporting policies and strategies.





All forums for children and young people hosted by the Commissioner consider disability access and inclusion requirements, including those children and young people who were neurodivergent (for example, background noise, bright lights etc). Hearing loops are used as required. Throughout the year, the Commissioner has paid particular attention to consultation strategies that consider the needs of children and young people with a disability and requirements to support their participation.

The plan is included as part of the Commissioner's performance appraisals for all staff and is available in the records management system of the office and on the website.

Compliance with Public Sector Standards and ethical codes

The Commissioner expects and is committed to high standards of monitoring and ensuring compliance with the **Public Sector Standards**, the Western Australian Public Sector

Code of Ethics and the office Code of Conduct. The Corporate Executive leads and promotes these standards.

The Commissioner's policies, procedures and processes support the application of:

- the **WA Public Sector Code of Ethics**
- the **WA Public Sector Standards in Human Resources Management**
- the **Commissioner's Code of Conduct and Management of Conflict of Interest Policy**
- ethical and accountable decision-making
- a family-friendly workplace.

Throughout 2023–24, the Commissioner held regular staff meetings where any matters relevant to Public Sector Standards could be raised and discussed. Integrity and risk are standing agenda items in Corporate Executive Leadership and Staff meetings.

The Commissioner has established procedures to ensure compliance with s31(1) of the *Public Sector Management Act 1994*.

In 2023-24, one application was lodged in relation to a Breach of Standard Claim (Employment Standard Recruitment).

There have been no breaches of the Public Sector Code of Ethics or the Commissioner for Children and Young People Code of Conduct. Nor were there any public interest disclosures regarding the activities of the Commissioner's office.

Recordkeeping Plan

The Recordkeeping Plan for the Commissioner's office was approved by the State Records Commission in August 2019. Recordkeeping forms part of the induction process for new staff members and staff are regularly updated and reminded about their recordkeeping responsibilities by email.

The corporate record keeping system was upgraded to maintain the integrity of records. Recordkeeping plan is due to review and update in 2024 and is scheduled for submission to the State Records Commission in August 2024.

Government policy requirements

WA Multicultural Policy Framework

The Commissioner supports an inclusive and harmonious society where everyone, especially children and young people, has a strong sense of belonging, where they can participate and contribute fully in all aspects of life, and can achieve their goals.

The Commissioner has a legislative requirement to give priority to, and have a special regard for, the interests and needs of Aboriginal and Torres Strait Islander children and young people, and children and young people who are vulnerable or disadvantaged for any reason.

The **Commissioner's Multicultural Plan 2021-2026** outlines the commitment and actions of the office to ensure that all WA children and young people, including those from culturally and linguistically diverse backgrounds, have the opportunity to participate equitably in every aspect of civic, social and economic environments. The Commissioner's own policies, projects, research and consultations each aim to be culturally responsive and inclusive.

The Multicultural Plan is aligned with the WA Multicultural Policy Framework and the three policy priority areas along with the Commissioner's corresponding strategies and actions for each, which include the following.

Harmonious and inclusive communities:

- Promote the benefits of cultural and linguistic diversity and celebrate the achievements of people from culturally and linguistically diverse (CaLD) backgrounds
- Address racism and discrimination at both an individual and institutional/systemic level, including implementing the Policy Framework for Substantive Equality
- Develop workplace cultures that are welcoming and inclusive of all Western Australians.

Culturally responsive policies, programs and services:

- Provide language services to ensure language is not a barrier to equitable access to information and services, including complaints processes
- Collect and analyse cultural and linguistic data to contribute to the identification of client needs, the development of policies and programs, and evaluation of outcomes
- Enable culturally diverse communities to have meaningful input into policies, programs and systems through co-design and planning, co-delivery and implementation, and evaluation processes
- Implement recruitment and selection processes that facilitate workforce diversity, and provide opportunities for the development of cultural competencies across the workforce.

Economic, social, cultural, civic and political participation:

- Implement recruitment and career development processes that support employment and progression of staff from CaLD backgrounds
- Achieve equitable representation of people from culturally and linguistically diverse backgrounds at all levels and in decision making
- Identify, develop and promote initiatives that support the development of businesses and the entrepreneurial potential of Western Australia's culturally and linguistically diverse community
- Identify, develop and implement initiatives that encourage social, cultural, civic and political participation by members of Western Australia's culturally and linguistically diverse community
- Develop and strengthen global connections through partnerships with Western Australia's culturally and linguistically diverse communities and businesses
- Implement recruitment and career development processes that support employment and progression of staff from CaLD backgrounds
- Achieve equitable representation of people from culturally and linguistically diverse backgrounds at all levels and in decision making.



The Commissioner has committed to having a culturally and linguistically diverse workforce and has engaged a number of staff with English as an additional language and Aboriginal staff members. Recognising the value of diverse perspectives and experiences, the Commissioner actively seeks to create a team that reflects the multicultural and Indigenous communities they serve.

Substantive equality

Substantive equality aims to achieve equitable outcomes for all Western Australians as far as possible. The Commissioner represents and advocates on behalf of children and young people under the age of 18 years in WA. The Commissioner is required to have special regard for the needs of Aboriginal and Torres Strait Islander children and young people, and other vulnerable children and young people. The work of the office wholeheartedly supports substantive equality.

Reconciliation

All work undertaken by the Commissioner is underpinned by the legislative requirement to have special regard for Aboriginal and Torres Strait Islander children and young people.

- An Acknowledgement of Country is made in all speeches and meetings as well as in the banner of all Commissioner's office related emails

- In planning regional visits, the Commissioner respects cultural authority and requests permission from Elders to visit communities and engage with their young people
- All submissions to the Corporate Executive are reviewed to consider and identify any implications for Aboriginal and Torres Strait Islander children and young people
- Any consultations conducted by, or on behalf of, the Commissioner for Children and Young People must include young Aboriginal people or their representatives whenever possible
- Staff within the Commissioner's office have completed the Public Sector Commissioner's cultural awareness training which is mandatory for public sector employees and board members under **Commissioner's Instruction 29**. The Commission's **training resource** is an engaging and interesting way to meet this requirement and learn about the world's oldest continuous culture
- The representation of Aboriginal people in the team is currently at 23.5 per cent and recruitment activities seek to continue this trend
- Cultural learning is a continuous feature delivered through various sessions, at staff meetings, 'lunchbox learning' and other formal opportunities.

National Principles for Child Safe Organisations and Child Friendly Complaints Mechanisms

The Commissioner has comprehensive child safe strategies in place, including a structured approach to risk management to clearly identify, analyse, evaluate and implement mechanisms to eliminate or mitigate identified risks to the safety and wellbeing of children and young people in all work, consultations, advisory committees and in the community.

National Principle Six details the implementation of child friendly complaints processes. The Commissioner has readily accessible mechanisms for children and young people and their families or advocates to provide feedback and to make complaints that meet the expectations of this principle.

In 2023–24, feedback from children and young people was proactively sought in consultation activities. No complaints were made by children and young people or adults about the Commissioner's projects, activities or office.

The Commissioner is concerned about delays in establishing an oversight mechanism and is advised this should be resolved in 2024.

Occupational safety, health and injury management

Active and continuous improvement in safety management practices at the Commissioner’s office demonstrates dedication to this aspect of office life by the Commissioner and her staff.

Occupational safety and health is a standing item on the monthly Corporate Executive meeting agenda, fortnightly leadership agenda, and on the monthly staff meeting agenda.

This enables any staff member to raise concerns or requests.

All workstations have been provided with a sit-stand desk attachment.

Workplace assessments are undertaken by request of a staff member and recommendations are actioned in a timely manner.

There have been no critical incidents to report for the 2023-24 year.

Occupational safety and health data in this reporting period

There have been no critical incidents to report for the 2023–24 year.

Occupational safety and health data in this reporting period

Measures	Results			Targets	Comments about targets
	2021-22	2022-23	2023-24		
Number of fatalities	0	0	0	0	Target met
Lost time injury and disease incidence rate	0	0	0	0 or 10% reduction in incidence rate	Target met
Lost time injury and severity rate	0	0	0	0 or 10% reduction in severity rate	Target met
Percentage of injured workers returned to work (i) within 13 weeks	0	0	0	Actual target to be stated	Target met
Percentage of injured workers returned to work (ii) within 26 weeks	0	0	0	Greater than or equal to 80%	Target met
Percentage of managers* trained in work health and safety injury management responsibilities, including refresher training within 3 years	100%	16%	20%	Greater than or equal to 80%	Target not met for 2023-24. Additional training required due to trained staff turnover. Training being conducted with managers continues through 2024.

*The average tenure for managers is less than one year.



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