

Guarantee of Service – Commission for Children and Young People

The services we deliver.

The Commission promotes and monitors the safety, welfare and well-being of children in NSW. We work to strengthen relationships between children, young people, their families and their communities so they have better opportunities to reach their full potential. We give priority to vulnerable children and young people.

The Commission promotes the participation of children and young people in making decisions that affect their lives. It encourages government and non-government agencies to seek the participation of children and young people appropriate to their age and maturity. In developing its own policies, the Commission takes into consideration the views and comments of a reference group of 12 children and young people from all over NSW.

How do we do it?

Inquiries

Inquiries are used by the Commission to ask important questions about issues relating to children and young people that need solutions. Our first inquiry is looking at the best ways to improve assistance to children who have no-one to turn to. It will help identify what the problems are and how the community can best respond.

Policy Advocacy

The Commission makes recommendations to parliament, government and non-government agencies on legislation, policies, practise and services that affect children and young people. This includes issues such as health, sports, welfare, accommodation, education, arts, and recreation. For example, the Commission updated the Interagency Guidelines for Child Protection Intervention. Before making any recommendations, the Commission consults with children and young people to get their views.

Research

The Commission researches and reports on the health, safety and well being of children and young people, with a view to improving their situation. One major study looked at deaths from suicide and risk taking behaviour of young people.

The Commissioner convenes the NSW Child Death Review Team. The Team collects information about the cause of deaths of the children under 18 years in NSW and reports to the parliament every year.

Learning and Development

The Commission offers courses and develops training material for professionals and for children and young people. We also hold seminars to help build professional knowledge. We help develop standards for people working with children and families.

The Working with Children Check

The Commission is responsible for implementing and monitoring laws that will affect all people working with children in New South Wales.

The Working with Children Check is about checking a person's suitability to work with children. People convicted of serious sex offences and other specific offences are prohibited from working in child-related employment.

The Working With Children Check includes a national criminal record check, a check of relevant Apprehended Violence Orders and a check of completed relevant disciplinary proceedings. The goal of these laws is to create workplaces where children are safe and protected from the risk of abuse.

Child Sex Offender Counsellor Accreditation Scheme

The Commission has established a voluntary accreditation scheme for counsellors who work with people who have committed sexual offences against children. The accreditation system aims to create a group of professionals who are committed to continuing to develop their skills, ongoing supervision and maintaining standards.

What Can You Expect

If you e-mail or write to us, we will respond within two weeks. We aim to return 100% of all telephone enquiries within 24 hours.

Keeping You Informed

We provide a range of publications to keep you informed of legislative changes and new policies and developments within the Commission. Some of these publications are the Commission's Newsletter - Exchange, Interagency Guidelines for Child Protection; Working with Children Check Employer's Kit, Reports of the Child Death Review Team and the Commission's Annual Report. Information may also be requested through Freedom of Information provisions.

Internet Services

We use the Internet for effective communication and access to a wide range of information. Our website provides a wide range of information, publications and updates on what is new within the Commission. The Commission's website provides easy to read information as well as interactive and innovative ways of discussing ideas and issues.

Complaints Handling

The Commission does not have the function of dealing directly with the individual complaints or concerns of particular children and young people. We can assist by referring children and young people and their advocates to an appropriate complaint handling body.

We aim to finalise complaints about the Commission's staff and services within twenty-eight days of receiving them. Other complaints may take longer due to the complexity of issues involved.

Guarantee of Service Standards

- ❖ We will consult and involve children and young people in all important decisions about the Commission's activities and priorities
- ❖ We will endeavour to always provide accurate, consistent information and advice in a polite and courteous manner.
- ❖ We will respond to telephone enquiries within 24 hours. We aim to reply to 85% of correspondence within two weeks. Complex matters may take longer to finalise, but an interim reply will be issued if this is the case.

- ❖ A contact name and telephone number will be provided in all correspondence.
- ❖ We will respond to bookings of the Commission's meeting rooms within 24 hours.
- ❖ We will undertake systematic reviews of our website on a quarterly basis.

OFFICE HOURS 9am to 5pm Monday to Friday

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