

**Forging stronger partnerships to  
address homelessness**

***WA SAAP Protocols***

**Protocols  
Between  
SAAP Crisis Accommodation Services  
and  
The Department for Child Protection  
Crisis Care Unit**

**in order to promote improved assessment  
and referral procedures**

The Supported Accommodation Assistance Program (SAAP) is jointly  
funded by the Commonwealth and State/Territory Governments

**IMPLEMENTED February 2008**

# FOREWORD

The protocol acknowledges the agreement between the Crisis Care Unit (Crisis Care) of the Department for Child Protection and joint Commonwealth/State Supported Accommodation Assistance Program (SAAP) services to strengthen co-ordination and co-operation with the purpose of ensuring improved outcomes for people experiencing a crisis related to domestic violence and/or homelessness and who require supported crisis accommodation.

The potocol has been developed by the SAAP Protocols Project. This project aims to improve linkages between SAAP services and other agencies that share common clients or address the needs of many SAAP clients.

The focus of the protocols is on improving linkages, assessment and referral procedures as well as enhancing interagency collaboration and communication processes.

Crisis Care is often a first point of contact for many people in crisis. After family options have been exhausted SAAP services are a key source of support for people needing immediate access to safe, secure, supported, crisis accommodation.

The challenges for achieving better outcomes as well as enhancing service delivery is dependent on both SAAP services and Crisis Care to develop effective client focused outcomes. This protocol follows the new framework which has been developed to redefine the important relationship between DCP and the sector. It places the clients needs at the forefront and recognises that no one provider can impart the essential supports in isolation.

The protocol will be displayed on the SAAP web site at: <http://www.community.wa.gov.au/DCP/Resources/Accommodation/Homeless+%28SAAP%29/Protocols.htm>

All SAAP services in Western Australia will be informed of the protocol through the SAAP Protocols Project. Similarly, the Department for Child Protection will incorporate this protocol into the Crisis Care procedures and practice and other relevant areas with the Department.

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# 1. AIMS OF THE PROTOCOLS

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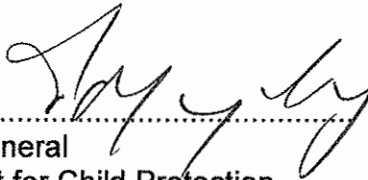
## RATIONALE

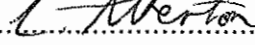
Crisis Care and the joint Commonwealth/State Supported Accommodation Assistance Program (SAAP) services are both involved in responding to the immediate needs of people who are homeless and in crisis.

A large proportion of the after hours referrals to SAAP services come through Crisis Care.


It is essential that effective Protocols be in place to ensure a common understanding amongst all staff of the guidelines and procedures between agencies.

Strong coordination, co-operation, and good information sharing between Crisis Care and SAAP services is essential to achieving the best outcomes for clients and streamlined referral procedures.

Signed:   
Director General  
Department for Child Protection

Signed:   
Director  
Department for Child Protection  
Crisis Care Unit

Date: 

Date: 

## **AIMS**

The aims of these protocols are to:

- enhance co-operative and respectful working relationships between Crisis Care and SAAP services;
- ensure that accurate and up-to-date knowledge of SAAP services is available;
- provide an efficient and effective means of locating appropriate vacancies within SAAP services;
- improve the referral process between Crisis Care to SAAP services; and
- ensure relevant client information is shared between services to enable an accurate assessment of client needs.

This protocol is not intended to and does not create any legally binding obligations between parties.

### **NOTE!**

This document is a revised version of earlier protocols which were agreed to by Senior Executive of the Department for Child Protection. Earlier protocols were revised in August 1999 and November 2002. This revised version was endorsed in February 2008.

Attachment 1 provides a listing of all abbreviations and terminology used in the protocol.

Attachment 2 lists the relevant agency documents and legislation relevant to the protocol.

## **2. PRINCIPLES**

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The primary focus of service delivery is to advance the best interests of mutual clients. To be effective, service delivery requires mutual co-operation, professional respect and goodwill between Crisis Care and SAAP funded services.

In meeting the best interests of the client, Crisis Care and SAAP services will:

- encourage the development and nurturing of collaborative relationships between staff;
- ensure information about changes in policy, procedure and/or practice which may affect the other party are communicated quickly and clearly;
- ensure that relevant client information is passed on fully and accurately;
- work to quickly resolve any disagreement that may arise between staff members or agencies; and
- encourage opportunities for combined learning and professional development.

### 3. AGENCY DESCRIPTIONS

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#### CRISIS CARE

**Description:** Crisis Care is the 24 hour crisis intervention and emergency service of the Department for Child Protection. Crisis Care provides a state wide crisis intervention service to children, families and individuals. Crisis Care provides an immediate time limited response.

Crisis Care has responsibility during after hours, weekends and public holidays, for a number of departmental responses including:

- After hours child protection and investigation function.
- 24 hour Women's Domestic Violence Help Line.
- 24 hour Men's Help Line.
- 24 hour Family Help Line.
- Parenting Line after hours service.
- Carers WA after hours service.
- After of hours paging service for S.A.R.C.
- After hours service for District Offices in relation to their child protection mandate.
- Northbridge Project.
- After hours service re: Family Court.
- After hours service for DSC.
- Disaster Line.

Crisis Care holds after hours case support responsibility for departmental clients.

A bed count of accommodation vacancies for single adults, families, women and children, men and children, couples and youth conducted twice daily by Salvo Care Line and information gathered is passed on to Crisis Care. If agencies ring in with changes to bed vacancies during the day this information is then updated by Salvo Care Line to Crisis Care.

It is important that SAAP agencies notify the Salvo Care Line as soon as a vacancy occurs so that information can be updated in a timely manor. This assists both Salvo Care Line and Crisis Care in providing accurate information so that agencies do not get enquiries from clients for bed vacancies that no longer exist.

#### DCP – District Office

The DCP District Office should be contacted for matters arising during 9.00 to 4.30 Monday to Friday. If the matter is in relation to an open case, the duty officer at the local DCP District Office should be contacted directly. See Attachment 5 for the full list of district offices.

#### INTERPRETING AND TRANSLATING SERVICES (ONCALL):

The Department for Child Protection has contracted ONCALL Interpreters and Translators Agency to provide translating and interpreting services to Supported Accommodation Assistance Program (SAAP) services.

In order to access ONCALL interpreting and translating for SAAP clients, a **SAAP Service Code** must be quoted by the SAAP agency to enable the invoice to be forwarded to the Department for Child Protection. For further information, contact the Senior SAAP Policy Officer on 9222 2641.

## **SUPPORTED ACCOMMODATION ASSISTANCE PROGRAM (SAAP)**

The Supported Accommodation Assistance Program is a joint Commonwealth/State Government program that provides funds to not for profit organisations to help people who are homeless or at risk of homelessness, including women and children escaping domestic violence.

### **PROGRAM MANAGEMENT**

The Strategic framework for SAAP consists of:

- *Supported Accommodation Assistance Act (1994)* – a Commonwealth Act, which provides the overarching legislative authority for the Program;
- SAAP V Multilateral Agreement - between the Australian and state and territory governments' and sets out the financial and operational obligations of the parties to the Agreement; and
- SAAP V Bilateral Agreement – between the Australian Government and the Western Australian State Government and details how the Program is delivered in Western Australia.

The overall aim of SAAP is to provide transitional supported accommodation and related support services to help homeless people achieve the maximum possible degree of self-reliance and independence.

These services are comprised of:

- crisis and temporary accommodation and support for homeless single adults and families;
- refuges and outreach support services—for women with or without children who are victims of domestic violence crisis and temporary accommodation for young people;
- crisis and temporary accommodation for young people;
- support and counselling for young people at risk; and
- a range of other support services including meals.

SAAP services provide a range of assistance to homeless people including:

- providing crisis/transitional accommodation and support;
- assisting people to access other services such as employment, education, health services; and
- helping people to obtain longer term secure accommodation.

Western Australian SAAP services include:

- Domestic Violence Supported Accommodation Services.
- Domestic Violence Support Services.
- Supported Accommodation Services for Young People.
- Services for Young People.
- Supported Accommodation Services for Families and Single Adults.
- Supported Accommodation Assistance Program: Day Centres.
- Counselling Services.

### **Domestic Violence Supported Accommodation Services**

The Domestic Violence Supported Accommodation Services offer short term accommodation and support for single women and women with children escaping domestic and family violence. The staff provide a range of services that focus on the immediate needs of women and children such as medical, health, legal, financial, housing, court support, advocacy and safety planning.

### **Domestic Violence Support Services**

Domestic Violence Support Services provide a range of support services to victims of domestic violence. Individuals are assisted to assess their circumstances and relationships and make decisions and plans for the future. Community education may also be a component of domestic violence support services.

### **Supported Accommodation Services for Young People**

Supported accommodation services for young people can provide crisis, medium term and/or long term accommodation to young people aged 15 to 25 years. Young people under 16 may be accommodated in *exceptional circumstances* (see protocols). A range of support services are provided to assist and link young people into mainstream services. Assistance is aimed at the resolution of crisis and the re-establishment of family links where appropriate.

Domestic violence and youth services may provide a crisis or transitional accommodation services or a combination of both. These protocols relate only to these services that provide immediate intake into supported accommodation.

Each service is unique. The particular target group and focus of each service may vary according to the needs of the community.

### **Services for Young People**

Services for young people include centre-based services, mobile services and drop in centres. Services are provided to disadvantaged young people between the ages of 12 and 18 years.

### **Supported Accommodation Services for Families and Single Adults**

The supported accommodation services for families and single adults provide safe accommodation and/or support to people who are homeless or imminent risk of homelessness. People receiving accommodation are provided with a support plan to assist them to move to more stable long-term accommodation and reduce the likelihood of future homelessness.

### **Supported Accommodation Assistance Program: Day Centres**

Day Centres provide meals and day care support services to people who are homeless or living in inadequate accommodation. Services provide support through the provision of meals, day activities, counselling and assistance to access other services e.g. Centrelink, Housing and Works etc.

### **Counselling Services**

Counselling services are funded to help individuals and families assess their circumstances and relationships, make choices, decisions and plans for the future and develop skills and confidence to enable them to put their plans into effect. This occurs in discussion with trained counsellors, and may be in individual and/or group sessions and includes telephone counselling and therapy.

#### **NOTE!**

The Salvo Care Line maintains daily information on crisis accommodation vacancies for single adults, families, women and children, men and children, couples and youth.

The Salvo Care Line can be contacted on ph: (08) 9442 5777.

The Homeless Advisory Service (Helpline) can be contacted on 1800 065 892 between the hours of 8am – 5pm. After hours this call will divert to the Salvo Care Line.



## 4. THE PROTOCOLS

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### INFORMATION

For effective referrals from Crisis Care to Supported Accommodation Assistance Program (SAAP) services, it is essential that accurate and up-to-date information on services be maintained.

Crisis Care can be contacted on telephone: 9223 1111 or 1800 199 008 from outside the metropolitan area.

#### ▪ **Service descriptions**

Crisis Care will keep up to date information on SAAP services including agency specific service descriptions and client eligibility criteria as detailed in the service specifications.

#### ▪ **Vacancies**

Up-to-date and accurate information on SAAP vacancies needs to be available. Crisis Care and SAAP services agree to work together to develop an effective and efficient system for ensuring that accurate and up-to-date information on vacancies is available.

### REFERRAL PROCESS

The fundamental purpose of a referral is to engage the best possible service, determined by quality and/or availability, to meet the client's identified needs. Key components of making effective referrals include:

- accurate information gathering in the initial contact;
- general knowledge of the services available; including type of service e.g. crisis or transitional, criteria, contact information, locality, etc.;
- the ability to share information provided by the referrer (this requires the callers consent, or the person concerned if the referrer is a third party);
- discussing the options directly with the person for whom the service is being sought and conversation with the appropriate agency to form an agreed plan of action (see Attachment 3 for referral process); and
- provide practical support as agreed upon.

It is essential to ensure that all referrals are appropriate, safe and timely.

#### **Having established which services may have a vacancy, the referral process involves:**

- Assessment – sharing information to determine:
  - eligibility;
  - compatibility e.g. house dynamics; and
  - risk factors.
- Action Plan – agreeing on a referral and ensuring:
  - contact parent / guardian (youth SAAP);
  - transport; and
  - feedback.

These are illustrated in the Flow Chart on page 17 and described in Section 5 "Implementation of the Protocols".

**NOTE!**

**The Crisis Care process for identifying which SAAP service would be the most appropriate referral includes an assessment of the following factors:**

- \* **Domestic/family violence or homelessness.**
- \* **Age of the caller.**
- \* **Single or with children.**
- \* **Number, ages and gender of children.**
- \* **Health issues – ie: evident mental health, drug/alcohol, disability.**
- \* **Locality of caller.**

## **ASSESSMENT**

### **Eligibility**

An assessment on client eligibility is determined from the written information kept about each SAAP service by Crisis Care, and then speaking directly to the SAAP agency to determine the appropriateness of the referral.

#### **Note that:**

- Clients must be homeless or at risk of homelessness.
- Domestic violence services accommodate women with or without children who are escaping domestic violence. There may be restrictions on the upper age limit for male children. Note: there are some domestic violence services that do not accommodate children.
- Youth accommodation services accommodate young people aged 16 to 25 years. Young people under 16 years of age may be accommodated in *exceptional circumstances* (see SAAP/DCP protocols attachment 2).
- Dynamics of clients already accommodated may influence an assessment eg. clients self harming, family members may be feuding. Individual SAAP services may have specific eligibility criteria. These are detailed in their service specifications.

## 5. IMPLEMENTATION OF THE PROTOCOLS

### AGREED SERVICE DELIVERY GUIDELINES

Issue	Intent of Protocol	Practice
<p><b>Provision of SAAP vacancies information for Youth Crisis Accommodation and Women's Refuge beds.</b></p>	<p>Crisis Care staff will have up-to-date information on SAAP service accommodation vacancies.</p> <p>Crisis Care staff will have up-to-date information on individual SAAP services.</p>	<p>Crisis Care has access to information on Women's' Refuges and Youth SAAP services daily register of vacancies.</p> <p>Crisis Care can be contacted on (08) 9223 1111 or 1800 199 008 from outside the metropolitan area.</p> <p>Crisis Care staff are aware of the ability, capacity, operating hours, staffing levels, and complementary services of individual SAAP services in order to provide appropriate support to clients referred by Crisis Care.</p>
<p><b>Provision of information about vacancies for single adults and Families.</b></p>	<p>Accommodation for single adults, older people and Families.</p>	<p>Information on crisis accommodation vacancies for single adults in the metropolitan area is maintained by Salvo Care Line ph: 9442 5777.</p>
<p><b>Referral to SAAP accommodation services by Crisis Care.</b></p>	<p>SAAP services will have accurate information on clients referred by Crisis Care.</p> <p>SAAP services will be aware of other agency involvement with the client if known.</p> <p>SAAP services will provide feedback to Crisis Care in a timely manner.</p>	<p>Where Crisis Care knows client information, which is pertinent to the provision of accommodation and support, this information will be made known to the SAAP service with client consent.</p> <p>SAAP services will require brief information to assess the appropriateness of a referral. This information may include:</p> <ul style="list-style-type: none"> <li>• Relevant history of significant Departmental involvement with the referred person or their family.</li> <li>• Has Crisis Care conducted assessment; intervention or the provision of practical supports?</li> </ul> <p>Where a referral has been made to a SAAP service the SAAP service will provide feedback/outcome to Crisis Care at the earliest possible convenience.</p>
<p><b>SAAP services unable to meet the needs of a client referred by Crisis Care.</b></p>	<p>Responsibility for referral to more appropriate service.</p>	<p>Crisis Care retains responsibility to respond to a client who is unable to be assisted by a SAAP service.</p> <p>Both the SAAP service and Crisis Care have responsibility for further referral if the client has already arrived at the SAAP service.</p>

Issue addressed	Intent of Protocol	Practice
<p><b>Confidentiality relating to the location of refuges.</b></p>	<p>Crisis Care staff will not release refuge location information to callers or pass on messages to clients from family and friends.</p>	<p>Whereabouts of clients or location of refuges will not be divulged to any person including, relatives and friends.</p> <p>Messages from friends, relatives etc will not be passed on no matter how urgent it may seem.</p> <p>If friends or relatives are concerned about the persons mental stability or whereabouts they should be encouraged to contact the Police or the Missing Persons branch.</p>
<p><b>Client compatibility.</b></p>	<p>Disruption to the other residents and staff of SAAP accommodation services will be minimised by the intake of new clients referred by Crisis Care.</p> <p>SAAP staff are able to manage the needs of individual residents and the needs of the group of residents as a whole.</p>	<p>SAAP services have discretion in accepting referrals, based on the mix of existing client needs, staffing levels and the identified needs of the client being referred.</p> <p>Where client need for specialist services is known or identified through assessment this will be communicated to SAAP staff receiving the referral.</p>
<p><b>Risk Factors.</b></p>	<p>OHS standards regarding safety will be maintained for residents and staff.</p>	<p>Crisis Care does not provide risk a management plan but will provide all relevant information for SAAP service to make a decision of whether the referral will be accepted.</p> <p>It is the responsibility of the SAAP services to develop a risk management plan when providing accommodation to people with known risk factors.</p> <p>SAAP services are not required to accommodate a person who presents a risk of harm to self or others.</p>
<p><b>Release of client information.</b></p>	<p>Clear parameters about shared client information with respect to confidentiality and privacy.</p>	<p>Crisis Care staff are bound by the Departments policies on confidentiality and release of information.</p> <p>Section 23 of the <i>CCSA 2004</i> enables the exchange of relevant information between DCP and a service provider.</p> <p>Depending on circumstances Crisis Care may follow a number of procedures eg.</p> <ol style="list-style-type: none"> <li>1. Direct call transfer to SAAP services.</li> <li>2. Three way conference call.</li> <li>3. Encourage the caller to contact the service directly. The advantages of this are: <ul style="list-style-type: none"> <li>• No potential breaches of privacy.</li> <li>• Provides the client and SAAP services with accurate information direct from the source.</li> <li>• Minimises the possibly that the person will be required to react distressing information about their personal crisis circumstances.</li> </ul> </li> </ol>

Issue addressed	Intent of Protocol	Practice
<p><b>Clear boundaries of service delivery and case management.</b></p> <p><b>Responsibility for support planning / case management.</b></p>	<p>Clarification of case work provided by Crisis Care.</p> <p>Clarification of responsibility for Protection of Children.</p> <p>Factors requiring ongoing departmental involvement.</p>	<p>Crisis Care does not provide ongoing case management.</p> <p>Crisis Care staff provide interim casework services after hours, on weekends and public holidays</p> <ul style="list-style-type: none"> <li>• to coordinate the provision of services to transfer case responsibility to the relevant teams within DCP service delivery offices.</li> </ul> <p>In the following situations there may be a need for the Department to have ongoing intervention:</p> <ul style="list-style-type: none"> <li>• Where the Department has protection and care responsibilities as defined under the <i>CCS Act 2004</i>.</li> <li>• Reports of child abuse or neglect.</li> <li>• A person's/families safety is under threat.</li> <li>• Homeless person with dependent children or homeless young person.</li> <li>• When a young person under 16 is accommodated in a SAAP service without the consent of their parent or guardian.</li> </ul>
<p><b>Support to young people under the age of 15.</b></p>	<p>Any homeless young person under the age of 15 is considered by DCP to be at risk of significant harm if they are homeless or at risk of homelessness.</p> <p>Special provisions apply.</p>	<p>The Department has responsibility to conduct an assessment and/or investigation of the young person and their situation and to ensure the necessary actions are undertaken.</p> <p>Young people under 15 should only enter SAAP services in exceptional circumstances.</p> <p>SAAP agencies should take action to meet the immediate needs of the young person and inform the Department that the young person has been admitted, either to the local office during working hours or Crisis Care after hours.</p> <p>For further information regarding the accommodation of under 15 year olds refer to DCP/SAAP protocol attachment 2.</p>
<p><b>Support to young people 15 years old.</b></p>	<p>A homeless young person who is 15 years old may require special provisions</p>	<p>A young person who is 15 years old, who does not have the consent of their parents or guardian to be in the SAAP service should be considered at risk of significant harm. The procedures for under 15 apply as per the DCP/SAAP protocol.</p> <p>A young person who is 15 years old in a SAAP service with the consent of their parents or guardians and with no other indicators of harm will be case managed by SAAP staff with or without the involvement of significant others as is appropriate.</p>

Issue addressed	Intent of Protocol	Practice
		If other indicators are present such as factors indicating the need for ongoing Departmental involvement the SAAP service will inform the Department to assess the situation.
<b>Support to young people 16 – 18 years old.</b>	A homeless young person aged between 16 and 18 years old may require Departmental involvement.	Where a SAAP service admits a young person aged between 16 – 18 years old who they believe to be at risk of significant harm they will inform the Department.  The Department has responsibility to assess the needs of people under the age of 18 years who are at risk of significant harm and to ensure that necessary protective action is taken.
<b>Young people accommodated in youth SAAP services who go missing.</b>	Young people under 15, or those under 16 in a SAAP service without consent, are the Department's responsibility.  Special procedures apply.	The SAAP agency contacts the DCP office or Crisis Care after hours, when a young person goes missing from a SAAP service.  DCP/SAAP services will adhere to the procedures detailed in the DCP/SAAP protocol.  Responsibility for notifying the parents will be negotiated between DCP and the SAAP service.
<b>SAAP access to after hours consultation.</b>	SAAP agencies can request information after hours form CCU.	The Crisis Care Unit is the Departments response to the emergency needs of individuals, young people, families and agencies after hours, on weekends and during public holidays.  Crisis Care staff have access to limited resources for the provision of transport and emergency accommodation when there are no other alternatives.  Crisis Care staff have access to the Department CCSS database and can provide information to SAAP services with the consent of the client.
<b>Use of Taxis.</b>  <b>SAAP needs to advise Crisis Care if there are any policies relating to the use of taxi transport</b> (such as a staff member to meet the person or family at a nominated venue close by in order to maintain confidentiality of the service location).	Clarification of the use of Taxi's to respond to client transport needs.  Crisis Care is a crisis service and will not provide taxis for planned client casework.	Crisis Care will authorise the use of taxi transport in the following circumstances: <ul style="list-style-type: none"> <li>• When necessary to immediately remove the person.</li> <li>• When it is considered unsafe for the person to await public transport to make their own way to a service.</li> <li>• When a client is physically or mentally incapable of making their own way to the SAAP service accepting the referral.</li> <li>• When a client is unable to relocate items that are considered immediately necessary.</li> </ul>

Issue addressed	Intent of Protocol	Practice
	The discretion for authorising the use of taxis rests with Crisis Care staff.	<p>Crisis Care are able to provide taxis to a SAAP service when:</p> <ul style="list-style-type: none"> <li>• A client or workers safety is at imminent risk and immediate relocation is necessary to ensure safe household dynamics.</li> <li>• In emergency situations where transportation of a client is paramount to maintaining their safety and/or health and other means of transport are not available.</li> </ul> <p>In all circumstances Crisis Care will only provide taxis when no other reasonable means of transport is available.</p> <p>Refer Attachment 4 "Guidelines on the use of taxis by Crisis Care for SAAP".</p>
<b>Grievance Process.</b>	<p>Clear process to resolve differences and deal with disagreements between staff of CCU and those in a SAAP</p> <p>Identify points of contact.</p>	<p>Staff involved should attempt to resolve differences directly with the parties involved, promptly, and in a professional manner.</p> <p>If staff are unable to resolve the matter it should be brought to the attention of Line Managers / Coordinators.</p> <p>Should the matter remain unresolved it should be referred to the Director of CCU, and the appropriate Executive Manager of the SAAP service.</p> <p>If the dispute cannot be resolved at that level the matter should be referred to the District Director or equivalent.</p> <p>If the matter remains unresolved, the Department's Complaints Management Unit may be contacted on 9222 2594.</p>

## RESOLUTION OF PROCEDURAL / RECURRING PRACTICE ISSUES

Where there is a disagreement between Crisis Care and a SAAP service, or number of SAAP services, related to procedures or recurring practices the matter is to be directed to the respective Managers/Coordinators for resolution. It may be advisable to hold a meeting between Crisis Care and the SAAP services that may be affected. The meeting should include CDFO'S and all relevant stakeholders. Should any changes of procedure and/or practice come about due to the resolution, it is imperative that all parties are informed as soon as possible.

If following a meeting, the matter remains unresolved, it should be referred to the Department for Child Protection District Director as below.

<p><b>NOTE:</b> The Director of Crisis Care can be contacted on (08) 9223 1125 or 1800 199 008 from outside the metropolitan area</p> <p>The Executive Director Metropolitan services is responsible for Crisis Care and can be contacted on (08) 9222 2555</p>
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## **DCP Complaints Management System**

The Department is committed to the impartial resolution of complaints. The Department works on a three tier model.

**Tier 1** is where formal complaints are resolved in the first instance.

If the complaint is about a service delivered from a district office of DCP, the district director is delegated with the responsibility for resolution.

If the complaint is about a service delivered from a funded agency, resolution is attempted by the agency's Manager under that agencies complaint protocols. If resolution has not been achieved the complaint can progress to DCP's Director, Non Government Funding Administration. If there is no resolution at this level the complaint may proceed to Tier 2.

**Tier 2** is the Department's Complaint Management Unit (CMU). CMU will investigate the complaint. If there is no resolution at this level the complainant may refer the issue to Tier 3.

**Tier 3** is an external resolution process through independent bodies such as the Ombudsman's office.

### **NOTE:**

*Complaints covering decisions made about funding and purchasing of community services as part of a tendering process has its own appeals avenue. This is therefore not a complaint but an appeal.*

**Further information on DCP's Complaints Management System can be obtained from the Departments web site. [www.childprotection.wa.gov.au](http://www.childprotection.wa.gov.au)**

## **CONCLUSION**

These protocols provide the basis for a collaborative working relationship between Crisis Care and the 24 hour access to SAAP services. Successful implementation of these protocols will result in improved interagency relationships leading to enhanced service delivery, better outcomes for clients and the reduction of adverse outcomes.



## ATTACHMENT 1:

### Abbreviations and Terminology

**Agencies** - include government departments, commissions, authorities, local government authorities, as well as non-government organisations such as incorporated associations, businesses, etc.

**CDFO** – Community Development and Funding Officer.

**CMU** – Complaints Management Unit.

**Collaborative relationship** – working together for the benefit of the client.

**Crisis Care** - Crisis Care Unit, part of the Department for Child Protection.

**DCP** – Department for Child Protection.

**Mutual client or shared client** - a client who is engaged with Department for Child Protection and the SAAP service or trying to access the services of both.

**Protocol** - is an agreement between agencies to enable all parties to gain maximum benefits and outcomes.

**SAAP** – joint Commonwealth/State Supported Accommodation Assistance Program.

## **ATTACHMENT 2: Agency Documents and Related Legislation**

### **Relevant Crisis Care Documents**

- DCP Agency Framework

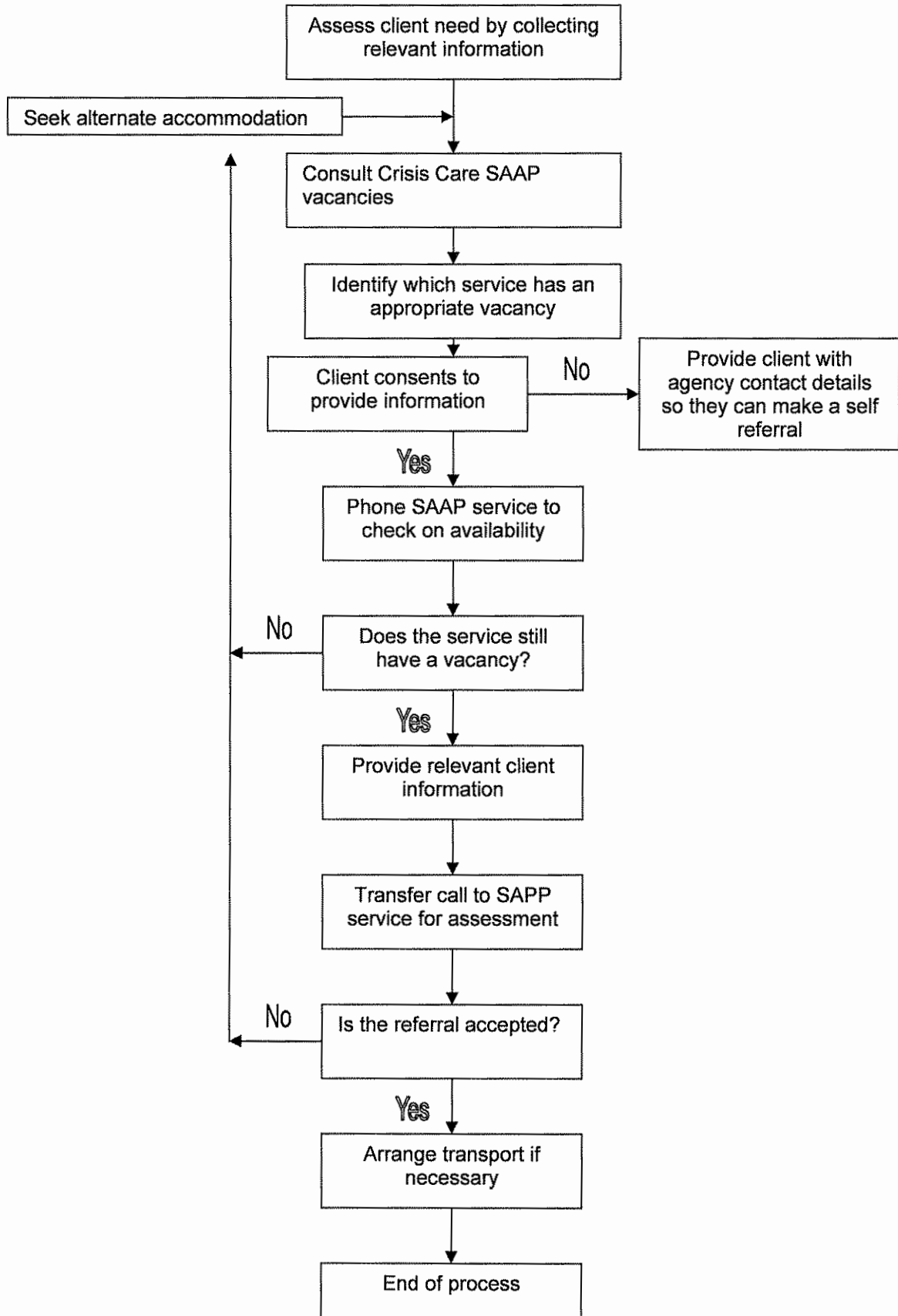
### **Relevant SAAP Documents**

- SAAP V Multilateral Agreement to 2010
- SAAP V Bilateral Agreement to 2010
- SAAP Service Standards 2002
- DCP – SAAP Service Agreements generic specifications and outcomes
- WA SAAP Protocol between DCP
- Women's Refuge Group – *Refuge Roster Policy*

### **Relevant Commonwealth Acts**

- Supported Accommodation Assistance Act 1994
- Privacy Act 1988
- Freedom of Information Act 1992
- CCS – Children and Community Services Act 2004  
[www.community.wa.gov.au/AboutDCP/Legislation/ChildrenandCommunityServicesAct2004/](http://www.community.wa.gov.au/AboutDCP/Legislation/ChildrenandCommunityServicesAct2004/)

Referral Process from Crisis Care Unit to SAAP crisis services



## ATTACHMENT 4:

### Guidelines on the use of taxis by Crisis Care for SAAP

#### Crisis Care use of taxi's in respect of referrals to SAAP Services.

In respect of this protocol, Crisis Care has the ability to use taxi services in the following circumstances:

- when it is considered necessary to remove the client from their current environment immediately;
- when it is considered unsafe for the client to use public transport to make their own way to the SAAP service;
- when a client is physically and /or mentally incapable of making their own way to the SAAP service accepting the referral;
- when a client is unable to relocate items that are considered immediately necessary for the move;

**SAAP services need to advise Crisis Care staff whether they have any specific policy regarding the use of taxis transporting people to their service eg. having a staff person meet the person or family at a nominated venue close by.**

#### Crisis Care are able to use taxis to assist a SAAP service when:

- a client or worker's safety is at imminent risk and immediate relocation is necessary to ensure safe household dynamics;
- in emergency situations where transportation of a client is paramount to maintaining their safety and /or health and other means of transport are not available.

SAAP Service staff will need to provide reasonable information to Crisis Care as to why the assistance is being required. The final decision to provide taxi assistance rests with Crisis Care staff.

**In all circumstances, Crisis Care should only use Taxis when no other reasonable means of transport exist.**

**As Crisis Care is a crisis response service, it will not provide taxi services for planned client casework.**

## ATTACHMENT 5: DCP - DISTRICT OFFICES

### METROPOLITAN DISTRICT OFFICES

#### **Joondalup Office**

Ground Floor  
Joondalup House  
8 Davidson Terrace  
JOONDALUP WA 6027  
(PO Box 115)  
(08) 9301 3600 (Ph)  
(08) 9301 3601 (Fax)

#### **Perth Office**

641 Wellington Street  
PERTH WA 6000  
(08) 9214 2444 (Ph)  
(08) 9214 2445 (Fax)

#### **Mirrabooka Office**

6 Ilkeston Place  
MIRRABOOKA WA 6061  
(08) 9344 9666 (Ph)  
(08) 9349 3074 (Fax)

#### **Midland Office**

281 Great Eastern Highway  
MIDLAND WA 6056  
(PO Box 230)  
(08) 9274 9411 (Ph)  
(08) 9250 1779 (Fax)

#### **Cannington Office**

Cnr Grose Avenue and Lake Street  
CANNINGTON WA 6107  
(PO Box 808)  
(08) 9351 0888 (Ph)  
(08) 9351 0877 (Fax)

#### **Armadale Office**

145 Jull Street  
ARMADALE WA 6112  
(08) 9497 6555 (Ph)  
(08) 9497 6500 (Fax)

#### **Fremantle Office**

25 Adelaide Street  
FREMANTLE WA 6160  
(08) 9431 8800 (Ph)  
(08) 9431 8803 (Fax)

#### **Rockingham Office**

8 Leghorn Street  
ROCKINGHAM WA 6168  
(08) 9527 0100 (Ph)  
(08) 9527 0101 (Fax)

#### **Kwinana Office**

CDSS South Division - Rockingham  
Suite 4, Parmelia House  
165 Gilmore Avenue  
KWINANA 6167  
Tel: (08) 9411 4600  
Fax: (08) 9439 6974

### COUNTRY DISTRICT OFFICES

#### **KIMBERLEY**

##### **Broome Office**

Cnr Weld & Frederick Street  
(PO Box 176)  
BROOME WA 6725  
(08) 9192 8111 (Ph)  
(08) 9192 8087 (Fax)

##### **Derby Office**

Lot 490 Neville Street  
(PO Box 951)  
DERBY WA 6728  
(08) 9191 1577 (Ph)  
(08) 9191 1655 (Fax)

**Fitzroy Crossing Office**

Jones Road, Cnr Fallon Road  
(PO Box 36)  
FITZROY CROSSING WA 6765  
(08) 9191 5002 (Ph)  
(08) 9191 5113 (Fax)

**Kununurra Office**

State Govt Building  
Cnr Konkerberry Drive & Messmate Way  
(PO Box 283)  
KUNUNURRA WA 6743  
(08) 9168 0333 (Ph)  
(08) 9168 3607 (Fax)

**PILBARA****Karratha Office**

WA Govt Admin Building  
Cnr Searipple & Welcome Roads  
(PO Box 258)  
KARRATHA WA 6714  
(08) 9185 0200 (Ph)  
(08) 9185 0222 (Fax)

**Newman Office**

Cnr Newman Drive & Abydos Way  
(PO Box 307)  
NEWMAN WA 6753  
(08) 9175 1051 (Ph)  
(08) 9175 1935 (Fax)

**Paraburdoo Office**

House 1 Ashburton Avenue  
(PO Box 266 Tom Price)  
PARABURDOO WA 6754  
(08) 9189 1592 (Ph)  
(08) 9189 2311 (Fax)

**Roebourne Office**

Lot 37 Sholl Street  
(PO Box 258 Karratha)  
ROEBOURNE WA 6718  
(08) 9182 1208 (Ph)  
(08) 9182 1375 (Fax)

**MURCHISON****Geraldton Office**

45 Cathedral Avenue,  
(PO Box 174)  
GERALDTON WA 6530  
(08) 9921 0768 (Ph)  
(08) 9921 7421 (Fax)

**Halls Creek Office**

88 Thomas Street  
(PO Box 20)  
HALLS CREEK WA 6770  
(08) 9168 6114 (Ph)  
(08) 9168 6180 (Fax)

**Wyndham Office**

Lot 994 Gt Northern Highway  
(PO Box 228)  
WYNDHAM WA 6740  
(08) 9161 1110 (Ph)  
(08) 9161 1049 (Fax)

**Marble Bar Office**

Lot 186 Bohemia Street  
(PO Box 14)  
MARBLE BAR WA 6760  
(08) 9176 1070 (Ph)  
(08) 9176 1029 (Fax)

**Onslow Office**

Third Avenue  
(PO Box 7)  
ONSLOW WA 6710  
(08) 9184 6005 (Ph)  
(08) 9184 6137 (Fax)

**South Hedland Office**

2nd Floor State Govt Building  
Cnr Brand and Tonkin Street  
(PO Box 2631)  
SOUTH HEDLAND WA 6722  
(08) 9173 1877 (Ph)  
(08) 9173 2505 (Fax)

**Tom Price Office**

Lot 247 Poinciana Street  
(PO Box 266)  
TOM PRICE WA 6751  
(08) 9189 1592 (Ph)  
(08) 9189 2311 (Fax)

**Carnarvon Office**

Cnr Chapman Road and Stuart Street  
(PO Box 19)  
CARNARVON WA 6701  
(08) 9941 1244 (Ph)  
(08) 9941 1905 (Fax)

**Meekatharra Office**  
Lot 83 Main Street  
(PO Box 21)  
MEEKATHARRA WA 6642  
(08) 9981 1104 (Ph)  
(08) 9981 1298 (Fax)

**Mt Magnet Office**  
Lot 124 Laurie Street  
(PO Box 21) (Meekatharra)  
MT MAGNET WA 6638  
(08) 9963 4190 (Ph)

**Mullewa Office**  
Main Road  
(PO Box 35)  
MULLEWA WA 6630  
(08) 9961 1004 (Ph) (08) 9961 1208 (Fax)

### **GOLDFIELDS**

**Kalgoorlie Office**  
Cnr Boulder Road & Cheetham St  
(PO Box 213)  
KALGOORLIE WA 6430  
(08) 9022 0700 (Ph)  
(08) 9021 6917 (Fax)

**Esperance Office**  
92 Dempster Street  
(PO Box 493)  
ESPERANCE WA 6450  
(08) 9071 2566 (Ph)  
(08) 9071 3925 (Fax)

**Laverton Office**  
Laver Place  
LAVERTON WA 6440  
(08) 9031 1104 (Ph)  
(08) 9031 1306 (Fax)

**Leonora Office**  
Lot 40 Cnr Tower & Rajah Streets  
(PO Box 51)  
LEONORA WA 6438  
(08) 9037 6132 (Ph)  
(08) 9037 6369 (Fax)

**Norseman Office**  
80 Prinsep Street  
NORSEMAN WA 6443  
(08) 9039 1129 (Ph)  
(08) 9039 1539 (Fax)

**Wiluna Office**  
Lot 1466 Wotton Street  
(PO Box 21) (Meekatharra)  
WILUNA WA 6646  
(08) 9981 7097 (Ph)

### **SOUTH WEST**

**Bunbury Office**  
80 Spencer Street  
BUNBURY WA 6230  
(08) 9795 3282 (Ph)  
(08) 9795 3069 (Fax)

**Busselton Office**  
Suite 7-9  
8-10 Prince Street  
(PO Box 223)  
BUSSELTON WA 6280  
(08) 9752 3666 (Ph)  
(08) 9752 1519 (Fax)

**Collie Office**  
68 Wittenoom Street  
(PO Box 222)  
COLLIE WA 6225  
(08) 9734 1699 (Ph)  
(08) 9734 4266 (Fax)

**Margaret River Office**  
33 Tunbridge Street  
(PO Box 223 Busselton)  
(08) 9757 2910 (Ph)  
(08) 9757 3789 (Fax)

## **GREAT SOUTHERN**

### **Albany Office**

25 Duke Street  
ALBANY WA 6330  
(08) 9841 0777 (Ph)  
(08) 9842 1356 (Fax)

### **Katanning Office**

Reidy House 25 Amherst Street  
KATANNING WA 6317  
(08) 9821 1322 (Ph)  
(08) 9821 2614 (Fax)

### **Manjimup Office**

Lot 432 South West Highway  
(PO Box 115)  
MANJIMUP WA 6258  
(08) 9771 1711 (Ph)  
(08) 9771 2944 (Fax)

## **PEEL**

### **Mandurah Office**

Cnr Tuckey and Sutton Streets  
(PO Box 972)  
MANDURAH WA 6210  
(08) 9535 6688 (Ph)  
(08) 9581 1126 (Fax)

## **WHEATBELT**

### **Merredin Office**

113 Great Eastern Highway  
(PO Box 147)  
MERREDIN WA 6415  
(08) 9041 1622 (Ph)  
(08) 9041 2572 (Fax)

### **Moora Office**

49 Dandaragan Street  
(PO Box 212)  
MOORA WA 6510  
(08) 9651 1100 (Ph)  
(08) 9651 1666 (Fax)

### **Narrogin Office**

Govt Building  
Park Street  
(PO Box 335)  
NARROGIN WA 6312  
(08) 9881 0123 (Ph)  
(08) 9881 2040 (Fax)

### **Northam Office**

Cnr Fitzgerald & Gairdner Streets  
(PO Box 396)  
NORTHAM WA 6401  
(08) 9622 0170 (Ph)  
(08) 9622 3779 (Fax)

### **Southern Cross Office**

11a Antares Street  
SOUTHERN CROSS WA 6426  
(08) 9049 1016 (Ph)  
(08) 9049 1016 (Fax)

### **Wyalkatchem Office**

Honour Avenue  
WYALKATCHEM WA 6485  
(08) 9681 1396 (Ph)  
(08) 9681 1396 (Fax)