

THE WA SAAP PROTOCOLS PROJECT

**Forging stronger partnerships to address  
homelessness**

***WA SAAP Protocols***

**Protocols to improve linkages and service  
outcomes between**

**SAAP Services**

**and**

**Western Australia Police**

The Supported Accommodation Assistance Program is jointly funded by the  
Commonwealth and State/Territory Governments  
IMPLEMENTED May 2008

# FOREWORD

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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.

This protocol acknowledges the agreement between Supported Accommodation Assistance Program (SAAP) Services and Western Australia Police to work collaboratively and enhance operational relationships to improve outcomes for our mutual clients.

This protocol has been developed by the SAAP Protocols Project in consultation with a working party comprising of SAAP sector representatives, officers from Western Australia Police and the Department for Child Protection.

A copy of this protocol will be distributed to all SAAP Services and Police Stations in Western Australia.

It is recognised that SAAP Services and Western Australia Police have a joint responsibility to all members of the community. The challenges for achieving better outcomes as well as improved service delivery are increasingly dependent on enhanced communication processes being established and maintained at state and local levels.

This protocol addresses issues of consultation and information sharing at a strategic policy and planning level as well as planning of service responses and program management. Interagency cooperation and coordination at these levels will support the development protocols between SAAP Services and police at the local level. It is hoped that these protocols will encourage the development of effective working relationships and local linkages between direct service providers.

Protocols have also been developed with the Department's Crisis Care Unit, which provides after hours service and emergency response for SAAP Services.

A WA SAAP Protocols Project File has been developed for SAAP Services incorporating a guide and other support material for developing interagency protocols at the local level.

Copies of all SAAP state protocols and further information on developing protocols are available at

<http://www.community.wa.gov.au/Resources/Accommodation/Homeless+%28SAAP%29/Protocols.htm>

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# 1. RATIONALE FOR THE PROTOCOL

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Strong co-operation between SAAP Services and Western Australia Police is necessary to improve the outcomes for people requiring services, to provide for the safety and security of staff, service users and the community and to improve the quality of services provided.

SAAP Services and Western Australia Police have common involvement with people who are homeless or at risk of homelessness and in crisis. It is acknowledged that SAAP Services and Western Australia Police have a shared responsibility for serving the needs of people who require the assistance of both SAAP agencies and law enforcement services, and a mutual concern for the community surrounding the SAAP Service and the broader community.

A collaborative relationship between SAAP Services and Western Australia Police will ensure that common issues can be dealt with effectively to enhance the service received by mutual clients. A commitment to effective collaboration and coordination is important at and between all levels including:

- strategic policy and planning;
- service planning and management; and
- service delivery.

This document sets a foundation for the development of operational protocols between SAAP Services and Western Australia Police at a strategic and service delivery level.

This protocol has been agreed to by senior executive officers of the Department for Child Protection, as the funders of SAAP Services, and Western Australia Police.

**Signed:** .....  
Director General  
Department for Child Protection

**Signed:** .....  
Commissioner of Police  
Western Australia Police

**Date:** .....

**Date:** .....

## **2. THE AIMS OF THE PROTOCOL**

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The aims of the protocol between SAAP Services and Western Australia Police are:

1. to improve relationships between SAAP Services and Western Australia Police by establishing clear understanding of local agencies and the services provided;
2. to improve the awareness and response of SAAP Services and Western Australia Police in order to enhance the safety and security of local communities;
3. to establish and nurture a collaborative relationship by which SAAP Services and Western Australia Police promote and assist the development of operational protocols at the service delivery level between frontline police and SAAP Services;
4. to commit to maintenance of the improved networks established and reinforced between the SAAP Services and Western Australia Police through the development of these protocols; and
5. to provide a framework for services to develop local “working” agreements.

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

### 3. PRINCIPLES

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The principles underpinning this protocol include:

1. The intention to promote a mutual climate of cooperation, professional respect and goodwill between SAAP Services and police officers.
2. The understandings promoted within this protocol should be implemented flexibly to ensure that the needs of all are considered.
3. Both SAAP Services and Western Australia Police will strive to maximise the potential of their organisations to serve the needs of the community. This may include:
  - ensuring relevant information and communications are passed on in a timely manner;
  - encouraging the development of collaborative relationships between police and SAAP services;
  - encouraging participation and input into the development of new initiatives;
  - encouraging opportunities for combined learning and professional development; and
  - encouraging service practices based on the presenting needs of people and incorporating a planned approach to meet those needs.
4. SAAP accommodation services are not a refuge from the law, and SAAP clients are required to act within the boundaries of acceptable behaviour.
5. Every member of the community enjoys the benefits and responsibilities of the society, environment and networks they participate in. Moral and ethical obligations of every member of the community include:
  - the responsibility to limit opportunities for criminal activity;
  - the responsibility to inform the police of known serious unlawful activity;
  - the responsibility to assist the police to carry out their duties; and
  - the obligation to provide personal details on request by police.

## **4. AGENCY DESCRIPTIONS**

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### **THE WESTERN AUSTRALIA POLICE**

**To enhance the quality of life and wellbeing of all people in Western Australia by contributing to making our State a safe and secure place.**

Western Australia Police works to increase safety and security and reduce offending behaviour through an intelligence-led approach, which requires the use of prevention strategies such as education, early intervention and local community liaison. It uses intelligence to identify likely suspects and crime-activity hot spots and then targets these to prevent further problems. Proactive policing is increasingly becoming a larger component of police work. Reactive policing focuses on investigation of reported crime - primarily to bring offenders before the criminal justice system, but also to deter potential offenders.

Western Australia Police are responsible for the largest single police jurisdiction in the world, an area covering 2.5 million square kilometers with a structure comprising three regions, 14 districts and 163 police stations. The services and activities of WA Police are directed toward achieving three primary outcomes:

1. Lawful behaviour and community safety
2. Offenders apprehended and dealt with in accordance with the law
3. Lawful road-user behaviour

#### **Community Outcomes:**

- Improved confidence and trust of the community
- People feeling safer at home and in the community

#### **Our outcomes will be achieved through:**

- Better frontline services to the community
- Highly visible police presence in the community
- The right people, in the right place, at the right time, doing the right things
- Innovation, leadership and business improvement

## THE DEPARTMENT FOR CHILD PROTECTION

The Department for Child Protection provides funding to not for profit organisations to provide services to contribute to its desired outcomes as follows:

1. At risk families and individuals to resolve crisis and promote the safety and well being of themselves and their family members.
2. Children and young people in the CEO's care receive quality care.
3. Children and young people requiring protection are safe from abuse.

The Department works to contribute to the overarching goal of the government to enhance the quality of life and wellbeing of all people throughout Western Australia by providing high quality, accessible services.

An important program for achieving these goals is the Supported Accommodation Assistance Program (SAAP).

### **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' sets out the financial and operational obligations of the parties to the Agreement; and
- SAAP V Bilateral Agreement – between the Australian Government and Western Australia 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.

## **Domestic Violence Supported Accommodation Services**

The domestic violence supported accommodation services provide support and crisis accommodation to women and children escaping domestic violence. Some services provide a whole of family approach and use strategies that address family violence. Services use a case management approach to service delivery that includes the development of support plans for clients where appropriate.

## **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. Community awareness and knowledge of options and resources for dealing with domestic violence assists individuals, families, service providers and communities to address the problem more effectively.

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

Supported accommodation services for young people can provide crisis or transitional accommodation to young people aged 15 to 25 years or under 15 years of age in exceptional circumstances. SAAP services provide a case management service to their clients where the SAAP service has an ongoing role with the young person.

## **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 on a low income or who are socially marginalised. Services provide a safe environment and support through the provision of meals, day activities, counselling and assistance to access other services e.g. Centrelink, Housing and Works etc.

### **NOTE!**

*For further information on the SAAP and SAAP funded services please contact the Senior Policy Officer SAAP on (08) 9222 2641, or the Community Development and Funding Officer at local Department for Child Protection offices.*

Copies of relevant reports can be obtained at:

<http://www.childprotection.wa.gov.au/>

## 5. PROTOCOL GUIDELINES

The protocol negotiated between the WA Police and SAAP is described below in the Agreed Practice for Service Delivery Guidelines.

### Agreed Practice For Service Delivery

Issue	Intent	Practice	Local Response
<p><b>Liaison between SAAP Services and WA Police</b></p>	<p>Police are aware of local SAAP Services and the services they provide.</p>	<p>District Department officers and Family Violence Officers can provide police stations with up-to-date information on Department offices and SAAP Services. Online information can be obtained at:  <a href="http://www.childprotection.wa.gov.au/DCP/Resources/Accommodation/Accommodation+and+Homelessness+Services/">http://www.childprotection.wa.gov.au/DCP/Resources/Accommodation/Accommodation+and+Homelessness+Services/</a></p> <p>Police Family Protection Coordinators will be responsible for developing and implementing district strategies and protocols for police response.</p> <p>Liaison occurs between local SAAP Service Coordinators and Officers In Charge of local police stations.</p>	
<p><b>Referral by police to SAAP Services</b></p>	<p>Availability of accurate and up-to-date information about SAAP Services.</p> <p>Specific eligibility criteria for intake to each SAAP Service ie including direct contact with potential resident prior to acceptance.</p>	<p>Information on crisis accommodation vacancies in the metropolitan area are maintained by:</p> <ul style="list-style-type: none"> <li>▪ Salvo Care Line ph: 9442 5777</li> <li>▪ Crisis Care Unit ph: 9223 1111</li> </ul> <p>Protocols for rural crisis services will be developed and maintained by the local service providers and local police.</p> <p>Referral by Police for services other than crisis accommodation should be made via direct contact with SAAP providers.</p> <p><b>Crisis/short term accommodation</b> – Supported accommodation for periods of generally not more than 3 months (short term) and for persons needing immediate short term accommodation (crisis).</p> <p><b>Transitional accommodation</b> – (Also known as medium/long term accommodation.) Services that provide supported accommodation for periods of around 3 to 6 months (medium term) and for longer than 6 months (long term).</p> <p>SAAP Services will receive inquiries and requests for assistance from police officers and discuss the urgency and appropriateness of the referral. In particular, information required by SAAP Services for client assessment will be provided by police if known. Some SAAP agencies require direct contact with the potential client prior to intake.</p> <p>There are variations between individual SAAP Service agreements e.g. some accommodation services may have restrictions on an upper age limit for accommodating male children. All police referrals should be discussed with SAAP staff prior to a client presenting.</p>	

Issue	Intent	Practice	Local Response
	Identify known risk factors.	<p>Not all SAAP Services are staffed 24 hours a day, or resourced to manage high risk or threatening situations.</p> <p>Most SAAP Services do not have specialist clinical care staff for managing acute severe psychiatric illness, intoxication or antisocial behaviour and these people should be accommodated in the appropriate specialist facility.</p> <p>Agencies have autonomy in decisions relating to intake and service provision and may need to conduct a risk management assessment before a client can be accepted into the service.</p> <p>These may include but not limited to:</p> <ul style="list-style-type: none"> <li>• clients already accommodated in the service;</li> <li>• relevant previous criminal/antisocial behaviour;</li> <li>• concerns for children; and</li> <li>• drug related issues.</li> </ul>	
	Ensuring appropriate assistance to SAAP Services seeking police attendance.	<p>Emergency police attendance is available to SAAP Services through the 000 Emergency Telephone number.</p> <p>In non emergency situations phone 131 444 to contact the nearest police station. This will automatically cascade to the nearest operating police station after hours.</p> <p>Police will provide an immediate response, the level of response and resources deployed may depend on the degree of urgency and threat.</p> <p>All Districts have an operating 24hr police station.</p> <p>SAAP Services are encouraged to arrange an individual protocol with their local police station for emergency and after hours response.</p>	
<b>Police assistance for SAAP residents behaving in a manner that may place themselves or others at risk</b>	Police will respond appropriately.	<p>Police will be mindful of the possibility of mental illness or other personal circumstances leading to impaired judgement and disordered behaviour.</p> <p>Self-harm and suicide risk indicators will be considered when police respond to a request for assistance from SAAP staff.</p> <p>Police powers and involuntary mental health legislation will be employed where necessary.</p>	
<b>Police intervention with young people</b>	Ensure a supportive adult accompanies a young person for police business.	<p>Police officers will endeavour to ensure an appropriate supportive adult accompanies a young person (under 18) who is a client of a SAAP Service when the young person is required to be questioned, assist police investigations, or is placed in custody.</p> <p>SAAP Services will identify that young people under the age of 16 will require a Department worker or their legal guardian to be notified.</p>	

Issue	Intent	Practice	Local Response
		<p>If the young person is in the care of the CEO of Department, it is a requirement that SAAP Services contact their Department case worker or CCU after hours, to enable them to accompany the young person.</p> <p>Requests by police will be responded to as a priority but will depend on the current demand and available staff.</p>	
<b>Sensitivity in dealing with people with complex needs</b>	Police will approach SAAP clients with sensitivity and tolerance.	<p>Clients of SAAP Services often present with high and complex needs and may experience different degrees of crisis.</p> <p>Police will acknowledge that tolerance and flexibility is required in working with people with complex needs.</p>	
<b>Cooperation and discretion for SAAP staff in dealing with police</b>	<p>SAAP staff exercise judgement and discretion when contacting police.</p> <p>SAAP Service staff will cooperate with police officers.</p>	<p>SAAP staff may provide relevant information to police officers to assist in the conduct of their duty. SAAP staff will maintain the best interests of clients as paramount except where these interests conflict or compromise the safety, well being or security of other residents, staff, or the public.</p> <p>SAAP Services have autonomy in deciding what client behaviours or activities warrant exclusion or eviction from SAAP accommodation and/or reporting to police.</p> <p>The severity of illegal activity warranting police attention is determined by individual SAAP Services. In these instances the individual agency policy and procedures will apply. It is expected that the policy and procedures will not condone illegal activity however will take into account that many SAAP clients may also be dealing with substance abuse issues and actively addicted to illegal drugs.</p> <p>SAAP Services will develop and maintain policies and procedures for cooperation and information exchange with external agencies.</p>	
<b>Confidentiality</b>	<p>To maintain the best interests of the client.</p> <p>To maintain and promote effective communication relationships between SAAP Services and Police.</p>	<p>Section 23 of the <i>CCSA 2004</i> enables the exchange of relevant information between the Department and a public authority, a corresponding authority, a service provider or an interested person.</p> <p>Each client is informed about confidentiality policies and practices. In some instances client consent for the release of confidential information will not be required. These instances may include:</p> <ul style="list-style-type: none"> <li>• Legal reasons (e.g. subpoenas)</li> <li>• Ethical reasons (e.g. the need to protect children)</li> <li>• Obligations under the Freedom of Information Act; and</li> <li>• Where there is clear possibility of self harm or harm to others.</li> </ul>	

<b>Issue</b>	<b>Intent</b>	SAAP staff do not condone or support criminal activity. <b>Practice</b>	<b>Local Response</b>
<b>Duty of Care and the release of client information</b>	<p>SAAP Services and police will ensure that information when provided is accurate and up to date.</p> <p>Police have a duty of care to disclose all relevant information to SAAP Services to assess the levels of risk in accommodating referred clients.</p>	<p>Police and SAAP staff will provide relevant and concise information about the circumstances that led to contact.</p> <p>With client consent, relevant information including any known risk factors, specific needs, previous history, ongoing case work and follow-up will be disclosed and discussed.</p> <p>On referral, the client is made aware of privacy and duty of care requirements and agency grievance processes should difficulties arise.</p>	
<b>Safety and Security of SAAP Services</b>	<p>The location of accommodation facilities and identity of residents are treated as confidential.</p>	<p>The police are to be aware of high security measures of some SAAP Services, and maintain confidential the location of accommodation facilities and identity of residents.</p> <p>SAAP Services and local police services are encouraged to arrange a local area protocol for security and confidentiality provisions</p>	
<b>Strengthen local networks and establish collaborative relationships between police and SAAP Services</b>	<p>Local police and SAAP Services understand and know what each can provide.</p>	<p>Local police and SAAP Services are encouraged to arrange ways in which staff teams can meet and understand each working environment. This can involve networking forums, visits to local agencies and joint training.</p> <p>Local police and SAAP Services will utilise local and regional interagency forums to facilitate this. Clarification of response expectations, agency service and capacity and priority areas is encouraged.</p> <p>Awareness and mutual understanding will enable realistic expectations and appropriate referrals.</p>	
<b>Resolution of differences between WA Police and SAAP Services staff.</b>	<p>Clear process to resolve differences and deal with disagreements between staff of SAAP Services and Western Australia Police.</p>	<p>Staff involved in a disagreement will endeavour to resolve differences in a timely and professional manner.</p> <p>In the first instance, workers are encouraged to discuss the matter directly with the party they are in disagreement with.</p> <p>If workers are unable to resolve the issue, then line managers will become involved.</p> <p>If the dispute cannot be resolved at the line manager level the matter should be referred in writing to senior management.</p> <p>SAAP Services and local police services are encouraged to utilise agency polices and</p>	

		procedures in the resolution of grievances.	
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## 6. IMPLEMENTATION OF THE PROTOCOL

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### 3 STEP PROCESS

#### STEP ONE – Nominated officers

- Western Australia Police and the Department for Child Protection are to each nominate a senior officer to be responsible for the implementation of the protocol.
- The officer for the Western Australia Police will be the state coordinator for Child Protection. Contact the Sex Crime Division.
- The officer in the Department for Child Protection will be the SAAP Special Project Officer- 9222 2801.
- Regular liaison between the senior officers and/or delegated staff will occur to share information and identify and address any issues that may arise.
- Nominated officers will represent their Departments at the quarterly Protocol Reference Group meetings.

#### STEP TWO – Implementation of the Protocol on a State Level

- The Department for Child Protection will email all SAAP Services and District Offices with a copy of the revised state protocol and advise all files to be updated accordingly.
- A copy of the revised protocol will be updated on the SAAP web site at:
- <http://www.community.wa.gov.au/DCP/Resources/Accommodation/Homeless+%28SAAP%29/Protocols.htm> or at [www.dcp.wa.gov.au](http://www.dcp.wa.gov.au)
- The Western Australia Police will distribute the protocol to all district stations.
- Each Child Protection and Western Australia Police district will encourage and support the development of local protocols.
- Training will be provided by the Special Project Officer – SAAP on the development and implementation of the protocol as requested.

#### STEP THREE – Implementation of Local Protocols

- Department for Child Protection in conjunction with the Western Australia Police will develop protocols at local levels.
- Local protocols can be developed by using the Local Response section of section 5 of the state protocol.
- The SAAP Special Project Officer will assist in the development of local protocols as requested.
- Local protocols will include a method for implementing and revising the local protocol.

#### Evaluation

This protocol will be reviewed within three years of implementation. The review process will involve the SAAP Protocols Reference Group and Monitoring Forum, the SAAP State Advisory Committee and both police officers and representatives from SAAP funded services.

Terms of reference for evaluation and a consultation process to circulate this document for feedback will be determined prior to any amendments or additions being made to the protocol.

## **The Process For Emergency Referrals To Police For Life Threatening Situations In SAAP Services Is As Follows:**

1. **DIAL 000.**
2. Inform Operator "I am calling from Western Australia".
3. Tell the operator URGENT police assistance is required.
4. Provide details on WHERE the assistance is required.
5. Tell the operator the staff members' name, telephone number, and identify the SAAP Service.
6. EXPLAIN what the current problem is and the degree of urgency.
7. ADVISE on the dangerousness of the situation eg. Whether weapons are involved.
8. Provide whatever details are known about the person/s involved. Particularly name, date of birth, and any other useful information which would help police to more accurately determine the nature of the situation.
9. Detail any cultural aspects including need for interpreter services.
10. Advise who else is present.
11. Provide any other available background information, which may help police make decisions on how to manage the situation.

NB. A protocol has been signed between the Mental Health Division and Western Australia Police to identify police powers and response in relation to people whose behaviour signifies the possibility of a mental health problem and/or indicates a risk of self harm or harm to others.

Police will determine the urgency of the request, and will estimate the time of their arrival (ETA) based on current demands and priorities. The ETA will be communicated by police to the SAAP Service making the referral. Where delays occur, the police will provide updates regarding the projected ETA to SAAP staff.

Police will determine the most appropriate response depending on the circumstances and risk of injury to self or others. The degrees of response include:

- planned visits;
- arranged police transportation;
- crisis situation;
- emergency situation;
- high risk situation; and
- mental health crisis situation.

The intensity of response, police presence and protective equipment differs according to the degree of severity of the situation identified. It is important that the information conveyed to police includes identification of any other resources required e.g. the need for a divisional van or sedan, the need to force entry, the possibility of weapons or firearms.

# Attachment 1:

## Abbreviations and Terminology

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

**CEO** - Chief Executive Officer for the Department of Child Protection.

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

**Collaborative relationship** - working together for the mutual benefit of both/all agencies involved and the people they are jointly working with.

**DCP** - Department for Child Protection.

**Exceptional circumstances** - These are most likely to be occasions when emergency overnight accommodation or other suitable accommodation is required but not available.

**Illegal act or criminal act** - Any circumstance where the law has been broken and the matter is of *sufficient weight* to be referred to the police in the interest of the wellbeing of the community.

**Protocol** - is a document outlining the understanding between agencies to enable all parties to gain maximum benefits and outcomes.

### **Reporting of a serious incident to: Western Australia Police**

If a SAAP worker believes or has information which suggests a resident is conducting or has carried out *serious* criminal or illegal acts which include offences such as, but are not limited to: physical assault resulting in grievous bodily harm, sexual assault, drug trafficking, armed robbery, murder, child abuse or child sexual abuse this should be reported to the police for investigation.

### **Department for Child Protection**

A SAAP service must report any serious incident to their CDFO as per the the Department for Child Protection Service Agreement – General Provisions, 2007 edition.

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

**SAAP Services** – Supported Accommodation Assistance Program Services.

**SAC** - SAAP State Advisory Committee.

## Attachment 2:

### Reference Policy Documents

#### 4. Relevant SAAP Documents

- 4.1 SAAP V Multilateral Agreement to 2010
- 4.2 SAAP V Bilateral Agreement to 2010
- 4.3 SAAP Service Standards 2002
- 4.4 DCP – SAAP Service Agreements generic specifications and outcomes

#### 5. Relevant Department for Child Protection Documents

- 5.1 Domestic Violence Prevention Unit - Best Practice Model – Victim Services 2000 (this document is currently being reviewed by the Family and Domestic Violence Unit)
- 5.2 *Children and Community Services Act 2004* and related fact sheets (the Act is accessible on the State Law Publisher website, [www.slp.wa.gov.au](http://www.slp.wa.gov.au))
- 5.3 Child Protection: A policy for safeguarding and promoting the wellbeing of children and young people in need of protection (2006) – accessible on the Department for Child Protection website, [www.childprotection.wa.gov.au](http://www.childprotection.wa.gov.au)
- 5.4 Identifying and Responding to Child Abuse and Neglect – A Guide for Professionals (2<sup>nd</sup> Edition, August 2006) – accessible on the Department for Child Protection website, [www.childprotection.wa.gov.au](http://www.childprotection.wa.gov.au)
- 5.5 DCP – WA SAAP Protocols web site  
<http://www.community.wa.gov.au/DCP/Resources/Accommodation/Homeless+%28SAAP%29/Protocols.htm> or at [www.dcp.wa.gov.au](http://www.dcp.wa.gov.au)

#### 6. Relevant Police Service Documents

- 6.1 Police Commissioners Orders and Procedures Police Manuals
- 6.2 Protocol between the Western Australia Police and the Office of Mental Health of the Department of Health of Western Australia
- 6.3 Reciprocal Child Protection Procedures

#### 7. Relevant Commonwealth Acts

- 7.1 Supported Accommodation Assistance Act 1994
- 7.2 Privacy Act 1988
- 7.3 Freedom of Information Act 1992

## **Attachment 3:**

### **List of SAAP Services**

An up to date list of services can be accessed via the Department for Child Protection web site [www.dcp.wa.gov.au](http://www.dcp.wa.gov.au) See under Homelessness then Homelessness (SAAP) then click on the service type required.

Directory of Accommodation and Homelessness Services.

A list of all SAAP services along with a variety of other accommodation options can be obtained through the Directory of Accommodation and Homelessness Services.

The Directory can be accessed online by clicking on the link listed below.

<http://www.childprotection.wa.gov.au/DCP/Resources/Accommodation/Accommodation+and+Homelessness+Services/>

This Directory has been developed as a resource for field workers and case practitioners working with people who are homeless, at risk of homelessness or in need of assistance to access long term accommodation.

### **Other relevant contacts**

#### **Crisis Care**

**9223 1111 or 1800 199 008 (24 hours)**

Crisis Care is a telephone information and counselling service for people in crisis needing urgent help.

#### **Women's Domestic Violence Helpline**

**9223 1188 or 1800 007 339 (24 hours)**

The Women's Domestic Violence Helpline offers information, referral and telephone counselling.

#### **Men's Domestic Violence Helpline**

**9223 1199 or 1800 000 599 (24 hours)**

The Men's Domestic Violence Helpline offers information, referral and telephone counselling.

### **List of Police Stations**

An up to date list of local police stations, the officers in charge and their contact numbers can be found through the Western Australia Police internet site: [www.police.wa.gov.au](http://www.police.wa.gov.au)

See under LOCAL POLICE where you will be able to locate the police station closest to your service and a list of the police services, which operate from that station.