

South Australian
Commissioner
for Children and
Young People

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Annual Report 2019/2020



Commissioner
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Young People



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The Honourable John Gardner MP
Minister for Education
Member of the Executive Council



31st of October 2020

Dear Minister Gardner

I am pleased to submit my 2019/2020 Annual Report, which has been prepared for presentation to Parliament as per the requirements of the statutory reporting of the *Children and Young People (Oversight and Advocacy Bodies) Act 2016* (OAB Act) and the Premier and Cabinet Circular PC013 Annual Reporting. It is divided into three distinct sections: Systemic Reporting, Project Reporting and Statutory Reporting.

The Systemic Reporting section identifies a number of new and emerging issues identified as priorities for the coming twelve months, along with a review on the progress made on recommendations I made in last year's Annual Report. The Project Reporting section outlines the key projects, activities and achievements of my office over the past 12 months.

Over the past 12 months an estimated 18,858 South Australian children and young people have chosen to engage with the work of my office. They have done this through face-to-face and/or online consultations, within workshops, focus groups, and via other interactive mechanisms (such as polling and surveying). This figure includes a large postcard campaign aimed at 8-12 year olds, which attracted 8,429 responses and represents children and young people from diverse backgrounds and ethnicities, age-groups and interests. The voices of children and young people have directly informed 27 formal submissions and 11 major reports.

2020 will forever be marked as the year of COVID-19. The impact of the pandemic will continue to be felt for many years, particularly by those young people transitioning to work and household's being affected by lost jobs and changed economic and social circumstances. During this period children and young people have generously shared their ideas, concerns and in some instances, challenging and difficult experiences with me. My advocacy priorities for the coming 12 months reflect the issues they have told me concern them. By listening to their voices, and by adopting the solutions and recommendations they make, we demonstrate the value we place on their participation in South Australia's future as young citizens with rights and ideas. Those of us who have the levers to make real and positive change at the systemic level must rally behind the recommendations they have made and deliver on their expectations wherever possible.

This report is verified to be accurate for the purposes of annual reporting to the Parliament of South Australia.

A handwritten signature in blue ink, appearing to read 'Helen Connolly'.

Helen Connolly
Commissioner for Children and Young People

Introduction

All children and young people throughout the world have a right to have their best interests placed at the heart of all decisions made on their behalf. They also have the right to be safe at all times and to not be discriminated against, or treated unfairly or inhumanely in their dealings with adults or within the systems adults have put in place.

As Commissioner for Children and Young People, my role is to oversee how the systems we put in place work to promote and protect the rights, development and wellbeing of all South Australian children and young people. When systems fall short, I advocate for changes to be made that will ensure State organisations and statutory authorities meet their mandated obligations in regard to the rights of children and young people under international, national and state laws.

As South Australia's Commissioner for Children and Young People, my role is to oversee how the systems we put in place work to promote and protect the rights, development and wellbeing of all South Australian children and young people. When systems fall short, I advocate for changes to be made that will ensure State organisations and statutory authorities meet their mandated obligations in regard to the rights of children and young people under international, national and state laws.

A key focus of my work is on raising awareness of systemic shortfalls and failings that impact on children's development and wellbeing outcomes, and on identifying actions that will collectively fulfil principles outlined in relevant legislation and policy. I advocate for the views, aspirations and rights of children and young people to be affirmed, promoted and protected, working to give children and young people a 'voice' across society.

As Commissioner for Children and Young People, my role is to oversee how the systems we put in place work to promote and protect the rights, development and wellbeing of all South Australian children and young people. When systems fall short, I advocate for changes to be made that will ensure State organisations and statutory authorities meet their mandated obligations in regard to the rights of children and young people under international, national and state laws.

I also seek to influence and identify the responsibilities and roles that public, civic and commercial sectors of our communities have in relation to children and young people's needs, advocating for them to be positioned 'front and centre' in policy, practice and service delivery.

Since commencing as Commissioner, I have heard firsthand how many children and young people in South Australia lead happy, active lives, and feel respected by adults. They value their family relationships, including those they have with family pets. They value their friendships, school education and learning, along with their culture and ethnicity. They also value the opportunities they have to participate in their local communities, seeking to contribute positively wherever they can.

An enduring theme in many of the conversations I have had with South Australian children and young people is their desire to be more engaged within their local communities. They want adults to find out what's going on in their lives and to support them to feel hopeful for the future, including standing up for their rights when these are not being upheld.

Young South Australians see themselves as global citizens whose relationships cross continents, sovereignties and ideological lines. They have grown up in a digital world that has impacted on their access to information and services, and changed the way they learn. This has influenced how their opinions are formed and the ways in which their opportunities to participate in and influence society are exercised.

Their digital connectedness also influences what matters to them most. At times they are more in tune with what is happening in New York than what is happening in Port Lincoln. They observe global trends and maintain world views that extend well beyond state and national borders.

Because young people today view the world very differently from the way in which previous generations do, they also have very different expectations of leadership. They want leaders to listen to them and to consider their ideas. They want a future where their contributions are validated and their perspectives and lived experience respected and valued, with this demonstrated through initiatives and outcomes that reflect the input they have had. They want their interests, expectations and ideas to be embraced, and their emerging capacity for leadership to be nurtured.

Through consultation, surveys, polling and direct representation, South Australian children and young people have identified breaches of their rights, gaps in the services they receive, and a lack of opportunities to be heard, or to have input into the things that matter to them most.

During this year my work has focused on amplifying the voices of South Australian children and young people, creating more opportunities for them to participate, investigating areas that they themselves have identified as important, and advocating wherever possible for change that will bring better outcomes over time.

My six major areas of focus this year have been on:

- 1 creating more youthful infrastructure at the community level
- 2 identifying how regional communities can better support and engage their children and young people
- 3 raising awareness of groups of children and young people who are not receiving adequate health and education services
- 4 documenting the impact of COVID-19 on children and young people
- 5 improving Youth Justice from the perspective of young service users; and
- 6 improving the ecosystem surrounding young people's transition from school to work by seeking the perspectives of employers, parents/carers and young people themselves.

Another important project I undertook this year, which has included significant engagement with young people and adult stakeholders, has been school exclusions.

My School Exclusions report will mark the third in a series of major reports (Bullying/Poverty) into a subject that South Australian children and young people have asked me to focus my attention on. The report responds to their concerns that too many South Australian children and young people are not receiving an education, and that those children and young people who need the most support are being pushed to the margins.

The more I consulted on this subject, the more it became clear that beyond the official figures and data of children and young people suspended and excluded, are stories of lived experience of social, financial and educational disadvantage. These experiences often start very early in a child's life with lifelong negative impacts, and most

particularly for those children and young people living with a disability who are overrepresented in the number of school exclusions recorded.

This year system failures were identified in health, education, and youth justice, with the relevant authorities informed of the issues identified by young people, along with their recommendations for improvements that could be made. Trans and gender diverse children and young people identified challenges that exist within the health system and suggested improvements in the education of GPs, greater visibility of gender diversity in the health system, and establishment of a dedicated gender clinic and gender affirming health service within the Adelaide Women and Children's Hospital network.

Similarly children and young people with caring responsibilities identified that schools are not adequately acknowledging and supporting their caring role, or the impact the lack of support they receive has on their learning. Young people called for a 'whole school approach' that enables them to remain connected to school and learning, while recognising and acknowledging the challenges they face as young carers and the sustained effort they put in to overcome them.

A partnership program with Australian Red Cross supported a group of young people with experience of Youth Justice to advocate for a number of system improvements to bail conditions, court room procedures, and information access. The Youth Court has been very responsive to these recommendations with positive opportunities for real change now appearing possible.

The responsibility of local governments and state services to develop youth infrastructure and opportunity, which is more relevant to the interests of today's young people was the focus of a number of reports I released. They included barriers to play for teenagers and the role gaming and eSports has in community building.

Regional communities were encouraged to engage more meaningfully with young people by finding ways to demonstrate that they are valued members of their local community who have meaningful contributions to make.

One of the recurring conversations I have had with children and young people is their fear around not being future job ready. They tell me they don't feel well prepared to transition from school to work and worry that they don't have the skills they need for future work roles, nor much idea of what these are. They believe their careers education is falling short and that it is not adequately equipping them with the skills and information they need to be prepared for the jobs of the future.

A significant project undertaken with critical stakeholders involved in transitioning young people from school to work, including teachers, parents, business and students themselves, sought views on what they thought would help alleviate future work fears in young people. Through surveys, forums and focus groups, two initial recommendations resonated with all stakeholders:

- 1 To involve young people more directly in the design of career advice education, and
- 2 To provide a singular source of careers information for South Australian school students that stakeholders can use to develop a careers ecosystem aimed at young people who are transitioning from school into adulthood and into their working lives. This project has become even more important given the economic recession we are now experiencing as a result of the impact of COVID-19.

For young people today this worldwide health crisis is likely to be one of the most formative experiences of their lives, significantly redefining their outlook and opportunities. Globally, we know the pandemic is affecting everyone either socially, economically and/or politically. Children and young people, and young adults in particular, have felt the effects of the crisis in unique ways, and the impact on their lives both now and into the future cannot be underestimated.

As we move to develop a State recovery plan we need to fully consider the complexities and disruptions the pandemic has had on this generation of young people. We need to include their ideas and opinions so that their hopes for what the 'new normal' might look like in a post-COVID-19 world resonates strongly with their ideas. If it doesn't, we risk embedding a discontent that will amplify over time and lead to distrust, frustration and an increasing levels of disenfranchisement.

The majority of children and young people in South Australia continue to do well and report positive health and wellbeing, safety and learning outcomes. However, there continues to be significant numbers who are not doing well. More than 1 in 6 South Australian children are on the most excluded quartile of the Child Social Exclusion Index. In some areas of the State more than 50% of children and young people are living in poverty, with these figures hiding the reality of the day to day stress this brings.¹

Children and young people talk about their worries around the cost of living and their need for financial support to buy the necessities. They tell me about the emotional, relational and social aspects of the circumstances they face, and about the impact being poor has on their capacity to develop positive friendships, participate in community and find work opportunities. They tell me about the arguing,

and the distress of living in crisis, the humiliation of asking for help, of not getting help, and of being 'referred' on. This can all impact on their ability to make positive, safe life choices while experiencing what they describe as 'consistent rejection by adults who are supposed to care'.

As a State, we must identify the levers available to stop a generation of children experiencing the worst of the personal impacts of poverty on their health, learning, inclusion, physical activity and most importantly their hope. We need to work together to avert any possibility of their being a lost generation of productivity and participation.

Children and young people say that the cost of living pressures must be addressed and that access to essentials must be made more affordable. They're asking for free public transport for children in low income families, no interest loans for home internet, generic school uniforms, and provision of school lunches.

Everything should be on the table as we consider the cost of not providing practical and supportive assistance that will protect thousands of children and young people in South Australian families who were either financially vulnerable before COVID-19, or have been made so as a result of its impact.

Helen Connolly

Commissioner for Children and Young People

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Key Achievements

- Undertook **23** face-to-face consultations and **15** online consultations, engaging with **525** children and young people
- Facilitated engagement and participation of **1,352** South Australian children and young people through a policy advocate program, advisory groups, citizen led research, community conversations and the Commissioner's 'action civics' program
- Gathered direct feedback from **14,535** children and young people via **9** online and offline surveys, polls and feedback forms including **8,429** postcards received from South Australian children aged 8-12 years
- Increased awareness of the United Nations Convention on the Rights of the Child and the work of the South Australian Commissioner for Children and Young People through **22** formal presentations to key adult stakeholders
- Facilitated participation of an estimated **25,415** children and young people from government and independent schools, libraries and community groups in the 2020 Commissioner's Digital Challenges: Let's Speak Robot (8,463) and Space to Dream (16,951)
- Influenced public policy through **27** formal submissions of which **11** were submitted to the Commonwealth government and agencies, and **16** were submitted to State government and agencies
- Sought contributions from children and young people that directly informed recommendations in **11** major reports
- Responded to **28** individual requests for advice, advocacy and intervention

Key Highlights

- Influenced the Department of Correctional Services in relation to creation of child and family friendly practices
- Influenced Youth Justice in relation to the need for a range of changes needed to make the youth justice process more youth friendly
- Documented the reflections of South Australian young people in relation to the impact COVID-19 is having on their lives
- Highlighted the importance of preparing South Australian children and young people for jobs of the future now
- Facilitated significant engagement with young people aged 8-12 years in relation to their career aspirations and other concerns through the Commissioner's 'Tell Helen' Postcard Project
- Increased awareness of the impact period poverty has on girls and young women, including advocating for supply of free sanitary hygiene products throughout SA schools
- Highlighted the need for schools to provide better support for young carers
- Influenced City of Adelaide to operationalise recommendations in the Youthful Adelaide report resulting in a five year council project – 'Welcoming Spaces for Young People'
- Raised awareness of the potential gaming and esports offers to build communities where young people can be connected to other support, particularly in regional locations
- Hosted education expert Professor Colleen McLaughlin from the United Kingdom to provide perspectives on the impact of school exclusions and achieved significant engagement with children and young people, and adult stakeholders, in relation to school exclusions
- Increased awareness of the challenges faced by trans and gender diverse children and young people and proposed establishment of a dedicated gender clinic and gender affirming health services within the Adelaide Women's and Children's Hospital Network
- Received strong participation in the Commissioner's Digital Challenge, including outstanding levels of participation in the inaugural Space to Dream Challenge

Key Outputs

- Released the Public Transport, It's Not Fine report into systemic issues identified by South Australian children and young people in relation to their experience of public transport
- Facilitated the delivery of the youth led, youth designed 2019 Regional Youth Voices Forum in Burra in partnership with Goyder, Barossa and Clare Youth Advisory Councils at which 150 year 8 and 9 students were able to have their say on issues in their communities
- Launched the device free Unplugged Digital Challenge for Early Learners as part of the Commissioner's Digital Challenge in collaboration with the Australian Computing Academy
- Launched 'Space to Dream' the second in the series of Commissioner's Digital Challenges to increase digital opportunity for South Australia's children and young people, partnering with Makers Empire, Myriota and MOD. Museum of Discovery
- Released the Leave No-One Behind report on what South Australian children and young people have said about living in poverty
- Partnered with Australian Children's Laureate Foundation and Children's University Adelaide to deliver the Children's Stories event with special guests Ursula Dubosarksy and Andrew Joyner who guided 100 primary aged school children on how to write and illustrate their own stories
- Released a position paper on the impact of the Religious Discrimination Bill 2019
- Commented on the SA Government's whole-of-government child protection strategy 'Safe and well: Supporting families, protecting children strategy'
- Released the First Port of Call report supporting the South Australian health care system to better meet the needs of trans and gender diverse children and young people
- Launched 'hub' (hub.ccyp.com.au) an online style youth club designed to be 'a place for young people to visit, hang, keep up to date, have a say and connect with other young South Australians'
- Released the Regenerating Our Regions report outlining ways in which participation of young people in rural South Australia can be increased

- Released the 2030 SDG Action Plan by South Australian Young People outlining their suggestions for how South Australia can meet its obligations in relation to the 2030 Sustainable Development Goals
- Released the Making Change in Youth Justice report providing a user's guide to building a better South Australian youth justice system written by SA young people with lived experience of youth justice
- Released a Position Paper on the ways in which SA's Mandatory Treatment Orders violate the fundamental rights of SA children and young people and risk causing lifelong harm
- Commented on the 'Ombudsman's Report on the use of spit hoods in South Australia's youth justice system'
- Released the Community Building in the 21st Century on the potential collaborative gaming offers to build connection, confidence and creativity between young people and other services designed to meet their needs
- Released a Position Paper on the features of effective drug education programs for school students as a resource for schools
- Released the Off To Work We Go report outlining ways in which South Australian school students can be better prepared for their work future
- Released the Reflections on COVID-19 report recording the impact of the pandemic on the lives of 300 young South Australians written in their own words
- Released the Take Care report outlining ways in which young carers can be provided with better support
- Undertook the pilot program for yChange - a school based action civics program designed to provide hands-on learning experiences for children, young people, educators and civic partners
- Continued to grow Get Around It - a platform showcasing young South Australian 'Thinkers, Makers, and Doers'

Ready to Grow, Learn and Contribute?



In 2019, there were approximately 369,000 children and young people under the age of 18 living in South Australia, representing **21%** of the state's overall population.ⁱ

Children and Young People in South Australia are not doing as well as those living in other parts of Australia.

South Australian children are more likely to:

- Be living in poverty
- Be accessing out of home care
- Be underprepared for learning at school entry
- Have lower levels of education achievement
- Have a disability

Ready to Grow

Growing up in poverty is one of the biggest barriers children face to being realising their rights and potential. Poverty affects a child's development and has a negative impact on their health, education, family relationships and childhood aspirations, continuing into adult life.



1 in 5 South Australians experiencing homelessness in 2016 were under 18 years of age.ⁱⁱ



1 in 4 South Australia's children and young people under 18 years of age are estimated to be living in the state's most disadvantaged socioeconomic circumstances, compared to 18.5% nationally.ⁱⁱⁱ In some areas of South Australia, more than 50% of children live in poverty.^{iv}



1 in 5 South Australian children and young people are estimated to have an emotional, mental health or behavioural problem.^v



South Australian Aboriginal children and young people are **17 times as likely** as non-Aboriginal young people to have received child protection services and be under youth justice supervision.^{vi}



1 in 6 children in South Australia have a disability.

Ready to Learn

Education is the primary way by which economically and socially marginalised children and young people can obtain the means to participate in society.



1 in 4 children are developmentally vulnerable in one or more of the domains under the Australian Early Development Census (AEDC) when they enter school.^{vii}



1 in 4 students who were suspended from a South Australian government school in Term 2 of 2019 were aged between 4 and 9 years.^{viii}



1 in 4 of all suspensions from South Australian government schools are students with disability.^{ix}



1 in 4 South Australian students enrolled in Year 8 in 2014 were not enrolled in Year 12 four years later.^x

Ready to Contribute

How we treat children determines whether they will create a just society in the future. Participation is the building block of democracy.



1 in 10 young people aged 15–19 years are not fully engaged in education, work or training.^{xi}



1 in 3 Year 10 students in South Australia are not achieving at or above a proficient standard in civics and citizenship.^{xii}

Among young people aged 14–17 years, suicide and self-inflicted injuries are the groups causing the largest burden nationally, followed by anxiety disorders and depressive disorders.^{xiii}

i Child Development Council, 'Data Snapshot: Children and young people as a proportion of the total population, South Australia', 2019. Available at <https://childrensa.sa.gov.au/wp-content/uploads/2020/08/Data-snapshot-CYP-Proportion-of-SA-Popn-2019-2020-08-05.pdf>

ii Australian Bureau of Statistics (ABS), 2016. Census of Population and Housing: Estimating Homelessness. Table 4.5. Homeless Operational Groups and Other Marginal Housing, South Australia—Sex by age of person—2016 and Table 1.4 State and territory of usual residence, Proportion of homeless persons, by selected characteristics, 2016.

iii Australian Bureau of Statistics 3235.0 Regional population by Age and Sex, Australia 2018 and ABS 2033.0 Census of Population and Housing: Socio-Economic Indexes for Areas (SEIFA), Australia.

iv Miranti, Riyana et al, 2018. 'Child Social Exclusion, Poverty and Disadvantage in Australia,' National Centre for Economic Modelling, University of Canberra, p. 32, p. 80–83. In South Australia, 17.3% of children aged 0–14 years are living in poverty (the national average is 17.2%). Australian Council of Social Services (ACOSS) and University of New South Wales, 'Poverty in Australia 2020: Part 2. Who is Affected?' Available at <http://povertyandinequality.acoss.org.au/poverty/>

v Child Development Council, 2020. 'How are they faring?' South Australia's 2020 Report Card for children and young people', p. 12.

vi Australian Institute of Health and Welfare, Young People in Child Protection and Under Youth Justice Supervision: 1 July 2014 to 30 June 2018. Available at <https://www.aihw.gov.au/reports/child-protection/young-people-in-youth-justice-supervision-2014-18/contents/table-of-contents>.

vii Australian Early Development Census, 2018. AEDC National Report 2018, p. 19, p. 44. Available at <https://www.aedc.gov.au/resources/detail/2018-aedc-national-report>.

ix Parliament of South Australia, 2017. Report of the Select Committee on Access to the South Australian Education System for Students with a Disability. Available at <https://a4.org.au/sites/default/files/Report%20of%20the%20Select%20Committee%20on%20Access%20to%20the%20South%20Australian%20Education%20System%20for%20Students%20with%20a%20Disability.pdf>.

x Data SA, South Australian Government Data Directory, Department for Education, Suspensions by age group and gender SA Government Schools during Term 2. Available at <https://data.sa.gov.au/data/dataset/suspensions-by-age-group-and-gender-sa-government-schools-during-term-2/resource/afdaa09e-783f-4e2d-8c94-a8c09bbd5620>.

x School Retention and SACE Completion Report 2019

xi Child Development Council, 2020. Government of South Australia, 'How are they faring?' South Australia's 2020 Report Card for children and young people', p. 25 and p. 27.

xii Australian Curriculum, Assessment and Reporting Authority, 2016. NAP Sample Assessment Civics and Citizenship Report, Years 6 and 10. Available at <https://nap.edu.au/docs/default-source/default-document-library/nap-cc-report-2016-final-081217.pdf?sfvrsn=0>.

xiii Australian Institute of Health and Welfare, 2020. 'Australia's Health 2020: In Brief,' Australia's health series no. 17 Cat. no. AUS 232. Canberra: AIHW.

The background of the page is a dense, close-up photograph of numerous white, glossy spheres, likely marbles or beads, which are slightly out of focus, creating a bokeh effect. The spheres are arranged in a way that they fill the entire frame, with some in sharp focus in the foreground and others blurred in the background.

Systemic

Reporting

Issues Overview

When services inadequately attend to the circumstances of children and young people impacted by family breakdown, financial and social vulnerability, and/or poverty and conflict, it is a failure of the system – not the individuals.

When decisions made at the system levels fail to see the whole child or young person and focus instead on the symptoms rather than the causes, it is also a failure of that system. When programs do not uphold children's rights or disregard their views and opinions, are overly short-term or adult centric in their actions, they also fail.

System failings can occur because of lags in service delivery or responses that cannot meet the pace of change. This is particularly so in relation to issues being experienced by children and young people as a result of major shifts taking place in the world around them. Many of these political, economic, technological and social changes have an immediate and far-reaching impact on their everyday lives. They can also impact on their future aspirations and longer-term health and wellbeing, education and citizenship outcomes.

While much of the focus of the impact of COVID-19 has been on the increased vulnerability of adults, it would be a mistake to ignore the short, medium and long-term impact it has or will have on children and young people. For those families where adults have lost their jobs there is great uncertainty with the increased stress this causes, that impact on children and young people through negative adult behaviours.

The impact of the pandemic and economic recession on children and young people is therefore widespread. As well as exacerbating existing challenges faced by those who were already doing it tough, it is creating new challenges for those children previously doing okay and creating uncertainty and concern for those whose lives were previously 'heading in the right direction'.

Some of these challenges include:

- increased stress on families doing it tough
- increased family violence, drug and alcohol misuse
- increased mental illness that directly impacts on children and young people
- increased financial stress on families impacted by job loss
- increased stress on children required to adapt to their changed circumstances, including loss of participation in hobbies and sport or a change in schools due to a need to relocate
- increased potential for children to be exposed to negative online experiences
- harsh parenting and increased focus on safety concerns
- increased parent/child conflict with young people at risk of being required/asked to leave home prematurely
- loss of income, employment, future job opportunities for young people
- uncertainty about study options, fears of not being future job ready and which training and further education courses or university degrees will be available or useful
- greater exclusion for children and young people in youth justice
- greater exclusion for children and young people in residential care
- greater exclusion for those children and young people who are marginalised as a result of racism, ableism, and/or inter-generational poverty.

Unless addressed, these factors will continue to have a direct impact on the hopes, dreams and aspirations of thousands of South Australian children and young people. They will also impact on:

- the number of children and young people seeking help from services
- the number of children and young people facing long-term unemployment and living in poverty; and
- the number of children and young people who are not engaging with their community.

New Issues Identified

Throughout the year I have informed Government Chief Executives, Members of Parliament, business leaders, community leaders, and the broader public about the concerns that have been raised with me directly by South Australian children and young people.

Through consultation with children and young people and through direct representation from young people, as well as via enquiries from advocates, a number of systemic issues have been identified as priorities for the 20/21 financial year.

These issues will be the subject of a variety of initiatives and activities designed to further refine the problems raised and to determine what system blindness, shortfalls or failings there are, as well as what needs to be done to bring about improvement.

They are presented in this section to flag their importance as new and emerging system failings recently identified.



System Blindness

Outcome Area	Young South Australians are physically, mentally and emotionally healthy
Issue	The broad implication of chronic illness on development and life outcomes
UNCRC Article	Article 24 – children have the right to the best health care possible and all children should have information about how to stay safe and healthy

How to improve the system

Currently there is no analysis of the impact that chronic illness has on South Australian children and young people. New South Wales has recently completed a study matching hospital data of children and young people with chronic illness with NAPLAN data to show the significant impact chronic illness has on educational attainment when a child has more than one hospitalisation in a year.²

The more hospital visits, the worse the results across all minimum national standards. Given the protracted nature of chronic illness we must have better information on how this impacts South Australian children. **We must undertake research to better understand the extent of the problem and potential strategies to mitigate negative outcomes.**

Background

Health professionals across Australia agree that chronic illness in children and young people is a widespread and serious issue. The consensus view is that chronic illness impacts between 16% and 20% of children and young people at some point in their childhood. It has also been observed that living with chronic illness impacts on all aspects of a child’s development, and that these experiences often cascade into their adult lives. There is general agreement too, that the national numbers are an underreporting of the issue due mainly to the structural challenges and significant costs of doing high quality research and data matching across state and federal jurisdictions.

Although we can infer from the current national numbers, the frequencies of chronic illness in children in each state (as a percentage of the population) this does a disservice to local experiences, circumstances, and state differences between populations, economies and geography.

Chronic illness among children and young people is a complex issue, mainly as each disease has its own unique trajectory and impacts. Some illnesses can be diagnosed before or shortly after birth, some can manifest at any time, some are life threatening, some are relapsing and others will need to be managed for the person’s whole life. The common thread to all of this is the disruption to all parts of a child or young person’s life including the complex impact the illness will have not only on the individual child or young person, but also on their parents, carers, siblings, and other extended family members.

To this end there is currently no mechanism, or to address this issue in South Australia. The reality is we don’t know the true extent of the problem and this presents a challenge for delivery of current services, as well as effective longer term planning at the local area health network level. To give children and young people living with chronic illness the care, treatment and support they require – and to which they are entitled – we first need to know the nature and extent of the problem.



System Shortfall

Outcome Area	Young South Australians are safe and nurtured
Issue	Relationships and Sexual Health Education is not adequately preparing children and young people in the areas of sexual safety
UNCRC Article	<p><i>Article 19</i> of the UNCRC makes it clear that children and young people have a basic human right to dignity. This means they have the right to be protected from violence and kept safe from:</p> <ul style="list-style-type: none"> – all forms of exploitation – sexual abuse – neglect – exposure to accidents – violent images

How to improve the system

Families, caregivers, and parents have a significant influence on a child's life and development, but there is a wider role and responsibility for the State to sustain and foster conditions in which children can thrive. **Relationship and sexual health education reform is crucial in addressing the intergenerational issue of sexual and domestic violence.**

Sex education and child safe programs have been part of the school curriculum in South Australia for some years. In addition to these programs, quality professional development is made available to teachers to support them in the delivery of relationship and sex education programs. Support is also available for students through school wellbeing leaders. Despite this, we know that the provision of relationship and sexual health education in South Australian schools is inconsistent. It is not available at all year levels, does not meet the recommended number of lessons per year, and is not upholding the rights of all children and young people.

There are some groups of children and young people who are particularly vulnerable to exploitation and abuse. They include children with disability and those who are accessing out of home care. These children often miss out on periods of schooling and on other pivotal educational opportunities and therefore their needs should be prioritised.

Young people also report that current relationship and sexual health education is non-inclusive of gender and sexual diversity. Many young people are concerned that programs are not explicitly addressing issues related to consent, harmful sexual behaviours between peers, or issues of sexual violence. Neither are they addressing controlling and possessive behaviours, or online relationships.

Young people and advocates have said that this lack of understanding and education of what healthy sexual relationships are, including what consent looks like, may explain why intimate violence, harmful behaviour between peers, and other domestic sexual violence, continues to be on the increase.

Background

The Australian Bureau of Statistics shows that 1 in 5 women and 1 in 20 men from the age of 15 have experienced sexual violence. Whilst we know relationships and sexual health education in isolation will not fully inform and protect children, from research we know sexuality education can influence behaviour positively through delaying sexual activity, reducing the number of partners and sexual risk taking, informing young people on how to identify problematic sexual behaviours and what to do in the event they are occurring.

The online world presents both opportunities and risks to young people. It is vital that children and young people be equipped to view online content critically. Evidence suggests the incidence of children accessing pornography through their own devices is on the increase. Often this can be unintentional and occurs when children and young people are researching sexual health, relationships

or medical information. While parents often overestimate exposure for young children and underestimate the extent of exposure for older children, the research shows that exposure is highly likely to occur.

Australian research reveals that just under half (44%) of children aged 9-16 had encountered sexual images in the last month. Of these, 16% had seen images of someone having sex and 17% of someone's genitals. Equipping children and young people with the sex education they need to discern between safe and unsafe sexual practices and sexual safety is therefore crucial.³



System Shortfall

Outcome Area	Young South Australians are happy, inspired and engaged
Issue	Children and Young People without access to affordable devices and data are excluded from education, services and participation
UNCRC Article	<i>Article 17</i> of the UNCRC states that: Governments should ensure children have access to information and material from a diversity of national and international sources, especially those aimed at the promotion of his or her social, spiritual and moral well-being and health

How to improve the system

Within South Australia many children still experience limited access to digital devices and opportunities exacerbating inequalities. Further excluding the most vulnerable children in the State. Access to online learning relies on both access to a device and internet access, as well as having the confidence and capability to use technology. These foundational requirements are not uniformly met at home for many South Australian children.

Home broadband services are out of the reach of many household which are facing tight budgets and competing financial demands. **We need to consider strategies to deliver direct relief to these low income families, along with an assistance package for home broadband services targeted at these households.**

Through consultations I heard that many children had no device available for learning at home, while others had inappropriate devices e.g. only a smartphone or a single device shared amongst multiple siblings (as well as parents/carers working from home).

A number of young people have said that their internet connection is largely through their phones, and a number don't have the NBN or another internet provider. Data is chewed up quickly if there is more than one child who is connecting a device. As a large majority of phones are not on a plan, this creates a financial burden on the household and makes engagement and participation in a range of critical educational, social and health services difficult.

Background

The Australian Digital Inclusion Index is published regularly to assist in understanding the state of Australia's online participation. The Index measures three dimensions – access, affordability and digital ability. The index shows that whilst there has been some improvements in digital inclusion there is still a 'digital divide' between those children and young people living in families with lower incomes, lower education levels and a lack of ongoing employment opportunities.⁴

COVID-19 highlighted the extent to which this divide impacts on lower income households when the shift to online learning became necessary, revealing that digital poverty is a significant issue for some children and families. Lack of uninterrupted access to WiFi and a device, impacts on a child or young person's capacity to remain connected with their education, participate in important social activities, and gain access to health services.

As was evident this year, without access to critical digital infrastructure through schools, libraries, residential care and other safe physical spaces, many young people are unable to remain connected, or to receive information that enables them to continue to participate socially and economically.

Children and young people without regular or reliable access to digital services are therefore more likely to experience a more acute sense of exclusion, particularly when the majority of children and young people in their communities do have good, if not totally uninterrupted access. This lack of digital inclusion for some South Australian children and young people constitutes a systemic issue that must be addressed.



System Shortfall

Outcome Area	Young South Australians are successful learners
Issue	Affordability of the cost of education is creating significant stress for children and young people from low income families
UNCRC Article	<p>Article 28 of the UNCRC states that:</p> <ul style="list-style-type: none"> – Primary education should be free; and – Secondary education should be made available and accessible to every child, including taking appropriate measures such as the introduction of free education and offer of financial assistance in the case of need

How to improve the system

Children and Young People regularly report that school affordability is a major issue for low income families and big families. **Given the frequency with which this is reported it is time for South Australia's Department for Education to determine the true cost of education per family and set ceilings on the out-of-pocket expenses families incur.**

In addition, low income families at government schools should receive more comprehensive financial assistance to enable their children's full participation in school life, including costs associated with uniforms, equipment and camps, and involvement in sport and school excursions. The choices that parents/carers make should not be a reason for any child to miss out on the benefits and opportunities that attending school provides.

Background

On behalf of the State Government the Department for Education has made a promise that each child and young person in South Australia will be able to 'do well at all levels of learning and to have skills for life.'

Children living in poverty frequently report that they face many obstacles to feeling as though they belong at school. This sense of not belonging impacts on their connection with the school, their ability to develop friendships, and on their individual sense of self-worth. Many children talk about feeling 'embarrassed' and 'ashamed' about not having enough money to participate in the full learning experience. The cost of various practices and initiatives that routinely take place in schools can leave some children and young people feeling isolated due to their lack of inclusivity. Dress-up days, festival days, Book Days and socials for

example, while in practice are not intended to be exclusive, can leave disadvantaged children feeling inferior and unable to participate. Some children will choose not to attend school on a given day as a way of minimising their acute feelings of shame.

Children as young as eight years of age have reported that the cost of excursions, camps and other extra curricula activities and resources, including equipment (such as a laptop) or materials (such as paying for printing), causes them and their families financial distress. Children talk about difficulties they face getting to and from school and to and from school sport. As well as not being able to afford to participate in extra-curricular activities, many families can't afford to have annual school photos taken either.

Lacking these basic requirements, which are considered essential to enabling students to do their best work, means those who cannot afford them are much more likely to struggle with school work and be less likely to achieve good results. It also affects their level of comfort in attending school, and determines how they are treated by their peers, their peers' parents and their teachers.

The foundations for successful learning include addressing the systemic barriers to inclusion that children and young people face. Not feeling included at school has a negative impact not just on education, but on relationships, health and aspirations.



System Failure

Outcome Area	Young South Australians participate actively in society
Issue	The right to participation for children and young people living with disabilities
UNCRC Article	Article 23 of the UNCRC states a mentally or physically disabled child should enjoy a full and decent life, in conditions which ensure dignity, promote self-reliance and facilitate the child's active participation in the community

How to improve the system

The systemic safety and wellbeing of children and young people with disability is dependent upon them being listened to, being involved in decision-making, and having their views and experiences respected. When we refuse or limit the capacity of children and young people with disability opportunities to engage in decisions on matters impacting on their lives, we deny their agency and diminish their feelings of confidence and capability.

Children and young people with disabilities have no systemic mechanisms to support their inclusion in the design, implementation or oversight of programs and services designed to support them.

Background

Everyone in South Australia has a right to actively participate in decisions affecting them. It is a right that is extraordinarily important to children and young people. It is also a right they feel least likely to have access to, and which those living with disability feel even more excluded from when compared with other children and young people their age. While children and young people with disability have contact with many services and systems, they have very little say about how most of these operate. In fact, children with disability, particularly those with complex needs, are often excluded from decision-making at every level.

Barriers to participation can be attitudinal as well as practical. They can range from 'adultism' in which children's perspectives are inherently ignored and discounted, to 'logistics' in which

issues such as getting to events and activities without adult involvement regularly limits opportunity for participation.

For some people the rights that children and young people with disability have to express their views, make their own choices, and participate in decisions affecting their lives – and the lives of others, is viewed as secondary or peripheral. They argue that we first need to focus on fixing the deficits of our systems so they can meet the fundamental support and care needs of children and young people with disability, creating a catch 22 scenario.

Systems–crises will continue until we recognise, respect and act upon the experiences, needs and wishes of the children and young people that these systems and services were ostensibly

created for. By including children and young people with disability in decisions that affect them, we empower them to design the systems and services they want and have a right to receive. We must challenge the culture of ‘ableism’ which involves having low expectations and assumptions about their capabilities and makes assumptions about capacity to communicate their own wants and needs.

Providing children and young people with disability with full access to their rights, and presuming their capacity to participate, brings with it significant holistic benefits. Conversely when we deny children and young people with disability opportunities to engage in decisions on matters impacting on them and their lives, we thereby deny and diminish their rights and their feelings of confidence and capability.

Progress on Last Year's Recommendations

In last year's Annual Report I made my first recommendations to the South Australian Government on key systemic policy issues that must change if outcomes for South Australian children and young people are to improve.

This section provides a review of the progress made on these recommendations using a rating system based on the engagement with and actions taken by all key stakeholders and decision makers involved.

The review applies a simple traffic light rating method which is defined as follows:

● RED

No evidence of policy or practice changes since the recommendations was made. No improvement in children's experiences.

● AMBER

Some evidence of policy or practice change, but the recommendation has not yet been fully implemented.

● GREEN

Recommendation implemented with notable positive differences being experienced by the groups of children and young people to whom the recommendation applies.

System Blindness

System Rating	Recommendations Made	Progress Rating	Comments
Policy and system blindness to the rights and needs of children of incarcerated parents.	<p>That the Department for Correctional Services (DCS) adopt a child rights and child safe environments approach to all relationships and interactions with children and young people. This includes family visits, information for children on prison processes as well as on prisoner reconnection and reintegration with family.</p> <p>In addition, DCS to focus on the parenting status of offenders, and invest in parenting support initiatives that work with male and female prisoners to prevent their children's involvement in offending.</p>	● AMBER	<p>Positive discussions have been held with the Department of Correctional Services (DCS) with progress made on the following:</p> <ul style="list-style-type: none"> – Commissioner invited to be a member of the Strong Foundations and Clear Pathways Women's Ministerial Working Group. – Invitation to participate in consultation regarding changes to the visiting space at Adelaide Women's Prison to make it more child and family friendly. – DCS facilitated access to prisoners to discuss their children's needs in the following locations: Port Augusta Prison, Adelaide Women's Prison, Mobilong Prison, Adelaide Pre-Release Centre.
Policy and system blindness to the rights and needs of and young carers.	The Department for Education work with school leadership teams and carer support agencies to develop and implement a young carer support model for all schools. This model would include the adoption of a single point of contact for information and advice for students with a significant caring role at home, with the focus being on supporting them to maintain their academic levels and social inclusion, as well as their connection with peers and the wider school community.	● AMBER	<p>The Department for Education acknowledged that this group is not easily identified by schools. The Department referred the Commissioner to the current departmental resources and stated that the current Departmental Responding to Abuse and Neglect training specifically references young carers.</p> <p>Commissioner released a fuller report on this issue in June 2020. 'Take Care - what can be done at school to support children and young people with caring responsibilities at home'. The Department agreed to distribute the report to Student Wellbeing Leaders. The Department responded that it already comprehensively addressed the recommendation made in the report through school based strategies.</p> <p>There appears to be a discrepancy between the responses of the Department and those of teachers, carers, support agencies, and children and young people.</p>

System Shortfalls

System Rating	Recommendations Made	Progress Rating	Comments
Lack of options for young people under 15 who are homeless and not receiving the resources and attention they need.	That the Department for Human Services take a lead role in developing an interdepartmental response that ensures education, health care, youth justice, mental health and child protection services are all working together to formally plan and respond to the needs of children under 15 who are at extreme risk of ongoing homelessness.	● AMBER	<p>The Department for Human Services recognises that this is an issue and is working with other agencies to address this recommendation.</p> <p>Subsequent meetings have been held with key staff from DHS, and DCP as well as with agencies working in the area of homelessness to consider responses to:</p> <ul style="list-style-type: none"> – Development of a Safe and Well Strategy that references housing options for young people who are leaving care. – Meeting with SA Housing Authority to discuss homelessness reform and their role under the <i>Children and Young People (Safety) Act 2017</i>.
Lack of bail accommodation options for young people leading to unnecessary periods in custody.	The State invest in a youth bail accommodation facility and an independent lead agency oversee the development, implementation and monitoring of an individual release plan for every child and young person leaving detention.	● AMBER	DHS have confirmed that they recognise the need to formalise options for some of South Australia's more at-risk children who do not have a home address and are working with SA Housing Authority to devise alternatives to remanding children in custody when there is no bail address.
Data collection on bail.	That the appropriate department collect transparent, year-on-year, whole of system data to track police and court bail conditions for all children and young people who come into contact with the youth justice system.	● AMBER	There was no direct response made in relation to collection of this data request, however, the new Youth Justice Plan – Young People Connected, Communities Protected – references the request for better data collection and sharing of data with other agencies.
Lack of systemic mental health supports for primary school aged children.	The Department for Health and Wellbeing adopt a public health approach to children's mental health, increasing the number and variety of school based mental health supports and interventions for primary aged children.	● UNKNOWN	In response to the need for a public health response the Department for Health referred to its new Model of Care and CAMHS Connect service. For this report the Department was asked to provide an update about the implementation and outreach capacity of CAMHS Connect. At the time of reporting no response had been received.

System Failures

System Rating	Recommendations Made	Progress Rating	Comments
Lack of timely support for young people from complex families who are falling through the cracks	An appropriate child-focused body be resourced to work with government and non-government organisations and with young people with lived experience, to implement a Young People at Risk Framework. This would be underpinned by formal agreements and include provision of long term case management, therapeutic intervention and individualised support for young people who have complex needs.	● AMBER	<p>In January 2020, the Community and Family Services Division within DHS began working to establish state-wide local partner groups known as Child and Family Safety Networks (CFSN) which form part of the Child and Family Safety Pathway Project. This project and the establishment of the local partner groups are designed to establish mechanisms for provision of earlier help and support pathways for young people.</p> <p>Due to COVID-19, the establishment of the CFSNs has been fast-tracked in regional areas to provide a local mechanism that enables consultation and case-management of very high risk families with children up to the age of 18. High risk families include those with complex situations (domestic violence, mental health, drug and alcohol) who require an interagency response.</p>
An increasing use of suspension, part time schooling and exclusion as a behaviour management strategy for children and young people.	The Department for Education undertook a policy and practice review of the use of school suspensions and exclusions, with an emphasis on creating opportunities for children, young people and their families to have representation and direct involvement when their use is being considered, particularly in relation to their use on children living with a disability.	● AMBER	The Minister for Education has commissioned a review of the use of suspensions and exclusions, which is due to be completed by September 2020.



Project R

Reporting

Major Projects and Initiatives

Throughout the 2019–2020 reporting year the Commissioner undertook a number of programs, projects and initiatives across four key areas:

1 Rights Promotion and Protection

To promote and protect the rights of all South Australian children and young people to be respected, valued and heard. The Commissioner also informs children and young people, as well as the broader community, about their rights and the role the Commissioner plays in promoting, protecting and supporting these rights. This includes amplifying children's and young people's voices, enfranchising children's and young people's participation in public life, and developing policies that will expand opportunities for children and young people to enjoy meaningful participation in their community. The Commissioner works to ensure that the interests of children and young people are placed front and centre in everyday life, so that decision-makers are actively engaging children and young people as stakeholders.

2 Awareness Raising of Systemic Issues

To achieve change, it is sometimes necessary to shift attitudes on a specific issue toward a particular group of children and young people in our community. Through reporting and awareness raising, the Commissioner seeks to change community attitudes, public opinion, beliefs and narratives, and thereby create public support on an identified issue. The Commissioner partners with the broader community in order to substantiate the issues that respond to and represent children and young people in a genuine way.

3 Systemic Advocacy

The Commissioner utilises research, policy advocacy and investigative methodologies to lead and complement government and community involvement in development, implementation and evaluation of laws, programs and policies that impact on children and young people. This includes, more specifically, social policy development, legislative change, operational policy, and practice improvement/s.

4 Engagement and Participation

The Commissioner engages, includes and empowers children and young people in matters relating to them. She supports them to be critical stakeholders in service and program planning, as well as in governance and operational activities. This is achieved through direct representation of children and young people on issues they themselves identify, as well as through consultation on issues identified by others. This enables the Commissioner to speak on behalf of children and young people with credibility. The Commissioner actively supports individuals and systems to listen to, understand, and act on the views, experiences and information shared by children and young people. The Commissioner also works to develop systems and structures that can actively involve children and young people in decision making, particularly in areas that impact on their interests and wellbeing. At all times, the Commissioner seeks to engage in meaningful dialogue and debate around issues that children and young people have identified as having a negative effect on them.

Rights Promotion and Protection

Major Projects

Children and young people living with a disability



Over the past 12 months the Commissioner has been in conversations with young people who access disability services through a range of children's National Disability Service Providers. These sessions have formed the foundational work to support children and young people living with disability to have a voice on the issues that matter to them.

The sessions are providing a unique opportunity for these young people to identify the key issues of importance to them and to speak directly with the Commissioner about these issues.

Earlier in 2020, the Commissioner engaged a Disability and Inclusion Participation Officer who is tasked with continuing to consult with this group of children and young people throughout 2021. The consultations will extend to a wider group of children and will include visits to education sites, service providers and organisations.

Their views will help to shape, design and implement models of collective advocacy that will inform service providers working within the disability sector on how to better meet the needs of South Australia's children and young people living with disability.

The Exclusions Project

The Commissioner is partnering with the University of South Australia and a number of other organisations and associations participating in a national 'education exclusion' study.

The study aims to investigate the following:

- the extent to which suspensions and exclusions are used by schools across Australia to discipline students and manage diverse student populations
- reasons why students are suspended and excluded
- profile of students who are suspended and excluded; and
- the impact on the health, welfare and academic achievement of children who are suspended and excluded from Australian schools.

The research will provide the evidence base needed for policy and school-based interventions designed to support the health and welfare of vulnerable children in South Australian schools.

During the year the Commissioner:

- conducted a survey seeking children and young people's feedback on their understanding and views of exclusionary practices. A total of 319 children and young people completed the survey.
- connected with 22 families who had a child excluded from a South Australian school to hear what impact the exclusion had on the child, as well as on the family as a whole.
- partnered with Youth Inc. to consult with South Australian students aged 16 to 26 through an online survey and series of focus

groups. Around 75% of the participants had experienced some sort of exclusion from education with 57% reporting they had either been suspended or expelled from school.

- consulted with 39 South Australian children at various FLO programs.

A report covering South Australian children and young people and their families' experiences of exclusion from education will be presented to Parliament in late 2020. The larger project will continue with the Commissioner's report used to inform the national project.

Project partners include: University of South Australia, South Australian Primary Principals Association, Australian Secondary Principals Association, South Australian Secondary Principals' Association, Queensland Secondary Principals' Association, Commissioner for Children and Young People Victoria, Commissioner for Children and Young People Western Australia, Western Australian Secondary School Executives Association.

Visit of Professor Colleen McLaughlin – Director of Educational Innovation at the University of Cambridge

In February 2020, the Commissioner sponsored a visit from Professor Colleen McLaughlin Director of Education Innovation at the University of Cambridge. Professor McLaughlin spoke with educators, policy makers and other leaders on the practice of exclusion and the alternatives available. Professor McLaughlin is Team Leader of the Education Reform and Innovation Group at the University of Cambridge. She has held various leadership roles including as Head of Department at the University of Sussex and Deputy Head of Faculty at the University of Cambridge, and prior to this Deputy Head of Education. She has also been a school teacher and is a local authority, who has been involved as an advisor to governments and NGOs on the personal and social dimensions of schooling. Her current interests include educational reform and the school's role in mental health and wellbeing as well as conducting teacher research.

Her recent research is focused on wellbeing in schools (for the Welsh Government and the

Nuffield Foundation); relationships in schools; sexuality and HIV related education in Africa (for the Commonwealth Centre for Education); bullying and pupils with special educational needs and disabilities; counselling in schools; and aspects of personal, social and emotional development in schools. Support for international educational reform is now the major area of her work. Professor McLaughlin will be working with the School Exclusions Study team (Anna Sullivan, Bruce Johnson, Neil Tippet & Jamie Manolev).

Presentations hosted by the Commissioner in early 2020 included:

- Public Seminar 'Schools as nurturing environments for mental health'.
- Seminar presentation 'Positive Alternatives to Exclusion'.
- Seminar presentation 'Achieving and documenting research impact'.

Responding to children displaying problematic sexual behaviour (PSB)

On the 15 December 2017, the Commonwealth Royal Commission into Institutional Responses to Child Sexual Abuse (RCIRCSA) presented a final report to the Governor General detailing the culmination of a five year enquiry into sexual abuse in Australian institutions. One of the issues uncovered by the Commission was a high prevalence of problematic sexual behaviour (PSB) amongst children.

At a systemic level, the RCIRCSA highlighted the lack of appropriate primary, secondary and tertiary interventions in place to prevent development of PSB displayed in children, as well as the need for an appropriate therapeutic response to address harmful sexual behaviour in children when identified.

The Royal Commission recommended that timely assessments of individual children with PSB be made, and that adequate funding for therapeutic interventions and clear referral pathways be subsequently provided.

After three years, the Commissioner is concerned that the recommendations that could bring about real, systemic change have not been adequately implemented in South Australia. To be confident these recommendations have been systemically addressed, the Commissioner felt it was important to understand the responses currently being provided.

During the year the Commissioner's office undertook an audit of services currently being made available to this group of children and young people, holding discussions with stakeholders about what is needed to ensure there is an appropriate response being made South Australia, and auditing incident reports that document PSB in public schools.

A discussion paper summarising the outcomes of the audit will be released later in 2020.

Awareness Raising of Systemic Issues

Major Projects

Children of Prisoners

In South Australia, services specifically funded to work with the children of prisoners are limited. There are very few policies, practice guides, or service delivery models that have been developed with this particular group of children in mind.

In late 2019, the Commissioner furthered her work in this area by engaging with a group of incarcerated parents to gather their insights and recommendations about how their children could be better supported to mitigate the impact of any potential future incarceration.

Eight sessions supported by the Department of Correctional Services were held at Adelaide Women's Prison, Adelaide Pre-Release Centre, Mobilong Prison, Mount Gambier Prison

and Port Augusta Prison. The Commissioner talked to 74 men and women of varying ages, cultural identities, socio-economic backgrounds and abilities.

There were also participants from migrant, CALD and gender diverse population groups as well as a number who identified as having either a disability, a youth justice background, or in out of home care.

The aim of the sessions was to hear from parents what the impact they believe their incarceration is having on their children and therefore what needs to change at the systemic level to improve their children's wellbeing and long term outcomes.

This outcomes of the project will be reported on in 2021.

Gaming and eSports

Over the past three years the Commissioner has consistently heard that young people in South Australia want more structured gaming competitions and pathways to elite gaming opportunities and gaming related careers. They want to take part in gaming events and activities where their rights are respected and where the messaging is positive.

In April 2020, the Commissioner released the *Community Building in the 21st Century* – How to use collaborative gaming to

build connection, confidence and creativity. The report was distributed to a range of stakeholders who included community organisations, local esports leagues, the Australian Esports Association and local government.

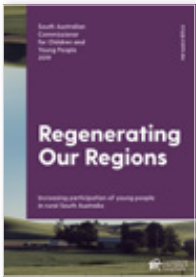
Matt Rix from Matrix Design prepared a snapshot guide to running a community Esports tournament and Ed Thomas from Jumpgate VR prepared a snapshot guide to establishing a local community gaming activity.



The report provides practical advice on how to set up and run a successful gaming competition and how these in turn provide new opportunities for local communities to deliver engaging cultural and recreational activities to young citizens.

The Commissioner is building on this work by engaging with academics from the University of Western Sydney to examine in more detail the depth of comradery and community gamers develop when playing with others, as well as the benefits participation in gaming and esports offers young people.

Regional Youth Voices



The Regional Youth Voices project continued the work of earlier consultations with regional young people that culminated in the Hopes and Dreams report released last year.

In 2019, the Commissioner partnered with Youth Advisory Committees (YACs) from the Barossa Valley, Clare, Gilbert and Goyder Councils to provide a space where young people could come together to talk about issues affecting them and brainstorm possible solutions.

With support from the Commissioner a first-of-its-kind, 'youth led, youth designed' forum run entirely by young facilitators from YACs, cumulated in more than 150 year 8 and 9 students from Eudunda, Burra, Clare and Nuriootpa schools coming together at the Burra Town Hall to build connections with other regional young people their age and have a say on the issues in their communities that impact on them most:

Over the course of a day the students participated in:

- workshops and discussions about challenges young people in their communities face and how they could work together to overcome them
- an Instagram challenge; and
- heard from a guest panel of young community leaders.

During the workshops, the young participants identified four key areas for change in their communities: mental health, education, job opportunities and online behaviour.

The discussions also involved activities which challenged young people to problem-solve the key areas identified, considering how their unique perspective as young people made them agents for change in their own communities.

The report *Regenerating our Regions* was released in March 2020.

Partnerships: Goyder Youth Advisory Council

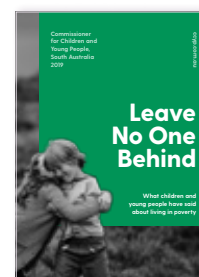
Systemic Advocacy

Major Projects

The Poverty Project

The Poverty Project asked children and young people in South Australia what they think poverty is, and what they think should be done to address it. The Commissioner also heard from children and young people currently living in poverty, asking what it was like for them and what they needed to be done to support them through it.

The project culminated in a report titled *Leave No One Behind*, which takes a child-rights view on ways to address poverty. Launched in October 2019 the report amplifies the voices of more than 1,400 South Australian children and young people who outlined six key recommendations they believe will make a difference and which the Commissioner has called upon government and non-government organisations across industry and community to work together to implement.



Period Poverty Campaign

An issue highlighted in *Leave No One Behind* was 'period poverty'. The report found that some girls are missing school because their household cannot afford to buy them sanitary products. To explore the issue further, the Commissioner's office contacted 48 public high schools in metro and regional South Australia to ask teachers and administrators about the availability of sanitary products for their students. They found that access to sanitary products is a major issue affecting many schools, students and teachers.

To delve more deeply into the issue, a survey asking children and young people about their experiences in relation to period poverty was undertaken. Of the 2,517 responses received the majority indicated that period poverty and accessing products was a major issue for young girls, especially those still in primary school.

Period poverty is also causing young people to feel shame for being dependent on others to supply these essential items, and in some cases forcing them to use inadequate alternatives that include socks, tissues and toilet paper.

To address this inequity the Commissioner is working with government, the sanitary hygiene industry and other community stakeholders to end period poverty permanently in South Australia. Prioritising introduction of an accessible, non-stigmatising supply and distribution scheme that will ensure a full range of free hygiene and sanitary products will reach those South Australian young people when they need them.



The Sustainable Development Goals Action Plan



In 2019, the Commissioner hosted a poverty summit attended by more than 200 young people aged 14 to 18 years, representing 30 high schools across South Australia. The summit was organised in association with United Nations Youth SA and was focused on exploration of the United Nations' 2030 Sustainable Development Goals. The young people attending were asked what they think poverty means, and what they suggest could or should be done to address poverty in South Australia, joining in the worldwide effort to bring about its eradication by 2030.

The *2030 SDG Action Plan* by South Australian Young People captured the responses made by young people who attended the summit, and was released in January 2020.

Participants at the summit had a strong sense of justice around the ways in which society views certain people; children, people living with a disability, people from a refugee or migrant background, and young adults.

The *2030 SDG Action Plan* by South Australian Young People is designed to contribute to the State's conversation and subsequent set of actions devised to ensure South Australia contributes to meeting the 17 Sustainable Development Goals by 2030, which include worldwide eradication of poverty by this time.

Partnerships: United Nations Youth SA

Post School Transitions

Following ongoing engagement with a variety of stakeholders from the business community, Department for Education, VET sector, and Northern Adelaide State Secondary Schools' Alliance throughout the past twelve months, the Commissioner successfully built on two initiatives begun in 2018: the Future of Work and Work Inspiration projects.

This has culminated in the release of four reports including *Off To Work We Go...* which provides a deep dive into survey responses received from 745 South Australian young people aged 12 to 18 years asked what they think needs to be done to ensure they are future work ready.

This major report was released with two companion reports and supplementary report. The first, *Spotlight on Parent/Carers Careers Advice*, offers insights provided by parents and carers into how they would like to be better supported to help prepare their children for the world beyond school. The second, *Spotlight on Work Experience*, advocates for the relationship between schools and businesses to be redefined, so that better outcomes for both young people and employers can be achieved through work experience. *The Job Aspirations of 8-12 Year Olds* supplementary report, provides an insight into the career aspirations of this age-group. All four reports have been well received by government and industry partners including the Committee for Adelaide and its members.

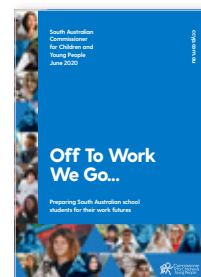
To expand on this foundational work and to build associated relationships across the community, the Commissioner is developing a new jobs focused website called Everyday Jobs SA. As well as curating content that encapsulates what the Commissioner has heard from young people, their parents and carers, schools and businesses in relation to careers and job opportunities.

It will also fulfil the real need for independent, impartial information on job opportunities in South Australia, and pathways to employment.

The site is being designed to challenge stereotypes, promote job opportunity awareness and inclusiveness, while also supporting industry and business to better understand and connect with young people and their changing career aspirations.

Utilising numerous partnerships CCYP has developed over the past few years, the site will be an online space that will be showcasing high quality content curated specifically for the purpose of connecting young people with local employers, including provision of up to date opportunities and industry trends.

Partnerships: Committee for Adelaide



Engagement and Participation

Major Projects

Children's Laureate



To promote a love for literacy, libraries and writing, the Commissioner embarked on creation of a suitable event aimed at children aged 8-12 years held during Writer's Week SA. The event called Children's Stories focused on children's participation in literacy, creating an opportunity for children to see themselves being represented in arts and culture.

Presented in partnership with the Australian Children's Laureate Foundation and the Australasian Children's University, children came together for a day of activities that were focused on connecting them with the benefits of libraries, while simultaneously unlocking their

creative storytelling capabilities to help build their confidence in their own reading, writing and drawing skills. The 2020 Australian Children's Laureate, Ursula Dubosarsky, worked closely with South Australian author and illustrator Andrew Joyner, to lead the children aged 8-12 years through a creative storytelling exercise that had them writing and illustrating their own creative stories.

The report on this event will be released later in 2020.

Partnerships: Australasian Children's University, Australian Children's Laureate Foundation

Citizen Researchers

Taking the view that peers are experts within their own field of experience, the Commissioner has partnered with youth focused organisations to develop a peer based participation research project. The project aims to support young people 'doing it tough' to engage with and work alongside their peers on a topic they care about.

Currently the Commissioner is working alongside three youth focused organisations to find out direct from young people what they think about the following topics:

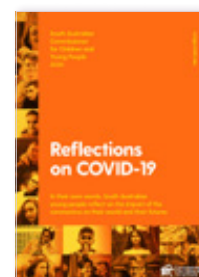
- How can more young people be encouraged to volunteer?
- What are the experiences and consequences of couching surfing for young people in South Australia?
- How might employment service providers better support young people?
- How might young people with care experiences be better equipped for the challenges of adulthood?

Partnerships: Playford YAC, Youth Inc., CREATE Foundation

COVID-19 Project (Reflections Report)

During South Australia's COVID-19 lockdown throughout March, April, and May 2020, the Commissioner engaged with more than 300 young people from diverse backgrounds to discuss the impact the pandemic had on their learning, working and living arrangements. Through journals and online focus groups the young people shared their ideas on how it has encouraged an appetite for innovation, adaptation and change along with their desire to see South Australia look with fresh eyes at the ways in which we plan, create and sustain our economy and society so that it is more grounded in the values that SA young people hold high – values such as kindness, fairness, listening and trust.

The report captures how the experiences redefined their outlook and priorities as they coped with interruptions to travel and study plans, loss of jobs and incomes, social distancing and isolation constraints and learning via digital interfaces that relied upon state-of-the-art access to technology.



It helps us better understand the unique experiences young people had in relation to COVID-19 as told to her in their own words, including their experiences of feeling hopeless and helpless and the impact the pandemic had on their participation and motivation levels, relationships and connections, access to services and increasing levels of inequality.

Get Around It

The Get Around It Instagram page continues to showcase young South Australians aged 14 to 22 years 'doing great things'. During the year, 20 young people were featured on the Instagram page, across a diverse range of projects and in numerous fields, including mentoring, community leadership, activism, charity start-ups, small business ventures, visual arts and new media enterprises.

The initiative continues to grow as a highly visible platform that is becoming a 'talent bank' for young South Australians. In addition to the Instagram page a foldout 'zine' was printed at the end of 2019 and distributed to cafes, clubs and places that young people gather throughout Adelaide. The print asset featured all the young people who were posted on the Instagram page for that year, thereby providing another avenue through which to celebrate and promote their achievements.



GOV LAB and CCYP – Young citizen's agenda project

The Commissioner has been working with New York based GovLab, a research centre at New York University whose mission is to improve people's lives by changing the way we govern, and to explore what might constitute an innovative process for empowering young people aged 13-18 to influence policy.

The ultimate goal of this project is to find a new way to enfranchise young people and for young people to have influence on public policy, particularly in relation to matters that are relevant to their lives. So far the work has been focused on developing a framework by which to better understand the challenges young people face when they seek to influence policy.

Partnership: GovLab

The hub Project



In April 2020, the Commissioner launched hub, a new online space for teenagers in South Australia to 'get information, have their say and connect'.

The hub website arose out of the 2019 Youthful Adelaide Report in which young people told the Commissioner they wanted dedicated spaces that support their need to connect, build relationships, participate in community, and have positive experiences.

Hub provides valuable content to young people in South Australia to inspire, motivate and connect them with their peers, along with an opportunity to showcase a diverse range of contributions from local young people.

A regular feature of hub is showcasing local young rights advocates alongside a series of opinion pieces contributed by young people on topics of importance to them. Hub also provides young people with an opportunity to contact the Commissioner and engage with her directly.

Each section of hub has been designed with a rights focus at its core; from providing an opportunity to participate in polls and surveys to raising awareness of digital rights. hub is also designed to be scaled up over time with the aim of reaching as many South Australian young people as possible.

Partnerships were established with a number of key interest groups around the State, including SA Public Libraries Association, the South Australian Certificate of Education Board, Music SA, Art Gallery of South Australia's Neo initiative, Carclew, Adelaide Youth Orchestra, Young Adelaide Voices, the Academy of Interactive Entertainment and the Australian Esports League, who have all contributed through provision of content or access to content from the site relevant to their focus area.

Policy Advocates

The Commissioner has partnered with YMCA's Youth Parliament Program to build a platform for young people interested in advocacy and policy creation. Participants experience meaningful opportunities to be directly involved in the advocacy and policy work of the Commissioner. Building on the skills, knowledge and capabilities developed in young people, they create advocacy plans for bills they work on during their time with YMCA's Youth Parliament

Program, contributing to the broader agenda of empowering and supporting young people to influence the social policy direction of the State.

In 2019, Policy Advocates focused on the inadequacies of sexual health education in South Australia, consulting with their peers, conducting research, and writing to the Social Development Parliamentary Committee.

The Commissioner's Digital Challenge: Learn to Speak Robot

In 2019, the Commissioner launched the inaugural Commissioner's Digital Challenge for children in South Australia, a coding and computational thinking challenge called Learn to Speak Robot.

Uptake in 2019 was strong with 208 primary and combined schools across South Australia taking part, and 33 public libraries offering challenge programs to their member base. It is estimated that 19,026 children and young people completed the challenge across the State in its inaugural year.

To extend this challenge to younger learners, the Commissioner released the Early Learning Unplugged Challenge in August 2020, co-designed with the Australian Computing Academy.

Early Learning Unplugged introduces children aged 3-5 years to the basics of algorithmic and sequential thinking, using a simple paper-based game of hide-and-seek or by creating a dance routine. Both activities are 100% device-free and align with the Early Years Learning Framework Principles.

During this financial year, Early Learning Unplugged has been downloaded by 202 libraries, preschools and kindergartens across South Australia, including remote areas such as the APY lands and Ceduna, and by 147 families at home.

**LEARN
TO SPEAK
ROBOT**

The Commissioner's Digital Challenge:

Space to Dream



In January 2020, along with Learn to Speak Robot, the Commissioner released Space to Dream, a design thinking challenge. Space to Dream is a 5-step introduction to design thinking, which helps students learn how to be effective and creative problem solvers. The Challenge set is to 'design a toy or a gadget for another child who is moving to Mars'.

Former NASA Astronaut, Pamela Melroy, offers children her lived experience of space travel to help children gain an understanding of what being in space is like. Children are provided with the option of creating their designs using free digital 3D design tools or simply drawing their designs with pen and paper. The top-rated designs will feature in a public exhibition at MOD's Museum of Discovery in late 2020.

By 30 June, 142 South Australian schools had registered to take part in Space to Dream with 105 registered to take part in Learn to Speak Robot. Twenty-two libraries also registered to run programs in both challenges. Despite the considerable disruption caused by COVID-19, participation and uptake exceeded last years' numbers.

Industry partnerships: Australian Computing Academy, EdTechSA, Makers Empire, Microsoft Education, MOD Museum of Discovery, Myriota and VEX Robotics

Community partnerships: Girl Guides SA, Public Libraries Service of SA and Scouts SA

yChange



During the year the Commissioner piloted a civics in action program called yChange.

yChange is designed to be a hands-on learning experience for children, young people, educators and civic partners. It aims to create a space where children, young people, schools and civic partners can work collaboratively to create more inclusive and responsive policies to issues that are important to children and young people.

The Office has spent the past 12 months working with South Australian educators and students to develop the program, running content creation

days with students and teachers, hands on lessons in civics education, and working with partners on community issues.

The pilot program involved five primary schools and five high schools. The primary schools are developing solutions to loneliness, while students in high schools have been addressing how young people can be safer on our roads. Nearly 200 students engaged with the program. By the end of 2020, it is estimated that nearly 500 students and 50 educators will have participated in the development of a civics program for young South Australians. yChange will be formally launched early in 2021.

Youthful Adelaide 2020

In 2019, the Commissioner reported that young people wanted Adelaide to be seen as a confident, creative and connected city. Their vision for Adelaide's future includes developing purposefully designed spaces that support young people to 'participate, connect and hang out'.

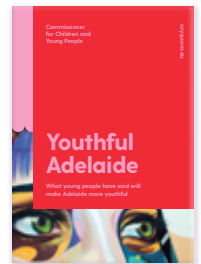
To build on the contents of the report, this year the Commissioner partnered with the City of Adelaide to operationalise many of the report's key recommendations. Senior council staff from the Safety & Ageing City Wellbeing Unit are now undertaking a five year project titled 'Welcoming Spaces for Young People'.

As a key entity that oversees many of the physical city spaces young people use, City of Adelaide has acknowledged the importance of what young people bring to the City's culture with the project now embedded in the Council's Community Safety work through its Safer City Action Plan.

In developing 'Welcoming Spaces', the Council has been working directly alongside South Australian young people to better understand what elements of a space actually welcome young people, as well as identify locations in which they would like to socialise.

Consultation is ongoing with participation from a range of young people being encouraged. An expression of interest process has commenced inviting artists to demonstrate their ability to engage young people in the design of the new space.

It is anticipated that activation of a new space in the south western triangle of Victoria Square Tarntanyanga will commence in the first quarter of 2021 and will be in place for five years.



Message to the Commissioner 'Tell Helen' Post Card Project 2019

In the last term of 2019, the Commissioner sent 32,000 'Tell Helen' postcards to schools all around South Australia to gather firsthand the views of 8-12 year olds, a group whose voices are rarely heard. The postcards provided an opportunity for community and school leaders to really listen to what 8-12 year old children have to say about what is worrying them most, what they think is important, and what matters to them most in their community.

In response, the Commissioner received 8,429 post cards completed by South Australian 8-12 year olds representing 239 Catholic, Independent, Government, Special, Aboriginal and Torres Strait Islander and Behavioural schools. Schools from all over the state participated, including the Adelaide Hills, Barossa, Light and Lower

North, Eyre and Western, Far North, Fleurieu and Kangaroo Island, Limestone Coast, Murray and Mallee, Yorke and Mid North, as well as those in Metro Adelaide.

The postcards asked the children what is important to them (what they like to do), their aspirations (what they want to do) their concerns (what they worry about) and what they would change, (what they would do if they were the boss of South Australia).

The success of the inaugural 'Tell Helen' postcards has cemented it as a sentinel activity that will continue. It will provide an opportunity for thousands of 8-12 year old South Australians to participate, at scale, and to have their opinions heard over a longitudinal timeframe.



Carclew Futures

Throughout 2019, the Commissioner worked with Carclew to develop a model of youth project governance that involved young people administering public grants funding for two South Australian artists. The working group of 12 to 15 year olds that was established to commission the artworks assessed 17 applications.

The working group gave Port Lincoln's 14-year-old Charlee Watts \$5,000 to design and create a large portable backdrop for use at live youth and indigenous event gatherings. Her design was inspired by the theme 'Sea & Sun' and reflected Port Lincoln's cultural heritage incorporating the Barngala community into the artwork in support of local reconciliation efforts. The backdrop was completed in June 2020 and has been well utilised since.

The second allocation of \$5,000 in grant funding was allocated to visual artist, Chad Spencer from Elizabeth Vale. Chad was funded to produce his first hayshed mural along the Mt Compass to Goolwa Road. The first in a series of 'I-spy-with-my-little-eye' art-trail of murals intended to be installed across a collection of haysheds and designed to expose the local community and travellers to art set against an already stunning rural backdrop. This work was also completed in June 2020.

In addition to the Carclew Arts Administration grant funding program, and in response to the significant impact COVID-19 has had on the local arts scene and with it young creatives, the Commissioner has partnered with Carclew to showcase 10 young artists on the hub website, to help promote some of South Australia's emerging young artists and their work.

Carclew Creatives

Throughout the reporting period, the Commissioner has been involved with the Carclew Creatives initiative, which involves young consultant artists working with clients to provide opportunities for them to have direct input into actual projects. The young consultants contribute their skill and expertise to create youth focused materials that will have broad appeal.

The Commissioner selected her *What SA Kids Have Told Us About...* series of fact sheets to be turned into short videos featuring the ideas and opinions young people have shared on a range of subjects that include Civics and Leadership, The Environment, Work, Play, Inclusiveness and Diversity, and Learning.

Game/Space

During March and April of 2020, South Australia went into a 'lockdown' in response to COVID-19. As a result, many of the usual places where at-risk young people gathered to access free WIFI – for example at libraries, leisure centres and shopping malls – were no longer available to them, making the impact of the lockdown especially problematic for young people who were already 'disconnected' from their usual forms of digital access. At-risk young people rely heavily on the support of schools (which moved to remote learning) support workers and related services, with these services forced to adapt their delivery style to practices that offered distance learning and telephone support. In some cases, however, services were closed altogether.

To address this unique problem the Commissioner partnered with the Department for Human Services, Department for Education and Whitelion to pilot Game/Space; a school holiday program where young people came together to engage in an online gaming competition.

Appropriate and safe gaming platforms were selected, and a flyer was developed for the service provider to distribute to the sector for enrolments. Whitelion added to the gaming component by designing breakout opportunities that enabled young people to engage with experienced youth workers about their current circumstances in relation to the impact of COVID-19.

For each participant, Whitelion provided lunch and free take-home hamper containing food and toiletries. The sessions took place at Para Hills High School and Playford International College during week two of the Easter holidays.

Partnerships: Whitelion, Department for Human Services and Department for Education

The background of the page is a dense, close-up photograph of numerous white, glossy spheres, likely marbles or beads. They are arranged in a way that creates a sense of depth and texture, with many spheres in focus and others blurred in the foreground and background. The lighting is soft, highlighting the smooth, reflective surfaces of the spheres.

Statutory

Reporting

Role of the Commissioner

The Commissioner for Children and Young People) is an independent statutory office. The Commissioner promotes and advocates for the rights, development and wellbeing of all children and young people in South Australia. The Commissioner is committed to advocating for children and young people's involvement in decision-making that affects them, giving particular consideration to children and young people whose ability to make their views known are limited.

Key Responsibilities

The Commissioner has a number of key responsibilities that include promoting participation by children and young people in the making of decisions that affect their lives and includes:

- advising and making recommendations to Ministers, State authorities and other bodies (including non-Government bodies) on matters related to the rights, development and wellbeing of children and young people at a systemic level
- inquiring into matters related to the rights, development and wellbeing of children and young people at a systemic level (whether a Governmental system or otherwise)
- undertaking or commissioning research into topics related to children and young people
- assisting in ensuring that the State, as part of the Commonwealth, satisfies its international obligations in respect of children and young people
- preparing and publishing reports on matters related to the rights, development and wellbeing of children and young people at a systemic level; and
- such other functions as may be conferred on the Commissioner by or under the *Children and Young People (Oversight and Advocacy Bodies) Act 2016*.

Strategic Agenda

The CCYP Front and Centre Agenda (2018-2022) informs all projects and initiatives undertaken by the Commissioner and her team, encompassing the following key focus areas:

- 1 Placing the interests of children and young people front and centre in everyday life so that decision makers are actively engaging children and young people as stakeholders
- 2 Prioritising the development and wellbeing of those doing it tough, so that the views of these children and young people are heard and so they are given opportunities to inform key decision makers on the effectiveness of the 'system' from their point of view
- 3 Engaging and empowering young digital citizens so that children and young people and their families are better equipped to understand the digital world; and
- 4 Strengthening children and young people's participation in society to ensure that children and young people have meaningful ways to participate and able to make a contribution across public, civic and community life

External Relations and Communications

The Commissioner interacts with a variety of stakeholders across government, private enterprise and community organisations, with an active list consisting of approximately 1,600 decision makers, government officials, and not-for-profit organisations and community leaders including educators, advocates, and policy makers.

Through formal submissions and official comments, via electronic direct messaging campaigns, letter writing, speeches and presentations, through opinion editorials, social media and print and radio interviews, the Commissioner actively communicates the key issues identified in relation to the promotion, protection and prioritisation of the rights of South Australia's children and young people.

The main way in which the Commissioner interacts with her stakeholders and the broader South Australian community is via a dedicated website (www.ccyp.com.au). This is complemented by a suite of social media platforms that include Facebook, Instagram, LinkedIn and Medium.

There are two Instagram accounts – one for CCYP and one for Get Around It – a showcase initiative with an online component. Both are aimed specifically at young people aged 13 to 24 years, with older followers and related organisations notably interested in the CCYP Facebook account.

The CCYP Facebook account takes a multi-faceted approach, posting articles that promote events and activities, announcing calls-to-action, polling, surveys, grant funding and other opportunities relevant to children and young people in the target age-group.

Younger children are engaged via notices sent to parents and carers and educators via the Department for Education e-newsletters to schools

and via targeted mailouts to South Australian public and independent schools and libraries.

A number of engagement initiatives have their own dedicated websites including the Commissioner's Digital Challenge (www.commissionersdigitachallenge.net.au) created with specific information and materials that are designed for students in schools as well as for children and young people undertaking the challenges outside school with support of parents and carers.

A new website hub has been created specifically for 14 to 18 year olds, designed to be an online youth club style space that encourages interaction through polls and surveys, competitions, blogs and opinion pieces. Both initiatives are promoted via direct marketing to schools, libraries and relevant community organisations, including boy scout and girl guide clubs, sporting organisations and clubs, special activity clubs and preschools and child-care centres.

A dedicated website was also created for the Commissioner's End Period Poverty, Period campaign (www.endperiodpoverty.com.au) including a link to a petition on ending period poverty which was housed on the CCYP website.

A number of videos specially commissioned for various projects are available for view from the Commissioner's YouTube channel (CCYP_SA YouTube) with the highest number of views (744) for the Commissioner's Digital Space to Dream Challenge published in January 2020.

A stakeholder list consisting of approximately 1,600 decision makers and government and not-for-profit and community leaders were sent e-notices via Campaign Monitor announcing new initiatives and release of major reports. The open rate averaged between 32% and 54% of the 22 communiques sent to an average of 600 recipients per campaign. Topics ranged from public transport to ending period poverty, from community building through gaming and eSports to launch of the new 'hub' website.

Media releases announcing various project outcomes and launch of new reports were distributed to mainstream print, radio, television and online editors and journalists. During this reporting period the Commissioner did 4 radio interviews, had 25 articles relevant to her work published in 5 metropolitan and 4 regional newspapers and 3 specialist publications/magazines. The Commissioner also published 9 self-authored articles on her Medium blog which were cross posted to her LinkedIn profile with significant engagement achieved.

Who are the people that engage with CCYP on social media?

- On Instagram: 83% are based in Adelaide, 41% are 13-24 year olds, 75% identify as woman. They are most active from 3-9pm on Monday and Thursday.
- On Facebook: 27.8% are 13-24, and 79% are women. CCYP Facebook has a mixed audience with most engagement from people aged between 18-44 years.

Facebook and Instagram Growth (natural) Per month (average)

CCYP Facebook achieves over 2,100 Post Engagements per month with an average of 228 engagements per post. We posted at least once a week with an increased presence and more frequent posting during the rise of the COVID-19 pandemic.

As at 30 June 2019:

- ccypsa/ on Facebook had 1,400 (1,014 previous year) followers and 1,369 likes.
- ccyp_sa on Instagram had 677 (553) followers with average of 200 views per story and 30 likes per post. The post reach ranged from 150-50,000 due to a large skew between paid and organic reach posts.
- getaroundit_sa Instagram had 480 (424) followers with an average of 50 likes per post and an average post reach of 270.
- LinkedIn (Helen Connolly) had 1,897 (1,355) followers with an average of 80 likes per post and 8 shares.
- Medium (medium.com/@ccypsa – Commissioner for Children and Young People) had 40 (34) followers with an average of 100 likes per article posted.
- YouTube (CCYP_SA) had 12 (10) subscribers, 20 videos and 2,677 views in total.

Largest post engagement – paid reach

On ccypsa/ on Facebook, The Period Survey animation had an exceptional reach (4,488 views and link clicks) with 51% of the audience identifying as female. A spend of \$120 achieved a paid reach of 15,149 views from 299,956 impressions, with the paid post receiving 122 click throughs and 1,395 visits to the endperiodpoverty.com.au website from 469 unique profiles. The survey achieved over 2,500 responses.

Largest post engagements, organic reach:

- ccypsa/ Facebook: The Period Survey animation had an organic reach of 3,927.
- ccyp_sa Instagram: End Period Poverty gif post had the highest organic engagement with a reach of 396, 34 profile visits and 45 likes
- getaroundit_sa Instagram – Doha Khan profile had the highest organic engagement with a reach of 396, and 74 profile visits with 63 likes
- CCYP Facebook – COVID-19 Report had 2,437 profile visits and 16 reactions
- Regional Youth Voices Forum Photo (selfie of young people with the Commissioner) (Instagram Photo): 52 likes.
- Regional Youth Voices Forum Photo (selfie of young people) (Instagram Photo): 48 likes.

Most popular www.ccyp.com.au website pages

- CCYP landing page
- CCYP Reports page
- CCYP News and Media

Branding

CCYP developed the following brands and graphic assets during the reporting period:

**end
period
poverty,
period.**

End Period Poverty, Period.



hub



yChange



Everyday Jobs



Space to Dream



Zoom Out

Publications and promotional collateral

During the reporting period the CCYP produced the following reports and publications:



Public Transport - It's Not Fine (August 2019)



What SA Kids Have Told Us (September 2019)



Leave No One Behind - Poverty Report (October 2019)



First Port of Call Report (November 2019)



2030 SDG Action Plan (January 2020)



Regenerating Our Regions (March 2020)



Making Change in Youth Justice (March 2020)



Spotlight on Parent/Carer Careers Advice (June 2020)



Sanitary Products in Schools Short Report (March 2020)



Off To Work We Go Report (June 2020)



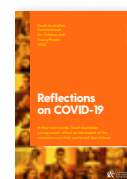
What Do SA Kids Have To Say About... (April 2020)



The Job Aspirations of 8-12 Year Olds (June 2020)



Community Building in the 21st Century (April 2020)



Reflections on COVID-19 (June 2020)



Period Survey Short Report (May 2020)



Take Care Report (June 2020)



Spotlight on Work Experience (June 2020)

Submissions

The Commissioner's functions under the *Children and Young People (Oversight and Advocacy Bodies) Act 2016* includes undertaking or commissioning research into topics related to children and young people. The research informs future work, research and advice to improve outcomes for children and young people in SA.

Part of this work involves the Commissioner preparing submission or comments on particular issues with these sent to national and state government agencies and organisations on issues concerning the rights of children and young people.

Throughout the reporting period there were 27 submissions made including 11 submissions to the Commonwealth government and agencies and 16 to State government and agencies. Submissions covered subjects that included education, health, violence, disability, environment, health, child justice and work readiness.

Date	To	Subject
26 July 2019	Minister for Education, cc Further Education and Pathways	A Review of Vocational Education and Training (VET) for South Australian School Students
3 August 2019	SA Housing Authority	SA Housing and Homelessness Strategy
4 August 2019	Senate Standing Committee (Cth)	Adequacy of Newstart and related payments and alternative mechanisms to determine the level of income support payments in Australia
7 August 2019	SA Attorney General's Department	Reportable Conduct Scheme Working Group - Discussion Paper 1
22 August 2019	SA Minister for the Department for Human Services	Disability Inclusion Action Plan
27 August 2019	Melbourne Declaration via Social Deck (Cth)	Melbourne Declaration on Educational Roles for Young Australians
26 September 2019	SA Department for Education	Draft Camps and Excursions Policy and Procedure
18 October 2019	Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (Cth)	Focus on connection between exclusionary practices in education and children with disability.
6 December 2019	Honourable Dan Tehan and Education Council Panel (Cth)	Senior Secondary Pathways Review
16 December 2019	COAG Health Council (Cth)	National Obesity Strategy
20 December 2019	Honourable Rachel Sanderson MP	<i>Review of Children and Young People's (Safety) Act 2017</i>
21 January 2020	Mental Health Inquiry – Productivity Commission (Cth)	The social and economic benefits of improving mental health
29 January 2020	Joint Select Committee on Australia's Family Law System (Cth)	Family Law System

Date	To	Subject
10 February 2020	Online Safety Research and Reform, Department of Communications and the Arts (Cth)	Online Safety Legislative Reform
25 February 2020	SA Attorney General's Department	Raising the age of criminal responsibility
16 March 2020	Department of Social Services (Cth)	Establishing the National Centre for the Prevention of Child Sexual Abuse
20 March 2020	Director Youth Services	SA Youth Justice Plan
31 March 2020	SA Department for Child Protection	Therapeutic Residential Care Model
31 March 2020	Department for Human Services (DHS)	Strong Futures SA Youth Action Plan 2020-2022
9 April 2020	SA Department for Education	Draft Education Regulations
15 April 2020	SEE Inquiry Team	Inquiry into Suspensions, Exclusions and Expulsions
17 April 2020	Environmental Protection and Biodiversity Conservation (EPCB) Act Review (Cth)	EPBC Act Review
5 May 2020	Health Consumers Alliance for South Australia	Draft Consumer, Carer and Community and Complaints Strategic Framework
26 May 2020	Review Board in relation to potential closure of Springbank High School	Representing the students' voices on the potential closure of Springbank.
29 May 2020	Volunteering Strategy for SA	Draft Volunteering Strategy of SA
17 June 2020	SAPOL Disability Access and Inclusion Plan 2020-2024	Disability Access and Inclusion Plan
17 June 2020	Department of Health (Cth)	National Injury Prevention Strategy 2020-2030

Engagement

Under the *Children and Young People's (Oversight and Advocacy Bodies) Act 2016* the Commissioner is required to consult and engage with children and young people. She does this in a variety of ways including meeting with groups of children and young people face-to-face, as well as through surveys, polling, forums and events. Since her appointment in 2017 the Commissioner's primary way of engaging has been talking to children and young people directly. This continued in a reduced capacity throughout the 2019-2020 reporting year due to the impact of COVID-19.

Direct Consultation

Throughout this reporting period the Commissioner has spoken directly with 525 South Australian children and young people representing specific groups and issues across the community.

Date	Project	Engagement Type	Number
1 July 2019	Children of Prisoners	Face to face conversation with Commissioner	12
10 July 2019	Children of Prisoners	Face to face conversation with Commissioner	6
19 August 2019	Regional Youth Voices Forum	Forum with the Commissioner	170
20 August 2019	Kindness	Face to face conversation with Commissioner	9
29 October 2019	Exclusion Project	Face to face conversation with Commissioner	14
1 November 2019	Exclusion Project	Face to face conversation with Commissioner	5
18 November 2019	Exclusion Project	Face to face conversation with Commissioner	8
19 November 2019	Resi Care Co-Design Group	Face to face conversation with Commissioner	4
25 November 2019	Resi Care Co-Design Group	Face to face conversation with Commissioner	4
26 November 2019	Kindness	Face to face conversation with Commissioner	24
30 November 2019	Resi Care Co-Design Project	Workshop with the Commissioner	9
5 December 2019	Kindness	Face to face conversation with Commissioner	17

Date	Project	Engagement Type	Number
13 January 2020	Helping	Face to face conversation with Commissioner	18
15 January 2020	Young Carers	Meeting with the Commissioner	18
22 January 2020	Helping	Face to face conversation with Commissioner	16
31 January 2020	Helping	Face to face conversation with Commissioner	13
25 February 2020	Exclusion Project	Face to face conversation with Commissioner	12
2 March 2020	Kindness	Face to face conversation with Commissioner	10
2 March 2020	Children Laureate Program	Event	100
24 March 2020	Helping	Face to face conversation with Commissioner	9
6 April 2020	COVID-19	Journaling	18
7 April 2020	COVID-19	Face to face conversation with Commissioner	9
14 May 2020	Springbank School Review	Face to face conversation with Commissioner	20

Promoting Participation

Under the *Children and Young People's (Oversight and Advocacy Bodies) Act 2016* one of the functions the Commissioner has is to promote opportunities for children and young people to participate in and have a say on the decisions that impact on their lives.

To promote participation, the Commissioner has developed a number of ways for children and young people to become directly involved in her work. These include being on advisory groups, participating in face to face conversations, contributing to an interactive website (hub) and by showcasing the achievements of children and young people on various social media platforms and at a range of events.

Date ranges	Advisory Group	About	Number	Topics
August 2019 – June 2020	Youth Justice Advisory Group	A group of young people with lived experience of the youth justice system	8 young people in 7 sessions	Experiences of Youth Justice
February 2020– June 2020	Y-Change	A civics in action program run in schools to increase children's understanding of rights social issues and youth led problem solving currently in offline environment with 5 schools and moving online next year	164	Primary Schools: Solutions to loneliness High Schools: How to make safer roads
August 2019 to present	Policy Advocates	A platform developed with YMCA's Youth Parliament Program to build a platform for young people interested in advocacy. These young people want to use formal processes to advocate for policy change at a system level and they choose what issue they want to advocate.	23	Development of Sexual Health Education Bill

Date ranges	Advisory Group	About	Number	Topics
July 2019 to present	Citizen Researchers	Young people supported by youth organisations use action research principles to engage their peers with lived experience on topics of interest to CCYP/young people aged 13-22.	17	There are currently three groups researching three different topics: the Department for Child Protection, Couch Surfing and Job Active Providers.
May 2020 to present	Commissioner's Community Conversations	These conversations have been created by using a collective impact approach upskilling community agencies and young people to work together to identify issues (and then solutions) in their community.	1,131 (estimate)	Aged 12-22 there are currently 7 groups including, 4 councils, girl guides, multicultural support organisation and a recreation agency
August 2020 to present	Commissioners Advisory Committee	A representative board that meets bi-monthly, informing the work of the Commissioner. Reps are from youth focused organisations, clubs and groups.	9	Identifying the election priorities for young South Australians for the next election.
2019-2020	Get around it	Showcasing young South Australian aged 14 to 22 year 'doing great things'.	20 young people	Profiles of young 'thinkers, makers and doers.'
March 2020 - present	hub	Hub aims to encourage participation by children and young people in a variety of activities that are designed to connect and encourage their input and education around issues of interest to them. The site has been design to allow for multiple interactions and engagement experiences through polling, surveys, articles, contributing opinion pieces, sending profiles, signing up for research, competitions, links to curated content featuring young people and their talents and achievements.	2,176 website users 3,112 sessions 6,300 page views	hub is pitched at young people as: 'A place to visit, hang out, keep up to date, have your say and connect'

Surveys and Polling

During the year, the Commissioner reached out to a larger audience of children and young people through surveys and polling around a series of subjects. The surveys and polls were undertaken both online and offline.

This included reaching out to children and young people between the ages of 8-12 years to seek their views through her Message to the Commissioner Tell Helen Post Card Project, which proved highly successful. The range of engagements significantly increased the number of South Australian children and young people who in some way were able to interact with the Commissioner and her work through projects or initiatives deployed, with more than 14,000 views from children and young people received.

Date	Project	Engagement Type	Number
February 2019 - August 2019	Poverty Project	Survey	1,075
August 2019	Child safe environments	Survey	269
September - October 2019	Understanding the Impact of Education Exclusions on Children and Young People	Survey	316
October 2019 - November 2019	Future Job Readiness	Survey	746
August - November 2019	Play/wellbeing	Polling	414
October- December 2019	Commissioner's Postcards Project	Postcards to schools	8,429
March 2020	Children's Laureate	Survey	92
May 2020	The Period Poverty Survey	Survey	2,228
May 2020	What do you want a future shaped by Covid-19 to look like?	Survey	250
June 2020	Another Period Survey	Survey	966

Presentations, Speeches and Discussion Panels

Throughout the reporting year the Commissioner attended a number of events where she made presentations on a range of topics to raise awareness of the issues and aspirations of South Australia's children and young people.

Date	Project	Engagement Type
2 July 2019	City of Marion's Youth Stakeholder Breakfast: 'Voice it, Create it'	Speaker
2 July 2019	Inclusion and Diversity in Sport Conference	Speaker and workshop session
4 July 2019	Youthful Cities West End Reference Group	Presentation of Youthful Cities Report
4 July 2019	D3 Challenge #7- Digital Trust – Young, Online and Confident information session	Speech
17 July 2019	Digital Technology Conference	Opening Speech
18 July 2019	Torrens University – D3 Challenge #7 – Digital Trust – Young, Online and Confident	Presentation and discussion
5 August 2019	Port Elliot Primary School – Student Speak Summit	Presentation
10 August 2019	Youth Action Plan SA – Youth Panel Meeting	Presentation
14 August 2019	AMRC Connecting Settlement and Community Services	Speech
19 August 2019	Early Childhood Australia SA Branch Meeting	Presentation
25 September 2019	Disability Policy and Programs Parent Conference	Speech
18 October 2019	Para Hills West Primary School – Launch of Children's Week	Speech
22 October 2019	Opening of the Junction Youth Centre	Speech
30 October 2019	Newstart and related payments inquiry – State Community Affairs References Committee Public Hearing	Appeared to answer questions
4 November 2019	SACOSS Presentation to Policy Committee	Presentation
7 November 2019	Youth Parliament	Speech
21 November 2019	Port Power Program, Empowering Youth Graduation	Presentation to youth graduates
25 November 2019	CEDA Research Launch event – Disrupting disadvantage: Setting the scene.	Panel
4 December 2019	Monitoring Detention in SA	Roundtable discussion
23 January 2020	Senior Management Council Working Group	Presentation
20 February 2020	Women and Children's Hospital – Disability and Complex Care	Presentation
4 March 2020	CALHN – International Women's Day Panel celebration	Chair of panel discussion

Committees and Boards

Throughout the year the Commissioner attended a number of ongoing committees that included:

- COVID-19 Social Recovery Committee
- Statutory Authorities and Rights Protection Group, Chair
- Restrictive Practices Task Group
- Child Development Council
- Strong Foundations Clear Pathways Ministerial Work Group

Media Coverage

This year the Commissioner achieved the following media coverage:

Date	Project	Number
Get Around it: Meet this month's maker	KIDDO Magazine	Jun - Aug 2019
Word on the Street - Is your child ready for the digital challenge	KIDDO Magazine	Jun - Aug 2019
Coding an exciting challenge	The Bunyip	17 Jul 2019
Being Human In The new Space Frontier	InDaily	22 Jul 2019
Youth festival excites Fleurieu	Victor Harbour Times	30 Jul 2019
'Leave no one behind' say 200 young people at the Poverty Summit 2019	Sustainable Development	2 Aug 2019
Get Around it: Meet this month's maker	KIDDO Magazine	11 Aug 2019
Calling all Young SA Creatives!	KIDDO Magazine	11 Aug 2019
Port Elliot Primary School, Eastern Fleurieu School students discuss sustainability, waste at summit	Victor Harbour Times	12 Aug 2019
South Australia's Children's Commissioner calls for overhaul of public transport fines for young people	The Sunday Mail	24 Aug 2019
When I'm 25	Medium	29 Aug 2019
Regional Youth Forum held at Burra	Northern Argus	29 Aug 2019
It's Not Fine - Young people and public transport	Small Change Radio Adelaide	4 Sep 2019
Word on the Street with Helen Connolly: Young, Creative and Cashed-Up	KIDDO Magazine	6 Sep 2019
Ozone Hotel, KI Commissioner plan Community Connect speaker sessions	The KI Islander	14 Sep 2019
Netted, drugged, locked away: the damning face of child mental health in SA	InDaily	23 Sep 2019
SA law for jailing kids is archaic, UN says	The Advertiser	25 Sep 2019
'Heartbreaking' effect of poverty on SA kids revealed in Leave No One Behind report	AdelaideNow	18 Oct 2019
Impact of Poverty on young people: Leave no-one behind	ABC Radio Adelaide Afternoons with Sonya Feldhoof	18 Oct 2019
The students were the stars of the show at the opening of the new youth hub within the Kangaroo Island Community Centr	The Islander	28 Oct 2019

Date	Project	Number
Children and young people have a lot to say – why aren't our institutions listening?	InDaily	22 Nov 2019
Parent survey finds strong backing for SA Government to fund sanitary products in schools	The Advertiser	27 Nov 2019
Teachers are missing lunch breaks and using their own money up to three times a week to buy sanitary products and even underwear for students, a report says	The Advertiser	28 Nov 2019
Word on the Street with Commissioner Connolly	KIDDO Magazine	Oct – Dec 2019
Get Around it: Meet this month's maker	KIDDO Magazine	Oct – Dec 2019
Too many South Australian children and young people are 'falling off the edge'	Medium	6 Dec 2019
Children of prisoners are among the most poorly supported of a 'faceless' group of marginalised youth says Commissioner for Children and Young People, Helen Connolly	Sunday Mail	15 Dec 2019
Get Around it: Meet this month's maker	KIDDO Magazine	Dec 2019 – Feb 2020
The Commissioner's Annual Report	KIDDO Magazine	Dec 2019 – Feb 2020
Future Generations: 2020 is a pivotal year for our common future	Medium	24 Jan 20
Challenge gives kids the space to dream	The Advertiser	3 Feb 2020
Sink or Swim – learning to surf the Internet safely!	Medium	11 Feb 2020
Commissioner's C3 Poster Comp	KIDDO Magazine	Feb – Apr 2020
Word on the Street with Commissioner Connolly	KIDDO Magazine	Feb – Apr 2020
School libraries: a place that can take you to different worlds	Behind The News	10 Mar 2020
Regional Regeneration with Young People	ABC Regional Radio	18 Mar 2020
Regional Regeneration with Young People	Medium	20 Mar 2020
Vulnerable kids will be put at risk if schools shut during coronavirus crisis, Commissioner for Children warns	The Advertiser	1 Apr 2020
Get Around it: Meet this month's doer!	KIDDO Magazine	1 Apr 2020
School is where the heart is for some SA kids	Medium	3 Apr 2020
'Sharenting': Troubling behaviour by loving parents	KIDDO Magazine	8 Apr 2020
Children's Commissioner urges parents to strike the right balance with home schooling	The Sunday Mail	11 Apr 2020
This school holidays, make a plan for mucking about	Medium	13 Apr 2020
Get around South Australia's young achievers with this home-delivered zine	CityMag	22 Apr 2020
Isolated, out of work, learning online – how young people are being impacted most by COVID-19	CityMag/InDaily	27 Apr 2020
TWEENS' – never listened to, and almost always talked at. But we can change all that...	Medium	7 May 2020
Period Poverty	Sunday Mail	24 May 2020
Skyrocketing Youth Unemployment must not be our Lockdown Legacy	Medium	21 May 2020
Period Poverty Forces Girls to Miss Schooling	The Advertiser	28 May 2020
Long-term risk for SA's jobless youth	The Advertiser	31 May 2020
Sprinbank to Close	ABC Radio Adelaide – Leon Byner	1 Jun 2020
School closure a social risk to kids, families	The Advertiser	1 Jun 2020
Littlies with sky-high ambitions	The Advertiser	16 Jun 2020
Kids Hope Life Better After the Pandemic	Sunday Mail	28 Jun 2020

Summary of Enquiries

A total of 28 enquiries* into matters concerning potential rights protection issues relating to the safety and wellbeing of South Australian children and young people were received from the general public and stakeholders throughout the 2019-2020 reporting year.

New issues raised included complaints about the use of restraints in schools, the role of the Department for Child Protection in relation to newborns, access issues for parents and other family members to children placed under child protection, and the impact of changes to DCP policy on expenses claimable by foster parents.

* Often a single enquiry will cover a number of issues, which is why there are more issues than enquiries listed.

Where relevant CCYP requests further information to highlight systemic concerns with issues taken up or referred to the relevant agency.

Description of concern or request	Number
Foster/Kinship concerns or request for support	8
Concerns about children in the care of the state (DCP)	4
Concerns about child's safety and/or wellbeing	7
Family court system concerns	3
Concerns about children in education about safety, being excluded, restraining children, discrimination and privacy	4
Children being denied or restricted from having relationships with parents/grandparents/siblings	8
Concerns about how SAPOL respond to matters pertaining to children and young people	0
Concerns about the responses of agencies not being child-safe	4
Bullying concerns (outside of education)	0
Other	3

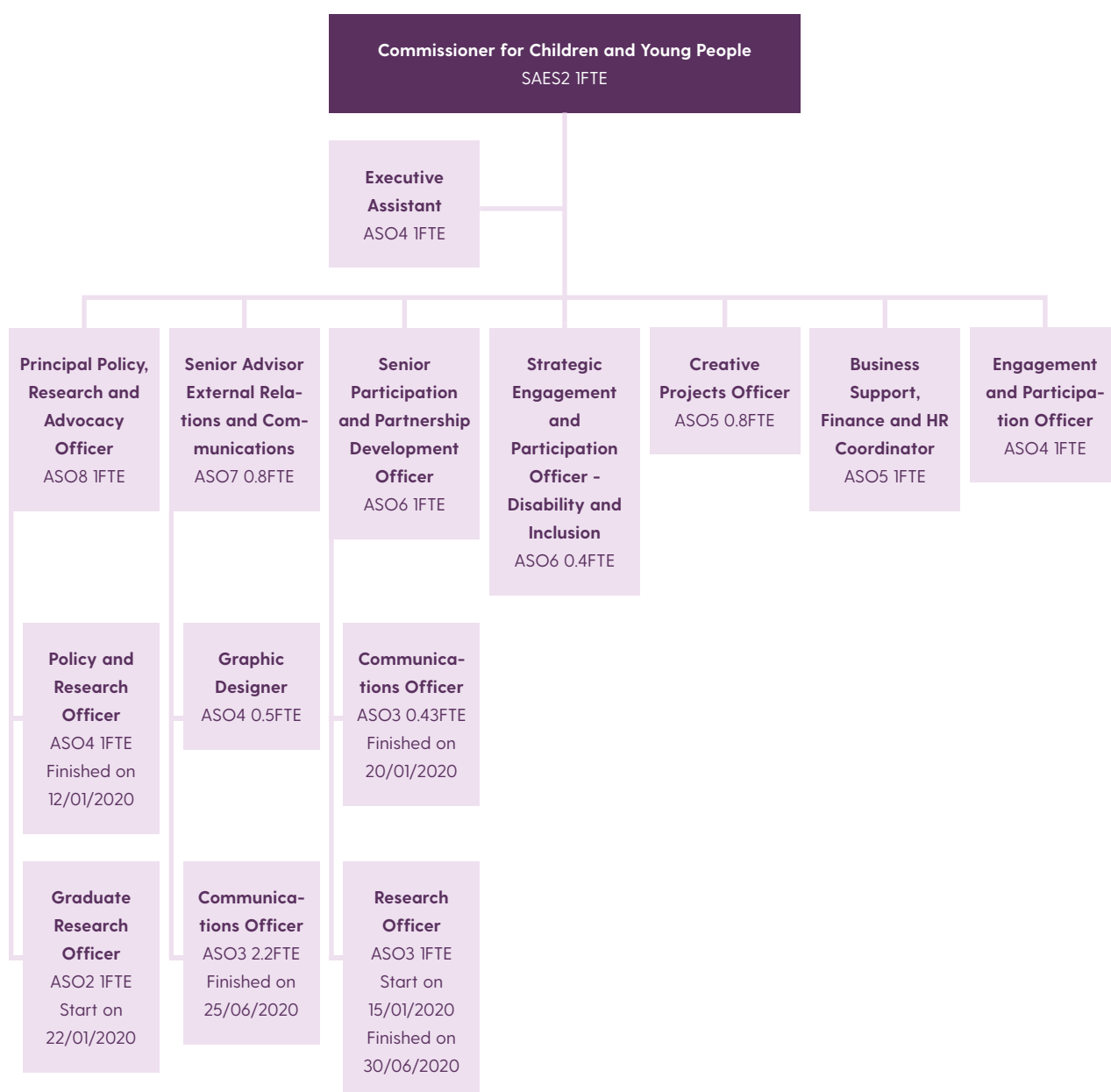
At times the Commissioner followed up on inquiries she determined were systemic in their nature. This year these included:

Item	Concern	Outcome
OCP and the SA Ambulance Service	Restrictive practices on children and young people in the health service. This office asked for information under section 61 of the OAB Act on data and the use of restrictive practices were used on children and young people.	Office of the Child Psychiatrist replied and requested feedback on a policy. No data received.
Department for Public Transport and Infrastructure	Concern about policies and practices on public transport not being child friendly.	Requested Child Safe Environments, but at the time of this report it has not been received.
Department for Child Protection	Arose due to systemic concerns in relation to a child in residential care and the use of the Youth Justice system to manage their behaviour. Asked for further information on policies and practices around management of behaviours, the use of police and the training of staff and other stakeholders on trauma informed practices	Received a reply stating that DCP is currently reviewing all governing documents to ensure they are contemporary and reflect best practice. Invited the Commissioner to provide feedback once the review was completed and recommendations are made. DCP also stated that it is working with SAPOL and the broader justice system to minimum the contact children in care have with the child justice system.
Department for Education	Stakeholders raised concerns in relation to its disability transport policy and its 5km distance rule. These stakeholders provided the office with case stories of children who could not access school at all, or would arrive upset or sick because they were not granted funds for appropriate transport to school. The office raised concerns that this policy may not be in line with child safe environment standards and breaching their right to an education.	Specific concerns were dismissed by the Department.
Department for Child Protection	The intervention and support for a family for whom a number of care concerns had been raised.	The DCP referred the office to the Department for Human Services who was working with the family. The Office has written to DHS, however at the time of releasing this report there has been no response.

Reporting of Public Complaints

Category of complaints by subject	Number of instances
Customer service complaint	0
Alleged breach of legislation	0

Organisational Structure



Legislation Administered by the Agency

Not applicable. The Commissioner is established under the *OAB Act* and does not therefore administer any legislation.

Related Agencies

The CCYP is administratively and operationally funded and supported by the Government of South Australia through the Department for Education.

The CCYP has a Service Level Agreement (SLA) with the Department for Education. This formal agreement defines the business relationship between the parties.

A number of the services included in the SLA are charged on a fee for service basis, these include:

- 1 Injury Management and WHS
- 2 Information and Communication Technology; and
- 3 Financial Services – auditing, management reporting.

Other administrative arrangements are managed directly by CCYP including:

- 1 Office accommodation and related expenses, e.g. cleaning, security, electricity
- 2 HR Services and Payroll via Shared Services
- 3 Communications, Website development and hosting
- 4 Financial Services, Accounts Payable ,Account Receivable, Transaction processing
- 5 Grant administration
- 6 Legal advice; and
- 7 Records management.

The Commissioner for Aboriginal Children and Young People

Support was provided by CCYP to Commissioner for Aboriginal Children and Young People (CACYP).

Estimated value in 2019/20 is \$180,000 and includes:

- ASO Level 5 Project Officer
- HR support and payroll administration
- Accommodation costs for 3 staff – 1 office and 2 open plan workstations and use of all meeting spaces, including cleaning and staff amenities
- Reception and courier services
- Payroll costs
- Financial management and purchase card and transaction processing; and
- Specialist advice re communications, media and social media.

Work Health and Safety

- There were no workplace injury claims in 2019-2020.
- There were no notifiable incidents.
- There were no provisional improvements and prohibition notices.

Employment Opportunity Programs

Program name	Result of the program
Students placements/ Internships	Four University and High School students completed placements/internships/with the CCYP learning about the role of the CCCYP and contributing to specific projects.

Executive Employment

Executive classification	Number of executives
SAES2	1

Contractors

There were no contractor expenses during the 2019-20 financial year.

Financial Performance of the Agency

The financial operations of the office are consolidated into and audited through the Department for Education. Accordingly, full financial reports are not provided as part of this annual report.

A summary of expenditure is provided below:

Item	Actual (\$ 000)
Salaries and wages	1,304
Grants & Subsidies	0
Goods and services	400
Investing Payments for Property, Plant & Equipment	0
Depreciation and Amortisation Expense	35
Total Expenditure	1,739
Contributed services – Shared Services SA	
Other Revenue	11
Total Revenue	11
Net operating	1,728

Endnotes

- 1 Miranti, Riyana et al, 2018. "Child Social Exclusion, Poverty and Disadvantage in Australia," National Centre for Economic Modelling, University of Canberra, p. 32, p. 80-83. In South Australia, 17.3% of children aged 0-14 years are living in poverty (the national average is 17.2%). Australian Council of Social Services (ACOSS) and University of New South Wales, "Poverty in Australia 2020: Part 2, Who is Affected?" Available at <http://povertyandinequality.acoss.org.au/poverty>
- 2 Currently under review for the American Journal of Paediatrics on behalf of the Australian Kids to Adults: Chronic Illness Alliance (K2A Alliance).
- 3 Quadara, A., El-Murr, A. & Latham, J. (2017). The effects of pornography on children and young people: An evidence scan.(Research Report). Melbourne: Australian Institute of Family Studies.
- 4 <https://digitalinclusionindex.org.au/wp-content/uploads/2016/08/Australian-Digital-Inclusion-Index-2017.pdf> accessed 2 July 2020.

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