

PROTOCOL

between

CROWN LIMITED

and

**DEPARTMENT OF HUMAN
SERVICES CHILD PROTECTION
SERVICE**

July 2005

Acknowledgement

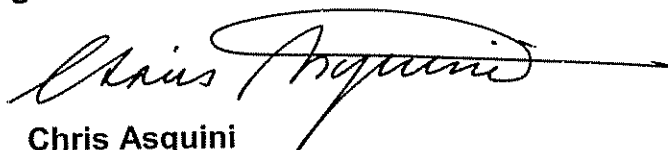
From time to time, unattended children and young persons are found within or in the immediate vicinity of the Crown Entertainment Complex. Both the Victoria Police and the Department of Human Services Child Protection Service have a role in responding to such incidents involving children and young persons

This protocol was developed as a result of several meetings involving representatives of Crown Ltd, Victoria Police, the Department of Human Services and the Central After Hours Child Protection Emergency Service to clarify when Crown staff should contact Victoria Police and/or Child Protection Service and what response each can, given the circumstances of the individual case, reasonably expect.

Specific Acknowledgements:

Mr William, Horman	General Manager, Community Affairs, Crown Ltd
Mr Paul Crichton	Manager, Community Affairs, Crown Ltd
Inspector Stephen Mutton	Region 1, Victoria Police
Ms Vicki Bahen	Manager, Policy and Practice, Child Protection
Mr Mike Millar	Policy and Practice, Child Protection
Ms Rosemary Ebel	Manager, Child Protection After Hours Emergency Service
Mr Terry Snedden	Child Protection Manager, North and West Region

Signatories to the Protocol:



Chris Asquini
Director Child Protection and Family Services
Department of Human Services



William Horman
General Manager- Community Affairs
Crown Limited

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1. INTRODUCTION – CROWN AND UNATTENDED CHILDREN AND YOUNG PERSONS

Crown Limited operates the Crown Entertainment Complex which is Australia's largest entertainment complex (covering some 15,000 square metres) located in Melbourne's Southbank precinct. The complex comprises Australia's largest and Victoria's only licensed casino – comprising 350 gaming tables, 2500 gaming machines, two hotels, numerous bars, restaurants, shops, cinemas, live music venues, a showroom, a ballroom, conference and meeting rooms and other entertainment facilities. As a matter of law, "minors" (i.e. persons under the age of 18 years) are not permitted to enter the casino.

Unfortunately, from time to time Crown finds unattended children and young persons in the complex or its immediate environs (such as the Riverside promenade or carparks). In these circumstances Crown has cause to be concerned about the welfare of the unattended children or young persons who may come to attention in a variety of circumstances, including:

- Young children left or found unattended in and around the Crown Entertainment Complex
- Young children left unattended in cars parked in the Crown parking areas
- Young persons who may be at risk frequenting the Crown complex; and/or
- Young persons who may be clients of the Department of Human Services who may be found at the Crown complex.

Crown has a detailed policy (Standard Operating Procedures) for its Security & Service Officers, Chubb Security Officers and Crown Responsible Gaming Liaison Officers who may become involved with children and young persons in the circumstances listed above.

Crown is committed to a comprehensive education and awareness, prevention and action policy based on the premise that the welfare of the child or young person is the paramount concern.

Simply the actions include:

- 1, Endeavouring to keep the child or young person under observation (bearing in mind Crown has CCTV facilities);
2. Ascertaining, where possible, the name, age, address of the child or young person and the whereabouts of the parent, guardian or other adult person responsible for the child or young person;
3. Making all efforts to reassure the child or young person - taking into account their age, physical and emotional well-being;
4. Causing enquiries to be made to locate or make contact with the parent, guardian or other adult person responsible for the child or young person; and

5. If the parent, guardian or other adult person cannot be located within a reasonable time or Crown is concerned about the immediate potential harm to the child/young person then they will – CONTACT THE POLICE, advise them of the situation and request their attendance.

Crown policy includes that, as a general rule, where a parent, guardian or other adult leaves a child or young person unattended – Crown management issues the person with a “Withdrawal of Licence” (i.e. a common law procedure that prohibits the person from entering the complex).

When dealing with situations as described above, if Crown form a reasonable belief that the child or young person is at risk of abuse or neglect then they should consider making a notification either to DHS child protection via the regional office or after hours through the After Hours Child Protection emergency service.

Where Crown becomes aware that it is possible that the child or young person is a client of the Department of Human Services they should in the first instance manage the situation by following the same steps as outlined above.

In circumstances where Crown believe that the potentially at risk of harm is significant or immediate then, this information should be immediately passed on to the police. Crown should also consider the need to contact DHS at this time or liaise with police around this issue.

If the situation cannot be resolved via the steps outlined above or Crown has concerns around the intervention in relation to the child or young person then they can contact DHS day time (via the regional office and outside business hours through the emergency service), to discuss the situation further.

At times some contact with the DHS Child Protection Service may also facilitate the return of the child or young person to the custody of the Department.

2. VICTORIA POLICE

The role of Victoria Police is the protection of life and property, the preservation of peace and good order and the prevention and detection of crime. The police also have a role in locating missing children.

Victoria Police is responsible for dealing with criminal matters that arise in child abuse and child neglect cases. In cases where a child has been in a situation, which could result in serious injury, such as being left unattended in a motor vehicle, Child Protection and Police should be contacted immediately.

In accordance with the protocol between Child Protection and Victoria Police, the Child Protection Service will report to Victoria Police all notifications of sexual abuse, physical abuse and serious neglect to a child or young person.

3. DEPARTMENT OF HUMAN SERVICES CHILD PROTECTION PROGRAM

The Department of Human Services Child Protection Service is a State Government service legally mandated to investigate notifications of suspected child abuse and neglect and to provide services to abused children. Child Protection also supervises

children and young people who are Children's Court Orders, some whom live out of home. Crown may have concerns about suspected abuse, which they wish to report or concerns about current clients of the Department of Human Services who is frequenting the complex.

The Department of Human Services is divided into eight regions (three metropolitan and five rural). It provides a 24-hour Child Protection service through its daytime regional service and the Central After Hours Child Protection Emergency Service. In addition DHS responds after hours to young people in the CBD and St Kilda who also provides and assertive outreach service to young people at risk. This is offered via the Streetwork Outreach Service.

Notification to Child Protection

When seeking to make a notification to child protection Crown personnel should contact: during normal working hours the regional office where the child lives or after hours the AHSCPES.

In the event that the child's address is unknown the North and West Metropolitan Region has responsibility for the Melbourne Central Business District, which includes the Crown Entertainment Complex.

Appendix 1 lists the contact details for each office.

Known Clients of Child Protection

Where a child is a known client of child protection and is living in an out of home placement and there are concerns in relation to the child or young person attending the Crown complex, Crown personnel:

- should in the first instance contact to the placement provider and request that make appropriate arrangement to pick up the client;
- if, however, Crown is unable to contact the placement provider or are not satisfied with the response then they should contact the regional office or AHSCPES.

If there is an existing s265 warrant in relation to the child or young person then child protection may request the Victoria Police to execute the warrant and return the child to their placement.

Where child protection has concerns about a child or young person safety that may attend Crown Casino Complex child protection will:

- contact the Responsible Gaming Liaison Officer (RGLO) on duty and give sufficient detail to identify the child or young person including their first and last name and general description of the child or young person;
- provide the RGLO will advice as to who to contact if they locate the child or young person;
- and notify the RGLO if child protection know the child or young person has returned to placement or home.

3.1. WHAT IS CHILD ABUSE?

Child Abuse includes physical, sexual, emotional abuse and neglect resulting in significant harm to the child. Child Protection is a community responsibility. Many organisations in the community have significant roles to play in supporting and protecting children and young persons from harm. For example, most children placed in out of home are placed within a Community Service Organisation funded by DHS.

Children and young people's behaviour can also place them at significant risk through substance abuse, exposure to physical harm or sexual assault.

3.2 NORTH AND WEST METROPOLITAN REGION

The North and West region provides a wide range of services, including child protection services, to a large area covering the Northern and Western suburbs of Melbourne, and including the Central Business District. It operates between 8.45am and 5pm on weekdays. The region's Child Protection Service can be contacted on 1300 369 536.

3.3 CENTRAL AFTER HOURS CHILD PROTECTION EMERGENCY SERVICE (CAHCPEs)

CAHCPEs is a statewide child protection service, which responds when there is a likelihood of immediate, significant harm to children and young people and the situation cannot wait for a regional response on the next working day. This may involve both new notifications and children and young people already known to Child Protection.

The majority of contacts made to the service are managed through telephone counselling and negotiation and referral to daytime services. If the matter cannot be dealt with via the telephone workers provide an outreach response, either from CAHCPEs, for the Melbourne metropolitan regions, or by on-call workers in rural regions.

The CAHCPEs service operates between 5.00 pm and 8.45am weekdays and 24 hours on weekends and public holidays. The Service can be contact on ph:

131 278.

3.4 THE STREETWORK OUTREACH SERVICE (SOS)

SOS is a street based, child protection outreach service aimed at engaging children and young people in the Melbourne Central- Business District and St Kilda. Outreach workers respond to children and young people who place themselves in environments where they are likely to be at risk or exploited. SOS works with children and young people known to Child Protection or subject to Children's Court orders. SOS will also respond to young people not formally involved in the statutory child protection system and, where appropriate, divert them from the system.

Staff are rostered on shift between 4 pm and 1 am 7 days a week, including weekends and public holidays.

SOS outreach workers are in the city or St Kilda from 6.30pm and 12:30am.

The service can be contacted on Pager: 9625 0196.

SOS staff will determine if an immediate response is required and if the young person fits into the SOS target group and their capacity to provide a response. The target group includes:

- young people frequenting the CBD or St Kilda areas and involved in activities that place them at risk, and
- young people on Child Protection court orders who may be at risk.

SOS will either assume case management responsibility or negotiate a case transfer to the After Hours Child Protection Emergency Service (as per SOS/AHCPES protocols) if an immediate child protection response is required.

If SOS are made aware of a young person, or persons, who are believed to frequent the Crown Entertainment Complex, and meet the criteria above, they will:

- ascertain the risk factors for the young person;
- check the electronic file system for a record of the young person; and
- discuss the type of response needed;
- and, determine the priority for an outreach response.

3.5 TRAINING

Whilst Crown's Customer Support Centre Responsible Gaming Liaison Officers have already received significant training regarding dealing with the welfare of children and young persons located on the premises, DHS will provide, at Crown's request, training for Crown staff in aspects of child abuse and child protection. Crown will direct requests for training to the Manager, Child Protection at DHS Head Office.

3.5 LIAISON

The Child Protection program and Crown management representatives will meet bimonthly to monitor the implementation of the protocol. Representatives from child protection will include the Manager, AHSCES, the Manager, Child Protection Policy and Practice and relevant Regional Manager if required. Representatives from Crown will include General Manager of Community Affairs, Manager of Customer Support Centre, General Manager Security and Service Department and Manager of Community Affairs.

Urgent case matters that are unresolved will be directed to the AHSCES and/or the relevant Region and the Manager, Child Protection Policy and Practice.

4. NOTIFICATIONS

4.1 CIRCUMSTANCES WHERE THE CHILD PROTECTION SERVICE SHOULD BE NOTIFIED

- serious incidents (such as children left in a car)
- where there are indications the child has not eaten or had a drink for a lengthy period with consideration to the child's age/development and the environmental conditions.
- where the child is very fearful and/or distressed and the parents have not been located after reasonable attempts
- where parents have not been located after lengthy attempts
- where there are indications of previous abuse such as an injury on the child or the child discloses previous abuse
- where there is an indication of likely future harm to the child such as the child expressing fear about what may happen when their parents are located or fear of returning home.
- The child or young person's behaviour is placing them at significant risk of harm.

- The child or young person is identified as a child protection client and:
 - child protection has alerted Crown that a particular child or young person is likely to attend Crown and child protection has requested to be notified;
 - or the child or young person's is present at Crown at an inappropriate time or location within the precinct.

It is important to note here that for cases of serious harm, both Child Protection and Victoria Police will need to be involved.

Where Crown Limited staff have dealings with a young person who they believe requires a Streetwork Outreach Service (SOS) response they should contact the SOS who will determine if the young person is known to the Department of Human Services. This is to ensure that any regional case management plans or Children's Court order is followed in providing a response.

Where Crown Limited staff are making a notification after hours or the child is under 12 years they should contact AHSCPES.

5.2 DETAILS TO SUPPLY WHEN MAKING A NOTIFICATION:

The Child Protection Service will ask for the following information:

Identifying details	The child or young person's name, age and address
Indicators of harm	What is the harm consequence for the child of this particular situation
Reason for reporting	The reason the call is being made at this point in time
Safety assessment	Assessment of immediate danger to the child
Description	Description of the behaviour observed eg level of distress
Child's whereabouts	The current whereabouts of the child or young person
Family information	Current whereabouts of family members and attempts made to locate them
Cultural characteristics	Any specific cultural or other details, which will help the child, for example, Aboriginality, interpreter or disability needs

A notification should still be made, even if the notifier does not have all the necessary information.

The notifier does not have to prove that there is significant harm, but needs to be able to articulate the 'reasonable grounds' for their belief that the child is in need of protection. The notifier does not need permission from the parents to notify, nor is it necessary to tell the child, young person or family. It is prohibited under Section 64(4) of the *Children and Young Persons Act 1989* to disclose the identity of a person who has made a notification to the Child Protection Service.

5.3 RESPONSE TIME

In cases of serious harm where an immediate response is required, the Police should be contacted in the first instance. As stated in Section 3, it is important to note that for cases of serious harm, both Child Protection and Victoria Police will need to be involved.

If a Child Protection response is also required, one of the parties must take clear responsibility for notifying Child Protection.

Child Protection work very closely with Victoria Police and there is an established Protocol for dealing with child abuse between the two services.

6. DISPUTE RESOLUTION

The principles upon which disputes and complaints will be addressed by the parties to this protocol are:

- Disputes should be resolved as quickly as possible.
- Disputes should not be escalated to more senior staff unless all efforts to resolve them at a lower level have been exhausted.

Any dispute or complaint should initially be discussed with the Child Protection worker and the Victoria Police Officer or Crown Responsible Gaming Liaison Officer or Crown Security Manager concerned to resolve the dispute. If the dispute remains unresolved, it should be referred to the Child Protection Team Leader and the senior agency worker.

If the dispute or complaint cannot be resolved at this level then it should be referred to the Child Protection Unit Manager and the Manager, Crown's Responsible Gaming Customer Support Centre.

Depending on the nature and urgency of the dispute or complaint contact should be made either verbally or in writing and pursued as a matter of priority.

If a resolution cannot be achieved through this process, the dispute or complaint must be directed to the regional Child Protection Manager/ Manager Central After Hours Emergency Service and the Manager, Crown's Responsible Gaming Customer Support Centre.

If a systemic issue arises out of a dispute between the parties, the matter will be referred to Crown General Manager Community Affairs and the Manager, Child Protection at DHS Central Office.

Appendix 1: CONTACT NUMBERS

Metropolitan Regions

Eastern Region	1300 360 391
Southern Region	1300 655 795
North & West Region (Footscray)	1300 369 536
North & West Region (Preston)	1300664977

Rural Regions

Gippsland Region	1800 020 202
Grampians Region	1800 000 551
Hume Region	1800 650 227
Loddon-Mallee	1800 675 598
Barwon South West	1800 075 599

Central After Hours Child Protection Emergency Service	13 12 78
Streetwork Outreach Service (pager)	03 9625 0196

Crown Responsible Gaming Customer Support Centre

1800 801 098
0402 286 145