



**PROTECT ALL CHILDREN TODAY INC.
PACT**

ANNUAL GENERAL REPORT

SEPTEMBER 2006

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- Kay McGrath
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- Queensland Police Service
- The Office of the Director of Public Prosecutions
- Department of Justice and Attorney General
- Queensland Commission for Children and Young People and Child Guardian
- Logan City Council
- Channel 7
- Logan City Sport and Recreation Club
- Invitation House (Michael and Wendy Caffery)
- Train to Succeed (Randall Smith and Tricia Velthuisen)
- University of Queensland
- Griffith University
- Four Zero Zero Zero Five Folografie
- Liberation Protection and Investigation
- Rivercity Christian Church
- Martin and Judy Krynen

We also express our sincere appreciation to the many others, without whose generosity we could not undertake the support of children required to give evidence in the criminal courts.

**Protect All Children Today Inc
is financially supported by**



Department of Child Safety

INTRODUCTION

Abuse and neglect of children has been present as an element of human behaviour throughout recorded history. The last half century has been marked by a dramatic increase in society's recognition of the presence of child abuse and neglect within the community. Retrospective studies of adults, and prospective studies of children, have shown that the abuse and neglect of children occurs in all societies, in all countries, and across all economic and religious groups.

Studies of adolescent and adult behaviours have revealed that childhood abuse and neglect is disproportionately represented in the personal histories of adults with problems related to violence, substance abuse, sexual assault, suicidal ideation, and a range of other antisocial behaviours. Such behaviours ultimately carry a high cost (both financial and social) to the individuals, their families, and the community as a whole. Furthermore, victims of childhood abuse and neglect are themselves at greater risk (as a population) of becoming abusive and neglectful to the generation of children that follows them.

Society today can no longer adequately meet children's long-term needs from within the limited framework of traditional social work, medical or legal practice working in isolation, but rather, must understand the broader relationship between health, family, crime and the broader community.

Children are not readily able to advocate for themselves, and sadly the child victims of abuse and neglect cannot always rely on parents and family to advocate on their behalf. Abused and neglected children are heavily dependent upon professional advocacy by organisations such as PROTECT ALL CHILDREN TODAY INC (PACT) to acquire resources and services on their behalf.

PACT is an incorporated association governed by a Constitution and has the following objectives:

- to seek to represent to the State and Federal Governments and other agencies, the needs of children and their families who have been victims and survivors of child abuse;
- to endeavour to assist in community education in relation to child abuse and actively discouraging exploitation of children;
- to co-ordinate and provide support and therapeutic services to assist victims and survivors of abuse in their cycle of healing;
- to seek changes to legislation and the Justice Process to ensure adequate protection for victims and survivors of childhood abuse;
- to operate as a team which seeks input from the community and professionals in the planning and delivery of high quality services.

PACT is recognised by government, non-government and the community as a key organisation advocating for the needs of children. The specific work done by PACT and its *Child/Young Person Witness Support Program* (CYPWSP) is the largest within Australia and is duplicated in only a few centres world-wide.

IT IS THE BELIEF OF PACT THAT THE UBIQUITOUS NATURE OF CHILD ABUSE AND NEGLECT AND THE SEVERE, LONG-TERM OUTCOMES BOTH FOR THE VICTIMS THEMSELVES, AND FOR SOCIETY AT LARGE, MAKE INVESTMENT INTO THIS AREA OF CRITICAL CONCERN AND OF SIGNIFICANT MORAL WORTH.

Following the Siggins' Miller Review the Management Committee agreed to the following Mission, Values, Key Result Areas, Objectives and Strategies:

PACT MISSION:

To enhance child protection by reducing the trauma experienced by children and young people (3-17 years) who are required to give evidence within the criminal justice system as victims or witnesses.

PACT VALUES

In implementing this mission we are committed to:

- Promoting a child's right to protection (UN Charter).
- A child centered approach.
- Excellence in governance.
- Provision of quality services.
- Pursuing equity of access to our services across the State.
- Open and transparent communication with internal and external stakeholders.
- Evidence based approaches.

PACT KEY RESULT AREAS, OBJECTIVES AND STRATEGIES

KRA 1: To promote the child's right to protection we intend to:

- Participate in Child Protection Forums and other awareness raising activities.
- Provide feedback on the experience of children and young people in the court process to key stakeholders.
- Identify and communicate barriers to successfully protecting children in the court system.
- Participate in key policy and research development forums relevant to child protection.
- Sponsor and promote community and governmental debate and discussion in relation to child protection in the court system.

KRA 2: To provide high quality services we intend to:

- Provide timely, accessible and equitable service delivery within budgetary constraints.
- Provide support, training and development for our paid and unpaid staff and Board members.
- Develop and maintain performance management systems.
- Meet all financial and performance reporting and accountability requirements.
- Meet the appropriate third party accreditation standards.
- Support and develop a child centered approach.
- Continually monitor and evaluate the outcomes and impacts of the organization and its services.
- Consult with children and young people about their experience and needs to inform future service developments.

KRA 3: To develop and maintain partnerships and collaborations we intend to:

- Effectively liaise with all key stakeholders involved in child protection.
- Provide informed input to relevant policy and research developments affecting children and young people in the court system.
- Maintain and improve our current working relationships with all levels of government and national and international child protection agencies.
- Develop and implement a communication plan.
- Engage with children and young people through their peak advocacy bodies.
- Create synergies of effort by providing advice and information to others in contact with our target group.

KRA 4: To manage and expand our resource base for sustainability we intend to:

- Negotiate our contracts with government in line with our stated mission and commitments.
- Develop and implement a practical fundraising strategy targeting the general population.
- Seek partnerships with key Indigenous peak bodies to scope the extent and nature of unmet need for Aboriginal and Torres Strait Islander children and young people in the court system and assess PACT's capacity to respond.
- Meet best practice standards in relation to fiduciary responsibilities.
- Continuously scan the funding environment for new opportunities.
- Commission one off projects that support our quality and sustainability goals.
- Identify and enter into strategic or business alliances with other agencies whos' work complements and supports PACT goals.
- Enter into consortium arrangements to extend the reach and quality of our services and our influence on policy, resource allocation and practice.

KRA 5: To further develop our workforce we intend to:

- Develop and make known the processes and mechanisms for communication between the Board of Management, paid staff and volunteers.
- Clarify and document the respective roles and relationships of the Board of Management, Executive Manager, and other paid and unpaid staff.
- Formalise support processes for paid staff and Child Witness Support Volunteers Statewide.
- Refine the PACT volunteer recruitment and retention strategy.

CHILD/YOUNG PERSON WITNESS SUPPORT PROGRAM (CYPWSP)

BACKGROUND

The court system remains an intimidating and ominous institution for all who enter its precincts. Any adult who has testified in the Criminal Court can recount the degree of personal stress experienced when called upon to give testimony, and subsequently defend that testimony under hostile cross-examination.

For children and young people required to testify in the Criminal Court, the prospect of appearing as a witness can be a daunting prospect. The court experience can be re-traumatising for child victims of abuse who are called upon to relive the experience of that abuse or neglect when they give evidence.

Concern in regard to potential negative effects on a child and young person that stem from involvement with the court system is commonly cited as a reason for non-disclosure, or retraction. However, the impact of the *Evidence (Protection of Child) Amendment Act 2003* has travelled some distance to address the re-traumatisation of child and youth witnesses giving testimony with the advent of the affected child status. An affected child is a child aged under 18 who is a witness in a matter involving sexual abuse or violence.

The significance of the new Legislation is that affected children:

- should not be required to testify more than once;
- have a right to a court approved support person; and
- are entitled to CCTV/pre-recording of testimony where facilities are available.

The support and therapy program provided by PACT to the child victims of abuse and neglect called upon to testify within the court system has been formalised over a period of years into a discrete clinical program: the *Child/Young Person Witness Support Program (CYPWSP)*.

The CYPWSP provides support for abused and neglected children by the use of carefully selected and trained volunteers: the *Child Witness Support Volunteers (CWSV)*. The goal of the CYPWSP is to allow child/young person witnesses the best opportunity to provide their evidence to the court by removing, as far as is possible, the uncertainties and anxieties associated with the court process.

<p>PACT'S CHILD/YOUNG PERSON WITNESS SUPPORT PROGRAM IS:</p> <ul style="list-style-type: none"> ▪ HIGHLY COST EFFECTIVE ▪ NOT DIRECTLY FUNDED BY JUSTICE OR POLICE ▪ CHILD/YOUNG PERSON FOCUSED ▪ HIGHLY VALUED BY FAMILIES ▪ THE ACHIEVEMENT OF "BEST EVIDENCE" NOT PROSECUTION

CHILD/YOUNG PERSON WITNESS SUPPORT PROGRAM - GOALS AND OBJECTIVES:

The CYPWSP offers preventative and supportive strategies to protect the child/young person victims from re-victimisation as a result of the court process itself. The program offers therapeutic services to child/young people victims and their non-offending family.

To achieve these goals the CYPWSP provides the child/young person with an accessible community-based program utilising strategies to:

- enhance competence of the child/young person witness;
- provide practical support to the child/young person witness and non-offending family;
- empower the child/young person witness; and
- provide skilled resources for therapeutic follow-up to the child/young person witness and family.

The therapy issues identified are:

- an increased number of child victims of abuse and neglect are required as witnesses within the court system;
- recognition that the criminal justice process itself has a significant potential for trauma to the children/young person victims called upon to testify within the Criminal Courts;
- identification that there are few treatment and support services willing to take child/young person victims of abuse and neglect into their therapy programs if the child/young person is to be a witness within the justice system; and
- realisation that therapeutic support for the child/young person victim of abuse and neglect must involve those other persons important in the day-to-day life of the child/young person. In the majority of cases, these "significant others" are non-offending family members.

PACT has a clinical experience in this specialised field, which has established it as the non-government organisation best equipped to therapeutically support child/young people victims and their families to work through the issues associated with the severe cases of child abuse and neglect which find their way into the court system.

The CYPWSP's goal is to address the complex and stressful situations that regularly confront the child victim of abuse and neglect, such as the:

- impact of the abuse itself;
- impact of the disclosure of the abuse on the child/young person and the family;
- potential re-traumatisation caused by the complexity of the court system; and
- long-term consequences of the abuse upon the child/young person as an individual in society.

Child/young people victims and their non-offending families need early, pro-active therapeutic support to prevent (or at least to reduce in severity) the adverse outcomes commonly seen if they are allowed to progress through the court system unsupported.

The consequences of delaying support to these children/young people and their families until new problems present themselves, are costly for the individual child victim, their families and the community at large.

CHILD/YOUNG PERSON WITNESS SUPPORT PROGRAM - LOCATIONS

The CYPWSP historically operated in the Metropolitan Brisbane, Ipswich, Logan City, Gold and Sunshine Coast/Gympie geographical areas. Funding increases since 1998 have enabled the extension of the program to Cairns, Townsville, Mackay, Rockhampton, Toowoomba, Bundaberg, Maryborough/Hervey Bay.

**IN THE PERIOD JULY 2005-JUNE 2006, THE CYPWSP ENROLLED
953 INDIVIDUAL CHILD/YOUNG PERSONS
(674 FEMALES; 279 MALES).
THE MAJORITY OF CHARGES WERE RELATED TO OFFENCES OF A SEXUAL
NATURE PERPETRATED AGAINST CHILDREN/YOUNG PERSONS.**

CHILD/YOUNG PERSON WITNESS SUPPORT PROGRAM - REFERRAL SYSTEM

Referral to the *Child/Young Person Witness Support Program* (CYPWSP) is most commonly made by officers of the:

- Queensland Police Service (QPS): Child Protection Investigation Unit (CPIU) (previously known as Juvenile Aid Bureau) and Sexual Crimes Investigation Unit (previously known as Child Abuse Investigation Unit);
- Office of the Director of Public Prosecutions (ODPP).

On occasions, professionals from within the health and welfare system, or professionals working in private practice will refer a child to PACT. There is no impediment to self-referral by the non-offending parent/guardian, or by the individual child/young person.

Recognition of the fact that child/young person victims of abuse and neglect called upon to be witnesses within the court system will be known to Police Officers, led to the development of a referral relationship between PACT and the Queensland Police Service.

The client child's case is allocated to the most appropriate CYPWSP Volunteer. This Volunteer will then make contact with the child and the non-offending family members, with the goal of providing support to them throughout the court process from the time of referral until the child has recorded their evidence. There may be times when the Volunteer has been required to continue to liaise with the family until the completion of the entire court process.

The CYPWSP Volunteers teach children/young people required to testify within the court system about the logistics of the court process and its expectations of them. Strategies utilised include court visits, information kits, home visits, and most importantly accompanying children/young people while they give their evidence.

The CYPWSP Volunteers are unpaid, however they receive a partial out-of-pocket financial contribution towards expenses for each case they support. They provide their service at sites as required by the child's individual circumstance: either at the court house, at the child's home, at the child's school, or elsewhere dependent upon client need.

In addition, the child/young person and their non-offending family are offered therapy at PACT. This service is available at Logan Central and may be accessed at any time from referral to the CYPWSP until 12 months after the completion of the court process. Therapy focuses on the effects of abuse and does not include discussion of the child/young person's evidence while they are involved in the court process.

In recent years, this therapy service has been extended to PACT clients in Cairns, Townsville, Mackay, Rockhampton, Gladstone, Sunshine Coast, Caboolture/ Redcliffe, Toowoomba and the Gold Coast. PACT has entered into formal Memorandums of Understanding with counselling organisations (Centrecare, Lifeline and Anglicare) throughout these locations, who provide therapy using the PACT model.

PACT OVERVIEW

PACT is a community-based, non-government organisation (NGO) which has a broad role as an advocate for the victims of child abuse and neglect.

PACT is both a service provider (support and therapy) and an advocate for abused and neglected children/young people and their non-offending family members.

PACT was established in 1985 and is managed by an unpaid, elected Board of Management which comprises professionals working within the field of child protection and other committed community members.

PACT's Board of Management supervises the paid professional staff and *Child Witness Support Volunteers* who undertake service provision to abused children and their non-offending family members.

PACT is recognised as one of the peak non-government organisations working in the field of treatment and prevention of child abuse and neglect within Queensland.

PACT recognised that there was a unfilled need to provide support and therapy to children/young people (and their non-offending family members) who had experienced the trauma of child abuse and neglect, and who subsequently faced the ordeal and stress of becoming witnesses within the Criminal Justice System.

PACT responded to this need by the establishment of the *Child/Young Person Witness Support Program* (CYPWSP). In its present form, the CYPWSP is unique within Australia, and to PACT's knowledge, similar programs are running in only a handful of sites internationally.

PACT was responsible for the inception of the highly successful *Child Protection Week*: an event which has now grown to national importance. PACT continues to provide the financial infra-structure for the ongoing activities of *Child Protection Week* within Queensland.

**PACT, UNDER ITS CONSTITUTION, HAS A BROAD ROLE AS AN
ADVOCATE FOR VICTIMS OF CHILD ABUSE AND NEGLECT;
ACROSS ALL AREAS OF GOVERNMENT AND COMMUNITY.**

PACT VOLUNTEERS

PACT acknowledges the support and dedication
of the following Volunteers throughout
2005 – 2006

Tricia Velthuisen
Fay Schoermer

CHILD WITNESS SUPPORT VOLUNTEERS**Cairns**

Fay Bottomer (Team Leader)
Janet Burman
Mary Camilleri (Innisfail)
Hazel Jeremy
Mary Skene

Townsville

Jenny Askey-Doran
Michelle Dyck (Team Leader)
Desley Smith
Neil Smith

Mackay

Rhyl Armstrong
Marie Iwers
Carol Miles (Team Leader)

Rockhampton

Patricia Romano
Merle Thomasson
Kate Wilson (Team Leader)

Bundaberg

Tess Hutchison
Kerry-Anne Watson
Kaye Williams (Team Leader)

Maryborough/Hervey Bay

Peggie Carnegie
Jo King (Team Leader)
Helen Watson
Bette Wicks
Barbara Woolnough

Sunshine Coast/Gympie

Dennis Barnes
Leanne Harvey
Jacki Janke-Walker (Gunalda)
Heather Jones
Beryl Walker
Barbara Wood (Team Leader)

Toowoomba

Neal Ames
Caroline Auld
Lyn Daff
Kay-Maree Devey
Amber Fraser
Nancy Kenway
Leonie Jackel
Della MacLeod-Jenkins (St George)
Sally McCreath (Team Leader)
Maree McIntyre
Linda Mangubhai

Brisbane/Ipswich

Graham Addelsee
Hanny Cullen
Maureen Danbury
Kathryn Doolan-Roche
Brett Gallagher
Darren Goleby
Anne Goodwin
Judith Goscombe
Brenda Hook
Trevor Hook
Colleen Hughes
Margaret James
Patricia Johnston
Liz Kelley
Kerrie Kneebone
Kate Legrady (Team Leader)
Tess Lindop
Maria McKie
Kim Mourney
Annette Pollard
Donna Thomassen
Bev Threlfo
Jill Wesche (Team Leader)

Gold Coast

Ayla Blair
Violette Mengel

PACT BOARD OF MANAGEMENT REPORTS

PRESIDENT'S REPORT

This past year has been a very important year for PACT. We have celebrated our 22nd year of operation and seen the implementation of significant areas of our Strategic and Business Plans. Child Protection has continued to be given wide coverage in the media and the needs of child witnesses and their particular disadvantage within the criminal justice system has continued to be a major area of PACT's activities.

I am indebted to the Board of Management members and staff who have worked very hard during the past year to ensure that the financial, clinical and organisational foundations of PACT are continually updated and accord with 'best practice', ensuring that PACT is a dynamic and vibrant advocate for abused and neglected children and young people.

PACT has continued to receive significant support from elected officers of government, government departments, non-government organisations, the media and the community at large and we are most appreciative of that support. This reflects the dedication and professionalism of each of the members who make up the organisation of PACT.

This report provides the membership with a summary of the significant issues arising from the preceding 12 months, details of which may be explored in more depth in the various reports within the AGM document.

SIGGINS MILLER STRATEGIC REVIEW

The organization has continued to implement recommendations flowing from the recent review conducted by Siggins Miller. A detailed action plan has been developed to implement these recommendations. The organization has continued to receive assistance from the University of Queensland School of Organizational Psychology and more recently from the Business School.

STUDENT PLACEMENTS

PACT continues to benefit from engaging students on placements for both short and long term projects from a range of Universities such as the Business School, University of Queensland and the School of Human Services and School of Criminology, Griffith University. Some of the projects undertaken by students include:

- Review and Development of a revised Recruitment, Selection and Training Program for the Child/Young Person Witness Support Program (CYPWSP)
- Conducting a literature review in relation to guides currently in use to assist children as witnesses.
- The review of resources for child witnesses and the preparation of a Resource Booklet for PACT clients throughout Queensland.
- Drafting Protocols for Student Placements.
- Review and updating of Volunteer contact information.

VOLUNTEER RECRUITMENT, SELECTION AND TRAINING

The Board has implemented the recommendations arising from the review of PACT's recruitment, selection and training conducted by students from the University of Queensland. Targeted campaigns have been conducted in the following centres: Toowoomba, Brisbane, Cairns, Townsville, Bundaberg, Maryborough/Hervey Bay, Rockhampton and Mackay.

As a result of this initiative, a number of new volunteers have been recruited, resulting in approximately 65 volunteers currently engaged in the Child Witness Support Program throughout Queensland. Evaluations from participants in the recent recruitment programs has been positive and we are indebted to the staff and volunteers involved in this induction training.

PACT CONFERENCE

In conjunction with Child Protection Week this year, a PACT Conference was held from 6-8 September 2006 at the Mercure Hotel, Brisbane. The Conference con-jointly organized by Ms Tricia Velthuizen and Ms Theresa Davis was attended by delegates from throughout Queensland and interstate. PACT has been fortunate in attracting speakers who are recognized as leaders in their field. The Conference received significant support from the Judiciary, Magistracy, and from across both the government and non government sectors. The conference provided an ideal forum for PACT to raise important issues regarding child witnesses and to explore other relevant child protection issues. We were also fortunate to have our Patron, Her Excellency the Governor Quentin Bryce join delegates at the Conference lunch where she urged greater community involvement in the important work of child protection.

Two public information sessions associated with the conference were also held and provided much needed information to the community generally as well as to child care workers. The Conference made a significant contribution to the knowledge and commitment of professionals and provided a good model on which the organization can base future conferences. Evaluations from delegates were very favourable and many were in favour of a similar conference being conducted by PACT in 2008.

I would like to place on record our appreciation to the following sponsors and supporters of the Conference – Department of Justice and Attorney General, Train to Succeed, Channel 7, Four Zero Zero Zero Five Fotografie, Liberation Protection & Investigations, Rivercity Christian Church and Invitation House.

AFFECTED CHILD WITNESS ROOMS

PACT has continued to advocate and assist in the establishment of rooms which cater for the needs of child witnesses. Recently at the official opening of the Child Witness rooms at the Brisbane District Court, PACT's work was warmly praised by both the Premier and Attorney General. This suite of rooms was specially designed and furnished for child witnesses. It is hoped that similar facilities will be included in all new Court establishments. Both the Chief Justice and the Chief Judge of the District Court also publicly recognized PACT's contributions to the Court process at the Conference social function, held at the beginning of the Conference at the Supreme Court building.

LEGISLATIVE CHANGES

The Evidence (Protection of Children) Act

The comprehensive reforms to limit the stress and trauma for children appearing before Queensland Courts continue to be implemented. The *Evidence (Protection of Children) Act 2003* continues to change the environment for children in the Queensland criminal justice system particularly as more Courts are equipped with the facilities to fully implement all options made available through this legislation.

PACT congratulates the government and Minister for Justice for the implementation of these innovations. This outcome is the welcomed culmination of years of advocating by PACT to make our courts more sensitive when dealing with children who are victims or witnesses to ensure the legal process doesn't add to their stress or suffering. PACT believes that, limiting the trauma and distress for a child appearing in court has the potential to improve the reliability of evidence.

PACT has been involved in working with the Justice and Attorney General's Department staff in conducting some preliminary research on the implementation of these legislative changes. Data collected by volunteers as they support child witnesses will continue to be invaluable in gaining a snapshot of the present situation.

PACT data has also been used to provide a basis for comparing present and past practice. PACT is seeking to upgrade its data base to ensure that the data obtained can be used to maximum advantage for child witnesses.

We look forward to the completion of this important research and the publication of the results.

I take this opportunity to thank all those volunteers who have provided detailed written feedback in relation to their individual cases of support to child witnesses, this data has been shown to be invaluable and unique and has been used in preparing a range of important submissions by PACT as it advocates for child witnesses.

Crime and Misconduct Commission Report (2003)

- The Queensland Crime and Misconduct Commission (CMC) released its report *"Protecting Children: An Inquiry Into Abuse of Children in Foster Care"* in Queensland in late 2003.
- This report precipitated a major review of child protection services in Queensland - and subsequent dramatic changes to legislation, regulation, policy and practice within the state which are ongoing.
- PACT and its officers have made a submission to the CMC as it conducted its review of the implementation of the reports recommendations.
- PACT continues to have a formal role as one of a number of 'key' non-government agencies with expertise in child protection issues approached to provide advice to government.

STRUCTURE / ORGANIZATION

Hawthorne property:

- Private rental of this property covers the expenses associated with rental of the Logan Central offices.
- The Board of Management regularly reviews the leasing arrangement and monitors the asset.
- This property continues to appreciate in value as an asset.

Logan Central Offices ("PACT House"):

- These offices rented from the Logan City Council continue to provide both an appropriate professional face and a client-friendly environment.
- These offices are easily accessible by train, bus and car.
- They provide a safe and professional work environment for staff.

Information Management:

- As part of an ongoing process, a review of PACT's Web Page and its contents is being undertaken. Changes recommended by the Board of Management formed to examine this area are in the process of being implemented.
- The data, records and communication security has been reviewed and changes implemented.
- **PACT Webpage** remains: PACT.org.au. Action is being taken to have this Web page regularly updated and staff members have been provided with special training to undertake this task.
- Staff training / development in computer literacy continues.
- The 1800 access number to support volunteers has functioned well.

Staff:

- As part of the Strategic Review of the organization conducted by Siggins Miller recommendations were made in respect to the staffing of the organization. These recommendations were accepted and are in the process of being implemented.
- Mrs Jo Bryant continued as the Executive Manager and works 25 hours per week.
- Ms Sabina Nowak has been appointed to the position of Volunteer Coordinator for the Court Witness Support Program - as a full time position in line with the recommendation of the Siggins Miller Review.
- Mr Peter Marrington has performed the role as the PACT therapist as a 3 day position in line with the Siggins Miller recommendation.
- Miss Justine Devine continues to provide PACT with administrative support. Approval has recently been given to employ an additional administrative assistant on a twelve month trial basis to provide additional administrative support for the organization and its volunteers within the organization's budgetary constraints.
- Performance reviews continue as a mechanism to ensure mutual accountability between staff and management.

I would like to record both my personal thanks and that of members of the Board of Management to our staff for their commitment and dedication. This has contributed greatly to the achievements of the organization to date and allowed us to continue providing quality services to vulnerable children and their families.

SUPPORT PROGRAMS**Child/Young Person Witness Support Program (CYPWSP):**

- Referrals to PACT continued to climb sharply – with a 20% increase in referrals over the past two years from 791 to 953.
- The recruitment and training cycle of CYPWSP continues and PACT currently has 65 active CYPWS Workers across Queensland.
- PACT has continued to provide high quality services for clients in the geographical areas across Queensland as contracted with the Department of Child Safety.
- PACT continues without exception to provide services as required to all clients referred.
- PACT's commitment to improve and strengthen the program continues.

Therapy Program:

- PACT continues to provide therapeutic support to those client children/young persons and their non-offending family members as requested.
- Provision of PACT Therapy program to those areas where the CYPWSP is offered continues.
- The Therapy Program expansion has been achieved by training and supporting workers in these geographically diverse sites - subsequent to signing of Memoranda of Understanding (MOU) with their individual employers.

RESEARCH, EDUCATION AND COMMUNITY DEVELOPMENT

- PACT continues to work in close partnership with the University of Queensland and Kids in Mind in the evaluation of programs for the treatment of child/young person victims of sexual abuse and in promoting implementation of the results of its initial research study. A further proposal building on the results of the joint research findings has been submitted to government and we are currently awaiting advice regarding its acceptance for funding.
- PACT continues a program of training, education and community development for other providers of services to children across Queensland.
- PACT continues to establish formal arrangements with Centacare, Lifeline and Anglicare to train their workers to support our clients in regional areas.
- PACT has been able to provide educative opportunities to various officers within the Justice system, the Queensland Police Service and the Department of Child Safety over the past 12 months – a relationship PACT hopes to continue and enhance.

AWARDS

- Mrs Kate Legrady is the recipient of the *PACT Volunteer of the Year Award 2006*.
- During the year members Mrs Judy Krynen and Ms Irene Conway were awarded Life Membership of PACT for their significant contributions to the organization with each having over 9 years involvement as volunteers. The Board also approved the awarding of Life Membership to Ms Tricia Velthuizen at this year's PACT Conference in recognition of her significant contribution to the work of PACT over a number of years and in particular her contribution to the organizing and staging of the successful PACT Conference 2006.
- At this year's Annual General Meeting, Mrs Marj Evans will be awarded Life Membership of PACT, recognizing her years of involvement as a Child Witness Support volunteer from 1997 to 2006, her service as Secretary and Board member and her contribution as the Chair of the Volunteer Sub-Committee.

FINANCE

- This Board leaves PACT in a sound position to face the challenges of the future. The financial situation of the organisation will continue to be monitored - as a very significant increase in activity has necessitated an increase in staff employed and a projected deficit.
- A 4-year service agreement for funding (with mutually agreed out-come measures) which was signed in mid-2005 between PACT and the Department of Child Safety continues in operation.

FUTURE DEVELOPMENTS

- PACT will continue to advise government in the roll-out of the substantial changes arising from the CMC report, both as an independent agency and as an appointed member of the Advocacy Advisory Committee.
- PACT will continue to forge meaningful relationships with the government and judicial agencies with specific reference to child sexual abuse and the role of vulnerable child witnesses within the criminal justice system.
- PACT has been invited to be an active partner in the development of a vulnerable witness policy - including non-legislative measures such as court design, witness support, guidelines for interviewing child witnesses and counselling protocols.
- PACT will continue to be actively involved in an advisory capacity in the development by the judiciary of Judicial Guidelines for the use of new technology (such as CCTV and pre-recorded videotapes) and other special measures to be adopted by the courts when taking evidence of children.
- PACT has an ongoing commitment to the collection of information in relation to child/young persons presenting within the courts - to better assess questions of process and outcome for this vulnerable group. This will be enhanced with the proposed review of PACT's IT needs.
- PACT continues to work within a cooperative partnership between PACT, the Commission for Children and Young People and Child Guardian, Government Departments (especially staff of the Department of Child Safety, Department of Communities, the Queensland Police Service, the Office of the Director of Public Prosecutions, the Department of Justice and the Attorney General) and Officers of the various Queensland Courts.

PERSONAL THANKS

- PACT had a well balanced and highly committed Board of Management in 2005-06, and those nominated for the 2006-07 period have my full support.
- I have had the honour of serving as President of PACT during the past two years. It has been a period of substantial change, a number of challenges, and much satisfaction. During this period our Secretary, Ms Megan Caffery and Mrs Cheryl Nancarrow resigned from the Board. I wish to record my thanks to them for their contributions both whilst members of the Board and to the organization.

- I thank the members of the Board of Management, staff and most especially the CYPWSP volunteers for their assistance as PACT has sought to achieve our goal to improve the outcomes for vulnerable children and young people. I would like to especially acknowledge the work of Mrs Marj Evans who is not standing for re-election. Marj's involvement with PACT has stretched over 9 years including a substantial time as a volunteer. Marj also served as a team leader, Board member and secretary. Her contribution will be greatly missed.
- In 2006, PACT has grown to a staff of six, with sound financial reserves and some 65 CYPWSP workers – providing a service to over 950 children and young people across the state.
- In this, PACT's 22nd year – it is timely that we reflect upon the outstanding work undertaken by those hundreds by people associated with the organisation over that time and the major positive influence that PACT has had on the lives of children and young people with whom it has had contact.
- There is much more to do, and I have every confidence that PACT with a committed staff and a large number of very committed volunteers will continue to change and grow to meet the changing needs of children.

David R Jefferies APM OAM FAIM
President

SECRETARY'S REPORT

It is with great pleasure that I present my report as Secretary of the PACT Board of Management following the resignation of my predecessor, Ms Megan Caffery, in December 2005.

The 2005/2006 period has been extremely productive for PACT on a number of fronts, many of which have been outlined in reports of the President and Executive Manager and Administrator. I am pleased to report that the outgoing Board of Management has achieved many of the goals set for the period and has made significant progress in terms of ongoing projects which will enable PACT to continue to achieve positive outcomes for children and families in the coming year.

BOARD OF MANAGEMENT MEETING ATTENDANCE – SEPTEMBER 2005 – SEPTEMBER 2006:

I can report that the Board of Management conducted formal meetings on a monthly basis on eleven occasions throughout the year in addition to business conducted outside of meetings.

POSITION	NAME	NUMBER ELIGIBLE TO ATTEND	NUMBER ATTENDED
President	David Jefferies	11	11
Vice President	Jennifer Pouwer	11	9
Secretary	Megan Caffery (resigned December 2005)	3	3
	Marj Evans	11	10
Treasurer	Randall Smith	11	9
Member	Theresa Davis	11	9
Member	David Nardone	11	8
Member	Pam Varcoe	11	9
Member	Cheryl Nancarrow (resigned June 2006)	8	6
Member	Susan Diggles (joined April 2006)	5	3

I would like to take this opportunity to express my sincere thanks to all of my fellow Board members for their cohesiveness at the meetings and for the support I have personally received in my role. It has been my privilege to have worked with each of the members over the past two years. In thanking the Board, I would also like to acknowledge the work undertaken by the Executive Manager, Mrs Jo Bryant. I would like to personally thank Jo for her professionalism and the assistance she has provided to the Board and myself. It would be remiss of me not to thank each of the members of the PACT staff, Mr Peter Marrington, Miss Justine Devine and Ms Sabina Nowak for their help and support over the years.

The Board of Management was also assisted by a number of Sub-Committees during the past year. These included; the Conference Sub-Committee, Co-Chaired by Ms Tricia Velthuisen and Ms Theresa Davis, the Fundraising Sub-Committee Chaired by Mr Randall Smith and the Volunteer Sub-Committee, Chaired by myself. I would like to make special mention and express appreciation to the members of the Volunteer Sub-Committee, Mrs Kate Legrady, Mrs Jill Wesche and Ms Sabina Nowak for their input and assistance in raising and resolving issues of concern for the betterment of all PACT Volunteers.

The 2005–2006 period was both dynamic and demanding. I thank the members of the Board of Management, staff and Volunteers for once again rising to the challenges and undertaking the invaluable work that enables PACT to protect vulnerable children and young people throughout the court system.

I would like to take this opportunity to personally thank each and every one of the dedicated PACT Child Witness Support Volunteers throughout Queensland, for their valuable support to me personally, and to all the children and families that access PACT services. Without your generous and invaluable work children would be facing the trauma of court alone.

Marj Evans
Secretary

TREASURER'S REPORT

The financial statements for the year ended 30th June 2006 present fairly the financial position of Protect All Children Today Incorporated (PACT). The accounts have been audited in accordance with the *Associations Incorporation Act*, applicable Accounting Standards and the Constitution of PACT.

We acknowledge the funding of the Department of Child Safety and the contributions of our other sponsors.

There was an operating profit of \$16,998.00 in the Department of Child Safety Court Witness Support Program. This program was administered within the budget estimates, with only two items of note. An unexpended grant of \$22,000.00 from previous years was added to Grant Income which contributed to the program being in a profit in the 2006 year. Expenditure on volunteer expenses was also lower than budget as this expense is difficult to quantify in advance.

The PACT Funding and Investment Account made a loss of \$7,508.00 this year with reduced fundraising activities and a return of unexpended funds to the Gambling Benefit Fund. This situation is not critical as PACT has ample cash reserves. The major income source was rental from the Hawthorne House. The Hawthorne property remains a stable investment positioned in a high capital growth area. Capital maintenance may be required in future however this will only maintain and assist the property's capital growth.

The Child Protection Week Account had a profit of \$7,559.00 with funding from the Department of Child Safety and Sponsorship from Kentucky Fried Chicken. A media publicity consultant was engaged again this year to co-ordinate the Child Protection Week activities which included grants paid to other community organizations to conduct activities raising awareness.

Randall Smith
Treasurer

STAFF REPORTS

EXECUTIVE MANAGER AND OFFICE ADMINISTRATOR'S REPORT

The PACT staff have continued to dedicate much of their time to reviewing and updating PACT's policy and procedure documents. New Protocol documents have been prepared for a range of PACT activities and processes.

PACT continues to receive additional support from students on work placement with PACT. These student placements benefit both parties by providing students with skills and experience needed for future employment opportunities, whilst providing PACT with access to Masters students with expertise in the fields of Psychology, Business Management and Community Welfare. We would like to express our sincere appreciation to Mr Phillip Bamber, Business School, University of Queensland for his efforts in providing us with excellent students. We would also like to thank the Human Services Section of the Griffith University who have also provided students for placements.

Some of the outstanding students who have supported us this year have been Ms Peta Shakespeare, Ms Tenille Leech and Mrs Leanne Butterfield. We would like to express our sincere appreciation to these ladies, who acted professionally and achieved much in their time with PACT.

Once again PACT was involved in Child Protection Week with the ongoing task of maintaining accurate financial records.

The Executive Manager would like to express her sincere gratitude to the Staff and Volunteers of PACT who work tirelessly and generously to support the victims and witnesses of abuse. We have an excellent team at PACT, who are an absolute pleasure to work with.

We would again like to thank Mr Roger Veal for his valuable assistance in preparing the Business Activity Statement, overseeing of the Periodic Funding Return to the Department of Child Safety and PACT's financial records. Roger's professional knowledge and understanding of PACT has been invaluable. We appreciate his availability and willingness to assist whenever necessary.

We would also like to express appreciation to Mrs Helen Kent for her ongoing assistance in the management of the Client Response Feedback process and to Mrs Fay Schoermer for giving generously of her time to assist with the archiving of PACT files and for her assistance with the PACT 2006 Conference organisation.

Lastly, a special thank you is expressed to the President and members of the Board of Management who give generously of their time and expert knowledge in managing the organisation. Their ongoing accessibility, willingness and support for staff is greatly appreciated.

Jo Bryant *Ass Dip Bus (Man), Dip Comm Serv (Man)*
Executive Manager

Justine Devine
Office Administrator

VOLUNTEER COORDINATOR'S REPORT

Following the resignation of my predecessor, Ms Pauline McElwain, I started part-time in the role of Volunteer Coordinator on Wednesday 8 October 2005, while I gave notice to my previous employer, starting full time on Monday 9 November 2005.

The Volunteers' priorities were clear from my first day, a Brisbane Large Group meeting, where the first question asked of me was "When are you training more Brisbane Volunteers?"

There was no denying that increasing the Child Witness Support Volunteer (CWSV) base around the State was essential. The changeover in staff had delayed both Regional and Brisbane training, and PACT had lost several long-term CWSVs including three Team Leaders. Volunteer numbers had diminished to 45 active Volunteers across Queensland (with another 18 either offline or resigning and finalising their cases).

While CWSV numbers had shrunk, knowledge of PACT's services improved amongst the Queensland Police Service, other referring organisations and the community as a whole. Our raised profile, achieved in part through meeting with key stakeholders, resulted in an increase of referrals from 791 in 2004-2005, to 953 in the 2005-2006 financial year.

Training in Brisbane was the first priority. Following a concerted recruitment drive, we were thrilled by the standard of applicants interviewed for the March 2006 Volunteer Induction Training. Ten trainees joined the ranks after having completed the training, with 8 preparing to graduate at this year's AGM. A second round of Brisbane Induction training is due to begin in September 2006.

Recruiting in the Regions was the next priority. Hervey Bay's training in June reaped 4 new Volunteers across the region, Mackay's training in July doubled the existing team with 2 new CWSVs, while Toowoomba's in August reaped 5 new Volunteers and returned an additional experienced Volunteer to the fold. Induction Training is also planned for Cairns, Townsville, Rockhampton and Bundaberg by the end of November.

Following the changes to the *Evidence (Protection of Children) amendment Act 2003* (Proclaimed 5 January 2004), PACT has seen the improvement of the experiences of child/young person witnesses around Queensland. The Brisbane District Court's Affected Child and Vulnerable Witness Suite was opened by the Governor, Her Excellency Ms Quentin Bryce, on 23 November 2005. This suite of rooms was designed in consultation with PACT to afford such witnesses a safe place to wait and give their evidence. Several Court houses are in the process of being redesigned, and PACT has taken the opportunity, where possible, to provide feedback with the view to better meeting the needs of child witnesses in the future.

While there has been much progress, CWSVs continue to provide feedback on how the legislative changes are working and are identifying areas for further improvement. PACT then shares this information with the relevant stakeholders in order to lobby for further change.

I would like to take this opportunity to thank the staff and Volunteers of PACT for their invaluable assistance in orientating me to the organisation and my position. Special thanks to Mrs Jo Bryant (Executive Manager), Miss Justine Devine (Office Administrator), Mrs Marj Evans (Chair of the Volunteer Sub-Committee), Mr Peter Marrington (Senior Therapist) and Mrs Helen Kent (Casual staff member). I would also like to thank the Team Leaders for their ongoing support: Mrs Kate Legrady and Mrs Jill Wesche (Brisbane), Mrs Fay Bottomer (Cairns), Ms Michelle Dyck (Townsville), Mrs Carol Miles (Mackay), Mrs Kate Wilson (Rockhampton), Mrs Kaye Williams (Bundaberg), Mrs Jo King (Hervey Bay), Mrs Barbara Wood (Sunshine Coast) and Mrs Sally McCreath (Toowoomba).

A special thanks and welcome to Mrs Donna Thomassen who was appointed to the position of Relief Volunteer Coordinator on 26 April 2006. Donna has been relieving me while I have been away conducting regional training, and will be responsible for the Brisbane Induction Training in September 2006.

There are too many people to mention individually, but the efforts of all our CWSVs has been remarkable, especially given the need for more team members throughout the State. Lots of “above and beyond” tasks have been performed by our willing crew, including representing PACT at meetings, consultative opportunities and promotional events and assisting with training. However, there can be only one Volunteer of the Year and this year Mrs Kate Legrady was a stand-out candidate for the award. Kate is one of 2 remaining Brisbane Team Leaders. She has consistently managed a large case load, sat on the Volunteer Sub-Committee, participated in the training of new Brisbane CWSVs, and has continuously kept us on our toes by reminding us of those tasks that tend to otherwise slip down the priority list. Kate has done this in her distinctively diplomatic manner, with care to follow due processes. Congratulations Kate!

I would like to acknowledge the ongoing funding we receive from the Department of Child Safety; and the work of the Judiciary and the staff of the Queensland Police Service, the Office of the Director of Public Prosecutions and the Courts, who have continued to maintain great working relationships with PACT around the State. Thanks also to our numerous guest speakers who have given their time freely to share information as part of CWSV Induction and In-service Training.

2005-2006 has been a time of reform for the organisation, and for my role. The previous year’s structural changes and policy (re)development following the Siggins-Miller Review and the appointment of an Executive Manager has put systems in place to improve the viability of PACT in the long term. 2006-2007 looks to be a year to continue strengthening the organisation and building on the gains made to date. I look forward to playing my part in this endeavour and to continuing to work with such hard working and professional ladies and gentlemen.

Sabina Nowak *B Soc Sc (HS), Dip Appl Sc (C&HS)*
Volunteer Coordinator

CHILD AND FAMILY THERAPIST'S REPORT

During the past year PACT has continued to provide therapy services to our clients in Brisbane and in regional centres throughout Queensland. PACT's Therapy Program is designed to meet the unique needs of our client group. Therapy focuses on the effects of abuse and does not include discussion of evidence while the child or young person is involved in the court process. I provide therapy at PACT House in Logan 3 days per week. In addition, PACT has formal arrangements through individual Memorandums of Understanding with the following organisations, who provide therapy services at no cost to our clients, utilising this specialised model:

Location	Organisation
Cairns	Centacare and Lifeline
Townsville	Centacare
Mackay	Centacare and Lifeline
Rockhampton	Anglicare
Gladstone	Anglicare
Sunshine Coast	Centacare
Caboolture/Redcliffe	Lifeline
Gold Coast	Centacare
Toowoomba	Centacare

PACT continues its research and treatment collaboration with the Department of Psychiatry at the University of Queensland and Kids in Mind – Mater Child and Youth Mental Health Service. A joint submission to the Queensland Department of Child Safety for funding to design and implement throughout Queensland, a new treatment program for sexually abused children, was unfortunately not supported financially. Alternate strategies to progress improving clinical practice continue to be explored.

PACT maintains a strong commitment to the development of expertise and clinical peer review in relation to the treatment and prevention of child abuse and neglect. Training and consultancy in the PACT model of therapy was conducted during the year in Brisbane, Rockhampton, Toowoomba, the Gold and Sunshine Coasts. In addition, 90 professional counsellors attended seminars addressing therapeutic strategies conducted by PACT in Brisbane, Rockhampton, Toowoomba and the Gold Coast.

In summary, PACT has strived to improve the accessibility, relevance and effectiveness of our therapeutic service. I sincerely thank the many individuals and agencies who have contributed to providing high quality services to PACT's clients.

Peter Marrington *B Ec B Soc Admin*
Senior Therapist