

# APPENDIX C

## Scope of this review

### Objective

To determine whether DFFH—and DHHS prior to 2021—has effectively actioned the recommendations from our 2018 audit *Maintaining of Mental Health of Child Protection Practitioners*.

#### Who we examined

#### Its key responsibilities

DFFH

DFFH—which was previously part of DHHS—has a duty of care under the *Occupational Health and Safety Act 2004* to ensure that CPPs maintain good mental health and wellbeing while working to protect some of Victoria’s most vulnerable citizens.

### How we assessed performance

To form our conclusion against our objective we used the following lines of inquiry and associated evaluation criteria.

#### Line of inquiry

#### Criteria

Has DFFH improved its understanding of risk and protective factors influencing CPP mental health?

- DFFH’s view of child protection practitioners’ mental health is informed by up-to-date, relevant and accurate mental health data sources.
- DFFH is monitoring CPP mental health to identify trends and areas requiring further investigation.
- DFFH has developed and implemented modelling tools to support demand forecasting.

Has DFFH established effective mental health support for CPPs?

- DFFH has reviewed the effectiveness of current mental health support tools for CPPs and modified these as necessary.
- DFFH has established and consistently provided effective specialist mental health support services for CPPs.
- DFFH ensures that CPPs are sufficiently aware of available mental health support services and the processes for raising mental health concerns.
- DFFH has implemented a plan to improve CPPs’ experiences in the court environment.

Line of inquiry	Criteria
Does DFFH advise government on the status of CPPs' mental health, including resources required to prevent and address mental health risk factors?	<ul style="list-style-type: none"> <li>• DFFH advises government on the current level of risk to the mental health of CPPs due to unreasonable workload.</li> <li>• DFFH is advising government on the resources required to fully address current and future demand.</li> </ul>

## Our methods

As part of the review, we considered whether DFFH has:

- addressed performance issues relating to the previous recommendations
- taken timely action to address previous recommendations
- put plans in place to address incomplete recommendations
- monitored their actions for review and impact.

Our review procedures included asking DFFH to provide evidence and attestation to our questions about its:

- modelling methods to forecast CPP workload demand and resources required to meet workforce supply
- approach to understanding the risk and protective factors influencing CPP mental health
- mental health support tools and services for CPPs
- advice given to government on CPPs' mental health, including resources required to prevent and address mental health risks due to excessive workload.

We conducted this limited assurance review in accordance with the *Audit Act 1994* and ASAE 3500 *Performance Engagements* to obtain limited assurance to provide a basis for our conclusion.

We complied with the independence and other relevant ethical requirements related to assurance engagements.

We also provided a copy of the report to the Department of Premier and Cabinet and the Department of Treasury and Finance.

## Cost and time

The full cost of the review and preparation of this report was \$180,000. The duration of the review was 5 months from initiation to tabling.