

Report of the Auditor-General No. 12 of 2025-26

Follow up of *Report of the Auditor-General No. 6 of 2021-22: Accessing services for the safety and wellbeing of children and young people – the Strong Families, Safe Kids Advice and Referral Line*

15 June 2026



25 November 2026
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Foreword

There can be no more important function within the State Service than providing safe environments to enable children and young people to flourish. Unfortunately, there will be times when it is necessary for the State to intervene in response to risks to that safety.

The Advice and Referral Line (ARL) commenced operation in 2018 as a 'single front door' for people seeking advice about the safety and wellbeing of children, and to report child safety risks or concerns.

Four years ago, my Office conducted an audit of the ARL which made 7 recommendations aimed at improving its ability to deliver expected levels of service to support the safety and wellbeing of children and young people.

Much has happened since that report, including the Commission of Inquiry into the Tasmanian Government's Responses to Child Sexual Abuse in Institutional Settings, the formation of the Department for Education, Children and Young People (DECYP) and the abolishment of the agency responsible for the function at the time of the audit. DECYP, as the agency that became responsible under the machinery of government change, has fully implemented 2 of the 7 recommendations in that it has:

- improved the way it approached and resourced major projects
- provided non-government ARL workers with access to required information systems.

The subsequent restructuring of the ARL, along with recommendations arising from the Commission of Inquiry, has meant that the remaining 5 recommendations from the 2022 report have not been fully implemented. DECYP has progressed 3 of these recommendations through the restructuring, and advised that one was no longer applicable. One recommendation on system integration was not implemented. However, the ARL has improved its engagement and communication with other agencies since the 2022 report.

The new operating model for the ARL, anticipated to be in place on 1 July 2026, was beyond the scope of this follow-up audit.

I thank DECYP staff for their assistance during this audit.



Martin Thompson
Auditor-General

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2026
PARLIAMENT OF TASMANIA

Follow up of Report of the Auditor-General No. 6 of 2021-22: Accessing services for the safety and wellbeing of children and young people – the Strong Families, Safe Kids Advice and Referral Line

15 June 2026

Presented to both Houses of Parliament pursuant to
Section 30(1) of the *Audit Act 2008*

Acknowledgement of country

In recognition of the deep history and culture of Tasmania, we acknowledge and pay respect to Tasmanian Aboriginal people, the past and present custodians of this island. We respect Tasmanian Aboriginal people, their culture, and their rights as the first peoples of this land. We recognise and value Aboriginal histories, knowledge and lived experiences and commit to being culturally inclusive and respectful in our working relationships.

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Executive summary

This audit assessed the degree to which the Department for Education, Children and Young People (DECYP) implemented the 7 recommendations made in the *Report of the Auditor-General No. 6 of 2021-22: Accessing services for the safety and wellbeing of children and young people – the Strong Families, Safe Kids Advice and Referral Line* (2022 audit) as listed in Table 1.

Our conclusion

DECYP has:

- implemented recommendations 1 and 5
- progressed recommendations 3, 4 and 7
- not implemented recommendation 2, but is working to mitigate the service risks this presents
- assessed recommendation 6 as no longer applicable due to the planned restructuring of the Advice and Referral Line (ARL).

Summary of findings

When assessing if DECYP implemented the recommendations from the 2022 audit, we considered:

- the change in responsibility for the ARL from Communities Tasmania, when it was abolished in September 2022, to DECYP
- subsequent reforms to the ARL since the 2022 audit, including the Commission of Inquiry into the Tasmanian Government’s Responses to Child Sexual Abuse in Institutional Settings
- the impact of the ARL Review Project in 2023 which recommended changes to the ARL’s operating model.

Table 1: Recommendations from the 2022 audit and their assessed implementation status and impact

Recommendation	Status	Findings and impact
1. Ensure sufficient and appropriate project resources and effective project management methodology are deployed in future significant sub-projects of major reforms.	Implemented	DECYP improved the way it approached and resourced major projects such as the ARL Review Project.
2. Work with DPFEM to improve the manual or electronic interchange of information relevant to child safety, and specifically	Not implemented	There is still no integration between Atlas and CARDI, which means ARL staff continue to

Recommendation	Status	Findings and impact
information flowing between the existing CARDI and Atlas systems, in order to reduce reworking of data leading to inefficient practices within both agencies.		manually convert Tasmania Police (Police) referrals on child safety matters. However, the ARL has improved its collaboration with Police to mitigate the service risks this presents. Work to address barriers to sharing child safety information between agencies is being progressed through the broader Commission of Inquiry reform program.
3. Review its processes regarding the delivery of feedback of next steps and outcomes to persons contacting the ARL to ensure consistency of approach.	In progress	DECYP advised that work to implement consistent caller feedback processes was still ongoing. It advised that it will review caller feedback processes as part of the ARL Renewal Project, noting there are confidentiality and legal constraints.
4. Work with stakeholder agencies to raise both awareness of the ARL and its role and encourage those agencies to promote their own responsibilities in child safety and wellbeing.	In progress	DECYP improved its collaboration and engagement with other agencies. However, it has further work to do on cross-agency communication and understanding of roles.
5. Work with DPFEM and DOJ, as system owners, to find a solution to barriers that prevent non-government ARL workers from accessing information systems that would enable them to perform their jobs more efficiently and effectively.	Implemented	DECYP provided non-government ARL workers with access to required information systems.
6. Prioritise the resourcing of liaison officers within the ARL to increase both their capacity to work within communities and with service providers, as well as provide ongoing training and education required to support a more proactive and preventative approach to child safety and wellbeing.	No longer applicable	DECYP advised that the Community Liaison Officer role will not be part of the future operating model. However, it will retain other liaison roles. DECYP has developed a communication strategy, which includes a redesigned website, to ensure community and stakeholder awareness of the

Recommendation	Status	Findings and impact
		ARL restructure, including changes to roles and scope.
7. Develop effectiveness indicators for the ARL to better understand if the original objectives of SFSK are being met. The indicators to complement the throughput and efficiency indicators already in place and to include measures of client satisfaction.	In progress	DECYP reported challenges with service demand and complexity as the reasons for not yet implementing measures to track service effectiveness. It has introduced interim activity and efficiency measures to monitor the ARL's performance while the service is restructured.

Source: Audit Tasmania

1. Introduction

Background

- 1.1 The *Report of the Auditor-General No. 6 of 2021-22: Accessing services for the safety and wellbeing of children and young people – the Strong Families, Safe Kids Advice and Referral Line* (2022 audit) examined the implementation and effectiveness of the Strong Families, Safe Kids Advice and Referral Line (ARL).
- 1.2 The ARL was set up as part of the Strong Families Safe Kids (SFSK) reforms to Tasmania’s child protection system. It commenced operation in late 2018 as a ‘single front door’ for people seeking advice about anything to do with the safety and wellbeing of children, and to report child safety risks or concerns.
- 1.3 In the 2022 audit, we assessed whether, as the primary point of access, the ARL had been implemented effectively to provide expected levels of service to support the safety and wellbeing of children and young people.¹

Findings from the 2022 audit

- 1.4 We found the ARL had improved how families were connected to appropriate interventions.
- 1.5 However, the Department of Communities Tasmania (Communities Tasmania) allocated insufficient project management methods and resources to support the service’s implementation. This, combined with tight timeframes, meant some staffing, systems and communication issues were unresolved when the ARL went live in 2018.
- 1.6 When we undertook the audit in 2022, some issues were still unresolved. These issues, which resulted in an inefficient service, were that:
 - non-government ARL workers could not access all relevant Government information systems
 - the CARDI and Atlas information systems, used by the ARL and Tasmania Police (Police) respectively, did not interface.

CARDI: Children’s Advice and Referral Digital Interface

An information system, developed specifically for the ARL, used by ARL workers to record information from conversations with callers and other contacts.

¹ By ‘expected’ we mean the outcomes set out as part of the Strong Families Safe Kids reforms, as they relate to the ARL.

1.7 Issues related to service effectiveness and timeliness, and which contributed to a lack of understanding of the ARL's purpose and function, were that:

- liaison officers were critical to the success of the ARL, but they were not resourced to deliver all aspects of their role
- the communication and education role was insufficiently resourced
- callers received inconsistent feedback on next steps and outcomes from the ARL.

1.8 There was little evidence as to whether the ARL was meeting its intended outcomes as articulated in the SFSK reforms. Communities Tasmania's regular management reporting focused on activity rather than effectiveness.

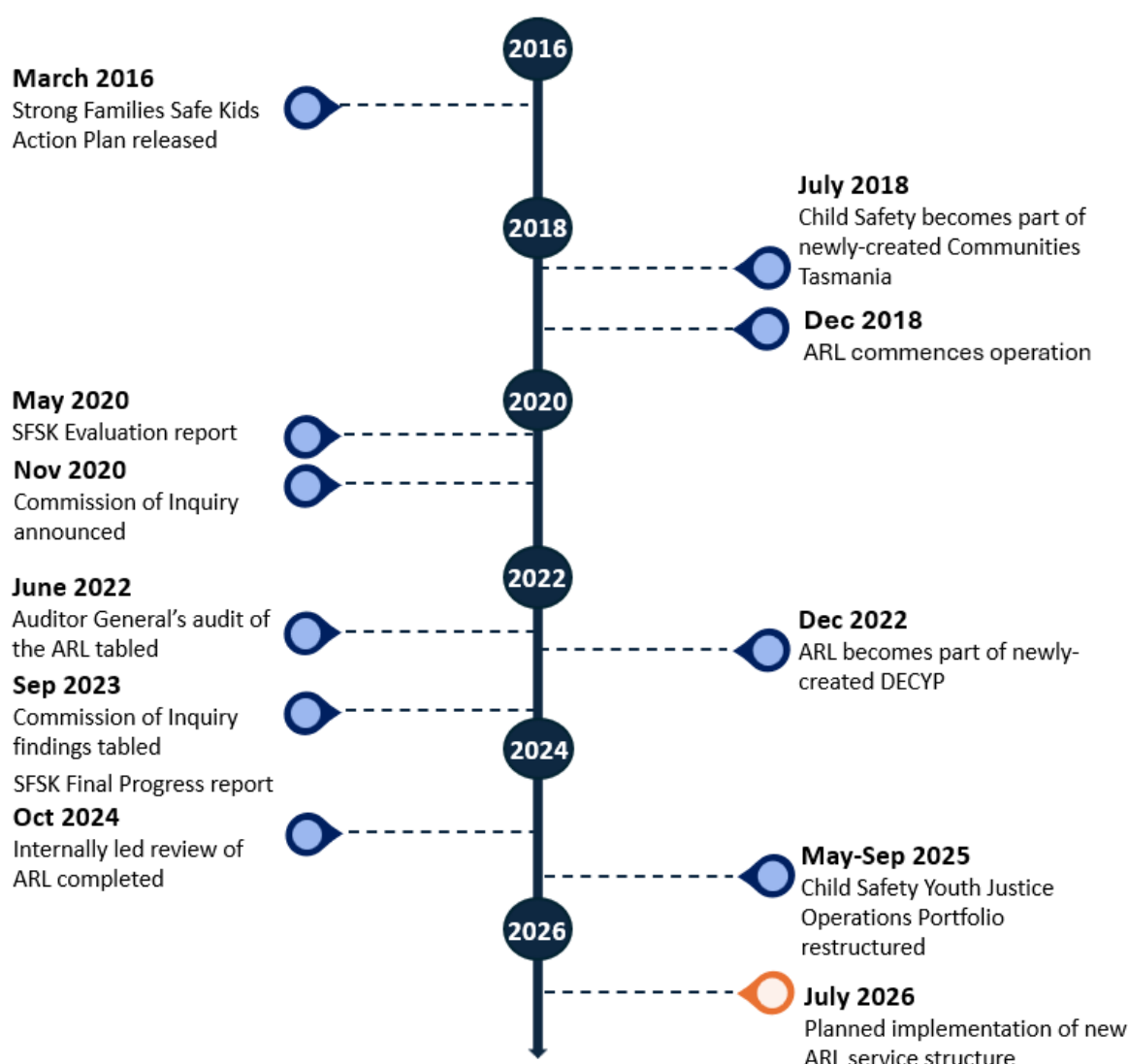
Changes to the ARL since the 2022 audit

1.9 When assessing if DECYP implemented the recommendations, we considered:

- the change in responsibility for the ARL from Communities Tasmania, when it was abolished in September 2022, to DECYP
- subsequent reforms to the ARL since the 2022 audit.

1.10 Figure 1 summarises the events that have impacted the ARL since 2016.

Figure 1: Timeline of events impacting the ARL between 2016 and 2026



Commission of Inquiry

- 1.11 On 23 November 2020, the then Premier announced a Commission of Inquiry (COI) into the Tasmanian Government's Responses to Child Sexual Abuse in Institutional Settings. The COI's Final Report was tabled in September 2023.
- 1.12 The COI called for strategic, cultural, and systemic reform to improve child safety.
- 1.13 Several findings and recommendations from the COI directly impacted the ARL. These align with issues raised in the 2022 audit in several broad themes. These include a need for strong leadership, governance, performance measures, collaboration and strategic partnerships.
- 1.14 DECYP's management cites the COI as a driver for major reforms, including the ARL Renewal Project that was underway at the time of this follow-up audit.

'In practice, Recommendation 9.4 is the authorising environment for a whole-of-system ARL Renewal Project, rather than continuing with incremental, isolated improvements.'

DECYP

The ARL Review

- 1.15 The ARL Review Project (the Review) started in late 2023. It was in response to increased service demand and concerns about the service's ability to respond effectively and efficiently to reports on child safety matters.
- 1.16 The Review report, completed in October 2024, made 22 findings and 18 recommendations. It:
- stated the 2022 audit recommendations were consistent with 2 other evaluations of the ARL conducted in 2020 and 2023
 - noted that issues reported in the 2022 audit had persisted, including the need for:
 - better engagement and communication with stakeholders
 - improved systems integration
 - evaluation of the service's effectiveness and performance
 - recommended changes to the ARL's operating model and a review of Liaison Officer roles.
- 1.17 By December 2025 and in response to the Review Report, DECYP had restructured the Child Safety Youth Justice Operations (CSYJO) Portfolio, which includes the ARL.
- 1.18 At the time of this follow-up audit, DECYP was restructuring the ARL, referred to as the 'ARL Renewal Project'. The new operating model was informed by the Review, and co-designed by a senior academic, who was one of the Commissioners for the COI, and the Australian Centre for Child Protection. DECYP expects the new operating model to be in place on 1 July 2026.

2. Implementation of the 2022 audit recommendations

In this chapter, we assess DECYP's implementation of the 2022 audit recommendations.

Chapter summary

DECYP implemented 2 recommendations from the 2022 audit. It has:

- implemented Recommendation 1, demonstrating that it improved the way it approached and resourced major projects such as the ARL Review Project
- implemented Recommendation 5, ensuring that non-government ARL workers could access required information systems.

DECYP is progressing Recommendations 3, 4 and 7 from the 2022 audit. It:

- will review caller feedback processes as part of the ARL Renewal Project, noting there are confidentiality and legal constraints
- has improved its collaboration and engagement with other agencies, but has ongoing work to do on cross-agency communication and understanding of roles
- reported challenges with service demand and complexity as the reasons for not yet implementing measures to track service effectiveness. It advised that a framework to monitor service effectiveness will be implemented as part of the ARL Renewal Project.

DECYP has not implemented Recommendation 2 from the 2022 audit. There is no integration between Atlas and CARDI. While staff continue to manually convert Police referrals on child safety matters, the ARL has improved its collaboration with Police to mitigate the service risks this presents. Work to address barriers to sharing child safety information between agencies is being progressed through the broader COI reform program.

We have assessed Recommendation 6 from the 2022 audit as no longer applicable. DECYP advised that the Community Liaison Officer role will not be part of the future operating model. However, it will retain other liaison roles. DECYP has developed a communication strategy, which includes a redesigned website, to ensure community and stakeholder awareness of the ARL restructure, including changes to roles and scope.

Two recommendations were implemented

DECYP deployed appropriate project management resources and methodology

Findings from 2022 audit

The 2022 audit found that Communities Tasmania did not have:

- formal project management methodology
- dedicated oversight
- dedicated project resources during the early stages of the SFSK reforms.

This resulted in a reactive, 'just-in-time' approach to project delivery.

We recommended that DECYP deploy sufficient project resources and effective project management methodology in future significant sub-projects of major reforms.

- 2.1 We found that DECYP allocated more resources and used an improved project management approach for the ARL Review Project. This project, which started in September 2023, reviewed the ARL's scope and operations.
- 2.2 For the ARL Review Project, DECYP:
 - allocated project funding of \$300,000
 - had governance and project roles
 - ensured steering committee oversight
 - defined project objectives, scope, outcomes and outputs.
- 2.3 DECYP advised the new approach to project management will ensure that future reforms are well coordinated and resourced to deliver positive outcomes.

'The project team delivered a review that set the benchmark for future reform work. Purposeful resourcing, strong governance structures and disciplined project management enabled a high-quality ARL Review, ensured evidence-based findings, and supported alignment across related initiatives. The Review's outputs directly shaped the ARL Renewal Project and the design of Child Safety Connect, providing a clear, scalable project model and resourcing blueprint now being applied across the broader Child Safety and Youth Justice Operations reform program.'

DECYP

Non-government ARL workers were given relevant systems access

Findings from 2022 audit

Government and non-government staff work with the ARL. The 2022 audit identified that non-government staff could not access 2 key systems:

- the Safe at Home Information Management System (SIMS), managed by Safe at Home (a multi-agency partnership led by the Department of Justice)
- the Family Violence Management System (FVMS), managed by the Department of Police, Fire and Emergency Management (DPFEM).

We recommended that all ARL staff have access to these systems to do their jobs efficiently and effectively.

- 2.4 DECYP engaged with the other agencies to provide all ARL non-government staff with access to SIMS and FVMS by October 2023.

'[Non-government] staff are now able to undertake the mandated system checks ... and use these to inform and triage decision making, ensuring consistent, timely and compliant practice across both departmental and non-government workers.'

DECYP

Three recommendations are in progress

Collaboration, co-location and engagement initiatives have improved communication and understanding of roles

Findings from 2022 audit

The 2022 audit recommended that DECYP work with stakeholder agencies to:

- raise awareness of the ARL and its role
- encourage them to promote their own responsibilities in child safety and wellbeing.

- 2.5 DECYP is progressing this recommendation.

- 2.6 DECYP is working with several agencies in new or expanded initiatives, including:

- the Arch centres, where ARL staff work with Police, the Tasmanian Health Service, the Sexual Assault Support Service, and Laurel House
- the Safe Families Coordination Unit, a Police-led multi-agency, co-located government unit that responds to family violence and supports identified families at risk, which has expanded since the 2022 audit
- an arrangement where Police representatives work at the ARL for a day each week to support information sharing and coordinated decision-making

- engaging with school principal groups to:
 - provide information on the ARL and Child Safety
 - get feedback from school principals on what is and is not working.
- 2.7 DECYP has various specialist roles to liaise, collaborate, and share information with other agencies and service providers. Some of these roles were in place during the 2022 audit. In 2022, we found that Communities Tasmania had not resourced the liaison officers to deliver all aspects of their role.
- 2.8 In response to this follow-up audit, DECYP advised that these roles continue to strengthen cross-agency interfaces.

[The ARL has] specialist liaison roles across disability services, health, hospitals, courts, schools and family violence settings [and these] have improved communication, sped up information flow and provided clear, reliable pathways for partner agencies to seek advice on child safety concerns.'

DECYP

- 2.9 While DECYP has improved communication with stakeholder agencies overall, its engagement with school principals indicates that some communication challenges persist.

'There still isn't open communication between schools and child safety, even though we are one agency.'

School principal

- 2.10 A lack of understanding of the ARL's role and the responsibilities of stakeholder agencies may result in delays in reporting, repeated enquiries, and inefficient processes.

Work to ensure consistent caller feedback processes is ongoing

Findings from 2022 audit

The 2022 audit recommended that DECYP review its processes on sharing next steps and outcomes to persons contacting the ARL to ensure there is a consistent approach.

- 2.11 DECYP is progressing this recommendation.
- 2.12 DECYP documented a procedure for responding to ARL contacts in 2024. However, this procedure does not have a consistent approach to advising callers of next steps or outcomes.
- 2.13 DECYP advised that caller feedback processes will be reviewed and implemented, and a mandatory reporters' guideline will be developed, in the ARL Renewal Project. They

noted that there are significant confidentiality and legal constraints in providing feedback to callers, particularly if the caller is not the legal guardian of the child or young person.

2.14 The Office of the Chief Practitioner Professional Practice, established in May 2025, includes roles to develop clearer procedures across the Child Safety Youth Justice Operations portfolio. DECYP advised that, as part of its responsibilities in identifying opportunities for practice improvement, this Office would look at strengthening how the ARL provides closure or next-step information to notifiers.

2.15 A lack of documented guidelines or procedures on providing feedback to callers may result in:

- inconsistent advice and support
- repeat calls from families or mandatory reporters.

Indicators of the service’s effectiveness, including measures of client satisfaction, have not yet been developed

Findings from 2022 audit

The 2022 audit recommended that DECYP develop effectiveness indicators for the ARL to better understand if the original objectives of SFSK are being met. The indicators to complement the throughput and efficiency indicators already in place and to include measures of client satisfaction.

We note that the review of the ARL completed in October 2024 also recommended implementing external measures of effectiveness and performance.

2.16 DECYP is progressing this recommendation.

2.17 DECYP advised it had:

- not yet developed indicators of effectiveness for the ARL due to the high and increasing numbers of contacts to the service, necessitating the prioritisation of resources to respond to this demand
- paused work to develop indicators of client satisfaction, due to the complexity of measuring client satisfaction in a child safety context.

‘While earlier work explored surveying, we paused the initiative due to these methodological sensitivities, the need to safeguard participants, and the risk of drawing incorrect conclusions without the right context and supports.’

DECYP

2.18 DECYP has introduced 2 interim mechanisms to monitor the ARL’s performance:

- a department-wide complaints and feedback framework
- an internal dashboard of service information.

- 2.19 These mechanisms primarily measure activity and efficiency. DECYP advised that it analyses qualitative and quantitative data from these mechanisms to monitor the ARL's performance and identify areas for improvement.
- 2.20 DECYP advised that a framework to monitor service effectiveness will be implemented as part of the ARL Renewal Project.
- 2.21 Systematic capture of feedback from both families and stakeholders is necessary to find and address any deficiencies in the service.

One recommendation was not implemented

There is no integration between Atlas and CARDI

Findings from 2022 audit

The 2022 audit found there was a lack of integration between Atlas² and CARDI, resulting in extensive manual conversion of referrals by ARL staff. We recommended that DECYP work with DPFEM to improve the flow of information relevant to child safety between Atlas and CARDI.

- 2.22 DECYP has not implemented this recommendation.
- 2.23 The barrier to implementing this recommendation is that Atlas and CARDI are owned by different agencies and are designed to address different problems.
- 2.24 ARL staff continue to manually convert child safety referrals from Police. While this is inefficient, both agencies indicated that the service quality risks it presents are mitigated by improved collaboration. For example:
- information sharing between Police and the ARL
 - Police representatives work at the ARL every week.
- 2.25 DECYP advised that work to address barriers to sharing child safety information between agencies is being progressed through the broader COI reform program.

² Atlas is Police's operational information system which was delivered to provide Police with improved access to criminal intelligence.

One recommendation is no longer applicable

Community Liaison Officer roles are being phased out

Findings from 2022 audit

The 2022 audit identified that Community Liaison Officers³ and stakeholder-specific liaison officers⁴ have a critical role. However, they are stretched across a broad range of tasks, with communication and education necessarily given a lower priority.

In that audit, we recommended that DECYP prioritise resourcing of liaison officers within the ARL to:

- increase their capacity to work within communities and with service providers
- provide ongoing training and education required to support a more proactive and preventative approach to child safety and wellbeing.

2.26 DECYP has not implemented this recommendation.

2.27 The ARL restructure underway at the time of this follow-up audit will result in some specialist liaison officer roles being retained⁵, but the Community Liaison Officer role will no longer exist.

2.28 DECYP advised that continuing to resource Community Liaison Officers would duplicate or conflict with the new service structure. It assessed that keeping these roles diverted frontline resources from meeting demand for the service. Furthermore, they did not meet the intent to support early intervention and help the community navigate the service.

2.29 DECYP advised that external professionals, who previously received information regarding the ARL from Community Liaison Officers, could now obtain that information from the Department's website or from community organisations. DECYP has developed a communication strategy, which includes a redesigned website, to ensure community and stakeholder awareness of the ARL restructure, including changes to roles and scope.

³ The duties of Community Liaison Officers included engagement with families and stakeholders (including working with families to access community-based programs aimed to address root causes of child safety issues), along with broader education and communication.

⁴ Audit Tasmania, [Report of the Auditor-General No. 6 of 2021-22: Accessing services for the safety and wellbeing of children and young people – the Strong Families Safe Kids Advice and Referral Line](#) p.40. Sourced 4 May 2026.

⁵ Such as Disability Liaisons, Youth Liaisons and Hospital Liaisons.

'The decision to transition away from Community Liaison roles reflects a considered determination that the previous model was no longer fit for purpose, was resource-intensive, and did not represent an effective or efficient allocation of frontline capacity in a system experiencing sustained and high demand.'

DECYP

- 2.30 We acknowledge the intent of the new service structure to address the needs of families and communities that underly this recommendation. It is imperative that DECYP allocate adequate resources for engagement and communication, to ensure that the community understands the new structure and scope of the service.

Appendix A – Independent assurance report

This independent assurance report is addressed to the President of the Legislative Council and the Speaker of the House of Assembly. It relates to my follow up of the *Report of the Auditor-General No. 6 of 2021-22: Accessing services for the safety and wellbeing of children and young people – the Strong Families, Safe Kids Advice and Referral Line*.

Audit objective

The objective of the audit was to assess the degree to which the Department for Education, Children and Young People (DECYP) has implemented the recommendations made in the *Report of the Auditor-General No. 6 of 2021-22: Accessing services for the safety and wellbeing of children and young people – the Strong Families, Safe Kids Advice and Referral Line* (2022 audit).

Audit scope

The audit assessed the implementation of the seven recommendations made in the 2022 audit as listed in Table 1.

Table 1 Recommendations assessed

Recommendation
1. Ensure sufficient and appropriate project resources and effective project management methodology are deployed in future significant sub-projects of major reforms.
2. Work with DPFEM to improve the manual or electronic interchange of information relevant to child safety, and specifically information flowing between the existing CARDI and Atlas systems, in order to reduce reworking of data leading to inefficient practices within both agencies.
3. Review its processes regarding the delivery of feedback of next steps and outcomes to persons contacting the ARL to ensure consistency of approach.
4. Work with stakeholder agencies to raise both awareness of the ARL and its role and encourage those agencies to promote their own responsibilities in child safety and wellbeing.
5. Work with DPFEM and DOJ, as system owners, to find a solution to barriers that prevent non-government ARL workers from accessing information systems that would enable them to perform their jobs more efficiently and effectively.
6. Prioritise the resourcing of liaison officers within the ARL to increase both their capacity to work within communities and with service providers, as well as provide ongoing training and education required to support a more proactive and preventative approach to child safety and wellbeing.
7. Develop effectiveness indicators for the ARL to better understand if the original objectives of SFSK are being met. The indicators to complement the throughput and efficiency indicators already in place and to include measures of client satisfaction.

Source: Audit Tasmania

Audit approach

The audit was conducted in accordance with the Australian Standard on Assurance Engagements *ASAE 3500 Performance Engagements*, issued by the Australian Auditing and Assurance Standards Board, for the purpose of expressing a limited assurance opinion.

The audit assessed:

- the extent to which recommendations made in the audit report were implemented
- whether implementation of the recommendations helped improve compliance, efficiency, effectiveness or economy of the relevant State entity's activities
- the appropriateness of the rationale or evidence to support non-implementation.

Responsibility of management

It is the responsibility of the Accountable Authority to ensure that recommendations from external independent bodies such as the Auditor-General are implemented in a timely manner. Where a strategic or operational business decision has been made not to implement a recommendation, this should be communicated to the Accountable Authority for the entity and the entity's Audit Committee, or equivalent.

Responsibility of the Auditor-General

My responsibility was to assess whether DECYP has taken the necessary actions to implement the recommendations made in the 2022 audit, and whether implementation helped improve performance or compliance.

Independence and quality control

I have complied with the independence and other relevant ethical requirements relating to assurance engagements, and applied *Auditing Standard ASQM1 Quality Management for Firms that Perform Audits or Reviews of Financial Reports and Other Financial Information, or Other Assurance or Related Services Engagements* in undertaking this follow up audit.



Martin Thompson
Auditor-General

15 June 2026

Appendix B – Transmittal letter



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15 June 2026

President, Legislative Council
Speaker, House of Assembly
Parliament House
HOBART TAS 7000

Dear President, Speaker

***Report of the Auditor-General No. 12 of 2025-26 – Follow up of
Report of the Auditor-General No. 6 of 2021-22: Accessing services
for the safety and wellbeing of children and young people – the
Strong Families, Safe Kids Advice and Referral Line***

This report has been prepared consequent to examinations conducted under section 23 of the *Audit Act 2008*. The objective of this follow up audit is to assess the degree to which the Department for Education, Children and Young People has implemented the recommendations made in the *Report of the Auditor-General No. 6 of 2021-22: Accessing services for the safety and wellbeing of children and young people – the Strong Families, Safe Kids Advice and Referral Line*.

Yours sincerely

A handwritten signature in black ink, appearing to read "Martin Thompson".

Martin Thompson
Auditor-General

Appendix C – Submissions and comments received

In accordance with section 30(2) of the *Audit Act 2008*, this report was provided to the relevant Minister, Entity Heads of the audited entities with a request for submissions or comments. We did not receive any submissions or comments on the report.

Appendix D – Our role, audit mandate and standards applied

Our role

The Auditor-General and Tasmanian Audit Office (Audit Tasmania) are established under the *Audit Act 2008* and *State Service Act 2000*, respectively. Our role is to provide assurance to Parliament and the Tasmanian community about the performance of public sector entities. We achieve this by auditing financial statements of public sector entities and by conducting audits, examinations and investigations on:

- how effective, efficient, and economical public sector entity activities, programs and services are
- how public sector entities manage resources
- how public sector entities can improve their management practices and systems
- whether public sector entities comply with legislation and other requirements.

Through our audit work, we make recommendations that promote accountability and transparency in government and improve public sector entity performance.

We publish our audit findings in reports, which are tabled in Parliament and made publicly available online. To view our past audit reports, visit our [reports](#) page on our website.

Mandate

Section 23 of the *Audit Act 2008* states that:

- (1) The Auditor-General may at any time carry out an examination or investigation for 1 or more of the following purposes:
 - (a) examining the accounting and financial management information systems of the Treasurer, a State entity or a subsidiary of a State entity to determine their effectiveness in achieving or monitoring program results;
 - (b) investigating any matter relating to the accounts of the Treasurer, a State entity or a subsidiary of a State entity;
 - (c) investigating any matter relating to public money or other money, or to public property or other property;
 - (d) examining the compliance of a State entity or a subsidiary of a State entity with written laws or its own internal policies;
 - (e) examining the efficiency, effectiveness and economy of a State entity, a number of State entities, a part of a State entity or a subsidiary of a State entity;

- (f) examining the efficiency, effectiveness and economy with which a related entity of a State entity performs functions –
 - (i) on behalf of the State entity; or
 - (ii) in partnership or jointly with the State entity; or
 - (iii) as the delegate or agent of the State entity;
 - (g) examining the performance and exercise of the Employer’s functions and powers under the *State Service Act 2000*.
- (2) Any examination or investigation carried out by the Auditor-General under subsection (1) is to be carried out in accordance with the powers of this Act.

Standards applied

Section 31 specifies that:

‘The Auditor-General is to perform the audits required by this or any other Act in such a manner as the Auditor-General thinks fit having regard to –

- (a) the character and effectiveness of the internal control and internal audit of the relevant State entity or audited subsidiary of a State entity; and
- (b) the Australian Auditing and Assurance Standards.’

The auditing standards referred to are Australian Auditing Standards as issued by the Australian Auditing and Assurance Standards Board.

Acronyms and abbreviations

AASB	Australian Accounting Standards Board
ARL	Strong Families, Safe Kids Advice and Referral Line
Audit Act	<i>Audit Act 2008</i>
CARDI	Children’s Advice and Referral Digital Interface
COI	Commission of Inquiry
Communities Tasmania	(the former) Department of Communities Tasmania
CSYJO	Child Safety Youth Justice Operations
DECYP	Department for Education, Children and Young People
DoJ	Department of Justice
DPFEM	Department of Police, Fire and Emergency Management
FVMS	Family Violence Management System
NGO	non-government, or non-government organisation
Police	Tasmania Police, part of the Department of Police Fire and Emergency Management
SFSK	Strong Families, Safe Kids
SIMS	Safe at Home Information Management System
the Review	The ARL Review Project

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