Department for Community Development
Annual Report
2003/2004

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Department for
Community Development

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DIRECTOR GENERAL'S HIGHLIGHTS

When I commenced as the Department's then acting Director General in 2001, I wanted to see some key issues addressed to improve our responsiveness to the communities we serve. For example:

- I wanted to see all areas of the Department working together more effectively to strengthen and support families, children, individuals and communities.
- I saw increased opportunities for collaboration between the Department and our community partners – collaboration with other government departments, not-for-profit agencies, the business sector, parents, foster carers and community organisations is essential to achieving the Department's vision
- I believed the Department's culture needed to be examined and in particular that we needed a specific focus on enhancing opportunities for our Aboriginal and Torres Strait Islander staff – the employment and support of these workers is a key strategy in helping Aboriginal and Torres Strait Islander families and communities overcome the effects of past government polices.
- I saw the need for increased focus on assisting culturally and linguistically diverse individuals, children, families and communities.
- I was also concerned that the Department strengthened the voices of children and young people.

Each year I have taken the opportunity in this section of the annual report to highlight just some of the exciting new initiatives which particularly demonstrate the way we are addressing these issues. Details of these initiatives can be found in the following sections, especially the report on the Department's outputs.

The Department's focus on the protection and care of children is a strong as ever. However, we have strengthened our focus on supporting families, people and communities to make their own choices about how to manage the issues they face.

Over the last year the Department has been helping to create a strong and lasting framework for community development and I am very proud of our achievements. We have also been working with other government and non government organisations to further the Government's 'Children First' agenda and other key across-government priorities such as the response to the Gordon Inquiry, the Early Years Strategy, the State Homelessness Strategy and the Active Ageing Strategy.

For example, 65 new positions were created in the Department during the year to address issues highlighted during the Gordon Inquiry.

Without a doubt a key achievement during the year was the successful passing through the Legislative Assembly of the Children and Community Services Bill. This legislation has been over 15 years in the making and represents the most major reform in child protection in Western Australia in 50 years. The Bill gives children

and their families a voice in the system designed to protect them. In particular, it is imperative that children and young people in care have a say in their care, along with parents, and other significant people in their lives, including grandparents and foster carers.

The launch of the Western Australian Family and Domestic Violence State Strategic Plan 2004-2008 was another milestone this year. The plan will guide all government departments in future planning and implementation of policies and programs aimed at the safety of women and children.

In May I was privileged to attend part of the inaugural Indigenous staff conference, Solid Change: Our Kids, Our Communities – New Opportunities. As well as being the first of its kind in the Department, this conference was unique across the Western Australian public sector. Approximately 160 Aboriginal and Torres Strait Islander staff from across the state shared ideas and information, discussed local and regional issues of concern and celebrated the richness and diversity of Australian Indigenous cultures and the value they add to the work of the Department. Strong relationships were established between staff.

The Department implemented a number of strategies in 2003-04 to attract and retain staff in regional and remote locations and provide career development opportunities for Aboriginal and Torres Strait Islander workers. Attention was also given to developing a comprehensive package of support services for these workers.

Building positive relationships with families and communities and helping communities to deal with their own issues in ways which are relevant to their environment are two key new challenges for the Department. This includes building the capacity of funded organisations, and the not for profit sector overall.

In 2003-04 the Department responded to these challenges in a number of ways. For example:

- payments for foster carers were increased – the first increase since January 1992. The first of three ten percent increases was made in January 2004 and a clothing allowance was introduced for non wards
- training for foster carers was enhanced to ensure they are well-prepared for their role in providing for children and young people
- new community capacity building workers began to engage local community groups and community members to help them find locally relevant solutions to issues of concern to them
- a survey was held to identify the assets and strengths of non government women's organisations and establish partnerships
- regional women's community engagement forums on health and safety continued the community engagement process that started with the Women's Convention in 2002
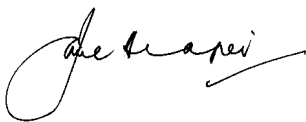- the Not-for-Profit Funding Reform Project reviewed the

Department's funding practices and processes to ensure they were consistent with the State Government's policy and the Department's own strategic directions and vision

- the Department and Lotterywest commenced working together to provide a combined grants approach that is streamlined and maximises funding, to support the early years project sites
- a Children's Advisory Group was formed, to consult with children on policy and program development
- an Indigenous Women's Congress was established to identify and monitor ways the State Government can support the development of Aboriginal and Torres Strait Islander women in Western Australia.

During the year a particular focus was placed on making sure our work was appropriate and accessible to the state's diverse community, including migrants and refugees, with the appointment of two senior cultural and linguistic diversity officers. The placement of culturally and linguistically diverse children and young people in care is also being addressed.

Of course, many challenges remain for the Department. For example, as our society continues to change, we need to provide more support for grandparents raising their grandchildren. These grandparents need improved access to services, strengthened community connections and reduced levels of stress and isolation. In response, funding has been increased for specialist support services and other strategies, such as respite camps, are being developed and trialed.

The following report demonstrates significant achievements for the Department and also highlights those areas we intend to address in 2004-05. I am looking forward to working with the Executive and management team, our staff, foster carers, community and business partners, children and young people, parents and other family members as we continue our journey.

Jane Brazier
Director General

The Department

This section provides an overview of the Department's purpose, including:

- Vision
- Mission
- Outcomes and outputs
- Principles
- Values

Vision

Improved social wellbeing for all individuals, families and communities in Western Australia.

Mission

To enhance the social wellbeing of all Western Australians by working together to:

- *strengthen communities so individuals and families are able to meet their needs, achieve self reliance and contribute to their own solutions*
- *promote a just and equitable community enriched by diversity and increased social participation.*
- *support families and communities to provide for the care and safety of their members.*

Building the social capital and sustainability of communities is important to the wellbeing of families and individuals. The Department for Community Development strives to achieve this by working with the strengths and capacities of individuals of all ages, families, children and young people and communities.

The Department has three desired outcomes which support the Government's strategic goal '*to enhance the quality of life and wellbeing of all people throughout Western Australia*'. The Department delivers eight outputs to achieve these outcomes, which are shown overleaf.

The Department, in partnership with funded not-for-profit organisations, provides a range of services including support to children, young people, men, women, seniors and families, assisting community members in crisis, protecting children from harm, and caring for children who are unable to live at home.

Across-government policy coordination and community engagement is ensured by policy offices with specific responsibility for women, seniors and volunteers, children and young people, and family and domestic violence. In addition, a directorate was established with specific responsibility for Indigenous priorities.

The Department pursues the following objectives:

- strengthened local communities where people are re-engaged in the business of government and connected to a shared vision for the state
- enhanced capacity of individuals, families, communities and service providers, including providers outside government
- world standard delivery of the traditional functions of residual and safety net services
- improved coordination of whole-of-government and inter-sectoral policy, planning, development and reviews.

Outcomes and Outputs

Outcome 1
Communities are strengthened so that individuals and families are able to better meet their needs, achieve self-reliance and contribute to their own solutions.

Outcome 2
Policies are developed and coordinated within the Department and across government for children, families, communities, seniors, women, young people and volunteers and Western Australians are engaged in the process.

Outcome 3
Families and communities are supported to provide for the care and safety of their members.

Output 1: Community Development
Community development programs, activities and services to increase the social infrastructure and capacity of communities to ensure high quality and safe child care, the wellbeing of children, individuals and families.

Output 2: Children's and young persons' policy
Policy coordination, policy advice, analysis and information to develop and refine a collaborative approach with government agencies and the community to promote healthy children and young people.

Output 3: Positive ageing policy
Policy coordination, policy advice, analysis and information to develop and refine a collaborative approach with government agencies and the community to promote positive ageing.

Output 4: Women's policy and progress
Policy coordination, policy advice, analysis and information, informed by community engagement and collaboration with other government agencies; monitoring and reporting on outcomes to overcome systemic inequality and promote positive attitudes to diversity thus enhancing women's progress.

Output 5: Volunteering policy and coordination
Policy coordination, policy advice, analysis and information to develop and refine a collaborative approach with government agencies and the community to promote volunteering.

Output 6: Aboriginal and Torres Strait Islander policy and coordination
Departmental policy coordination, policy advice, analysis and information for Aboriginal and Torres Strait Islander Services.

Output 7: Care and safety services
Services to support families and individuals in crisis and help reduce the occurrence and impact of all forms of abuse; quality care to those children placed in the care of the state.

Output 8: Family and domestic violence coordination
Policy development and coordination to support families and individuals experiencing family and domestic violence.

Principles

The Department's work is based on four key principles. They provide the foundation on which communities are developed and services are delivered to individuals, families and communities.

Engagement — Taking the time to work alongside and together to build positive relationships.

Inclusiveness — Including everyone in planning, direction setting and decision-making around the lives of individuals, families and communities.

Collaboration — Working together in partnership to achieve positive outcomes. Solving problems that are of importance to the lives of individuals, families and communities.

Capacity building — Developing the abilities of families, individuals and communities to work through and find solutions to local level issues.

Values

Building on strengths and capacities

We value the strengths possessed by all individuals, families and communities, and recognise their capacity and right to participate in making decisions about their future. We respect the dignity and rights of others, including the right to privacy and confidentiality.

Pursuing equity and valuing diversity

We are sensitive to the needs and aspirations of all Western Australians including Aboriginal and Torres Strait Islanders, people from culturally and linguistically diverse backgrounds, seniors, volunteers, women, men, children and young people, people with disabilities, and those in rural and remote communities.

We value the diversity of our society and pursue equal opportunities and outcomes for everyone.

We particularly recognise the detrimental effect that state intervention has historically had on Aboriginal and Torres Strait Islanders and we work together with these people to build the capacity of their families and communities.

Encouraging innovation

We are creative and flexible in responding to emerging needs. We show leadership in social policy development and encourage excellence in management and work practices. We are committed to continuous improvement in all areas.

Enhancing staff development

We are proud of the knowledge and skills of our staff. We value their empathy and integrity, and their commitment to the people of Western Australia. We support continuing professional development and a balance between work and family life.

Collaborating as partners

We work in an open and accountable way across government, the not-for-profit sector, with communities, the corporate sector and volunteers, to build relationships and develop effective partnerships.

STRUCTURE AND MANAGEMENT

The structure and management of the Department is outlined in this section including:
• Ministerial responsibilities
• Statutory authority
• Administrative structure
• Directorates and offices

Ministerial responsibilities

The Honourable Sheila McHale MLA was appointed Minister for Community Development, Women's Interests, Seniors and Youth on 16 February 2001, and was given responsibility for Volunteering in July 2002.

The Minister receives independent policy advice from the following committees as at 30 June 2004:

• Advisory Council on the Prevention of Deaths of Children and Young People
• Child Death Review Committee
• Indigenous Women's Congress
• Ministerial Advisory Council on Child Protection
• Supported Accommodation Assistance Program State Advisory Committee
• Women's Advisory Council.

Statutory authority

The Minister is responsible for administering the following acts and regulations:

• Adoption Act 1994
• Adoption Regulations 1995
• Child Welfare Act 1947
• Child Welfare Regulations 1977
• Community Services Act 1972
• Community Services (Child Care) Regulations 1988
• Community Services (Outside School Hours Care) Regulations 2002
• Community Welfare Organisations Regulations 1980
• Volunteers (Protection from Liability) Act 2002
• Welfare and Assistance Act 1961
• Welfare and Assistance Act Regulations 1962.

The Department also has responsibilities under Acts administered by other authorities and these are listed in Appendix 1.

Administrative structure

The Department employs over 1,500 staff and comprises the following major directorates and policy offices:

• Office of the Director General
• Business Services Directorate
• Program and Sector Development Directorate
• Indigenous Policy Directorate
• Community Development and Statewide Services Directorate
• Office for Children and Youth
• Family and Domestic Violence Unit
• Office for Seniors Interests and Volunteering
• Office for Women's Policy.

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Figure 1 Structure at 30 June 2004

Director General
Jane Brazier
- Executive Services
- Office of the Director General
- Consumer Advocacy Services
- Ministerial Liaison
- Corporate Communications and Marketing
- Legislation Project

Business Services Directorate
Executive Director
Mino Intini

- Business improvement
- Financial services
- Human resources
- Information management

Program and Sector Development Directorate
Executive Director
Pauline Bagdonavicius

- Child care licensing unit
- Committee secretariat
- Information, research and evaluation
- Non government policy and funding
- Policy and program development

Indigenous Policy Directorate
Executive Director
Wendy Dawson

- Aboriginal and Torres Strait Islander strategy, policy and coordination

Community Development and Statewide Services Directorate
Executive Director
Lex McCulloch

- Operational resources support
- Legal services
- East division
  - Adolescent and child support services
  - Adoptions
  - Armadale
  - Cannington
  - Foster carer recruitment
  - Goldfields
  - Midland
  - Wheatbelt
- North division
  - Aboriginal student accommodation service
  - Community skills training centre
  - Emergency services
  - Joondalup
  - Keith Maine youth camp
  - Kimberley
  - Mirrabooka
  - Murchison
  - Perth
  - Pilbara
- South division
  - Crisis Care
  - Fremantle
  - Great Southern
  - Peel
  - Rockingham
  - South west
- Operational policy

Family and Domestic Violence Unit
Acting Executive Director
Mark Glasson

- Policy coordination and development
- Community engagement

Office for Seniors Interests and Volunteering
Executive Director
Judy Hogben

- Planning, policy and research
- Services and communications
- Volunteering

Office for Women's Policy
Executive Director
Maria Osman

- Planning and policy
- Community engagement

Office for Children and Youth
Executive Director
David Vicary

- Policy coordination and development
- Community engagement
- Information and advocacy

Directorates and offices

Office of the Director General
The Office of the Director General has responsibility for Ministerial support and liaison, public relations, strategic legal issues, and consumer advocacy. The office also provides advice to the Director General and the Department's executive, assists in strengthening the relationships between all areas of the Department, and ensures the appropriate engagement of other government departments and the media. The office has a whole-of-department focus, and an important part of its role is to coordinate shared activities across agencies and directorates of the Department.

Director General
Jane Brazier was appointed Director General on 3 September 2002 for a five year term. Jane held a number of senior management positions in the public sectors of both New South Wales and Western Australia. Jane was a director in the then Department of Community Services from 1985 to 1990. From 1991 to 1994 Jane established the Bureau for Disability Services and from 1994 to 1999 she was a director and Deputy Commissioner of the Ministry of Fair Trading. From 1999 to 2002 Jane was Executive Director of the Family and Children's Policy Office. Jane is chair of the WA Regional Committee Winston Churchill Memorial Trust, and a board member of the Institute for the Service Professions (Edith Cowan University), the Board of Management Centre for Social and Community Research (Murdoch University) and the Advisory Board, Alcoa Research Centre for Stronger Communities.

Business Services Directorate
Business Services Directorate supports the corporate governance of the Department by providing business management services. These include business improvement, financial, purchasing, asset, human resource and information services. The directorate develops and implements systems, procedures and coordination mechanisms across the Department and ensures appropriate engagement with external agencies.

Executive Director
Mino Intini was appointed to this position in February 2003 and his term of appointment is to 9 February 2008. Prior to this, Mino held the positions of Manager, Information Management at the Department of Treasury and Finance, and Assistant Commissioner Revenue Logistics in the previous State Revenue Department. He also worked as a consultant providing advice to the Australian Government and the Government of Western Samoa on matters of foreign aid. Mino has an extensive background in financial management, strategic planning, and resource and information management.

Program and Sector Development Directorate
Program and Sector Development Directorate provides high level strategic planning, policy and advice, and program development, analysis and review in the key areas of:

- supporting children, young people and families
- protecting children, young people and families
- funding of services, including Commonwealth/state funding agreements
- children's services, including licensing and regulation
- social inclusion, particularly in relation to homelessness
- access and equity for culturally and linguistically diverse people.

The directorate works in collaboration with other directorates, State and Australian Government agencies, the community services sector and consumers. The directorate's work is informed by research and evaluation and the provision of support to Department and Ministerial advisory committees. The directorate also has a significant accountability role. It coordinates the Department's annual report, develops performance indicators, and provides information for the Report on Government Services and other national reports.

Executive Director
Pauline Badgonavicius was appointed executive director in January 2003 and her term of appointment is to 6 January 2008. Pauline is a former nurse with social work qualifications and experience in the drug and alcohol and community services sectors. She has over 10 years experience with the Department in management positions in the metropolitan area and central office. Throughout her career, Pauline has worked extensively with non government services in relation to policy and funding management, and with Australian and State Government agencies in policy and program development.

Indigenous Policy Directorate
The Indigenous Policy Directorate provides leadership and direction within the Department to address the needs of Aboriginal and Torres Strait Islander children, individuals, families and communities. The directorate was established in December 2002 in recognition of the need for better integration and coordination both within the Department and across government to deliver better outcomes for Aboriginal and Torres Strait Islanders.

The directorate's vision, in line with the Department's overall vision, is improved social wellbeing for all Aboriginal and Torres Strait Islanders in Western Australia, by acknowledging cultural diversity and spiritual health, and embracing and building on strengths.

The directorate aims to promote the principles of policy and service coordination, Aboriginal and Torres Strait Islander participation in decision making, cultural recognition and empowerment. It does this via a number of strategies such as providing policy advice, strategic analysis and information on Indigenous issues, and undertaking initiatives to improve attitudes towards Indigenous people and promote cultural awareness.

Executive Director
Wendy Dawson commenced a five year term as executive director in October 2003. Prior to this Wendy worked in the vocational education and training sector firstly at Challenger TAFE as a principal

lecturer in Aboriginal Programs, Aboriginal Program Coordinator and then as the Director of Aboriginal Services with the Department of Training. Wendy is originally from Wiradjuri country in southwest slopes region of New South Wales. She has a strong interest in reconciliation and is committed to working with Indigenous people to increase opportunities and improve outcomes.

Community Development and Statewide Services Directorate

This directorate is the community development and service delivery arm of the Department. Its responsibilities include performing the Department's statutory functions, providing and developing services for families, providing contract management and support for funded agencies, and undertaking community capacity building initiatives.

State service delivery has been divided into three divisions, north, south and east, as shown in Figure 2.

North division comprises six districts and also has responsibility for Aboriginal Student Accommodation, Community Skills Training Centre, Emergency services, Parent Help Centre and Youth Activities. South division comprises five districts and Crisis Care. East division comprises five districts and the Adolescent and Child Support Services, Adoption Service and Foster Carer Recruitment.

A map of the metropolitan and country districts is shown in Figure 3. A list of all Department office locations can be found in Appendix 2.

While still maintaining high standards in child protection, district models changed in 2002/2003 and the generic teams of staff aim to work inclusively with other agencies and members of the community, to achieve better outcomes for individuals and families. Each district includes the following responses:

- children's services
- community development
- early education services
- family group conferencing
- financial services
- placement services
- protecting children
- psychological services
- ß therapeutic services

All districts have one or more specialist officers responsible for children's services, child protection, community development and funding and Aboriginal services.

Executive Director

Lex McCulloch was appointed as executive director in January 2003 for a five year term to 6 January 2008. Lex has over 20 years experience with the Department having joined after completing his social work degree. Lex spent 13 years working in the country in a variety of positions before moving to the metropolitan area to take up management positions.

Figure 2: Divisions across the state

Figure 3: Districts and office locations

Office for Children and Youth

The role of the Office for Children and Youth is to lead the state in promoting and developing the ideas of young Western Australians. The office's mission is to:

- connect all young Western Australians with government and the community
- shape government policy and programs using insights and experiences from young Western Australians.

The office encourages consultation with and support for children and young people, recognising that Western Australia's children and young people are a diverse and dynamic group who make a valuable contribution to the community.

The office enhances the capacity of children and young people to participate in all aspects of society and decision-making and ensures that government as a whole and the non government and community sectors are responsive to the voices of children and young people.

Executive Director

Dr David Vicary was appointed executive director in August 2003 for a five year term. In 2002 David completed a Doctor of Philosophy at Curtin University, on the topic Culturally appropriate intervention and methods of engagement with Western Australian Aboriginals. David also held the position of Deputy Director at Wanslea Family Services and is currently an adjunct senior lecturer in clinical psychology at Curtin University of Technology.

Family and Domestic Violence Unit

Role

The Family and Domestic Violence Unit coordinates an across-government response to family and domestic violence and delivers a range of policy and community engagement programs.

The role of the unit includes:

- providing advice to government
- supporting regional coordination, including funding 17 regional domestic violence committees throughout Western Australia
- collecting, monitoring and evaluating evidence from research, practice and emerging themes and approaches
- developing a policy framework to support regional coordination of services.

Executive Director

Irene Stainton was executive director until March 2004 when she went on to undertake a special project relating to the Department's Cultural Change Program. Mark Glasson was appointed executive director in an acting capacity in March 2004. Mark has extensive experience in funding of services and was director Non Government Policy and Funding in the Department for a number of years. Mark and Irene are state representatives on the National Partnerships Against Domestic Violence Committee.

Office for Seniors Interests and Volunteering

Role

Seniors Interests works to enhance the lifestyles of seniors by promoting positive ageing and encouraging the community to plan for its ageing population.

Strategic priorities are to:

- identify trends and ensure organisations and community groups are informed, and can actively plan and prepare to meet the changing needs of an ageing population
- stimulate government and the community to assist older people to live fulfilling lives through their ability to optimise lifestyle choices and by feeling valued within the community
- promote improved community attitudes towards the diversity and contribution of older people in our society, acceptance of a life course approach to ageing, and increase the positive perceptions of ourselves in later years.

Key activities undertaken by the office include policy development, service provision, funding and support to not-for-profit organisations, community engagement and consumer advocacy. Seniors Interests uses an inclusive and collaborative approach across government and within the community to ensure the needs of diverse seniors are reflected in advice provided.

Seniors Interests has a strong community development focus. Working in partnerships with the community, and utilising capacity building and community awareness strategies, it assists communities to plan for the ageing of the population. It also works to create a society where age is no barrier, where there is acceptance and respect between people of all ages, where seniors are valued and where ageing is seen as positive and rewarding.

The office includes the Volunteering Secretariat whose role is to develop and implement government policy for volunteering and provide Ministerial support. The secretariat monitors issues and coordinates ongoing research and evaluation of volunteering initiatives to inform policy and program development. It also develops program initiatives that support and extend volunteering and establishes mechanisms of communication within the public sector and the wider community to develop partnerships through consultation.

The role of the Volunteering Secretariat links closely to the vision for the Department, 'Improved social wellbeing for all individuals, families and communities in Western Australia'. Volunteering serves to not only strengthen local communities through its capacity building and provision of valued social infrastructure but it also benefits volunteers themselves. Research has shown participation in activities such as volunteering is linked to increased levels of

reported wellbeing and social connectedness.

Executive Director

Judy Hogben has been the executive director for Seniors Interests since July 2000 and her term of appointment is to 4 July 2005. Volunteering was added to Judy's portfolio of responsibilities in July 2002. Prior to this she was Director of Programs in the office for two years and worked in the public service for a number of years. Judy has a background in psychology and business administration and has served on many state, federal and international committees on ageing and other areas within Community Development.

Office for Women's Policy

The role of the Office for Women's Policy is to lead public policy to address issues significant to women. The office works with other government agencies and the community to promote women in local government, address issues for Indigenous women, examine issues around the gender pay gap, coordinate responses to sexual assault, examine issues around gender analysis in government policy development, and conduct community forums on the issues of women's safety, the workplace and health.

The Office for Women's Policy provides policy advice, coordination, analysis and information on matters affecting women. Strategic priorities address systemic barriers and improve the well-being of women through:

- community engagement forums
- targeting priority communities of interest
- developing strategic partnerships with women, women's peak bodies and non government organisations, other government agencies, businesses and the community
- developing evidence-based policies
- working collaboratively with government departments and agencies.

The office works with the public and private sectors, community organisations and individuals to create positive change for women. It also contributes to the improved social wellbeing of the broader community by seeking to ensure that the diversity of women is acknowledged and that their full potential realised.

Executive Director

Maria Osman was appointed as executive director in January 2003. Maria has a background in human rights and equal opportunity in Australia and the United Kingdom. Maria was formerly Manager of Equity and Diversity at the University of Western Australia. During her career she has undertaken extensive research in women's issues, race relations, diversity and human rights.

DEPARTMENT'S CONTRIBUTION TO THE STRATEGIC PLANNING FRAMEWORK

Better Planning: Better Services – A Strategic Planning Framework for the Western Australian Public Sector is a concise statement of the Western Australian Government's intentions to improve the quality of life for all Western Australians. The framework is built around five strategic goals that contribute to achieving the Government's vision "…the best opportunities for current and future generations". This section describes the Department's contribution to the goals:

- People and communities
- The economy
- The environment
- The regions
- Governance

People and communities

One of the Western Australian Government's goals is to enhance the quality of life and wellbeing of all people throughout the state. The majority of the Department's activities contribute directly to this goal and these are discussed in detail in the report on outputs. In addition, the Department achieved outcomes for the following specific community groups during the year.

Disability services

During the year, the Department continued to implement strategies from its Disability Services Plan. Wherever possible, the Department endeavoured to make provision for customers with disabilities to access services, contribute to decision-making and participate in public consultations.

In 2004 the Department signed a memorandum of understanding with the Disability Services Commission, the Department of Health and the Department of Education and Training for joint models of support for children with disabilities with complex medical support needs.

Work commenced during the year on the development of a training package for service providers to address issues that affect women with disabilities who are also experiencing family and domestic violence.

The Foster Carer Recruitment Service assessed 21 applications to provide specialised foster care for children with disabilities.

The Department identified access to service delivery units as a high priority and provided improved access for people with disabilities to five offices in 2003-04. In addition, toilet facilities for people with disabilities were built at the Department's Northam office and Carnarvon Group Home.

The Department recently launched its Disability Employment Strategy to promote opportunities for people with disabilities, by identifying and matching suitable positions to individuals' disabilities and providing them with support.

Information continued to be provided to the public with the use of clear, concise and jargon free language in Department publications. A TTY number is available for people who are hearing-impaired to contact the Department.

The Department will review its Disability Service Plan in 2004-05.

Cultural and linguistic diversity

During the year particular focus was placed on ensuring that the structure, policies, programs and services of the Department were appropriate and accessible to Western Australia's diverse community, including migrants and refugees. Two senior cultural and linguistic diversity positions were filled with the role of assisting the Department to respond to the needs of people from diverse backgrounds, focusing on the development of policy and programs, and providing support and advice on diversity issues.

In 2003-04, the Department continued to implement its cultural and linguistic diversity plan, with the five priority outcomes of culturally appropriate service delivery, ethnicity data collection, effective consultation, information provision and human resources. The Western Australian Government's Multicultural Charter, being developed by the Office of Multicultural Interests, informs the ongoing development of the Department's strategies.

The Department
- provided settlement services to refugee minors from Afghanistan who had arrived in Australia without their parents or adult caregivers
- contributed to the work of the State Settlement Planning Committee to better coordinate services for migrants and refugees
- provided, as part of the Western Australian Government's Language Services Policy, ongoing cultural diversity training to staff including training in using interpreters and translators.

The Department continued to produce publications in other languages, including Aboriginal languages, and translation and

interpreting services were provided on request.

The Department's Children and Young People in Care Advisory Committee commenced the development of a principle for the placement of culturally and linguistically diverse children and young people in care. Consultations were held with government and not-for-profit agencies in the care sector, agencies targeting multicultural communities and with children and young people of non Australian backgrounds.. Consultations were held in English and other languages.

The Department is one of four agencies involved in a pilot of the public sector's Anti-Racism and Equality Program. The program was developed as part of the Premier's anti-racism strategy and aims to find ways to recognise the consequences of actions, practices and policies that impact different groups and individuals unequally. It is a commitment to enable public service organisations to identify those areas and processes where systemic discrimination impacts on the ability to deliver appropriate services.

More information on the Department's activities in relation to equal employment opportunity and valuing diversity strategies and outcomes can be found in the Governance section.

Refugee children

The Department finalised a child protection memorandum of understanding with the Department of Immigration and Multicultural and Indigenous Affairs in June 2004. The memorandum clarified the responsibilities of each department regarding the care and protection of children in immigration detention in Western Australia.

Negotiations regarding financial assistance to the Department for support packages to unaccompanied children released from immigration detention progressed significantly. The draft agreement is undergoing final review before a recommendation is made to the State Government.

Youth outcomes

The Department for Community Development has responsibility for children and young people's policy. To improve services for young people and in response to Action: A State Government Plan for Young People 2002-03, the Department funded over 100 services primarily for young people at risk, including counselling services, supported accommodation and leadership and development programs.

A service group review of funded services for youth was undertaken in 2003-04. The review highlighted that the range of services continued to be much needed in the community, and that these services are accessed by a diverse group of young people experiencing accommodation, relationship, personal and other difficulties.

A revised youth protocol was signed by federal and state delegates in September 2003. The protocol outlines the agreement between the Australian, State and Territory Governments in relation to responsibilities for, and case management of, unsupported young people who are homeless or at risk. During 2003-04, the Youth Working Group Reference Committee led the development of a joint promotion, communication and training strategy of the revised protocol.

More on outcomes for youth can be found in the report on outputs.

Family and Domestic Violence State Strategic Plan

The Western Australian Family and Domestic Violence State Strategic Plan 2004-2008 was released on 29 April 2004. The plan recognises that eliminating family and domestic violence requires coordinated responses across government agencies and partnerships with the non government sector and the community.

The plan was developed by the Department's Family and Domestic Violence Unit, with support from an across-government and community coordinating committee, and will guide all government departments in future planning and implementation of policies and programs aimed at the safety of women and children. Government actions identified in the plan will be monitored and evaluated on an ongoing basis. Benchmarks will be established to enable the outcomes of the plan to be measured annually. More on the plan can be found in the report on outputs.

The economy

This goal relates to the development of a strong economy that delivers more jobs, more opportunities and greater wealth to Western Australians. It includes financial management, purchasing, facilities, employment opportunities, and research and development. Further information regarding the Department's finances can be found in the financial statements and the efficiency measures.

Funding and financial information

Table 1 provides a summary of the Department for Community Development's actual and budget position, funded by appropriations from the consolidated fund, Commonwealth specific-purpose grants and other revenues. Adjustments to the output appropriation for 2003-04 of $0.4 million relate to adjustments to leave liability.

The total cost of services in 2003-04 was greater than the published budget figure by $7.9 million. However, the total cost of services estimate in the Western Australian Government's 2003-04 mid-year review was adjusted to $216.4 million to reflect the higher-than-expected level of carryovers from 2002-03, which resulted from delays in expenditure on Gordon Inquiry initiatives, the State Homelessness Taskforce response programs and election commitments.

The net asset position for the Department on 30 June 2004 declined by $4.4 million compared with the position twelve months previously. While no major asset acquisitions or revaluations occurred during the financial year, liabilities increased by $5 million due to rises in provisions, accrued salaries, payables and revenue received in advance.

Table 1: Funding and other financial information

Capital projects

The Department's capital works program provides for the replacement, maintenance and expansion of assets that support the delivery of the Department's outputs.

In 2003-04, major projects undertaken included the construction of the Waroona Community Resource Centre, refurbishment of Westview Hostel in Geraldton, development of business plans for proposed community centres at Fitzroy Crossing and Kununurra and extensive upgrade of office equipment and telecommunications.

Significant work also occurred on information systems, with the ongoing development of ASSIST (a system to replace the Department's main client database), scheduled replacement of printers and upgrade of servers throughout the state.

Table 2: Completed capital projects 2003/04

Project	Actual cost 2003/04	Total cost of project as at 30 June 2004
Waroona Community Centre (joint venture with Shire of Waroona)	$58,916	$577,236
Westview Hostel	$178,049	$604,864
Non IT asset replacement (office equipment and telecommunications upgrade)	$713,453	Ongoing

Funding	Budget 2003/04 $'000	Actual 2003/04 $'000	Actual 2002/03 $'000
Recurrent funds			
Output appropriation	189,775	189,330	179,237
Commonwealth specific purpose grants	16,526	17,269	17,476
Other revenues	1,922	3,823	3,586
Total recurrent funds	208,223	210,442	200,299
Capital funds			
Contributed equity/appropriations	3,563	3,841	821
Capital funds carried over/output appropriations	4,910	1,470	3,861
Holding account drawdowns	2,885	2,885	2,138
Total capital funds	11,358	8,196	6,820
Total funding[1]	211,786	214,263	201,120
Total cost of services	210,100	218,006	195,097
Total net assets	67,727	67,478	71,870

Note: [1] Total funding is comprised of total recurrent funds plus contributed equity/appropriations.

Table 3: Capital projects in progress 2003/04

Project	Estimated cost	Estimated year of completion
Busselton Community Centre	$560,000	2005
Fitzroy Crossing Community Centre and Child Care Centre	$1,500,000	2006
Halls Creek Child Care	$250,000	2005
Kununurra Community Centre	$750,000	2005
Dalyellup Community Centre (extensions)	$300,000	2004
Hudson Road Family Centre (extensions)	$350,000	2004
Minor Capital works (child care and family centres)	$300,000	Ongoing
Broome office accommodation	$561,000	2005
Manjimup office accommodation	$345,000	2005
Carnarvon office accommodation	$500,000	2005
Canowindra Hostel (refurbishment)	$1,038,000	2005
Collie Group Home (refurbishment)	$300,000	2004

Purchasing services

Procurement

The State Supply Commission initiated a review of the Department's compliance with the Commission's policies and guidelines for all contracts awarded in 2003-04. The review demonstrated that the Department had fully complied with all the relevant supply policies.

Funding reform

The Department for Community Development has a strong commitment to the not-for-profit sector and values its contribution to enriching communities and improving outcomes for all families and individuals.

On 1 July 2003 the Department implemented a new standardised service agreement for funded services. The agreement replaced the Department's previous agreement documents and was developed as a result of the State Government's Funding and Purchasing Community Services Policy. The aim was to standardise procedures and documentation across government so that funded organisations would not have to deal with different requirements and formats.

During 2003-04, the Department undertook a Not-for-Profit Funding Reform Project to review its funding practices and processes and ensure they were consistent with the State Government's policy and the Department's own strategic directions and vision. The review occurred in partnership with the not-for-profit sector and was managed by a steering committee of both Department and sector representatives. It involved consultation with stakeholders about the Department's funding arrangements and relationships.

The first phase of the project, the development of principles to support collaborative relationships between the Department and the not-for-profit sector, was completed in June 2004. These principles will be applied in 2004-05 to ensure the availability of efficient, responsive and accountable services for the community.

Community Insurance Fund

The Department is one of the many contact agencies for lodging applications to join the Community Insurance Fund, which was specifically established in January 2003 to assist community organisations access a government-secured insurance scheme. Applicants are assessed by the Department in accordance with the eligibility criteria established by the Insurance Commission of Western Australia and the Department of Treasury and Finance. To 30 June 2004, the Department dealt with 83 enquiries and received 31 completed applications, 29 of which have received supporting recommendations by the Department. Correspondence received from the Commission indicates support for the Department's recommendations for applicants to join the scheme with significant savings in insurance premiums in some cases.

Recruitment

As part of the Government's response to the Gordon Inquiry into Response by Government Agencies to Complaints of Family Violence and Child Abuse in Aboriginal Communities, the Department created a number of new staffing positions. Human Resources coordinated and supported the recruitment of employees to these positions, which included the use of innovative strategies to attract applicants to remote locations. As at 30 June 2004, 65 new positions had been created, including 25 Child Protection Workers; 14 Aboriginal Support Workers and 12 Strong Family Coordinators as well as 14 short-term Youth and Family Engagement Worker positions.

Of the 25 Child Protection Worker positions created, four were dedicated to the specialist child interviewing unit which was recently established in conjunction with the WA Police Service and Princess Margaret Hospital.

The environment

The Department contributed to a better environment through its waste paper recycling program and by implementing energy saving initiatives.

Recycling

The Department continued to recycle all discarded paper through Paper Recycling Industries. Staff were actively encouraged to recycle paper and recycling boxes continued to be placed in all offices across the state.

In accordance the Government's energy smart initiative, the Department is committed to achieving a 12 percent reduction in non transport related energy use by 2006-07. A five percent reduction was achieved in 2002-03 and a further one percent reduction was targeted for 2003-04.

During the financial year, the Department maintained the previous year's target of five percent reduction from the base year, however a significant increase in staffing levels resulting from the Gordon Inquiry, and the full year operation of previously closed facilities restricted the ability of the Department to achieve an additional one percent saving for the 2003-04 financial year. In particular, an abnormal situation arose whereby the Department was required to house, for a full year, a community-based child care centre within a Department building after its own premises burned down. This resulted in an additional 75,553 megajoules of energy being consumed. Had this not occurred, the Department would have met its one percent target for the year.

A comparison of the 2002-03 mega joules consumed per FTE against the current reporting period demonstrates that additional efficiencies were made in energy use despite the overall target not being met.

Table 4: Energy Smart Government Program 2003/04

Energy Smart Government program	Baseline Data	2003/04 Actuals	Variation
Energy consumption (mega joules)	18,302,597	17,275,168	-5.61%
Energy cost	$778,425	$738,927	
Greenhouse gas emissions (tonnes of CO2)	4,263 tonnes	3,992 tonnes	
Performance indicators - mega joules per square metre (office space)	793 MJ	595 MJ	
- mega joules per /FTE	22,169 MJ	15,114 MJ	

During the year a number of initiatives were instigated to improve energy reduction. These included:

- providing work units with further information on to how to save energy
- providing sites with an analysis of their 2002-03 consumption compared to the base year consumption – this particularly targeted those areas that did not achieve the five percent reduction last year, and feedback was sought on what measures were being put in place to reduce consumption
- approval for a capital upgrade loan from the Sustainable Energy Development Office to install sub metering in central office and upgrade lighting (it is estimated this will achieve a 60 percent reduction in consumption for lighting, with corresponding dollar savings)
- development of an automated monitoring system of electricity consumption at individual locations enabling the Department to monitor consumption continuously throughout 2004-05.

While the Department was unsuccessful in obtaining facilitation grants during 2003-04, an analysis of major metropolitan offices resulted in a wide variation in respect to consumption data. This reinforced the need for funding to undertake energy audits and to provide sub metering in shared tenancies. Accordingly, another application will be made to the Sustainable Energy Development Office in 2004-05.

The regions

The Western Australian Government's goal is to ensure that regional Western Australia is strong and vibrant. Strategic outcomes include effective government service delivery, safe and cohesive regional communities, and enhanced quality of lifestyle in the regions.

The Department is committed to strengthening regional Western Australia and undertook a range of activities during 2003-04 to enhance the quality of life for regional communities, including:

- expansion of the HYPE (Helping Young People Engage) program to Broome, Hedland and Geraldton to help deal with antisocial behaviour of young people
- working closely with mining companies in Tom Price, Newman and Paraburdoo to address the social wellbeing of communities and help build sustainable enterprise
- ongoing partnership with Alcoa's Wagerup Refinery to fund the Waroona Family and Youth Support Service
- creation of six new community capacity building positions in Carnarvon, Esperance, Meekatharra, Onslow, Tom Price and Katanning to work with communities to develop sustainable solutions for local social issues
- expansion of the Strong Families interagency case management approach statewide, with seven coordinators providing coverage to regional areas
- video conferencing of community development seminars to remote sites
- allocation of $15,000 to country district offices for early years activities
- survey of seniors and seniors organisations in regional areas including Bunbury, Albany, Geraldton and Kalgoorlie as part of the Volunteer Speakers Program review
- development of an implementation plan for 11 country intergenerational playgroups to provide seniors, young children and their parents and carers with the opportunity to interact through play

- provision of workshops across the state on Shaken Baby Syndrome
- creation of 15 child protection worker positions and nine Aboriginal support worker positions in the country in response to the Gordon Inquiry
- implementation of safety strategies for women and children in the Warmun community
- provision of crisis support services to Bridgetown and Tenterden communities after bushfires in December 2003, and establishment of evacuation centres in the Kimberley and Pilbara during cyclones Monty and Fay
- establishment of a youth accommodation service in Broome, a practical in-home support service in Mungullah and an early years support service in the Goldfields
- development of a family and domestic violence service in the Ngaanyatjarra lands
- commencement of support programs in 17 country women's refuges for children who have witnessed domestic violence
- continuation of domestic violence committees (nine in regional Western Australia) increasing the safety of individuals, families and communities through education and awareness raising
- continued administration of the $1 million Youth Spaces and Facilities Fund to assist rural and regional communities to develop youth-oriented cultural venues and public spaces
- regional community engagement forums for women on health and safety held in the Great Southern, Gascoyne-Murchison, Pilbara and the Goldfields regions.

The Department's regional activities are discussed in further detail in the report on outputs.

Attraction and retention of staff

Consistent with the experiences of other public sector agencies, the Department has difficulty attracting and retaining staff in certain regional and remote locations. The Department implemented a number of strategies in 2003-04 to address these difficulties, including being the first public sector agency to advertise positions with attraction and retention benefits. Applicants for four positions were offered a 25 percent attraction allowance, a $3,000 remote location allowance, an additional four weeks leave and a tenure of two years with priority transfer on completion.

A range of innovative recruitment strategies were also trialed for these difficult-to-fill positions in remote locations. These include:

- production of radio commercials to selected metropolitan and regional radio networks (including PAKAM Aboriginal radio)
- interviews with Department staff on north west Aboriginal radio stations
- advertising on the Australian Volunteers International website and email network and Transremote Aboriginal Community's website, which targets people seeking working opportunities in remote Aboriginal communities

- production of colourful and easy-to-read flyers for display and distribution in Job Futures employment offices across the state and to a wide email distribution list.

The Department placed, in total, 159 advertisements on www.jobs.wa.gov.au as well as other advertising sites for permanent and temporary job opportunities in 2003-04.

Governance

The Department for Community Development operates in an open, effective and efficient manner. The following report on corporate operations demonstrates the Department's commitment to appropriate governance including planned decision-making and resource allocation, increased use of technology and effective independent oversight and reporting.

During the year the Department's executive developed an accord which governs the way they have agreed they will work together. The accord states that:

- we lead and shape best outcomes for government and communities
- we share information and insights in making innovative decisions and taking leadership actions
- we aim to be consistent and fair in decision making and "own" group decisions
- we celebrate success and achievement, however small
- we are ethical, open and accountable
- empowering and supporting our staff is essential to our business
- we communicate frankly, honestly with respect and courtesy
- we work in partnership with each other
- we look out for and are responsive to each other.

Work began on a new strategic plan for the Department at the first executive planning workshop in May 2004. The plan will draw links with the 2001 Machinery of Government report and the Department's corporate strategy and organisational structure document (January 2002). The plan will be finalised early in 2004-05.

Human resources

During 2003-04, the Department's Human Resources Division was restructured into a more customer focused work unit that was aligned to the Department's business needs and provided more strategic human resource services.

A human resources business plan was completed for the 2004-05 financial year, taking into consideration both the environmental and business contexts for the future and the direction of government and the Department. Specifically, this included aligning the business plan

with the Whole of Government Integrated Workforce Management Framework 2003–2005, the Department's new direction since its restructure, the Department's Cultural Change Program and key internal stakeholder feedback.

Staffing levels

The Department for Community Development employed 1,541 staff as at 30 June 2004, and for the 2003-04 financial year utilised on average 1,367 full time equivalents (FTE) in regional and remote locations throughout the state (see Table 5). At 30 June 2004, 76 percent of all staff were female and 24 percent were male. The number of Aboriginal and Torres Strait Islander employees has increased by 35 percent (45 staff), to a total of 174 officers, since June 2003.

improvements in these areas over the next 12 months. The strategies were instigated in response to the Department of the Premier and Cabinet's Equity and Diversity Plan 2001-2005, and to increase the levels of diversity and innovation across the workforce. The Youth Employment Strategy was developed to identify innovative and new ways of attracting young people (less than 25 years of age) into the Department, and once employed, provide them with various support strategies to promote their retention and personal growth.

Table 5: Employment levels at 30 June 2004

| Directorate/Office | Actual average FTE usage 2003/04 | Number of staff at 30 June 2004 | | | | | | Total |
| | | Full time | | | Part time | | | |
		P	F	C	P	F	C	
Office of the Director General	22	14	6	0	4	1	0	25
Business Services Directorate	132	112	15	1	6	3	2	139
Community Development and Statewide Services Directorate	1,044	668	230	30	173	82	2	1,185
Indigenous Policy Directorate	6	2	1	0	0	0	0	3
Program and Sector Development Directorate	76	61	12	0	13	1	1	88
Office for Children and Youth	25	16	6	0	5	2	0	29
Family and Domestic Violence Unit	13	7	4	0	2	1	0	14
Office for Seniors Interests and Volunteering	31	26	8	0	2	0	0	36
Office for Women's Policy	18	11	5	0	4	1	1	22
Total Number of FTE/Staff	1,367	917	287	31	209	91	6	1,541

Note:

P = Permanent ; F = Fixed term contract; C = Casual

Equal opportunity and valuing diversity

The Department developed an Indigenous Employment Strategy in 2003-04. Strategies implemented included innovative and flexible attraction and retention methods and a range of identified career development opportunities for Aboriginal and Torres Strait Islander workers. In addition, a pilot of a 'wrap around' service providing a comprehensive package of support services to Aboriginal employees commenced in Kununurra and Albany-Katanning.

In 2003-04, the Department continued to meet and exceed diversity targets for people from culturally diverse backgrounds and Indigenous Australians. The diversity target is a measure of the proportion of total employees who identify with the specified equal employment opportunity (EEO) group.

The diversity targets for youth and people with disabilities were not achieved. However, recently launched youth and disability employment strategies were designed to actively promote

Table 6: Comparison of diversity targets and actual values as at 30 June 2004

	Percentage of total employees			
	Culturally diverse	Aboriginal and Torres Strait Islanders	People with disabilities	Youth
Target - 30 June 2004	6.2	9.5	3.35	5.35
Actual - 30 June 2004	6.2	11.3	2.8	4.3

The equity index is a measure of the distribution of members of an EEO group across staffing levels compared to the distribution of all staff across these levels. The calculation of the index is weighted so that high representation of EEO groups in more senior staffing levels will lead to a high index score. An equity index of 100 is the ideal. Equity targets were exceeded in all areas except for people with disabilities.

Table 7: Comparison of equity targets and actual values as at 30 June 2004

	Equity Index			
	Culturally diverse	Aboriginal and Torres Strait Islanders	People with disabilities	Women
Target – 30 June 2004	78	49.5	60.5	78
Actual - 30 June 2004	89	61	47	81

Table 8 below indicates that the representation of women in management increased to 58 percent of total staff in 2003-04, five percent more than the 2002-03 figure. The number of women in management increased at all levels during the year (Table 9).

Table 8: Percentage representation of women in senior positions at 30 June 2004

Year	Women as a percentage of total employees (%)				
	Level 6	Level 7	Level 8	Level 9 and above	Total Level 6 and above
June 2001	53	47	42	58	**51**
June 2002	59	49	44	50	**55**
June 2003	55	50	35	71	**53**
June 2004	61	59	35	65	**58**

Table 9: Number of women in management at 30 June 2004

Year	Number of women				
	Level 6	Level 7	Level 8	Level 9 and above	Total Level 6 and above
June 2001	78	23	8	7	116
June 2002	105	30	11	7	153
June 2003	71	27	7	10	115
June 2004	89	35	8	11	143

Table 10 indicates the actual numbers of employees within EEO groups. Numbers increased across all levels of EEO groups and in particular, there was a 35 percent increase in the number of Aboriginal and Torres Strait Islanders and a 35 percent increase in youth employed during 2003-04.

Table 10: Employees within equal employment opportunity groups at 30 June 2004

Year	Number of employees	Equal employment opportunity group			
		Culturally diverse	Indigenous Australians	People with disabilities	Youth
June 2001	1,445	78	117	34	64
June 2002	1,428	90	118	35	50
June 2003	1,435	95	129	33	49
June 2004	1,541	96	174	43	66

Pool recruitment

The Department for Community Development used a new, innovative recruitment process in May 2003 and April 2004 with a combined pool for field positions. The process attracted 458 applicants, from which over 179 were appointed.

The recruitment pool process offered the Department many benefits including time and cost savings, larger numbers of applications to choose from and less duplication of processes for both the Department and applicants.

Recruitment and management system

The advertising of positions in the public sector magazine and email network was replaced by the introduction of the electronic Recruitment and Management System (RAMS). This system required all government agencies to advertise opportunities of six months or greater on line at www.jobs.wa.gov.au. Human Resources Division adopted the new system and concurrently moved from fortnightly to weekly advertising to improve response times to advertising needs. The introduction of RAMS reduced advertising costs significantly and increased the number of applications received.

Workforce planning strategy

A new Strategic Workforce Planning Framework was developed in 2003-04. To be implemented in 2004-05, the framework will support a five-step workforce planning approach to identify and resolve workforce issues. It will also be the basis for a participative approach to developing long term strategies in key risk areas.

Corporate induction

A comprehensive, three-part corporate induction process for all new employees began in 2002-03, including:

- mandatory, on-line induction program for new employees to complete within their first two weeks of work
- more specific, job-related workplace induction that requires managers and co-workers to assist in addressing workplace issues in context over the first few months
- a one-day corporate induction session that introduces new staff to the bigger picture of the Department's corporate structures and functions and includes presentations from the director general and executive directors.

A filmed version with interactive written materials will be provided for new staff in rural and remote locations who are unable to attend the metropolitan sessions.

Cultural change

Since the creation of the new Department for Community Development, a cultural change strategy is being pursued to create an organisational culture, which builds on the best of previous practice and also generates new and innovative approaches.

In 2003, a series of workshops was held across the state to gather feedback on the Department's culture. Through these workshops, staff identified areas that were positively impacting the culture and also those areas that required further improvement.

Aspects of the culture having a positive influence include management support and the new ways of working, teamwork and sensitivity of the organisation to diversity, particularly when

dealing with clients. Significant issues identified were abuse of staff by clients, attraction and retention of staff, bullying, leadership and management and performance development, supporting Aboriginal and non-social work staff, and communication.

Each issue is being championed by an executive director and the overall program is led by Executive Director Irene Stainton. Projects in each of these areas will commence, and initiatives will be implemented, during 2004-05.

Organisational health survey

To support the cultural change program, the Department is developing an organisational health survey to monitor the health of the organisation's culture and to provide information on the effectiveness of initiatives identified in the cultural change program. The survey is being developed in collaboration with the Institute of Service Professions at Edith Cowan University and a pilot commenced with a random sample of 400 staff. The survey is anonymous and voluntary, and administered by Edith Cowan to ensure confidentiality. The results will be used to develop an on-line survey that will be issued to all staff annually, beginning in September 2004. Information from the survey will help the organisation to monitor the effectiveness of cultural change program and identify new initiatives.

Occupational safety and health

The Department continued to implement improvements to safety during the year. The occupational safety and health compliance audit and inspection program continued, with many locations entering their second inspection cycle and showing improvement. Updating and distribution of the occupational safety and health resources file to work locations continued.

A priority in the past year was a critical review of vehicle usage and safety standards. The issues of worker safety and dealing with violence against staff was also major. New initiatives were actioned including the creation of effective defusing tools to use in the workplace and formulation of policies. Strategic advice was provided to management on topics such as radiation, asbestos, loss of hearing, mobile telephones, sick building syndrome, working in isolated or remote locations and four wheel driver training.

Tables 11 and 12 show the number of occupational safety and health activities undertaken during 2003-04 and associated performance indicators. Sixty-nine percent of the lost time relates to only four percent of claims.

The Department conducted ergonomic assessments and training, information and awareness sessions, provided information kits on office safety and worker safety and implemented reviews of emergency and worker safety procedures at offices.

Table 11: Number of occupational safety and health activities 2003/04

Matter or course type	Quantity
Compliance audits and inspections	18
Ergonomic assessments	74
Safety representative training courses	7
Employee safety courses	37
Peer support or refresher courses	11

Table 12: Occupational safety and health performance indicators 2003/04

Safety health and welfare	2000/01	2001/02	2002/03	2003/04
Workers compensation claims	74	68	61	49
Stress claims[1]	8	4	12	3
Lost time injuries/diseases (days)	29	27	29	17
Lost time frequency rate[2]	13.45	9.94	11.41	6.08
Duration rate[3]	40.56	23.48	21.62	22.29
Number of incident reports	363	322	222	251
Total estimate[4]	$4.77m	$2.76m	$2.7m	$2.48m
Liability (RiskCover assessed)	$2.18m	$2.18m	$1.1m	$1.1m

Note: 1 The number of stress claims forms part of the total workers compensation claims in each year. 2 This is a ratio involving a calculation of number of accidents to staff hours worked. A smaller rate indicates an improving trend. 3 This is the average number of days lost per incident. 4 The total estimated liability for all outstanding and active workers compensation claims if finalised at that point in time.

A breakdown of factors relating to incidents resulting in claims is shown in Table 13.

The office and indoor environment remained the most frequent location for claims-related incidents, with the majority resulting from lifting, slipping or tripping events. Motor vehicle claims remained at a high level and strategies continue to be developed and promoted to reduce both claims and damages. The number of assaults and restraints resulting in claims decreased, as did the number of stress-related claims.

Workers compensation, injury management and rehabilitation

Continued proactive claims, injury management and rehabilitation practices resulted in significant reduction in claims, stress-related issues, worker-incurred costs and the lost time frequency rate.

Outstanding claim estimates and total liability costs fell for the fourth consecutive year. The workers compensation premium was reduced significantly for the fourth successive year, despite higher actuarial assessments on claims. The premium for 2004-05 is also expected to show a major reduction. The impact of the past four years' prudent claims management is now being realised with significant rebates projected for the forthcoming three years. Most importantly, this demonstrates a trend towards a safer workplace.

Table 13: Environment and causal factors in occupational safety and health claims 2003/04

Causal factors for claims	Number of claims	
	2002-03	2003-04
Office/indoor environment	11	14
Motor vehicles	5	8
Restraint	2	7
Assaults	15	6
Outdoor environment	12	5
Stress/anxiety	12	3
Sport	2	3
Animals/insects	0	2
Other	2	1

Figure 4: Comparison of workers compensation and lost time incidents 1998/99-2003/04
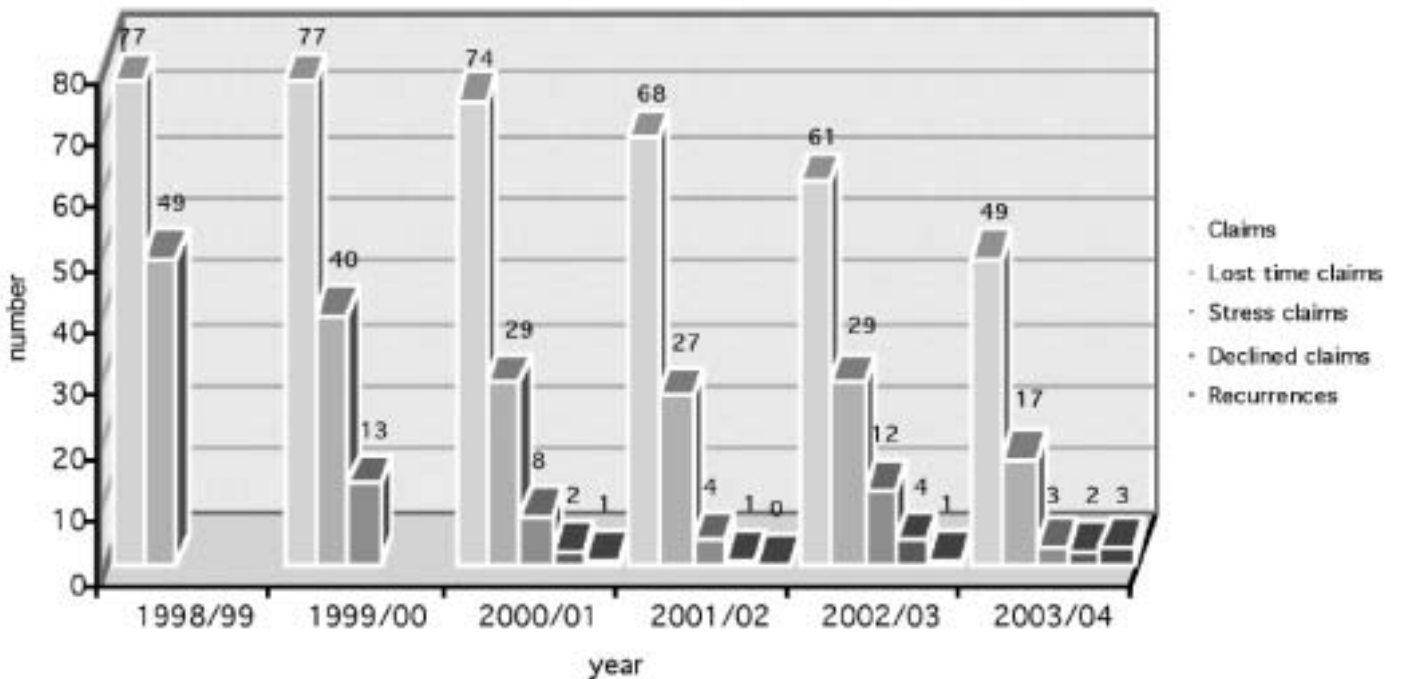
Note: Data for stress claims is not available prior to 1999-00. Data for declined claims and recurrences is not available for 1998-99 and 1999-00.

Employee assistance program

The existing employee assistance program received an extremely high satisfaction rating from employees. The availability of a professional service with 24-hour access and an extensive statewide network was highly valued. The program provides assistance for both work and personal areas for employees and assists greatly in helping staff through difficult issues.

A review of the program commenced which will examine the broader impacts in relation to students, work experience and volunteers and the Department will continue to consider new ways to further improve the service in 2004-05.

The critical role of foster carers in partnering with the Department has been recognised by the development and implementation of a Foster Carers Assistance Program. This enables foster carers to have access to services for support, counselling and debriefing for difficult situations and critical incidents in the same manner as an Employee Assistance Program. The program is being trialed for 12 months to evaluate the wider need for such services.

The Peer Support Program, which has been running successfully at the Department's Emergency Accommodation Service, was extended to metropolitan and regional offices. The program involves trained Department staff to provide short-term support to their co-workers following critical incidents.

Public interest disclosures

The Public Interest Disclosures Act 2003 came into effect in July 2003. It defines special action that must be taken by agencies in relation to disclosures of public interest information that may show that a public authority, officer or contractor has been, or proposes to be involved in, improper conduct, the committing of an offence, misuse of public resources, or an act or omission which poses a risk to the public or the environment.

There was one reported case in 2003-04 which was handled in accordance with procedures provided by the Office of Public Sector Standards. Three Public Interest Disclosure Officers have been appointed, initially within the Human Resource Directorate, to ensure uniformity of approach whilst final restructuring issues and changes to administration in the field were effected. The Department provided managers with internal guidelines which were also published on the Department's intranet.

Research and evaluation

The Department is committed to evidence-based policy and practice, and for this purpose undertakes a broad program of research and evaluation initiatives. As well as projects conducted internally by Department staff, a significant agenda has been to seek research partnerships with government, non government and academic organisations. These partnerships are intended to share and develop capacities and resources for research in the sector, and provide more extensive, useful and independent information for policy and decision-making.

The Department undertook a wide range of research and evaluation projects during the year. A complete list including key findings and action taken can be found in Appendix 3.

Freedom of information

Under the Freedom of Information Act 1992, the Department is required to release information following appropriate requests by member of the public. The details of procedures for freedom of information are provided in a formal information statement available on the Department's website. Members of the public may request information by lodging a freedom of information application form, or in any other written form, at any office of the Department for Community Development.

In 2003-04, the Department received 61 valid applications for access to information in accordance with the Freedom of Information Act 1992. The number of applications was greater than the previous year. Each application took an average of 24 days to process, a shorter time than the previous year's figure and significantly less than the government requirement of no more than 45 days.

Applications for both personal and non personal information increased in 2003-04. Table 14 shows the number of applications over the last five years.

Record keeping plan

The State Records Act 2000 requires the Department to have a record keeping plan and to comment in the annual report on compliance with the plan.

The Department maintains a record keeping plan, and as part of this plan staff conduct quality assurance and compliance audits of administrative and client records held by each office of the Department at least once a year. Improvements in compliance to the Department's record keeping plan have been reported over the past two years.

During the quality assurance and compliance audit visits, staff conduct record keeping training utilising feedback from a range of key records users, such as the legal section, senior practitioners and senior managers.

Table 14: Freedom of information applications 1999/00 to 2003/04

	1999/00	2000/01	2001/02	2002/03	2003/04
Applications received	94	65	71	42	61
Applications withdrawn*	29	30	18	8	17
Personal applications	64	39	39	24	37
Non personal applications	30	26	32	18	24
Average days	34	23	25	31	24

Note : *The number of applications withdrawn is a subset of the total applications received. Some applications withdrawn may have been received in the previous financial year.

Audit reviews

The Department undertook a comprehensive program of internal audit reviews during the 2003-04 financial year. The areas audited were identified via a formal risk assessment and took into account management requirements, and included contract management, funded organisations, information technology security, risk management planning, complaints handling standards, client costs, accounts receivable, asset management and personnel and payroll services.

Information technology

Following a major review and extensive tendering process, the Department entered into a new outsourcing partnership for information technology infrastructure with KAZ Technology Services in January 2004. A major upgrade began of the infrastructure (including both computer hardware and updated software tools) to improve the ability of staff to collaborate and share information efficiently and effectively. The upgrade also laid a firm foundation for the ASSIST project, which is to replace of the Department's main client database.

In addition, the Gordon Inquiry initiatives required a large number of additional computers and an upgrade and extension of the current information technology network to support staff in remote locations. Other initiatives include the introduction of video conferencing and review and upgrade of the Department's intranet.

Compliance with public sector standards and ethical codes

In accordance with section 31(1) of the Public Sector Management Act 1994, the Department is required to comment on the extent to which public sector standards, codes of ethics and any relevant code of conduct have been complied with. These policies and procedures are contained in a best practice manual which is accessible by all employees via the Department's intranet.

To monitor and access the extent of compliance with the ethical codes and public sector standards, the Department conducts an annual audit. The audit in 2003-04 reported that the Department's Human Resources Division maintained a substantial commitment to ensuring the Department met the requirements of the standards.

The Department's code of conduct is available to all staff via the Department's intranet. In 2003-04 no complaints were made in relation to non compliance with the ethical codes. The total number of applications received for breach of standards review and corresponding outcomes for 2003-04 was 21. No breaches were found, and one application is under review by the Office of Public Sector Standards Commissioner.

Advertising and sponsorship

As required under the Electoral Act, Table 15 shows the Department's total expenditure and names of recipients under the categories of advertising, market research, media advertising and direct mail organisations. There was no expenditure in the category of polling organisations.

Details of sponsorship both received and provided by the Department can be found in Appendix 4.

Table 15: Advertising and marketing expenditure 2003/04

Category	Organisation	Total category amount
Advertising agencies	Vinten Browning	$29,262
Market research organisations	Donovan Research; Market Equity; MY Data; Patterson Market Research	$150,475
Media advertising organisations	MarketForce Productions; Media Decisions	$378,220
Direct mail organisations	Salmat Laser Printing and Mailing Services; Northside Distributors; Zipform	$58,851

Customer profile

This section details the Department's customers and includes:

- Children and young people
- People experiencing family and domestic violence
- Seniors
- Volunteers
- Women

In 2003-04 the Department for Community Development provided one-to-one services to 41,189 customers through its offices across the state, an increase of 2.5 percent on the total for last year. In addition, there were 90,246 short contacts where customers received some form of assistance, information or referral.

It can be seen from Table 16 that the most common reasons for contact with the Department's offices during the year were financial problems, family problems and concerns about the welfare of children. There were 1,999 contacts involving crises other than financial issues (such as suicide risk, domestic violence and homelessness).

Table 16: Primary reasons for all new contacts to the Department in 2003/04.[1]

Primary reason	Number of contacts	Number of people
Adoption issues[2]	376	371
Best beginnings home visiting service[3]	289	284
Child care enquiries	144	138
Child concern reports	3,739	3,470
Child maltreatment allegations	2,388	2,239
Custody/access issue	304	294
Enquires from foster carers/potential carers	1,389	1,251
Family history/reunion	44	44
Family problems	6,792	6,290
Family violence	985	903
Financial problems	17,122	11,082
Homelessness	638	526
Other crisis issues (suicide risk, psychiatric, medical, legal problems)	376	351
Parenting issues[4]	91	91
Request for out-of-home care for child or no guardian	28	26
Substance abuse problems	222	206
Trauma support	277	274
Youth homeless allowance assessment[5]	80	77
All other reasons	27	26

Note: 1. Data excludes contact log queries which are described as '90,246 short contacts' in the preceding text.

2. This category includes for the first time contacts by prospective adoptive parents, which in previous years were not recorded in the Department's main client database.

3. This category is included for the first time. 4. This category includes for the first time a small number of contacts in the category 'information child development/parenting'.

5. This category is included for the first time. Previously these contacts were not reported at all.

Women, Aboriginal and Torres Strait Islander people and country residents were over-represented among the people with whom the Department works, compared to their respective proportions of the total Western Australian population. An estimated 26 percent of the Department's customers were Aboriginal and Torres Strait Islander, while they comprise only three percent of the general population. Over 60 percent of Aboriginal and Torres Strait Islander people in Western Australia live outside of the Perth metropolitan area, and around 50 percent live in regional and remote areas. The number of Aboriginal people in remote areas is increasing, consistent with their younger age profile and higher birth rates. As a result, the need for services to be provided in regional and remote locations is increasing.

People of culturally and linguistically diverse backgrounds were under-represented in the Department's customer base. Approximately four percent of customers were from culturally and linguistically diverse backgrounds. An estimated 60 percent of customers were women, 41 percent were country residents and around 51 percent of customers were adults with dependent children. Of these, just over half were the adult caregivers in one parent families.

Services funded by the Department provided assistance to an estimated 52,429 people from July to December 2003. An estimated 16 percent of customers of the Department and its funded services were children under 12 years old. A further 16 percent were young people aged between 12 and 18 years.

Children and young people

On census night 2001, there were 498,289 children and young people aged 25 years and younger counted in Western Australia. They represented 37 percent of the state's total population (17 percent were children aged 11 years and younger and 20 percent were young people aged between 12 to 25 years).

Seventy percent of the state's population of children and 75 percent of the state's population of young people live in the Perth metropolitan area. There is considerable diversity amongst children and young people in Western Australia, which means emerging issues must be treated with a sensitivity that recognises cultural differences.

Aboriginal and Torres Strait Islander children represent six percent of the state's total population of children, while children born overseas are six percent of the total. Nearly half of those born overseas (44 percent) are from non-English speaking countries. The two most common languages spoken by children apart from English are Chinese languages and Vietnamese. However, there are a large number of language groups, which have a small but significant proportion of speakers.

The proportions for young people are similar. Aboriginal and Torres

Strait Islander young people are four percent of the state's total, 17 percent of the population is born overseas and nearly half of these (46 percent) are from non English speaking backgrounds. The most common languages other than English are Chinese languages, Italian and Indonesian.

There are more children and young people living in a couple family than within a one parent family. Young women (eight percent) are more likely to have moved from the family home to form partnerships and their own families than young men (five percent).

Four percent of young people are a husband, wife or partner and have children, and one percent are lone parents.

People experiencing family and domestic violence

The consequences of family and domestic violence can be seen not only in the home but also extend to the workplace, the classroom, the local community and other community settings.

An Australian Bureau of Statistics Women's Safety Survey in 1996 estimated that around half a million women over 18 experienced some form of violence in the previous 12 months. This represents about seven percent of adult women.

Research indicates between 75 and 85 percent of victims are women and younger women are more at risk. Aboriginal and Torres Strait Islander women and those in rural areas suffer greater levels of family and domestic violence and disadvantaged families in lower socio-economic areas are also over-represented in the statistics. Additionally, Aboriginal and Torres Strait Islander women are over-represented as victims of violence, being 45 times more likely to be the victim of serious domestic assault than non-Aboriginal women.

Evidence also suggests that children and young people exposed to family violence have a higher chance of experiencing violence as adults, either as a perpetrator or victim. It must be noted, however, not all children who have grown up in violent homes will go on to perpetrate or be victims of violence. Available indicators report that children are present in approximately 88 percent of reported domestic violence incidents.

Seniors

It is predicted that by 2031 just over one in four Western Australians will be a senior, that is, someone aged 60 years or older. There will be approximately 721,000 seniors in Western Australia and one in five will be aged 80 years or over.

It is estimated that, as at 30 June 2003, there were 305,079 seniors in Western Australia. More than half of the seniors were women (53 percent). Seniors comprised 16 percent of the state's population.

Population ageing is a worldwide trend and in response it is essential to revise attitudes to work, retirement and the retention of older people in the labour force.

Workforce projections show that meeting future demand for goods and services will require governments and employers to encourage higher workforce participation rates by people aged between 55 and 70 years.

Older people contribute knowledge, experience and labour to all sectors of the community. The growing number of seniors means there has never been such a large group of active, skilled and experienced older people. One in five primary caregivers caring for an adult or child with a disability or chronic illness is 65 years old or over. Almost half of these caregivers are 75 years and older. It is estimated that more than 100,000 Western Australians aged 55 years and over are involved in volunteer work.

Most people (90 percent) aged 70 years and older are living independently or with minimal support in the community. When seniors do need care, it is most commonly provided by family members, belying the perception that caring for seniors is costly for the community and government.

With increased longevity, Western Australians now have as much as a third of their lives to live beyond what is currently thought of as 'retirement' age. In Western Australia, a 60 year old female can expect to live until she is just over 85 years, while a 60 year old male can expect to live until he is just over 81 years.

Aboriginal and Torres Strait Islander people represent three percent of the total Western Australian population, but Aboriginal and Torres Strait Islander seniors comprise only about one percent of the Western Australian senior population. This is a result of higher birth rates combined with higher mortality rates at all ages. Relatively few Aboriginal and Torres Strait Islander people live to become seniors. Their life expectancy at birth is nearly 20 years less than for other people.

It is estimated that 74 percent of all Western Australian seniors live in the metropolitan area and 26 percent live in country areas. However, the picture changes with Aboriginal and Torres Strait Islander seniors, with approximately 66 percent living in non-metropolitan Western Australia, which raises issues for ensuring access to health and other age-related services.

Volunteers

It is estimated that in the year 2000, 428,600 people were involved in formal volunteering in Western Australia. This represents one in three Western Australians (32 percent) aged 18 years and over, an increase from 26 percent in 1995.

Forty-seven percent of volunteers had volunteered for more than 10 years. In terms of labour force status, women employed part time (38 percent) and men employed full time (37 percent) were the most likely groups to volunteer. Proportionally, fewer unemployed people (26 percent) and people not in the labour force (29 percent) volunteered.

Rural Western Australia recorded the highest rate of volunteering of any city or rural area in Australia, with 45 percent of the population involved in volunteering. Western Australia had the highest differential between country and city volunteering rates within Australia.

Men are marginally more likely to volunteer than women in Western Australia, except in the 35 to 54 years age group. The largest single age group of volunteers is those aged between 35 to 54 years. Many of these are involved in volunteering related to their children.

According to Australian Bureau of Statistics estimates, volunteers contribute 70.8 million hours of unpaid work over a 12 month period worth $778.8 million based on a hourly rate of pay of $11.

Women

At the 2001 census, there were 728,091 women (aged 15 years and over) in Western Australia, representing 40 percent of the population. There were 18,433 Aboriginal and Torres Strait Islander women in the state, who formed one percent of the total population. Twenty-one percent of Western Australian females were below the age of 15 years, however 38 percent of the total Aboriginal and Torres Strait Islander female population were younger than 15 years. Around one third of women (236,290) were born overseas and 11.4 percent of women (105,976) reported speaking a language other than English at home.

The 2001 census indicated that 54 percent (396,607) of Western Australian women (aged 15 years and above) were in the labour force. Less than half of these women worked full-time (47 percent or 173,961 women).

In Western Australia, the average weekly earnings of women working full-time was $795, below the national average of $849. By comparison, the average weekly earnings of men in Western Australia was $1,027, slightly above the national average of $1,002.

In 2001, 86 percent of sole parents families were headed by a woman. Of all sole parent families, 49 percent of the parents were unemployed. In 2000, 22 percent of women in WA were working casually (that is, had no paid leave entitlements).

Women are over-represented as survivors of sexual assault, family and domestic violence. The life expectancy of a Western Australian woman at birth is 83 years. By comparison the life expectancy for Indigenous women in this state is significantly lower, at 69 years.

REPORT ON OUTPUTS

Output 1: Community development

This output includes:

- Community capacity building
- Child care
- Parenting services
- Support services for Aboriginal communities
- Family information
- Training
- Seminar series
- Future directions

It should be read in conjunction with the output-based management measures and performance indicators for output 1.

Community capacity building

The overall aim of community capacity building is to increase the ability of a geographic community or community of interest to find solutions to its own issues in ways that are effective in its environment.

Work commenced on developing a capacity building strategic framework to outline the Department's direction for a strengths-based capacity building approach to its work. Feedback will be sought from community agencies, the not for profit sector and other government departments prior to finalisation.

Communities

The Department created six new community capacity building positions in Carnarvon, Esperance, Meekatharra, Onslow, Tom Price and Katanning. These positions work collaboratively with local community groups and community members to develop and initiate sustainable solutions to key social issues.

The Department continued to support metropolitan and country youth coordinating networks that support service providers through access to a statewide coordination and information network. Twenty-five networks have service agreements to facilitate better communication and coordination at the local level. Six part time regional development officers were appointed and these are discussed further under output 2.

Grants totalling $1.2 million were provided to 23 community based organisations to provide self-development programs to children and young people. Services provided children and young people with opportunities to develop leadership, life skills and teamwork through activities, events and experiences. Telephone services offered support for those in need of assistance.

Families with children

The Western Australian Early Years Strategy is an across-government strategy designed to improve the well-being of young children zero to eight years of age through a strengths-based, collaborative approach which builds the capacity of communities to support the development of young children and their families.

The Departments for Community Development, Health, and Education and Training provided leadership and secretariat support to the Early Years Strategy Steering Committee which is responsible for implementing the strategy.

As part of its commitment to the strategy, the Department supports twelve Early Years community sites – Armadale, Bayswater/Maylands, Carnarvon, Clarkson/Merriwa, Gosnells, Halls Creek, Kalgoorlie, Mandurah, Midland, Newman, Rockingham and Tom Price.

A further six communities – Bunbury, Hamilton Hill/Coolbellup, Mullewa, Somali families of Perth, Ngaanyatjarra Lands including Warburton, and Balgo/Tjurabalan – were recently invited to participate in the strategy.

Early Years communities can access grants to help implement their local plans. The Department for Community Development and Lotterywest commenced working together to provide a combined grants approach that is streamlined and maximises funding. An amount of $1.86 million was allocated over three years for grants of up to $35,000. A total of $215,610 was paid to 13 organisations for 17 Early Years projects in six communities.

In 2003-04 each metropolitan and country district office was provided with $10,000 and $15,000 per year respectively over three years to encourage early years activities at a local level. In total, $164,596 was provided for a range of activities in 2003-04.

The Best Beginnings home visiting service supports expectant parents and parents with children aged up to two years who demonstrate a number of risk factors that may lead to poor life outcomes for their children. The program is a collaboration between the Department and the Department of Health.

During the year, Best Beginnings was expanded to include Perth in addition to six existing sites at Midland, Albany, Joondalup, Mirrabooka, Armadale/Kelmscott and the Goldfields. The Telethon Institute for Child Health Research is a key partner involved in the evaluation of the program and site reviews occurred at each location during the year. Research evidence supporting the effectiveness of early years home visiting services was effectively translated into a local program that is highly regarded by the communities in which it is operating.

An action plan to enhance the delivery of the Best Beginnings program to culturally and linguistically diverse families was developed following consultation with community organisations. The action plan included a six month pilot which commenced in June 2004, where each site monitors their interaction and progress with a family. The pilot will assist in determining the level of training and awareness required in delivering the Best Beginnings program to diverse families.

Young people

The HYPE (Helping Young People Engage) strategy was extended during 2003-04 to Broome, Hedland and Geraldton. The strategy is aimed at building the capacity of the community to deal with issues of antisocial behaviour in young people and involves partnerships between the Department, local government and local businesses.

In 2003-04, the Department received 1,271 contacts in relation to the Northbridge policy, which restricts access to the precinct by children and young people who are under the age of 16. It was identified that a number of young people that regularly go to Northbridge were from the Midland area. The Department and relevant groups worked together to plan responses and a range of local initiatives were developed in partnership with young people from Midland.

The Department worked with a number of local property developers in new suburbs to develop infrastructure so that families in the community have some established services when they move into their homes. Developers and other agencies such as the Department of Health were brought together to ensure the new community at Brighton had a space for meetings, workshops and other activities. In the country, the Department worked closely with mining companies in towns such as Tom Price, Newman and Paraburdoo to ensure the social wellbeing of the communities was addressed.

Seniors

The Volunteer Speakers Program consists of a team of experienced senior presenters who provide presentations on a wide range of seniors-related issues including retirement, concessions and benefits offered by government and non government agencies, and the implications of changes at the local, state or federal levels.

In 2003-04, the program was reviewed to ensure it stayed relevant to changing community needs and expectations and was useful for seniors and pre-seniors in regional areas.

The review involved informal discussions with the program presenters and Office for Seniors Interests and Volunteering staff, and a survey of 475 participants. Seniors organisations and more than 350 seniors in four key regional areas were also surveyed.

Overall, the results from the survey of participants indicated the presentations provided useful, easy to understand information. They also indicated that the program is not only reaching seniors but also pre-seniors, and the type of information provided was relevant to seniors and people in regional areas.

Focusing on sections within the community who are isolated because of family commitments or frailty, in 2003-04 a number of initiatives were delivered targeting grandparents raising grandchildren, carers and older people living in aged care institutions.

Grandparents raising grandchildren continued to emerge as a significant issue. In 2003-04 the funding for the specialist support service Grandcare for this target group increased from $33,000 to $87,500 per annum. At the same time the Office for Seniors Interests and Volunteering, in partnership with the Office for Children and Youth, trialed a series of respite camps for grandparents and grandchildren. Reports from service providers, grandparents and grandchildren indicated that the services and camps improved their access to services, strengthened community connections and reduced levels of stress and isolation.

Carers in Western Australia received a significant boost with the introduction of the Carers Counselling Line provided through the Carers Association of WA Inc. With funding of $250,000 per annum, this service provides a 24-hour, seven day statewide counselling, advice and referral service to all carers, regardless of their age or the diagnostic condition of the person they care for.

Information gathered on the line's operation showed that carers from both metropolitan and regional areas were accessing the service. Carers reported increased links with service providers, development of informal support networks and an increased sense of being able to cope. In an innovative approach, the Intergenerational Playgroups Program saw the establishment of 19 playgroups in a variety of settings, including aged care facilities, retirement villages and through local government authorities and

community-based seniors programs.

The playgroups are a 'hands-on' way to reduce social isolation for ageing and elderly people, reduce feelings of helplessness and boredom and to break down the barriers that exist between the community and older people. The community playgroup model promotes the benefits of intergenerational understanding, mentoring and fostering positive attitudes to ageing across the community.

Women

A Capacity Discovery Survey was conducted during the year of the needs of non government women's groups. The aim of the survey was to identify the assets and strengths of non government organisations, obtain detailed information about their target groups and activities, and to establish partnerships. The survey questionnaire was distributed to 221 women's organisations, with almost 100 women's groups responding. As a result of the information gathered, two capacity building forums were held. The first provided information on funding for community initiatives and the second focused on creating opportunities for community organisations to attract diversity in their client base.

The WA Women's Grants Program was launched in 2003. One-off grants of up to $2,000 were available for capacity building or community engagement projects. In 2003-04, 46 projects were funded (24 in regional areas). Of these, 52 percent of the projects were located in regional, rural and remote areas of Western Australia. Of the grants allocated, 30 percent targeted all women, 28 percent were for Aboriginal and Torres Strait Islander women, 15 percent were for women from regional rural and remote areas and 11 percent targeted women from ethnic minority groups. The remaining 16 percent went to projects for senior women, young women, women with disabilities and lesbians.

Not-for-profit organisations

In 2003-04 the Department continued to work with community organisations and individuals to plan and provide services for families and individuals which build on their strengths and increase their skills to care for their children. Services provided directly by the Department included counselling, support and advice, the family helpline, family information services and Aboriginal student accommodation services. The Department also worked with funded services to provide assistance to individuals, families and groups. Appendix 5 lists the services funded by the Department.

Child care

As at 30 June 2004 there was a total of 1,397 licensed child care services in Western Australia, consisting of 495 child care centres, 893 family day carers and nine outside school hours care centres. There are 193 registered outside school hours care centres.

The Community Services (Outside School Hours Care) Regulations 2002, gazetted on 28 August 2002 came into effect in August 2003 following twelve months of education, training and support to assist services meet the new requirements. The regulations address key elements of operation and set minimum standards to ensure the health, safety and developmental wellbeing of children in services, and require all outside school hours care services to be licensed by August 2005.

The Department for Community Development secured an Australian Government contract to provide training to assist outside school hours care services with the implementation of quality assurance under the Commonwealth's Child Care Services Quality Assurance Program. This contract will enable effective coordination of the introduction of the complementary State and Australian Government regulatory and quality assurance systems to the outside school hours care sector.

As part of an ongoing process to improve the professionalism and responsiveness of the Child Care Licensing Unit, staff attained Certificate IV in Government: Statutory investigation and enforcement qualifications. The training provided staff with additional knowledge and skills to meet the challenges associated with the increasing complexity of child care service provision arrangements in Western Australia. A Child Care Licensing website was established to provide information for licensees, managers, staff, parents and prospective licensees about the licensing requirements.

During the year there were 87 substantiated breaches of regulations following investigations of allegations made to the Child Care Licensing Unit (refer Table 18). In addition, 1,833 breaches were substantiated as a result of spot visits, renewals and other contacts with services by licensing officers (see Table 19).

Table 17: Number of new child care licenses issued and renewed 2003/04

Category (as per regulations)	Child care centres	Family day care	Total
New licenses	112	201	313
Licenses renewed for a further two years	211	350	561
Total	323	551	874

Table 18: Substantiated breaches of regulations as a result of investigations of allegations made to the Child Care Licensing Unit

Category (as per regulations)	In child care centres	In Family Day Care	Total
Staff/child numbers/supervision	32	2	34
Health and safety	17	5	22
Program/activity	0	0	0
Child management and discipline	3	0	3
Licensee suitability	0	0	0
Failure to notify of death, injury or allegation of abuse	1	0	1
Unlicensed care	0	0	0
Equipment	1	1	2
Other (such as administrative breaches or lack of documentation such as written policies)	20	5	25
Total	**74**	**13**	**87**

Table 19: Substantiated breaches of regulations as a result of spot visits, renewals, and other contacts by licensing officers with services

Category (as per regulations)	In child care centres	In Family Day Care	Total
Staff/child numbers/supervision	124	2	126
Health and safety	353	360	713
Program/activity	24	10	34
Child management and discipline	1	4	5
Licensee suitability	0	0	0
Failure to notify of death, injury or allegation of abuse	0	0	0
Unlicensed care	0	0	0
Equipment	69	26	95
Other (such as administrative breaches or lack of documentation such as written policies)	484	376	860
Total	**1,055**	**778**	**1,833**

In September 2003, the Child Care Services Board ceased operation and its decision-making power was transferred to Department staff, while its community advisory role will be provided by the new Child Care Advisory Committee, announced by the Minister on 28 June 2004.

The Child Care Advisory Committee will provide the Minister with independent advice, information and expertise on matters pertaining to licensing and quality assurance in child care services in Western Australia. It will also be a vital conduit for child, parent, community and sector input into the Department for Community Development's management of planning, policy development and practice in relation to child care.

The child care provisions of the new Children and Community Services Bill 2003, which was introduced into Parliament in 2003, will enable the Department to respond more effectively to the changing child care environment, by bringing legislation up to contemporary standards, providing more flexibility in the ways child care services can be prescribed and providing a stronger framework for ensuring the wellbeing of children in child care. New regulations will be developed to replace the current Community Services (Child Care) Regulations 1988 and the Community Services (Outside School Hours Care) Regulations 2002.

Parenting services
Fourteen parenting services located across the state continued to provide a free lending library service on a wide variety of parenting issues, offered courses and workshops to groups of parents, and provided support and information to individual parents on request. Parenting services also contributed to community capacity building initiatives and provided a coordination role with other aligned

service providers in their localities.

Eight departmental and five funded Parent Link home visiting services continued to operate during the year in eight metropolitan and five country localities. The services support families to develop skills and strengths in their parenting role and match them with trained volunteers who deliver a structured program within the home setting. During the past three years there has been an expansion in the number of families accessing services, due to an increasing number of volunteers providing the services. Families using the service reported a high level of satisfaction with the program.

A service group review of family centres was undertaken in 2003-04. The review led to the revision of the generic service specifications and made a number of recommendations to enhance the provision of services to local community members and groups.

During the year, Dar Al Shifah (Islamic) Inc was engaged to deliver workshops to both Department staff and members of the community on a parenting program based on Islamic teachings, reasoning and solutions. Dar Al Shifah developed the program with reference to western parenting programs as well as contemporary research. Eight workshops were delivered across the state, targeting communities with high numbers of Muslim families.

Support services for Aboriginal communities

Best Start provides a service for Aboriginal and Torres Strait Islander families with children aged zero to five years. The service aims to engage with parents and extended family to ensure the cultural, health and social needs of their children are met and their preparation and transition to school is improved. Best Start services operated at 15 locations, mostly in rural and remote localities, and staff offered a range of activities including playgroups, home visits, workshops and social and cultural activities.

During the year, considerable work was undertaken to encourage community use of the service. Ongoing discussions with other agencies led to the promotion of related services for families and communities that can be linked with the Best Start program.

The Indigenous Family Program continued to be provided to families in the metropolitan area. This program works with Aboriginal and Torres Strait Islander families who have been identified as being at extreme risk. The tender process for a new program provider was undertaken and negotiations with a non government agency began.

Three new early years services for Aboriginal and Torres Strait Islander families with children aged three years or younger commenced in Armadale, Clarkson/Merriwa and the Goldfields and provide assistance and advice with practical issues relating to parenting.

Two practical in-home support services commenced at the Mungullah Community and Kwinana to support families to manage a home and maintain a healthy family environment for their children. The services were recommended by the State Homelessness Taskforce and developed in consultation with the Department of Housing and Works and local Aboriginal communities.

Family information

During the year, the Family Information Records Bureau continued to face significant and sensitive challenges, dealing with longstanding issues relating to the separation of children from their families. The Bureau continued to identify and preserve records of significance to the Aboriginal and Torres Strait Islander community, former British and Maltese child migrants, and children in care. To date, five million images of records from the former Native Welfare and Community Welfare Departments are held on a state-of-the-art computer system, which fast-tracks the research process as well as preserves the physically deteriorating records.

In 2003-04, the Bureau received the same number of formal applications as in 2002-03, however the number of telephone enquiries nearly doubled, from 305 to 608 calls.

Community meetings continued to be a focus of the Bureau's work with visits to 'Stolen Generations' meetings and remote community reunions, and providing presentations to service providers.

In May this year, the Department launched the publication Looking West: A Guide to Aboriginal Records in Western Australia. The guide was put together by the State Records Taskforce and is the culmination of six years of work and extensive liaison with more than 37 government departments, not-for-profit agencies and Aboriginal and Torres Strait Islander groups.

Looking West is a single source of information for Aboriginal and Torres Strait Islander people trying to discover more about their family history. It contains information about institutions, dates, types of services provided, records held, the location of the records and contact details for accessing the records. The book is also a valuable source of information for researchers, historians and agencies assisting people in search of their past.

During the year, a memorandum of understanding was signed between the Department for Community Development and the Department of Indigenous Affairs to provide a single access point to records for Aboriginal and Torres Strait Islander people. A memorandum was also signed between the Australian and Western Australian Governments for the construction of a memorial to commemorate former British and Maltese child migrants. The Department consulted widely with former child migrants and a design and wording for two plaques and a location for the memorial were chosen.

Training

The Community Skills Training Centre delivered 303 training options to 3,992 participants during the financial year. Participants included Department staff, and staff from 538 not-for-profit agencies.

A key goal for 2003-04 was the implementation of training for new staff recruited as a result of the Government's response to the Gordon Inquiry. Approximately 68 recruits in the areas of child protection, community development, Strong Families, Aboriginal support and youth and family engagement received initial training.

Training for the not-for-profit and supported accommodation sectors area focussed on communication and counselling skills, family violence, working with Aboriginal and Torres Strait Islander people, substance abuse, mental illness and administrative and organisational skills. In-service training included foundation training, core child protection skills, children in care and team leader professional development.

Seminar series

The Community Development Seminar Series is organised and resourced by a collaborative partnership that includes: the Australian Government Department of Family and Community Services; Lotterywest; Learning Centre Link; Western Australian Council of Social Service (WACOSS); Alcoa Research Centre for Stronger Communities at Curtin University of Technology; UWA Social Work and Social Policy Department; Telethon Institute of Child Health Research; and the City of Melville.

The seminars have been running since 2002 and provide a free educational and networking forum for participants from government and non government agencies, the private sector and community groups. In 2003-04, six seminars and five half-day workshops featured international, interstate and local presenters. The seminars attracted between 100 and 200 participants and workshops were oversubscribed.

A primary focus in 2003-04 was to increase regional participation. The Telethon Institute for Child Health Research and the Department of Health assisted by coaching presenters and providing funds to bring ten videoconferences to between seven and 20 remote sites for each session.

The series provided fieldwork placements for two social work students and the series working group gave 'collaborative partnerships' presentations at the 2004 WACOSS and Professional Social Workers conferences.

Future directions

Major initiatives planned for 2004-05 include:

- commencement of an independent evaluation of the impact of the community capacity building positions and initiatives
- working with an additional 12 communities to implement the Early Years Strategy to increase understanding of the importance of the early years and to develop local plans
- commencement of an evaluation of the Early Years Strategy
- development of a strategy to support grandparents raising grandchildren
- undertaking a review of the Caring for Carers Initiatives
- commencement of a strategy to link the 15 Best Start Services with the Early Years Strategy and Gordon Inquiry initiatives with the aim of improving the effectiveness of the Best Start Services in achieving improved health and education outcomes for Aboriginal and Torres Strait Islander children
- finalisation of the Capacity Building Framework.

OUTPUT 2: CHILDREN'S AND YOUNG PERSONS' POLICY

- Policy and programs
- Children and youth development
- Resources and information
- Promoting positive images of children and youth
- Consultation and participation
- Future directions

It should be read in conjunction with the output-based management measures and performance indicators for Output 2.

Policy and programs

During the year, six part-time regional development officers were appointed in Manjimup, Albany, Kununurra, Geraldton, Esperance and Port Hedland. The role of the development officers is to:

- create opportunities for children and young people to participate in local decision-making and to facilitate their engagement in events and activities
- provide support to programs and services for children and youth
- assist with the promotion of, and support the development of, local children and youth plans
- provide information and assistance on funding/grant opportunities to the children's and youth sector.

A youth employment policy has been developed for the Department and will be implemented in 2004-05.

In line with the 2002 recommendation of the Children's and Young People's Reference Group, the Department's Office for Children and Youth began developing a set of statistical wellbeing indicators for children and youth in Western Australia. These indicators will support informed decision-making across government by providing an evidence base for policy and programs.

The Office for Children and Youth and the Department of Education and Training developed a teacher led consultation - a comprehensive workshop package sent to over 100 government schools in term 1, 2004. The information gathered from children in years five to seven is a resource to assist government when developing policy to take the views of children into account. In excess of 1,000 individual responses were received. This and other consultation processes will inform the development of a children's strategy.

An information booklet to help young people with credit and debt information was developed. This booklet includes information on debt problem areas such as mobile phones and explains in simple terms, the types of loans that are available to young people and how to best manage finances. The booklet was produced with the Department of Consumer and Employment Protection and is

currently undergoing consultation.

Children and youth development

In partnership with local government, the Department continued to maintain a network of Youth Advisory Councils throughout the state. At 30 June 2004, there were 85 councils hosted and supported by local government.

The Cadets WA program continued to be a major youth development initiative, providing young people with an opportunity to develop self-esteem, teamwork, self-confidence, leadership and a sense of community pride. At 30 June 2004, 170 cadet units were operating in Western Australia involving 6,575 cadets.

Grants totalling $1.2 million were allocated to 23 community based organisations to provide development services to children and young people. These offered opportunities to develop leadership, lifeskills and teamwork through activities, events and experiences. Telephone services provided support for those in need of assistance.

Increasingly, grandparents are taking a lead role in caring for their grandchildren on a full-time basis. In order to engage children and youth who are currently in the care of their grandparents, the Office for Children and Youth together with the Office for Seniors Interests and Volunteering coordinated a series of Grandfamilies camps, giving both grandparents and their grandchildren the opportunity to share experiences with those in a similar situation.

Resources and information

The $1 million YouthSpaces and Facilities Fund continued in 2003-04, to assist rural and regional communities develop youth-oriented cultural venues and public spaces. The program aims to increase youth participation in cultural, recreational and sporting activities at well planned, designed and managed community facilities and public spaces. Grants of up to $25,000 were available to establish or

modify facilities and venues that appeal to young people and meet their needs for formal and informal activities.

The YouthSpaces and Facilities Fund pamphlet was accompanied by Urban Design Guidelines for Creating Youth Friendly Spaces and Places prepared for local governments, developers, architects, planners, youth workers, community service officers, police and anyone interested in designing spaces and places for young people to use.

Promoting positive images of children and youth

In conjunction with the Youth Media Committee, the 2003 Youth Survey was undertaken to gather the views, aspirations and attitudes of young people in Western Australia. The survey will provide comprehensive data on issues and topics of concern to young people and give a detailed understanding of their views on a range of programs and services. The survey also enabled comparative analysis with the 2000 Youth Survey.

The sixth annual Western Australian Youth Awards Showcase provided young Western Australians with recognition for their achievements and contributions to the community. The 2004 Western Australian Young Person of the Year was Michael Hayden, a field worker with the Aboriginal and Torres Straight Islander Services whose work with the Aboriginal and Torres Strait Islander community has inspired Indigenous and non-Indigenous people alike.

The Department's Office for Children and Youth was re-badged to help children and young people identify with the office and feel at ease in its surrounds. Publications were redesigned, merchandise developed and the website upgraded to include essential information in an easy-to-use, visually appealing format.

Consultation and participation

The Department continued to support a register of young people interested in sitting on government boards and committees. The register was developed as part of the Department of the Premier and Cabinet's Interested Person's Register website. Members provide advice to agencies developing policies, programs or information for young people.

Dot U was a youth information network available on the Internet developed in 1998 as a single access point to information and services for youth. Redevelopment of the site commenced this year. A Dot U advisory group was developed to offer advice on the design and content of the new site – to be tagged 'greenlight'.

Telling the Emperor – A Guide to Youth Participation in Decision Making, is a guide for organisations seeking to involve young people on advisory boards and committees, as well as for young people who want to get involved in decision-making in organisations. The guide has been popular with government and service-based organisations, and entered its third re-print during 2003-04.

Working with Children and Young People in Your Organisation is a practical, more detailed follow up to Telling the Emperor, and also includes consultation with children within its framework. It is a literature review of best practice on how to engage with children and young people. The guide will be completed by end 2004-05.

The Department maintained partnerships with other agencies such as the Ombudsman and the Department of Consumer and Employment Protection with regard to complaint receiving agencies and their accessibility to children and young people.

A Children's Advisory Group was formed, offering an opportunity to consult with children on policy and program development. The nine representatives come from three schools in metropolitan Perth – Atwell Primary School, Mercy College and Floreat Park Primary School.

Future directions

Major initiatives planned for 2004-05 include:

- in partnership with the Office of Multicultural Interests, the identification of issues and development of strategies to address the needs of at-risk children and young people from culturally and linguistically diverse backgrounds in Western Australia
- development and implementation of an Indigenous Youth Leadership program
- expansion of the Cadets WA program, increasing the number of cadets, providing more opportunities for membership and opening cadet units in more locations across the state
- continued development of the Office for Children and Youth's award program through consultation with key stakeholders
- provision of training and support resources to the Government and non government sectors on 'how to engage with children and young people'
- provision of opportunities and regional outreach to children and young people living in regional Western Australia. Regional officers will support activities for children and youth in regional Western Australia and provide them with opportunities to have input into public policy making and program development
- development of indicators of wellbeing for children and young people.

OUTPUT 3: POSITIVE AGEING POLICY

This output includes:

- Active Ageing Strategy
- Carers Recognition Bill
- Community participation of Western Australian seniors
- New technology and reduced isolation
- Seniors and the Law booklet
- Research on retirement issues
- Future directions

It should be read in conjunction with the output-based management measures and performance indicators for Output 3.

Active Ageing Strategy

The ageing of our population will bring with it significant social and economic challenges. To position Western Australia to respond to this, the Government commissioned the Active Ageing Taskforce and released its response to the Taskforce's recommendations, Generations Together: A guide to the Western Australian Active Ageing Strategy, in March 2004.

The strategy introduced a 'life course' approach to policy and programs on ageing, which acknowledges the importance of early life factors, as well as the later developmental stages of ageing.

The Department's Office for Seniors Interests and Volunteering played a significant role in coordinating the response with the Department of the Premier and Cabinet, and will work with the seven government departments that received Active Ageing funding as part of the 2004-05 state budget to implement initiatives.

Projects that were funded as part of this $3.1m whole-of-government package include:

- a mature workers promotional campaign to highlight the value of mature employees and encourage flexible employment options for older workers
- an active ageing housing program to consult on and develop innovative alternative housing options for the ageing population in regional and metropolitan Western Australia
- a depression prevention and awareness program to increase awareness amongst service providers, older people and their carers and families about depression in older people
- Generations Together active ageing grants scheme offering small grants of up to $5,000 to local government and community organisations to undertake innovative projects which promote positive ageing
- elder abuse program to identify and develop local responses to elder abuse in Aboriginal and Torres Strait Islander and culturally diverse communities

- a Stay on Your Feet media campaign to promote awareness of falls prevention strategies and a small grants scheme to promote falls prevention activities at a local level.

Carers Recognition Bill

The Government made a commitment to develop legislation that provides formal recognition for informal carers in the community, as well as highlighting their need for services and support. Informal carers include grandparents caring for grandchildren, young people caring for a parent, carers of people who are frail or with disabilities. Specifically, the undertaking was to work with carers and support organisations to develop a Carers Act that serves the interests and rights of carers and provides a mechanism for more involvement of the carer in the assessment, service planning and delivery of care, as well as including enhanced complaint mechanisms.

The Australian-first Carers Recognition Bill 2004 was drafted and will be introduced into Parliament in 2004-05. Under the Bill:

- a carers charter will enshrine in legislation a set of standards for agencies that deal with carers
- agencies will be required to comply with standards to ensure carers are involved in decision-making
- a Carers Advisory Council will be established under the Bill to monitor agencies' compliance with the charter and report to the Minister
- carers will have the right to access formal complaint mechanisms to air grievances related to their treatment as carers.

Community participation of Western Australian seniors

The Department is committed to promoting a community where seniors (people aged 60 years old and over) are valued and respected and to enhancing the lifestyles of seniors by promoting positive ageing.

In 2003-04, a major research project was commissioned to investigate what seniors spend their time doing in the community, and to explore possible barriers to the community participation of seniors.

A telephone survey was conducted among 800 randomly selected seniors throughout Western Australia. The study investigated seniors' participation in educational courses, paid and voluntary work, physical and sporting activities, recreational activities, clubs and committees. It also explored the extent of contact with family and friends, and seniors' caring responsibilities.

The research found that in the last 12 months two out of five seniors (43 percent) had done unpaid voluntary work and only 19 percent had not participated in any form of physical activity outside their home. Two out of five seniors (40 percent) reported that they did child-minding. Nearly all (97 percent) had seen family or friends who do not live with them in the three months before the survey. Three out of ten seniors (29 percent) would like to have more contact with their family and friends who do not live with them. More than half of the seniors (57 percent) belonged to a club or group. The majority (86 percent) were satisfied with the amount of time they spend involved in the community.

The research findings will be used to inform policy and service requirements to encourage the participation of seniors in the community.

New technology and reduced isolation

The Department's Office for Seniors Interests and Volunteering worked with the Department of Employment and Training to award First Click grants. First Click provides funding for free community-based information technology training. Through the work of the office, seniors were identified as a key target group for this program. Benefits for seniors include the ability to email family and friends and to access a wide range of information and services.

The November 2003 funding round provided funding for 5,526 people to attend information technology training. Of these 1,881 (34%) were seniors.

The Council on the Ageing (COTA) WA was funded to deliver its 'Computing for the Mortally Terrified' training program. Consumer feedback indicated a very high level of satisfaction with this course which specifically targets people aged 60 years of age or older. In the period July – December 2003 almost 750 people accessed this program. The office also worked with COTA to provide internet training to 90 seniors with disabilities and their carers.

Seniors and the Law booklet

Helping Western Australian seniors make informed decisions on legal matters was the aim of an information booklet developed during the financial year, in partnership with the Law Society of Western Australia.

The booklet Western Australian Seniors and the Law is a valuable starting point for seniors wanting to know more about the law, their rights and their obligations. It contains information on issues relating to debts and guarantors, elder abuse and violence, accommodation, family law for grandparents, resolving disputes, decision-making and volunteering.

Research on retirement issues

One of the major goals of the Department is to encourage individuals, community groups, business and government to plan for the ageing population. Within the next 30 years seniors will increase from 15 to 25 percent of our population.

On an individual level, planning for retirement is particularly important given increasing longevity. Generally, people can now look forward to 20 years of retirement.

A major qualitative research project was commissioned to investigate how the Department's Office for Seniors Interests and Volunteering could best assist pre-retirees and retirees to take a holistic approach to retirement planning to ensure they have an active, healthy and productive lifestyle in retirement.

The research was conducted to identify the most suitable product or program to:

- minimise the sense of isolation and fear experienced by some individuals when they retire
- raise awareness of, and provide information on, non-financial retirement considerations such as social participation, health and well-being and accommodation
- provide a unique program or product which supports a holistic approach to retirement planning.

A series of group discussions were conducted with people who expected to retire in the next 2 to 5 years (pre-retirees) and people who had retired in the previous two years (recent retirees). Financial planners were also interviewed.

The research indicated that the overwhelming concern about retirement was to be adequately prepared financially. Other concerns raised were health, ceasing work (particularly what to do with one's spare time), family issues (especially how one would get

along with their partner) and family caring obligations. There was a perceived lack of relevant, local information readily available for retirement planning. Retirement was seen as a process rather than a fixed event.

In 2004-05 a retirement package will be developed based on the needs identified to assist people to have an active and healthy retirement.

Future directions

Major initiatives planned for 2004-05 include:

- supporting the sector in the implementation of the Active Ageing Strategy initiatives
- development of an Active Ageing Scorecard
- development of a diversity analysis report to support the Scorecard and to inform policy design and the development of new initiatives
- exploration of the use of smart cards to assist seniors to access existing concessions
- a Carers Symposium in 2004 to raise awareness and knowledge of issues relevant to carers
- expansion of the range of Topic Sheets provided by the Office for Seniors Interests and Volunteering
- the implementation of the Carers Recognition Act 2004, subject to it becoming law.

OUTPUT 4: WOMEN'S POLICY AND PROGRESS

This output includes:

- Community engagement
- Measuring progress
- Women's policy
- Advice and information
- Research
- Indigenous women and reconciliation
- Future directions

It should be read in conjunction with the output-based management measures and performance indicators for Output 4.

Community engagement

In 2003-04, over 220 Western Australian women participated in regional community engagement forums on health and safety. The forums were held in the Great Southern, Gascoyne-Murchison, Pilbara and the Goldfields regions and continued the community engagement process that started with the Women's Convention in 2002. The information obtained from the forums contributed to the wealth of knowledge on women's issues and will assist in the development of policies appropriate to women living in regional, rural and remote communities.

On 8 March 2004, the Minister for Women's Interests launched International Women's Day, Strong Women – Strong Communities. The event attracted over 300 participants, and promoted Aboriginal and Torres Strait Islander cultural identity and highlighted the talents and achievements of Indigenous women in Western Australia.

Other community engagement activities held for women included the Grace Vaughan Memorial Lecture, the Multicultural Women's

Health Convention, the Indigenous Women's E-mail Network, the Women in Leadership Conference, the Women and Law Outreach Service, and consultations with Arab and Muslim women.

Measuring progress

The Minister for Women's Interests launched the Women's Report Card: Measuring Women's Progress on International Women's Day, 8 March 2004. The report card provides a series of indicators, each measuring an aspect of women's lives in Western Australia. The indicators were developed by the Office for Women's Policy in conjunction with the Women's Advisory Council, and the women of Western Australia. The indicators will be updated and published regularly to provide ongoing measurement of key issues for women across the state. Planning commenced for future publications which will focus on indicators for Aboriginal and Torres Strait Islander women, and women from culturally and linguistically diverse communities.

Women's policy

In partnership with the Office for the Status of Women in South Australia, the University of Western Australia and the University of Adelaide, the Department successfully secured an Australian Research Council Linkage Grant for a gender analysis project. Gender analysis of policy promotes a comprehensive and integrated concept of gender equality that is consistent with government policy. The project will assist agencies to develop equitable policies, programs and legislation which take into account the lives of women, men, girls and boys. Agencies participating in the analysis with the Department for Community Development include the Department of Health, the Department of Local Government and Regional Development, and the Department of Consumer and Employment Protection.

Advice and information

The Women's Information Service received 6,338 enquiries in 2003-04. The most common enquiries related to health, finances, legal matters, counselling, crisis accommodation and domestic violence. Advice on current issues and events was provided through information forums, publications, a monthly newsletter, and a website. The Winfo newsletter in 2003-04 had a monthly distribution of around 5,000 to individuals, community groups, government agencies, libraries and community centres.

The Department's Office for Women's Policy continued to provide the Minister for Women's Interests with advice and analysis on matters affecting women. Advice to other government agencies and comments on cabinet submissions were also provided to ensure the interests of women were represented. Significant recent issues included women in local government, general practitioners and bulk billing, the State Crime Prevention Strategy, review of the Gender Pay Gap, ACTU Work and Family Test Case, and amendments to the Restraining Orders Act 1997 (WA) and the Criminal Code (WA).

Research

Research was conducted in 2003-04 into women's progress and economic, mental health, fertility and safety issues for women. A survey was undertaken of the assets and strengths of women's groups in the non government sector. Preliminary work commenced on women and leadership and the development of options for a women's safety framework in Western Australia. The 2003 Edith Cowan Fellowship was awarded to Ms Shobhana Chakrabarti for research into inter-cultural competence and leadership. The Department's Office for Women's Policy is represented on the Australian Bureau of Statistics' Social Statistics and Consultative Group, and during the year continued to be involved with the bureau, working on aspects of the 2006 census, including the potential measurement of unpaid work.

Indigenous women and reconciliation

The Indigenous Women's National Action Plan was endorsed at the 2003 Commonwealth, State and Territories Ministerial Conference on the Status of Women. The formulation of the plan was a Coalition of Australian Government's directive to prioritise and address Aboriginal and Torres Strait Islander disadvantage. The plan focuses strategies to develop the leadership, safety and economic independence of Aboriginal and Torres Strait Islander women. The Western Australian contribution to the development and implementation of this National Action Plan included hosting a state workshop in August 2003 to identify strategies to greater support the development of Aboriginal and Torres Strait Islander women in Western Australia.

To continue the process of involving Aboriginal and Torres Strait Islander women in decision making, an Indigenous Women's Congress was established. Its primary function is to strategically identify and monitor ways the Government can support the development of Aboriginal and Torres Strait Islander women in Western Australia. Congress members are drawn from all regions of the state and represent a wide cross-section of the Aboriginal and Torres Strait Islander community. The women have experience in a range of issues, including international governance, family and health, community development, politics, education and traditional lore, language and culture. An across-government Indigenous Women's Reference Group to support the congress was also established.

Future directions

Major initiatives planned for 2004-05 include:

- in conjunction with the Indigenous Women's Congress, production of a supplementary Women's Report Card for Aboriginal and Torres Strait Islander women in Western Australia to provide information on issues currently affecting Aboriginal and Torres Strait Islander women in Western Australia
- development and production of a supplementary Women's Report Card for women from culturally and linguistically diverse communities in Western Australia
- development of a resources kit on gender equity and current issues targeting young women in collaboration with the Office for Children and Youth, Office of Citizenship and Multicultural Interests, community, business and other stakeholders. The kit will be launched on International Women's Day 2005, with a series of events focussing on young women
- working in partnership with other government agencies to progress the Indigenous Women's National Action Plan.

OUTPUT 5: VOLUNTEERING POLICY AND COORDINATION

This output includes:

- Policies and programs
- Capacity building
- Recognition programs
- Communication
- Future directions

It should be read in conjunction with the output-based management measures and performance indicators for Output 5.

Policy and programs

After extensive statewide consultations, in 2002 the State Government released Valuing Volunteering - A Shared Vision. During 2003-04, the Department's Volunteering Secretariat worked with both government and non government sectors to encourage progress within their organisations towards achieving the Shared Vision goals. The secretariat itself undertook a number of projects, as well as implementing the initiatives outlined in the Government's 2001 Valuing Volunteering commitment.

The research project Booming Recruiting encouraged sector involvement in Shared Vision goals related to encouraging diversity of volunteers. It examined the development and implementation of recruitment strategies targeting baby boomers. The project involved representatives from 21 organisations participating in a series of six intensive workshops focusing on identifying, trialing and implementing strategies to recruit baby boomers. Results were compiled into a resource guide that outlines key ideas and strategies for volunteer recruitment.

Shared Vision also identified that access to quality training for volunteers was a major issue. In 2003, consultations were held with volunteers and volunteer agencies who reported that many organisations, hampered by time and cost constraints, found it difficult to navigate the complex array of training arrangements, options and terminology to access affordable and appropriate training for their volunteers.

In response to the consultations, the publication The Volunteer Training Scene in Western Australia: A resource guide for agencies was developed. The guide unravels some of the complexities of the training environment in Western Australia. It brings together information about the training industry, volunteer training organisations and training resources that may meet the needs of volunteers and organisations and shows how to access it in the most appropriate and affordable way. The resource guide was followed up with a training grants program for the not-for-profit sector. The

program particularly focussed on promoting partnerships between organisations to share training development and presentation costs, and partnerships with registered training organisations to increase the access of volunteers to accredited training. Grants worth $150,000 were approved.

A review of Shared Vision is planned to ensure continuing relevance of the goals and of the achievements by organisations.

Effective pre-entry selection processes were a key goal from Shared Vision. Reduced-fee national police checks for WA volunteers were introduced through the Volunteering Secretariat and the WA Police Service on 1 July 2003. This program enables eligible Western Australian volunteers and volunteering organisations to receive a national police check at a reduced fee of $10 per person checked rather than $41. Originally a pilot, the program proved extremely popular with the voluntary sector who report that apart from the cost savings, the check process was prompt and easy to administer. It became an ongoing program in January 2004. Over 10,000 checks have been conducted since the program commenced.

The Department contributed funding to the Department of Sport and Recreation towards the development of a risk management kit. This provides practical assistance to organisations across the not-for-profit sector in handling risk management issues effectively and implementing safe practices.

Capacity building

Funding for 17 Volunteer Resource Centres continued in 2003-04 to assist them to stabilise and establish volunteering referral services in their areas. A review of their effectiveness was also conducted during the year. Volunteering WA was also funded to provide training, meetings and other support services to volunteer resource centres. This assisted them to develop into a network of resource centres, working to pool resources and share volunteers between organisations across district boundaries.

Small community capacity building grants were provided in 2003-04 to 30 organisations involving volunteers. The range of projects was diverse, from Project Connect which provided support and debriefing to volunteers assisting survivors of torture and trauma, to providing cultural awareness training to volunteers working with Aboriginal and Torres Strait Islander seniors in the Meals to Music program.

Recognition programs

Recognition of the contribution of volunteers is a high priority goal in Shared Vision. Fifty organisations were funded to hold celebrations to mark Thank a Volunteer Day on 5 December 2003. In partnership with Volunteering WA, National Volunteers Week in May was also recognised, with a supplement in the West Australian, a message from the Minister and a number of events being held.

Communication

There is a strong commitment to two-way communication with the voluntary sector in Western Australia. As well as ongoing liaison and input, the secretariat maintained a regularly updated website with details of current policy and programs, links to relevant organisations and information, and a feedback mechanism.

Future directions

Major initiatives planned for 2004-05 include:

• development of an across-government policy statement on public sector volunteering and initiatives to encourage the uptake of volunteering in the public sector
• identification and development of initiatives to address specific issues that have an impact on volunteering in Aboriginal and Torres Strait Islander and culturally and linguistically diverse communities
• support and enhancement of the Volunteer Police Checks program
• commencement of discussions with the private sector on strategies to encourage and increase its involvement in volunteering.

OUTPUT 6: ABORIGINAL AND TORRES STRAIT ISLANDER POLICY COORDINATION

This output includes:

• Policy development
• Coordination
• Publications
• Reconciliation
• Future directions

It should be read in conjunction with the output-based management measures and performance indicators for Output 6.

Policy development

During the year, the Department commenced work on developing the 'Indigenous Vision', a framework for the way the Department works with Aboriginal and Torres Strait Islander children, people, families and communities.

In 2003, key Aboriginal and Torres Strait Islander and other staff were brought together to provide advice on developing a coordinated Indigenous vision. To assist this process, a project officer was employed who further consulted with key stakeholders. The Indigenous Vision was progressed via a forum and Indigenous Staff Conference and will be completed in 2004-05.

The Department's Aboriginal and Torres Strait Islander Child Placement Principle was incorporated into the Children and Community Development Bill which was introduced into Parliament in December 2003.

Coordination

The Department developed an implementation and action plan to respond to the recommendations arising from the Gordon Inquiry. More information about the Department's activities under this plan can be found under Output 7.

The Department actively works collaboratively with Australian and State Government and local government agencies. This year it had strategic input into the Aboriginal Justice Agreement, the Gordon Inquiry Senior Officers Group, the Council of Australian Governments Advancing Reconciliation Working Group and the Supported Accommodation Assistance Program State Advisory Committee's Aboriginal People's Working Party.

All Best Start sites were reviewed to identify emerging issues and develop strategies and ways in which the Department can provide appropriate support to the program coordinators and activity leaders.

In May 2004 an Indigenous staff conference was held entitled 'Solid Change: Our Kids, Our Communities – New Opportunities'. Approximately 160 Aboriginal and Torres Strait Islander staff from across the state attended. The purpose of the conference was to share ideas and information, showcase good practice, build and strengthen relationships and celebrate the richness and diversity of Aboriginal and Torres Strait Islander cultures and the value they add to the work of the Department. Local and regional issues of concern were discussed and progress was made towards finalising the Department's Indigenous Vision.

Publications

A number of publications for Aboriginal families were produced and reprinted in 2003-04. Publications for Aboriginal families and parents contain Aboriginal designs and are language appropriate. These were developed in consultation with people across the Perth metropolitan area.

Foster families brochure
Brochures were created to encourage more Aboriginal and Torres Strait Islander people and families to become foster carers, to ensure that Aboriginal and Torres Strait Islander children can be placed within their own culture.

Shaken Baby Syndrome video and publications
The Department produced an educational video on Shaken Baby Syndrome specifically targeting Aboriginal and Torres Strait Islander parents of young babies. The video complemented the community education and awareness campaign developed by the Ministerial Advisory Council on Child Protection. The video was a collaborative project between the Department's Indigenous Policy Directorate, the Department of Indigenous Affairs and the Department of Health's Office of Aboriginal Health. The video was launched during National Child Protection Week in September 2003. Aboriginal workers across the state were given the opportunity to attend awareness-raising and prevention workshops on both the medical aspects of Shaken Baby Syndrome and how to engage Aboriginal and Torres Strait Islander parents.

Reconciliation

Each year the Department is involved in Reconciliation Week to renew its commitment to reconciliation and to explore new and better ways of meeting challenges in our communities. This year's theme was Reconciliation: together we're doing it. In 2004, many district offices conducted their own events or coordinated activities in partnership with other organisations. Central office, in partnership with the Department of Health's Office of Aboriginal Health pooled its funding and coordinated the annual flag raising ceremony and official launch of Reconciliation Week 2004.

The Department was involved in National Aboriginal and Islander Day Observance Committee (NAIDOC) Week to recognise, celebrate and promote the richness and diversity of Aboriginal and Torres Strait Islander people, their culture and heritage.

During NAIDOC Week in July 2003, the Department pooled funding with a number of departments and organisations, and was involved in planning and coordinating an interagency Family Fun Day in Wellington Square, East Perth. This was an opportunity for individuals, community groups, organisations and departments to showcase their programs and services to the community. The value of these activities was recognised by the Aboriginal and Torres Strait Islander Commission's Perth Noongar Regional Council and senior members of the Aboriginal and Torres Strait Islander community.

Future directions

Major initiatives planned for 2004-05 include:

- participation in the Aboriginal Justice Agreement Working Group to ensure continued effective consultation and planning for Aboriginal justice regional and local plans throughout the state
- establishment of a new Department Aboriginal and Torres Strait Islander Advisory Committee
- facilitation of the Department's involvement in Reconciliation Week and National Aboriginal Islander Day Observance Committee (NAIDOC) week
- supporting Aboriginal and Torres Strait Islander young men, to develop their capacity to deal with parenting and family issues they may encounter.

OUTPUT 7: CARE AND SAFETY SERVICES

This output encompasses a wide range of services designed to provide care and improve the safety of families and individuals. This includes services at different levels of intervention: those designed to assist families and individuals who are experiencing crises such as homelessness or financial distress; those services aimed at assisting and protecting people experiencing family violence; services directed at child abuse and neglect; services for children who, for a period, cannot be cared for by their families, as well as adoptive services where the child is relinquished by their family of origin.

It should be read in conjunction with the output-based management measures and performance indicators for output 7.

Gordon Inquiry

During the year, the Department continued to implement initiatives as part of the Government's response to the Gordon Inquiry into Response by Government Agencies to Complaints of Family Violence and Child Abuse in Aboriginal Communities.

Twenty-five additional Community Child Protection Worker positions were created across the state to develop community and family capacity to provide safe environments for children, and to undertake child protection assessments. Ten positions are based in the metropolitan area (four at a specialist child interviewing unit) and 15 are in the country – five in the Kimberley, three in Pilbara and Murchison districts, and four in the Goldfields. At 30 June 2004, 17 of the positions had been filled and the balance will be recruited in 2004-05.

Fourteen Aboriginal Support Worker positions were created. The workers will form relationships with "at risk" Aboriginal and Torres Strait Islander children and young people who are fearful of the Department and Police, provide counselling and support, and link identified children and young people with relevant agencies and community resources. Five are based in the metropolitan area and nine in the country - three in Kimberley, two in the Goldfields, and one each in the Pilbara, Murchison, Northam and Katanning. At 30 June 2004, 11 of these positions were filled.

Fourteen Youth and Family Engagement Workers were appointed during the year. The staff are located in the metropolitan area and their role is to build respectful relationships with a small number of Aboriginal and Torres Strait Islander families and their children, work intensively with them to find appropriate solutions to high risk behaviour, and link the families to relevant agencies and community resources to ensure appropriate responses are provided.

The Department was involved in implementing initiatives in response to the Gordon Inquiry recommendation Safe Places - Safe People. The recommendation involved working with Aboriginal communities in the metropolitan, rural and remote areas to identify safe places and persons Aboriginal and Torres Strait Islander young people can go to if they feel unsafe. It also involved community-managed responses with and for Aboriginal and Torres Strait Islander women who need access to safe places when threatened with violence.

Department staff in several rural communities undertook community consultations with Aboriginal and Torres Strait Islander people regarding providing safe places where young people can stay overnight when they can't go home. The initiative built on existing ways of supporting young Aboriginal people which were already occurring informally in the communities.

Staff worked with the Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women's Council to develop a family and domestic violence service in the Ngaanyatjarra Lands (north and east of Warburton).

Staff also worked with the women's group in Warmun Community to develop a safe place for the women to go in situations of family and domestic violence and to implement strategies to make it safer for women and children in the community.

The Strong Families initiative was expanded statewide at the commencement of 2003. The initiative involves a range of human service agencies, with the Department for Community Development having lead administrative responsibility. Strong Families is an interagency case management approach to working with families with complex needs. It brings family members and relevant agency workers together in a neutrally facilitated process to discuss the issues affecting the family, develop an integrated plan to address the family's difficulties and appoint a lead agency worker. Plans are reviewed and modified on a regular basis.

Twelve Strong Families coordinators are placed across the state. Five provide coverage to the metropolitan area (including Peel), with seven coordinators covering regional areas from Broome, Port Hedland, Geraldton, Kalgoorlie, Northam, Bunbury and Albany. In 2003-04, 213 meetings were held, 85 of these with families new to the program. Two thirds of the participating families were Aboriginal or Torres Strait Islander.

Legislation

Work to develop new legislation to replace the Child Welfare Act 1947, Community Services Act 1972 and the Welfare and Assistance Act 1961 was completed in December 2003. The process involved many years of preparatory work and extensive consultation with key stakeholders. The new legislation will bring about the most significant changes in child welfare legislation in Western Australia in over half a century. The Children and Community Development Bill 2003 was introduced into the Legislative Assembly of Parliament on 4 December 2003. The Bill was debated through March and April 2004 and passed by the Legislative Assembly on 8 April 2004. The title of the Bill was amended to be the Children and Community Services Bill 2003 by the Legislative Assembly and introduced into the Legislative Council on 4 May 2004. As at 30 June 2004, the legislation was awaiting debate in the Legislative Council.

Key areas of the Children and Community Services Bill include:
• ensuring children in state care can participate in the decision-making processes that affect their lives
• acknowledging the state's responsibility to provide assistance to children leaving care
• increased accountability and transparency of Department processes in relation to working with families and children
• provision for a Charter of Rights for Children in Care within 12 months of the new legislation coming into operation
• more flexibility to the Children's Court regarding different types of protection orders for children
• updated provisions for the employment of children including establishment of a minimum age requirement for different types of work
• an improved regulatory framework in relation to child care services to address the emerging trend for large corporations to enter the child care services industry.

Once the Bill has passed through Parliament, the Department will complete the implementation work required to operate under new legislation and the new Act will be proclaimed.

Protecting children

The Department has a statutory responsibility to ensure children are protected from maltreatment. The Department seeks to meet this responsibility in collaboration with the community and other organisations.

The Harries Report Mandatory Reporting of Child Abuse: Evidence and Options and the Gordon Inquiry both identified the need for mechanisms for the reporting of children with sexually transmitted infections. In 2003-04 the Department for Community Development and the Department of Health implemented protocols and mechanisms for the reporting of all children under 14 years of age who have a sexually transmitted infection and the reporting of children 14 to 16 years of age with a sexually transmitted infection as a result of abuse.

The Department released its new policy Statutory Child Protection: A Policy for the Wellbeing and Safety of the Maltreated Child in 2003-04. The policy states the key principles that inform the Department's approach to its statutory child protection responsibilities and it positions these responsibilities within its broader mandate and role for promoting the wellbeing of children and young people through the strengthening of individuals, families and communities.

An evaluation of the Risk Analysis and Risk Management (RARM) framework was completed in August 2003. RARM is an assessment tool for field staff, primarily for child protection cases and uses a strengths-based approach and planning and management of risks, with client participation in assessment and decision-making.

The evaluation revealed that RARM was considered a valuable tool and provided a sound assessment framework, but was somewhat cumbersome and time-consuming to use. Recommended changes to streamline the tool are being implemented. The framework has been renamed Strengths Assessment and Managing Child Safety (SAMS), to reflect more adequately its strengths and safety-based focus. A training program will stress the importance of family inclusion in the process and will be considered for inclusion in Foundation Skills Training program for new staff.

In 2003-04, the Interagency Child Protection Coordination Committee developed the Interagency Collaborative Framework for Protecting Children following extensive consultation with represented agencies and other community stakeholders. The purpose of the framework is to strengthen collaboration and partnerships between individuals, families, professionals, communities and agencies to enable children, young people and their families to receive the most appropriate services and support to ensure their safety. The framework identifies child safety and wellbeing as a whole of community issue that is best served when the community, community agencies and government collaborate effectively.

The Advisory Council on the Prevention of Deaths of Children and Young People continued to meet during 2003-04 and will produce an annual report which will identify a range of data related to the deaths of children in Western Australia. The report will draw attention to issues related to preventing deaths and other ways that the wellbeing of children is enhanced.

The Department for Community Development has a reciprocal agreement with the State Coroner to receive information about child deaths that are reportable under the Coroner's Act, including deaths from non-natural causes and deaths where the cause is not known. Eighty notifications were received during 2003-04.

Internal reviews are undertaken when the child or young person is known to the Department through contact with the family in the 24 months preceding the death. An independent child death review process exists alongside the Department's internal review process in the form of the child death review committe. As at 30 June 2004, 10 cases had been reviewed by the Child Death Review Committee. The review process has confirmed that the majority of cases reviewed had complex needs and required integrated services to address the multiple risk factors present. The recommendations of the internal and external review process contribute to the Department's improved practice and service development, and highlight the need for a cross-sectoral integrated approach when working with children and families.

The Ministerial Advisory Council on Child Protection was involved in the continuation of a community education campaign on shaken baby syndrome. The committee also developed a response to Parenting Responsibility Orders discussion paper, commissioned a report Caring Well – Protecting Well: Investing in systemic responses to protect children in WA and held community workshops on findings of the Harries report Mandatory Reporting of Child Abuse: Evidence and Options.

The Department continues to provide and fund counselling and treatment services for children and families that have been affected by child abuse. Eight not-for-profit services are funded to provide child sexual abuse counselling and support and three new Aboriginal services are being developed in Derby, Roebourne and Carnarvon.

Maltreatment

Table 20 depicts the Department's responses to child maltreatment allegations in 2003-04. The number of allegations increased by six percent (145 allegations) compared to 2002-03.

There were increases in the number of allegations involving neglect, emotional abuse or physical abuse, but a slight decline in the number involving sexual abuse.

Table 20 also shows that 17 percent of allegations from 2003-04 were still in process at the time of extracting data for this report, compared to 25 percent of allegations at the corresponding time in 2002-03.

Each year there is a small proportion of allegations that cannot be investigated, or investigations were not undertaken. In 2003-04, two percent of allegations could not be investigated for reasons such as

Table 20: Responses to child maltreatment allegations by nature of allegations

Response	Year	Neglect	Emotional Abuse	Physical Abuse	Sexual Abuse	Unknown[2]	Total allegations
			Nature of allegation[1]				
Substantiated	2003-04	271	102	293	222	7	895
	2002-03	263	67	240	221	5	796
	2001-02	331	79	337	306	9	1,062
Unsubstantiated	2003-04	170	55	377	388	3	993
	2002-03	114	43	334	318	8	817
	2001-02	218	37	378	431	12	1,076
Investigation not possible[3]	2003-04	0	2	13	19	0	34
	2002-03	3	2	12	18	0	35
	2001-02	6	0	9	12	1	28
Investigation not undertaken[4]	2003-04	18	2	13	30	0	63
	2002-03	5	4	4	19	2	34
	2001-02	3	0	27	38	0	68
In process	2003-04	85	20	145	163	2	415
	2002-03	120	21	161	261	2	565
	2001-02	202	43	213	339	5	802
Total allegations	2003-04	544	181	841	822	12	2,400
	2002-03	505	137	751	837	17	2,247
	2001-02	760	159	964	1,126	27	3,036

1 In a small number of cases the nature of the alleged maltreatment (nature of allegation) may differ from the type of maltreatment identified during the investigation.

2 Where the nature of the allegation was recorded as unknown, harm may not have occurred but a high level of risk was considered to exist.

3 Investigation not possible refers to when the subject child or family cannot be located.

4 Investigation not undertaken refers to a decision to not investigate an allegation of maltreatment because a further evaluation of the referral information indicates that an alternative response is more appropriate.

inadequate identifying information, or the family had left the area and could not be found. A further three percent of initial referrals of child maltreatment allegations were not, on further assessment, determined to be a child maltreatment allegation and an alternative response was required (such as in a sexual assault where the perpetrator was unknown to the family, who were protective of the child).

Substantiations increased by 12 percent (an increase of 99 substantiated allegations) although the total is still less than the 2001-02 figure. The increase in substantiations for 2003-04 is related both to the increased number of allegations and the significant improvement in the proportion of investigations completed by the time the data was extracted from the Department's database for this report.

For all allegations where an investigation was finalised, harm to the child was substantiated in 48 percent of cases in 2003-04. This is slight decrease from the substantiation rate of 49 percent in 2002-03 and 50 percent in 2001-02.

Figure 5 depicts the statutory processes involved in the care and safety of children. It can be seen that the number of care and protection applications are relatively small compared to the number of allegations. When reading the figure it should be noted that for an individual child, not all these processes would necessarily occur in a single financial year. Hence, some of the care and protection orders made may be for allegations which occurred during 2002-03.

Protection and care applications

One of the strategies used by the Department to protect children from harm is to make applications to the Children's Court for care and protection orders. In 2003-04, 306 children were apprehended for welfare reasons and 306 applications were made to the Children's Court. This compares to 309 applications for 307 children (two children were subjects of applications on two occasions) in 2002-03.

In 2003-04, 254 children became wards of the Department compared to 231 in the previous year. This represents an increase of ten percent, however this can be attributed to the integration of the adoption system into the main client database used for this analysis during 2003-04. Twenty-five children became wards of the state whilst they were in prospective adoptive placements, therefore taking that into account, the trend is stable. Additionally, two of the 254 children became wards through the Family Court.

Figure 5: Responses to child maltreatment allegations 2003/2004

Note:
1 Four hundred and fifteen investigations were still ongoing as at 15 July 2004.
2 A number of care and protection applications are not preceded by allegations of abuse or neglect.
3 Care and protection applications made in previous years may result in orders (wardship) granted in 2003-04. Not all children become wards or are placed under the guardianship of the Director General for reasons of maltreatment.

Table 21 shows the trend in ward numbers over the past 6 years. The figures for previous years are not directly comparable to the 30 June 2004 figures as the latter includes children in prospective adoptive placements, which is not reflected in the data from previous years

Thirty five percent (511) of wards at 30 June 2004 were Indigenous. In all, 89 percent of wards in care lived in a home-based situation with either relatives or foster carers. The other main living arrangements for wards were residential or group care type facilities (eight percent) and supported independent living (two percent). These proportions should not be directly compared with proportions published in previous annual reports, due to the inclusion of adoption cases this year.

Table 22 shows that Aboriginal and Torres Strait Islander wards were far more likely to be placed with relative foster carers (43 percent) than other wards (19 percent). Aboriginal and Torres Strait Islander wards were also far less likely to be placed with Departmental or external non-relative foster care (30 percent) than other wards (55 percent). Aboriginal and Torres Strait Islander children were also slightly more likely to be placed in residential services (nine percent) than other children (eight percent).

Table 21: Trend in ward numbers at 30 June 1999 to 2004

Year	Total
1999	894
2000	1,007
2001	1,141
2002	1,272
2003	1,340
2004	1,453

Children in care

During the year the Department began developing strategic directions for out-of-home care services that will position the Department and the not-for-profit sector to provide a range of appropriate and flexible out-of-home care responses that are child centred, strengths focused and located in the child's or young person's own community. Care Responses into the Future 2005-2010 will provide the blueprint for an integrated across-government and community approach to out-of-home care, including alternatives to placing children into care and developing the capacity of families and communities to care for children and young people.

The Department provided and funded services to care for children and young people (wards and non wards) unable to live at home, and supported their transition back to the care of the family. Young people were also placed in funded SAAP services where appropriate. During the year, requests for proposals were called for a new specialised foster care service for children aged up to 12 years with complex needs and high risk behaviours, and for large sibling groups. A provider has been identified and the service will commence early in 2004-05.

The Department is currently reviewing current and alternative care responses for children and young people who display complex behaviours and who require intensive support via out-of-home care. This research will guide development of placement responses required to treat, support and accommodate vulnerable children and young people in out-of-home care.

During 2003-04, the Adoption Service information system was integrated into the main client database. In addition, an improved calculation method was used to determine the number of children in care during the year, so the figures in this section are not directly comparable with previously reported data.

There were 2,573 children and young people in the care of the Department for some period of time during 2003-04, compared to 2,562 in 2002-03. One funded service provided short-term private placements to children not placed by the Department and these children are included in the data. In 2003-04, 718 children started a period of care with the Department. Seventy-four percent were aged 10 years or less, 14 percent were aged 11 to 13 years and 11 percent were aged 14 to 17 years.

Of children entering care, 24 percent did so because the caregiver could not care adequately, 23 percent as a result of maltreatment, 15 percent due to caregiver illness and nine percent because of behavioural problems or conflict with the child. The remainder were for other reasons. At 30 June 2004 there were 1,993 children and young people in placements, the majority of which were wards (see Table 23).

Despite a continuing decline in the number of children entering care each year, the total number of children in care continues to rise.

Table 22: Type of care placements of wards at 30 June 2004

Type of care placements	Aboriginal and Torres Strait Islander		Non Aboriginal and Torres Strait Islander		Total[1]	
	Number	Percent	Number	Percent	Number	Percent
Parent/guardian	46	9.0	114	12.1	160	11.0
Foster care with family member	220	43.1	178	18.9	398	27.4
Department residential	13	2.5	26	2.8	39	2.7
Funded service residential	31	6.1	46	4.9	77	5.3
Funded service foster care	65	12.7	34	3.6	99	6.8
Department non relative foster care	90	17.6	469	49.8	559	38.5
Family/friend	29	5.7	26	2.8	55	3.8
Independent living	2	0.4	23	2.4	25	1.7
Prospective adoptive placements[2]	0	0	14	1.5	14	1.0
Other	15	2.9	12	1.3	27	1.9

Note: 1. The percentage for all children is not directly comparable with data from previous annual reports due to inclusion of children in prospective adoptive placements for the first time in 2003-04. 2 This is a new category.

Table 23: Census of children and young people in out-of-home care at 30 June 2004*

	Wards	Non wards	Total placed
Department group care	39	46	85
Department foster care[1]	559	141	700
Extended family network[2]	453	178	631
Non government group care (including children placed in SAAP by Department)	77	22	99
Non government foster care	99	42	141
Parents/guardians	160	89	249
Prospective adoptive placement	14	3	17
Other placements	52	19	71
Total placed	**1,453**	**540**	**1,993**

*This table excludes young people using youth SAAP services apart from a small number placed there by the Department.

1 Only includes non relative foster carers.

2 Includes relative foster carers.

This is because the number of children leaving care during the year is still fewer than the number entering care. The increasing number of children staying for a longer period in care is also contributing. During the year, 718 children started a period of care while 648 children left care.

Thirty-two percent of Departmental managed placements (wards and non-wards) were with extended family at 30 June 2004. Just over half of all children in care (56 percent) were aged 9 years and younger.

One third (35 percent) of children in care at 30 June 2004 were Aboriginal and Torres Strait Islander. Nearly half (47 percent) of Aboriginal and Torres Strait Islander children in care were with extended family (see Table 24), and nearly two thirds (62 percent) were aged 9 years or younger.

Create

The Department and the CREATE Foundation signed a new service agreement for a further three years commencing 1 July 2004. CREATE works in partnership with the Department to provide opportunities for, and with, children and young people in care, to enhance and expand their life outcomes, to connect them with each other and their communities and to empower them to participate in systems change.

During the year, CREATE worked with district offices and local communities to run 'Young Consultants: Show Me the Ropes' and 'Mission: Be' leadership programs for children and young people in care. The Children and Young People in Care Advisory Committee funded CREATE to work with the Rockingham District to develop a community response to children and young people in care using the FACE to FACE process. The outcome will be a local community advisory group that includes young people in care.

Table 24: Census of Aboriginal and Torres Strait Islander children and young people in out-of-home care at 30 June 2004*

	Wards	Non wards	Total placed
Department group care	13	18	31
Department foster care[1]	90	24	114
Extended family network[2]	249	71	320
Non government group care (including children placed in SAAP by Department)	31	4	35
Non government foster care	65	18	83
Parents/guardians	46	27	73
Prospective adoptive placement	0	0	0
Other placements	17	6	23
Total placed	**511**	**168**	**679**

*This table excludes young people using youth SAAP services apart from a small number placed there by the Department.

1 Only includes non relative foster carers.

2 Includes relative foster carers.

The Department commissioned CREATE to undertake a consultation with children and young people in care about their experiences and views on what contributes to a positive care experience. The outcomes of the consultation will be available in early 2004-05.

The Department conducted a demonstration project in response to CREATE Foundation's report card on education. The aim of the project was to improve education outcomes for school-aged children in out-of-home care through the use of education plans. The demonstration project was reviewed in December 2003 and initiatives were developed to improve the collection of education data and the monitoring of children's progress at school.

The CREATE Foundation conducted sessions in the Department's Foundation Training Program for caseworkers. Presenters to date have included young people who were either in care or were previously in care. This enables caseworkers to hear directly from young people in care about their experiences and their expectations of a relationship with their caseworker.

Quality care

During the year, a team of senior practitioners commenced visiting each district office to review the current care plans for all children and young people in care. Where appropriate, planning forums to revise the care plans are held that are inclusive of the child or young person, their family and other people significant to the child or young person.

In recognition of the over-representation of Aboriginal and Torres Strait Islander children and young people in care the Department began reviewing a sample of records concerning Aboriginal and Torres Strait Islander wards in care to identify best practice, culturally appropriate service options and effective ways of working with families and communities that contribute to capacity building.

The Department commenced a review of the principles and standards of care for both Department and funded placement services which were developed in 1997. The review is being done in partnership with key stakeholders including the Children's, Youth and Families Agencies Association, the Foster Care Association of Western Australia, the Secretariat for National Aboriginal and Islander Child Care and the CREATE Foundation.

A literature research was completed on sibling relationships in the care system which highlighted contact, attachment and separation issues. The paper will inform the development of policy and practice guidelines on the placement of siblings in care.

The Department and the Disability Services Commission (DSC) are working together to meet the needs of children in care who have disabilities. Protocols were developed on joint responsibilities for wards and the provision of respite care for foster carers. A memorandum of understanding was developed with the Disability Services Commission, Princess Margaret Hospital for Children and the Department of Education and Training on the provision of services for children who require medical technological support.

Work is proceeding on protocols for provision of services for parents who have disabilities and on the provision of supports for families where the child is at risk of coming into care.

Duty of care

The Department established a Duty of Care Unit to ensure the needs of children and young people abused or injured in care are responded to appropriately. The unit brings together consideration of the protective needs of children and young people in care who are subjects of allegations of abuse, along with consideration of the role of the state as 'parent' and its legal obligations to these children and young people.

An electronic register containing all allegations of abuse and critical incidents involving children and young people in care since 1993 was established to support this process. Allegations relating to foster carers were reviewed to ensure that where the allegation was substantiated, the foster carer was either deregistered or, if continuing to provide care, they were thoroughly assessed as fit and proper to do so.

The Department is developing protocols with placement agencies and commenced a review of its case practice guidelines for responding to allegations of abuse of children in care.

Policy on protecting the legal interests of children in the Department's care was implemented to ensure the Department meets its responsibility to refer a child or young person who has been injured or abused whilst in the Department's care to a competent independent legal practitioner, with proper instruction, for legal advice.

The Department provided a submission to, and appeared before, the Senate Community Affairs References Committee Inquiry into Children in Institutional Care. The inquiry's terms of reference were wide ranging and refer to the care and treatment of children in government or non government institutions or foster care. The inquiry is due to report by 30 August 2004.

Foster care

For many children unable to live at home or with extended family, the preferred placement is home-based care through a foster carer

program. The Department has its own foster carers and also funds organisations to provide foster care.

The Department is a signatory to the National Plan for Children and Young People in Foster Care and their Carers. States and territories have developed an implementation plan for the four key areas of support to children, young people and carers, training, national data collection and research.

The Department, the Disability Services Commission and ACROD are working together on a project funded by the commission to identify the support needs of foster carers caring for children with disabilities. The project will be completed during 2004-05.

Foster Care subsidies were increased and a clothing allowance was introduced for children in care who are not wards. An increase of $14 million over the next four years via successive increases commencing in January 2004, will represent a total rise of 33 percent.

Funding was allocated to enable all members of a foster family to access confidential counselling on personal or family issues that impact on the fostering role.

Mandatory training was introduced for foster carers, initially for non-related carers, to ensure that they are well prepared for their role in providing for children. This is a preliminary step toward the possible accreditation of foster carer training in Western Australia.

Development of a central carer register began to record details of carers from both the Department and not-for-profit placement agencies. This will allow carers to move between fostering agencies and enable a monitoring mechanism for the Department to ensure safe care for children. A separate database on former carers over the last ten years will be created to assist with screening new foster carer applicants in the Department and not-for-profit agencies.

A smoke-free environment policy was developed by the Department for children in care and this is in the process of implementation. The policy aims to protect children from the effects of passive smoking while they are in out-of-home placements.

The Department continued to progress an extended family care framework. This framework will guide practice in working with grandparents and other relative carers who have taken on the full time care of children. Many of these families have taken on this care without Department involvement.

At 30 June 2004, there were 1,202 children in Departmental foster care (which includes general carers, relative carers, self-selected carers and pre-adoptive foster carers) and 141 children in funded external foster care services.

This compares to 1,214 and 128 children respectively for 30 June 2003, and represents a decrease of one percent and an increase of 10 percent respectively.

The Foster Carer Recruitment Service operated with an increased workload, with up to 81 assessments being undertaken at any one time. The service received 706 enquiries from the public (an increase of 20 percent from 2002-03) and a total of 55 general carers were assessed (see Table 25) compared to 45 the previous year, including six Aboriginal Placement Project general assessments.

Five group home applications were assessed during the year and two of these were approved. A total of 28 special applications were assessed - 21 for children with disabilities, five for children from Spanish or Vietnamese backgrounds, and two relative carers.

The service held 29 information evenings attended by 195 prospective carers. Nine preparation training courses were held for a total of 121 carers, 94 from the Foster Carer Recruitment Service and 27 from funded foster care agencies.

The Foster Carer Recruitment Service also undertook a number of projects including the development of a central foster carer register, competency assessments and training of relative carers. It also implemented a more comprehensive country assessment process.

The Department continued to fund and work closely with the Foster Care Association to support foster carers and collaborated in the development of a foster carer charter and handbook. The charter outlines the carer's rights while the handbook outlines both the Department's and the carer's roles and responsibilities. A statement of commitment is being developed between the Department and the Foster Care Association.

Funding of $5,000 was allocated to assist in the establishment of a foster carer resource library located at the Foster Care Association.

Foster Carer and Case Worker Forums were run jointly with the Foster Care Association in both country and metropolitan areas with the theme of 'Building Relationships' to support better outcomes for children in care.

Award ceremonies for foster carers of long-standing were introduced by the Foster Care Association, with the Department's support to recognise the valuable services provided by foster carers, with the first awards presented in June 2004.

Intensive family support and reunification

During the year, requests for proposals were called for a new Aboriginal tertiary family preservation service to be established in

Table 25: Recruitment of foster carers 2001-02 to 2003-04

	2003/04	2002/03	2001/02
Enquiry/intake calls	706	588	623
Estimated conversion rate from metropolitan enquiry to registered carer	13%	13%	10%
Metropolitan enquiries			
Total enquiries	579	460	488
Applications received	129	116	84
Metropolitan new general carers	55	45	52
Percentage of applicants recommended for registration	65%	62%	37%
Country enquiries			
Total enquiries	117	110	104
Applications received	32		
Percentage of applicants recommended to continue assessment	56%		

the metropolitan area to work with families whose children are at immediate risk of being placed on care and protection orders as a result of child protection concerns or neglect. The service aims to prevent children from entering care by providing intensive services to reduce risk and improve family safety. A provider has been identified and the service will start early in 2004-05.

Leaving care

Three new services were established in response to the State Homelessness Taskforce for young people who are in care. The services provide young people with skills and support to prevent them from experiencing homelessness as they leave long-term care.

The Ida Curtois scholarship provides financial assistance and encouragement to young people undertaking tertiary studies who are or have been in care. Eight young people were recipients of awards this year.

Adoptions

Legislative amendments introduced on 1 June 2003 led to several changes in the operation of adoptions:

- people wishing to adopt now complete information and education sessions prior to applying to adopt. This led to a once-off decline in the number of applications registered in the year due to the time lag this caused in registration
- there was an increase in the allowable age gap between applicant and child which led to a small increase in the number of applicants and in the age of applicants
- approved applications can now be considered for both a local or an intercountry adoption, which has resulted in a doubling of the

number of approved applicants available for a local adoption
- the retention of a child's first name after the adoption order, except in special circumstances, which is intended to improve the cultural links between adoptees and their countries of origin
- Step-parents wishing to adopt are required to seek approval of the Family Court of Western Australia prior to proceeding with an application - the Family Court must make a determination as to whether an adoption order would be preferable to another Family Court order. There was a decline from 28 to two in the number of step-parent adoption orders granted in the year. It remains to be seen whether the decline in numbers will continue.

The greater access to information that will occur with the cessation of information vetoes in June 2005 saw considerable effort to contact those affected by the legislation. The Department contacted more than half of those people who had placed a veto. The number of people seeking access to information about parties in an adoption increased to 374 requests from the previous year's figure of 364.

During the year, there were three adoptions recorded for locally born children (see Table 26). Two were adopted by their carers, eight adults were adopted by previous carers, and there were two stepchild adoptions.

There was an increase in the number of overseas adoptions, with 44 children adopted (including ten who had their adoptions completed in China). There were 34 adoption orders granted by the Family Court for overseas children.

Drugs and Alcohol

Parental drug and alcohol abuse is a factor contributing to the growing number of children and young people in out-of-home care.

Table 26: Adoption orders granted by the Family Court or country of origin by type of adoption

Type of adoption	1999/00	2000/01	2001/02	2002/03	2003/04
Known adoptions					
Carer	3	3	3	5	2
Step parent	35	39	26	28	2
Adult	5	6	8	13	8
Total known orders	43	48	37	46	12
Unrelated placement adoptions					
Local	10	6	13	6	3
Inter-country	22	17	26	18	33
Hague[1]	4	3	1	2	1
China	0	0	2	4	10
Total unrelated placement orders	36	26	42	30	47
Total adoption orders	**79**	**74**	**79**	**76**	**59**

[1]Inter-country adoption under the Hague Convention.

In collaboration with the Children and Young People in Care Advisory Committee, the Department consulted with children and young people, parents, extended family and carers, representatives of drug and alcohol, mental health, child protection and family support agencies. Feedback from the consultations will be used to develop strategies to reduce the entry of children and young people into out-of-home care as a result of parental drug and alcohol use and other factors. The committee's recommendations are under consideration and will inform further action.

A similar consultation targeting Aboriginal and Torres Strait Islander children and young people in care or at risk of entering care will be undertaken by the committee in 2004-05.

During the year, research was undertaken into the incidence of parental drug and alcohol use as a contributing factor in care and protection applications lodged by the Department in 2003.

Findings from the research will reflect the complex nature of cases through an exploration of the interrelationships between drug and alcohol use and other contributing factors, together with the type of child maltreatment. An interim report of initial findings was completed. The final report will be completed late in 2004.

The Office for Children and Youth participated in the Consumer Consultation and Participation Project of the Ministerial Council for Suicide Prevention and the National Youth Affairs Research Scheme. A report was commissioned entitled 'Barriers to Services Provision for Young People with Presenting Substance Misuse and Mental Health Problems' which will be finalised in 2004-05.

The Department continued to work with the Drug and Alcohol Office and other agencies to implement the Western Australian Drug and Alcohol Strategy 2003-2005.

Table 27: Adoption orders granted by the Family Court and country of origin for overseas born children

Country of origin	1999/00	2000/01	2001/02	2002/03	2003/04
China	0	2	2	4	10
Ethiopia	5	2	3	3	3
Hong Kong	2	2	3	1	3
India	4	5	9	2	5
Korea	8	5	11	12	16
Philippines	0	1	1	1	1
Poland	2	0	0	0	0
Romania	0	2	0	0	0
Sri Lanka	0	0	0	1	0
Thailand	1	1	0	0	6
Total inter-country adoption orders	**22**	**20**	**29**	**24**	**44**

Note: Year to year fluctuations in adoption numbers reflect a range of factors in other countries beyond the Department's control, such as moratoria, quotas, and number of children available for inter-country adoption.

Appeals and complaints

A recommendation of the review of the Case Review Board undertaken last financial year to increase the number of board members independent from the Department. Amendments to the manual to reflect these changes commenced, as did the recruitment of additional board members.

The board continued as an avenue of appeal regarding case conferences and care plan review decisions. During 2003-04, 26 applications for appeals were lodged. Five were not heard, as they did not meet eligibility guidelines or were not continued after discussion with the chairperson of the case conference or care plan review.

Of the remaining 21:
• one was not heard due to applicant ill health
• five were upheld in favour of the Department
• one was upheld in favour of the applicant
• in four applications, new case conferences were scheduled as the board did not uphold in favour of the Department or the applicant
• in one application, the case plan was amended as agreed between the applicant and the Department
• in three applications, case plans were modified.
At the time of writing six appeals were either yet to be heard or were in the process of being finalised.

The most frequent single reason for appeal was contact decisions (13) followed by issues concerning reunification and placement of children (11). The remaining issues dealt with changing of schools for children in care and the transfer of cases interstate.

The Department's Consumer Advocacy Service deals with complaints and helps customers who are concerned about departmental decisions affecting them. In 2003-04 the service received 521 contacts from customers, mostly in relation to concerns raised by customers about case work and child protection decisions.

Crisis response

During 2003, the Department continued to provide support services for the long-term recovery of those affected by the tragic

Bali Bombing Disaster, as well as assistance for local disasters at Bridgetown and Tenterden. In both towns, local staff provided personal support and financial assistance to those families directly affected by the bushfires of December 2003 via the establishment of recovery centres.

The Pilbara and Kimberley Districts responded to community needs

Table 28: Issues raised with the consumer advocacy service 2003/04

Issues	Percentage
Child protection	20.4
Case work	32.2
Family Court	8.6
Financial assistance	4.0
Contact/access	15.2
Miscellaneous	19.6

during cyclone season with the establishment and operation of evacuation centres during cyclones Monty and Fay. The Department's Kununurra office provided assistance to passengers of a crash on the Western Australia-Northern Territory border.

The Department's Emergency Services Unit commissioned an emergency management capacity and capability study which is designed to assess the state's ability to respond to disasters. The study is currently underway.

During 2003-04, Crisis Care and the after hours Family Helpline responded to 58,522 calls and made 349 emergency visits, compared to 51,234 calls and 512 emergency visits in 2002-03.

The three most common reasons recorded for contact were family problems, seeking community resource information and family violence. This differs from the previous two years where homelessness was the third most common reason for contact. The increase in contacts relating to family violence was due to the introduction of the women's domestic violence helpline into Crisis Care. Homelessness and practical problems were the fourth and fifth most common reasons recorded for contacting Crisis Care and the after hours Family Helpline in 2003-04.

Financial assistance and counselling

The Department continued to provide financial assistance to people experiencing financial difficulties. In 2003-04, the Department's family crisis service provided over 15,500 instances of emergency assistance to people experiencing unforseen crisis, compared to 15,200 in 2002-03. A total of 10,545 people were assisted in 2003-04, compared with 10,617 people in 2002-03 and 11,244 in 2001-02 (see Table 29).

The main areas of assistance provided were food and accommodation. The number of persons assisted in these areas increased compared to 2002-03.

Two new financial counselling services for young people (one specifically for young people experiencing homelessness) were implemented in the metropolitan area as part of the State Homelessness Strategy.

Table 29: Family crisis service

Outcomes	Number of people[1]			Instances of service provision		
	2003-04	2002-03	2001-02	2003-04	2002-03	2001-02
Food for family	6,717	6,695	6,955	10,821	10,315	11,144
Essential services provided	654	741	755	765	878	872
Medical/optical requirements	864	974	1,323	885	1,000	1,366
Furniture provided	16	12	4	17	12	4
Transport	247	235	269	297	295	343
Accommodation provided	857	793	774	1,407	1,322	1,306
Clothing/linen/blankets	72	78	71	77	84	74
Funeral assistance	443	456	439	481	536	631
Financial counselling	55	44	66	65	53	77
Other	620	589	588	770	720	733

1. Instances of service provision in each outcome tend to be greater than the number of people who applied for assistance as they may have been assisted on more than one occasion or may have received additional services related to the primary reason for seeking assistance.

As part of the Department's Purchasing Quality Services process, financial counselling services were reviewed in 2003-04.

Supported accommodation

The Department continued to implement the Commonwealth/ State Supported Accommodation Assistance Program (SAAP) agreement during the year.

The National Evaluation of the SAAP IV agreement was a significant process during 2003-04. The Department prepared a submission to the National Evaluation that assessed the fourth SAAP agreement and will inform Australian and State Governments on future directions for SAAP. Negotiations with the Australian Government for future funding arrangements for SAAP will occur in 2004-05.

A new Broome Youth Accommodation Service commenced on 1 May 2004. The model for this service was developed following broad-based community consultation to determine an appropriate housing model that would meet the needs of young people in Broome's unique environment.

The SAAP State Advisory Committee continued to progress its work plan, focussing on the five priority areas of mental health and drug issues, diversity in SAAP, accompanying children in SAAP services, service delivery and SAAP protocols. Strategies were developed and progressed in each of these priority areas during the year.

In April 2004, the Mental Health and Alcohol and Other Drugs Issues Working Party engaged a consulting firm to identify how the issues of mental health, alcohol and other drugs interact and impact on SAAP and its capacity to meet its objectives and the needs of the target population. The consultants are due to report on the 'Exclusion Practice in SAAP' research project in August 2004.

The Service Delivery Working Party held its second SAAP Service Delivery Forum on 25 March 2004. Participants from across the state attended, with all program areas being represented.

The Aboriginal People's Working Party developed strong links with the Department of Housing and Works to address homelessness of Aboriginal and Torres Strait Islander Western Australians, through the Indigenous Homelessness Steering Committee.

The Accompanying Children in SAAP Working Party engaged researchers from the University of Western Australia to conduct a study of services, funded through the State Homelessness Strategy, to work with children who accompany their parents in supported accommodation services. The research project will identify the impact of the funding on the ability of individual services to provide specific services to children. The research project will report in early 2005 and will inform future planning and service development across the sector.

The development of the SAAP protocols project encouraged across-government, across-sector collaboration and improved service delivery to customers. A protocol with the Department of Justice was signed and the development of a protocol with the Department of Education and Training was progressed. The existing protocol with Centrelink was reviewed and updated. The development of a protocol between SAAP services and hospital emergency departments commenced.

As part of the Department's Purchasing Quality Services process, SAAP day centres were reviewed in 2003-04 to ensure the services continued to meet the needs of the community and reflect models of contemporary practice.

Services for family and domestic violence

The Department provided ongoing funding of over $18 million to 93 services to assist families and individuals experiencing, or at risk of, family and domestic violence in 2003-04. A crisis intervention service for single women, and women and children, who are experiencing domestic violence commenced in Laverton on 1 October 2003. A report with recommendations on an appropriate service model in Meekatharra for women and children escaping family violence was completed and is currently under consideration.

Thirty-five refuges and safe houses for women and children escaping domestic violence were provided throughout the state, with funding of over $12 million. As well as safe and supported accommodation, many refuges offered outreach, counselling and longer-term support.

Eight SAAP domestic violence outreach programs provided a range of support and counselling services, including support to multicultural women experiencing family and domestic violence and Aboriginal and Torres Strait Islander family violence support services.

In 2003-04, Crisis Care received 4,907 calls related to family and domestic violence. Support provided included assisting victims with safety planning, referral to refuge accommodation and assistance to leave. In addition, the Men's Domestic Violence Helpline received 3,767 calls during the year, with 2,423 of these calls from victims and perpetrators of family and domestic violence, seeking counselling, information and referral to services. The remainder of calls were from other community members and service providers seeking information, or calls not related to domestic violence. The new Women's Domestic Violence Helpline received 2,488 calls during the year, with 1,839 of these calls involving family and domestic violence issues.

In comparison to 2002-03, the above figures represent a 14 percent increase in calls to Crisis Care relating to family and domestic violence. They also represent a 16 percent fall in the number of calls to the Men's Domestic Violence Helpline from perpetrators and victims of domestic violence.

State homelessness strategy

In May 2002, the Government of Western Australia announced its strategy to respond to homelessness, with the three themes of better options for housing, vulnerability and transition and stability in housing.

The Department continued to chair a monitoring committee of government and non government stakeholders to oversee implementation of the State Government's response. The committee produced its first annual report on performance indicators in 2003. An independent evaluation of the strategy's implementation was conducted during the year and implementation updates continued to be produced quarterly. These documents were made available on the State Homelessness Strategy website www.homeless.dhw.wa.gov.au.

Initiatives of the strategy continued to be implemented during 2003-04. Nine support and advocacy services were developed to assist people in private rental to maintain their housing, including one service for people from culturally and linguistically diverse backgrounds. Two new financial counselling services were funded to assist young people with financial problems. Three new services were established for young people leaving care.

Three State Homeless Strategy initiatives were implemented to support children:

- seventeen country women's refuges established programs to provide support to children who have witnessed domestic violence
- five metropolitan youth supported accommodation services established programs to support and teach parenting skills to young parents who have been homeless
- Two new services were established to provide support to children from families who have been homeless, including those currently residing in SAAP services.

The SAAP State Advisory Committee commenced an evaluation of the implementation of the State Homelessness Strategy initiatives for children in SAAP services.

A new and innovativeroject launched during the year was the Domestic Violence Advocacy and Support (DVAS) Central, a multi-agency initiative including the Department and the Western Australia Police Service. DVAS Central provides a comprehensive response to family and domestic violence from a single location, where people in crisis are provided with a range of relevant and accessible legal, support and advocacy services.

The model reflects best practice interagency work, as articulated in national and international research. Since its opening, DVAS Central has made significant progress towards implementing the model, providing assistance to large numbers of women in the centre of Perth.

Another innovation was Communicare's Breathing Space, a residential therapeutic community for men who perpetrate family and domestic violence. The aim of the service is to assist in the provision of safety to women and children through services provided to men. Breathing Space has consistently been at capacity since opening and is well-linked to various domestic violence services in the community.

A major initiative in 2004-05 will be the redevelopment and updating of the Department's internal family and domestic violence policy and protocols. This will underpin the expanded collaborative work being undertaken between the Department and the Police.

Future directions

Major initiatives planned for 2004-05 include:

- appointment of 50 more workers to ensure that the Department provides safe, quality care for those children in state care. Protecting all children, and particularly, those most vulnerable, is part of the State Government's 'Children First' agenda
- continued implementation of initiatives arising from the Gordon Inquiry, in particular, the establishment of the Safe Places – Safe People program and the Video Evidentiary Unit
- continued monitoring and support of the implementation of the State Homelessness Strategy, including a further evaluation by 31 December 2005
- determination of future directions and funding arrangements for the Commonwealth/state Supported Accommodation Assistance Program
- finalisation of legislation for screening criminal records of those working with children and establishing policies, guidelines and business processes required for implementation
- development of new strategic directions for care responses for children and young people in care
- introduction of mandatory training for all foster carers
- reviewing placement responses and care models for children and young people requiring out-of-home placement, particularly

those who display extremely high risk or difficult behaviours
- development of best practice guidelines for reunifying children with their families
- in relation to the Children and Community Services Bill 2003:
  - development of regulations
  - development of a Charter of Children's Rights for children in the care of the Director General
  - development of written guidelines to be observed when making placements for children from culturally and linguistically diverse backgrounds
  - preparation for the implementation of the new legislation
- finalisation of the Extended Family Care Framework
- finalisation of the review of standards of services for children and young people in care
- updating policy to guide the Department's operational response to family and domestic violence
- development of an Internet-based, statewide resource guide of family and domestic violence services as part of the Women's Domestic Violence Helpline.

OUTPUT 8: FAMILY AND DOMESTIC VIOLENCE COORDINATION

This output includes:

- Family and Domestic Violence State Strategic Plan
- Data collection
- Capacity building
- Target groups
- Future directions

It should be read in conjunction with the output-based management measures and performance indicators for Output 8.

Family and Domestic Violence State Strategic Plan

The Western Australian Family and Domestic Violence State Strategic Plan 2004-2008 was released on 29 April 2004. The plan recognises that eliminating family and domestic violence requires coordinated responses across government agencies and partnerships with the non government sector and the community.

The plan aims to reduce the level, and fear, of family and domestic violence in Western Australia and is significant because it means that all relevant ministers and government departments are working together under a single policy framework.

The plan will guide all government departments in future planning and implementation of policies and programs aimed at the safety of women and children. The plan also reflects both the Gordon Inquiry initiatives and the Statement of Commitment towards a New and Just Relationship with ATSIC.

The three priority areas forming the basis of the plan are prevention, protection and provision. All government and community responses will be identified within these three priority areas. Action plans will be developed each year over the life of the plan in accordance with the strategic framework and will focus on the three priority areas. This process allows for information on current initiatives to be provided by government agencies on an annual basis.

The Department's Family and Domestic Violence Unit will facilitate consultation with the family and domestic violence services sector, relevant special interest groups and local government to identify any shortfalls, issues and trends within the ten focus areas of the plan. This information will be fed back to agencies for consideration in the budget process for 2005-06.

Duplication, overlaps and shortfalls in service provision will be identified from the action plans to enable a coordinated approach and for new initiatives to be developed.

There will be ongoing monitoring and evaluation of government actions identified in the action plan. Evaluation of government actions, supported by research, will establish the benchmarks for a comprehensive monitoring and evaluation process and enable the State Strategic Plan to be measured annually.

Annual evaluations will also inform the progress toward the ultimate goal of the State Strategic Plan, which is to reduce and ultimately prevent the incidence of family and domestic violence in Western Australia.

Data collection

The Department's Family and Domestic Violence Unit and the Office of Crime Prevention commenced a project to develop a collaborative approach to collect data on the prevalence and nature of domestic violence in Western Australia. This will complement the existing knowledge base on family and domestic violence and will inform government policy, planning and domestic violence service delivery.

The project will enable a range of government agencies to measure the impact of a broad range of programs relating to family and domestic violence.

An across-government working group was established including the Departments of Justice, Health, Housing and Works, Education, Community Development, Indigenous Affairs, the Western Australian Police Service, Legal Aid, and the Disability Services Commission.

Over the past 12 months, there has been extensive media coverage of homicides in Western Australia relating to family and domestic violence. In addition to raising awareness of the issue, these events highlighted the need to gather information regarding the circumstances of these offences to assist in planning for services and other responses to family and domestic violence.

A small working group with representatives from the Department for Community Development's Program and Sector Development Directorate and Family and Domestic Violence Unit, the Western Australian Police Service and the Department of Justice joined together to develop a collaborative project to consider features of the homicides, which could then provide information on planning for future initiatives. It was agreed to retrospectively consider the domestic violence homicides that occurred in Western Australia from the 2001 and 2002 calendar years. This project will be finalised by the end of 2004.

Capacity building

The Department funds 17 regional domestic violence committees throughout Western Australia, comprised of representatives from government and non government agencies. The committees are designed to achieve improved coordination and collaboration between all agencies involved in family and domestic violence, at a regional level. They also maintain a focus on increasing the safety for individuals, families and communities through education and awareness raising.

Each year, a conference is organised for the chairs and coordinators of the regional domestic violence committees. This year's conference was held from 25 to 27 November 2003 to coincide with the United Nations International Day for the Prevention of Violence Against Women (white ribbon day). The aim of the conference was to enhance the coordinated responses to domestic violence across the state at both a regional and central level. A key outcome of the conference was information and knowledge building for the committee coordinators and chairs.

The first day of the conference was held in partnership with the Injury Prevention Branch, Department of Health. Both agencies believed that a combined event would have mutual benefits and add value for the respective regional networks. The first day's theme was discussion of the World Health Organisation's Report on Violence and Health 2002. The report provided a global perspective on the social, economic and environmental effects of violence on humanity.

The second and third days of the conference involved only the regional domestic violence committees and provided a mix of training and information sessions for chairs and coordinators. Two sessions were devoted to regional networking and information sharing.

Target groups

During 2003-04, a number of projects began which were targeted at specific groups. The Gay and Lesbian Domestic Violence Action Team and Perth West Regional Domestic Violence Committee were funded for $20,000 to identify training and support needs in relation to gay and lesbian domestic violence service provision, increase awareness and understanding within the gay, lesbian and bisexual community of same sex domestic violence and develop and distribute community education material.

The Western Australian Family and Domestic Violence State Strategic Plan 2004-2008 supports regional coordination of services and local geographical and cultural differences. In order to develop strategies that meet the specific needs of particular groups, further research, planning and evaluation will be undertaken over the life of the plan, covering:

• women from culturally and linguistically diverse communities
• women with disabilities
• older women
• elder abuse
• rural women
• mental health and domestic violence
• prevention strategies for young women
• abuse within gay and lesbian relationships
• abuse experienced by men
• abuse experienced by children.

Women from culturally and linguistically diverse communities face specific barriers when seeking assistance and accessing services. A Multicultural Women's Consortium was funded in 2003-04 to pilot a project to develop and implement a whole-of-community approach

to prevent family disintegration arising from family and domestic violence. A consortium of six agencies managed this project, which targets the Ethiopian and Muslim communities in Perth, both of which are emerging migrant groups with special needs.

The Culturally and Linguistically Diverse Radio Program is designed to inform women and children from diverse backgrounds of the issue of family and domestic violence and its effects on children. During the year, the radio program provided information on services available for perpetrators and victims, in an effort to reduce barriers associated with accessing services. A working group was established with members from Central DVAS, Multicultural Women's Advocacy Service and World Radio 6EBA FM.

People with disabilities may experience family and domestic violence in ways that differ from those without disabilities. In addition to the fear of retribution and/or consequences of reporting family and domestic violence, people with disabilities often face additional barriers when seeking services.

Work commenced with People with Disabilities (WA) and the Ethnic Disability Advocacy Centre to develop a training package for service providers to address issues that affect women with disabilities who are experiencing family and domestic violence. The project builds on the findings of the research report Silent Voices. This project will develop good practice standards to support family and domestic violence services to better meet the needs of women with disabilities.

The workplace strategy is a partnership project between Edith Cowan University, the Centre for Research for Women and the Department's Family and Domestic Violence Unit. Its purpose is to promote a culture of awareness within the workplace, to support those experiencing family and domestic violence to feel safe within their workplace and to access assistance.

During the year, the workplace strategy began a pilot to address the impact of domestic violence in the workplace. Two workplaces agreed to be involved in the pilot, one not-for-profit agency and one corporation. A draft training manual was developed along with other resources. Fellow workers will gain a better understanding of domestic violence and how they can offer support. The pilot will be completed in December 2004, and a final report will be prepared and the findings published early in 2005.

Future directions

Major initiatives planned for 2004-05 include:

- Provision of policy and service advice to government on children and young people witnessing family and domestic violence.
- Supporting regional coordination by resourcing local statewide regional domestic violence committees.
- Establishment of directions for prevention and public awareness programs for family and domestic violence, including the development of resources for special interest groups.
- Development of systems for the monitoring and evaluation of the Family and Domestic Violence State Strategic Plan by collecting, monitoring and evaluating evidence on research, practice and emerging themes and approaches.
- Development of an across-government data collection methodology to establish benchmarks in family and domestic violence and measure changes over time.
- Development of a policy framework to support the regional coordination of family and domestic violence responses by developing annual action plans.
- Completion of a pilot workplace strategy addressing the needs of employee victims and perpetrators of family and domestic violence in two workplaces.

REPORTING

Output based management measures

This section includes and output based management measures for the departments eight outposts. The overall key effectiveness indicators and output based efficiency measures are covered in the effectiveness indicatorsa section later in the report

Output 1: Community development	2003/04 Target	2003/04 Actual
Quantity		
Community development projects for children and families	120	159[b]
Capacity development services[a]	344	330
Community development projects for seniors	19	19
Community development projects for Aboriginal and Torres Strait people	35	70[b]
Seniors cards managed	223,000	217,536
Community development initiatives for women	1	3
Community development projects for children and young people	7	7
Quality		
Stakeholder satisfaction with quality of community development projects for children and families	85%	83%
Customer satisfaction with quality of capacity development services	95%	99%
Stakeholder satisfaction with quality of community development projects for seniors	90%	98%
Stakeholder satisfaction with quality of community development projects for Aboriginal and Torres Strait people	90%	77%
Seniors card holder satisfaction with Seniors Card	80%	89%
Stakeholder satisfaction with quality of community development initiatives for women	95%	100%
Stakeholder satisfaction with quality of community development projects for children and young people	80%	77%
Timeliness		
Stakeholder satisfaction with timeliness of community development projects for children and families	75%	73%
Customers satisfaction with timeliness of capacity development services	95%	97%
Stakeholder satisfaction with timeliness of community development projects for seniors	95%	89%
Stakeholder satisfaction with timeliness of community development projects for Aboriginal and Torres Strait people	70%	68%
Seniors Cards issued on time	95%	100%
Stakeholder satisfaction with timeliness of community development initiatives for women	95%	100%
Stakeholder satisfaction with timeliness of community development projects for children and young people	80%	74%

Notes

a   Capacity development services include parenting information, parent skills, youth, family and individual support.

b   These projects vary in size and scope and are managed across 16 district offices. They are responsive to community need and therefore, overall numbers are subject to significant fluctuation.

Output 2: Children's and young persons' policy	2003/04 Target	2003/04 Actual
Quantity		
Community engagement initiatives for children and young people	6	6
Policy advice projects for children and young people	60	10[a]
Quality		
Stakeholder satisfaction with quality of community engagement initiatives for children and young people	90%	76%[b]
Stakeholder satisfaction with quality of policy advice projects for children and young people	70%	67%
Timeliness		
Stakeholder satisfaction with timeliness of community engagement initiatives for children and young people	85%	65%[c]
Policy advice projects for children and young people developed, coordinated and evaluated within agreed timeframes	85%	86%

Notes

a   Change in counting rules for Ministerial briefings.

b   Minor reforms to several program areas resulting in lower than anticipated ratings.

c   Most initiatives are independent of the Office for Children and Young People's Policy, therefore stakeholders have little opportunity to assess the office's timeliness.

Output 3: Positive ageing policy	2003/04 Target	2003/04 Actual
Quantity		
Community engagement initiatives which facilitate positive ageing	12	12
Policy advice and information projects which facilitate positive ageing	18	18
Quality		
Stakeholder satisfaction with quality of community engagement initiatives which facilitate positive ageing	90%	92%
Stakeholder satisfaction with the quality of policy advice and information projects which facilitate positive ageing	70%	94%
Timeliness		
Community engagement initiatives which facilitate positive ageing completed within agreed timeframes	95%	100%
Policy advice and information projects which facilitate positive ageing completed within agreed timeframes	95%	95%

Output 4: Women's policy and progress	2003/2004 Target	2003/2004 Actual
Quantity		
Community engagement initiatives for women	21	21
Policy advice and information projects for women	550	12[a]
Quality		
Stakeholder satisfaction with quality of community engagement initiatives for women	90%	88%
Stakeholder satisfaction with quality of policy advice and information projects for women	70%	80%
Timeliness		
Community engagement initiatives conducted according to agreed timeframes	95%	100%
Stakeholder satisfaction with timeliness of policy advice and information projects for women	60%	67%

Notes

a Change in counting rules for Ministerial briefings.

Output 5: Volunteering policy and coordination	2003/2004 Target	2003/2004 Actual
Quantity		
Policy projects which facilitate volunteering	11	16[a]
Quality		
Stakeholder satisfaction with quality of policy projects which facilitate volunteering	95%	87%
Timeliness		
Policy projects which facilitate volunteering completed within agreed timeframes	95%	88%

Notes

a   Includes three projects carried over from 2002-03.

Output 6: Aboriginal and Torres Strait Islander policy coordination	2003/2004 Target	2003/2004 Actual
Quantity		
Policy projects for Aboriginal and Torres Strait Islander people	6	7[a]
Quality		
Stakeholder satisfaction with quality of policy projects for Aboriginal and Torres Strait Islander people	90%	72%[b]
Timeliness		
Stakeholder satisfaction with timeliness of policy projects for Aboriginal and Torres Strait Islander people	85%	57%[b]

Notes

a   One additional project encouraging more Aboriginal people and families to become foster carers.

b   A high number of respondents reported that they were neither satisfied nor dissatisfied, hereby drawing down the overall results.

OUTPUT 7: CARE AND SAFETY SERVICES	2003/04 Target	2003/04 Actual
Quantity		
Care and safety case equivalents[a]	43,406	42,283
Quality		
Customer satisfaction with quality of care and safety case equivalent services	95%	98%
Children departmentally placed who had a total of three or fewer placements	90%	94%
Aboriginal and Torres Strait children placed with Aboriginal and Torres Strait carers or services which employ Aboriginal and Torres Strait carers	90%	86%
Timeliness		
Customer satisfaction with timeliness of care and safety case equivalent services	95%	96%
Investigations of allegations of child maltreatment which began within priority timeframes	100%	96%
Quarterly case reviews for children in care produced on time	90%	90%

Notes

a   Care and safety case equivalents include maltreatment allegations, care and protection applications, intensive family support and treatment, financial assistance and counselling, disaster responses, supported accommodation cases and a number of other program areas.

OUTPUT 8: FAMILY AND DOMESTIC VIOLENCE COORDINATION	2003/04 Target	2003/04 Actual
Quantity		
Family and domestic violence coordination and community education projects	9	9
Quality		
Stakeholder satisfaction with quality of family and domestic violence coordination and community education projects	75%	80%
Timeliness		
Stakeholder satisfaction with timeliness of family and domestic violence coordination and community education projects	75%	100%

Performance indicators

This section includes:
- Certification of performance indicators
- Opinion of the Auditor General
- Indicators of effectiveness (Outcomes 1, 2 and 3)
- Indicators of efficiency (Output 1, 2, 3, 4, 5, 6, 7 and 8)

Certification of performance indicators

I hereby certify that the performance indicators are based on proper records, are relevant and appropriate for assisting users to assess the Department for Community Development's performance, and fairly represent the performance of the Department for Community Development for the financial year ended 30 June 2004.

Jane Brazier
Accountable Officer
13 August 2004

Independent Audit Opinion

To the Parliament of Western Australia

DEPARTMENT FOR COMMUNITY DEVELOPMENT
PERFORMANCE INDICATORS FOR THE YEAR ENDED JUNE 30, 2004

Audit Opinion

In my opinion, the key effectiveness and efficiency performance indicators of the Department for Community Development are relevant and appropriate to help users assess the Department's performance and fairly represent the indicated performance for the year ended June 30, 2004.

Scope

The Director General's Role

The Director General is responsible for developing and maintaining proper records and systems for preparing performance indicators.

The performance indicators consist of key indicators of efficiency and effectiveness.

Summary of my Role

As required by the Financial Administration and Audit Act 1985, I have independently audited the performance indicators to express an opinion on them. This was done by looking at a sample of the evidence.

An audit does not guarantee that every amount and disclosure in the performance indicators is error free, nor does it examine all evidence and every transaction. However, my audit procedures should identify errors or omissions significant enough to adversely affect the decisions of users of the performance indicators.

D D R Pearson
Auditor General
September 30, 2004

Outcomes, outputs and performance information

Broad, high-level government strategic goals are supported at agency level by more specific desired outcomes. Agencies deliver outputs to achieve these desired outcomes, which ultimately contribute to meeting the higher level government strategic goals. The following table illustrates this relationship.

GOVERNMENT STRATEGIC GOAL	DESIRED OUTCOMES	OUTPUTS
To enhance the quality of life and wellbeing of all people throughout Western Australia	**OUTCOME 1** Communities are strengthened so that individuals and families are able to better meet their needs, achieve self-reliance and contribute to their own solutions.	**OUTPUT 1** Community Development **OUTPUT 2** Children's and young persons' policy
	OUTCOME 2 Policies are developed and coordinated within the Department and across government for children, families, communities, seniors, women, young people and volunteers and Western Australians are engaged in the process.	**OUTPUT 3** Positive ageing policy **OUTPUT 4** Women's policy and progress **OUTPUT 5** Volunteering policy and coordination **OUTPUT 6** Aboriginal and Torres Strait Islander policy and coordination
	OUTCOME 3 Families and communities are supported to provide for the care and safety of their members.	**OUTPUT 7** Care and safety services **OUTPUT 8** Family and domestic violence coordination

The performance indicators that follow measure how efficiently the Department is delivering its outputs and how effective it is at achieving the desired outcomes.

OUTCOME 1

Communities are strengthened so that individuals and families are able to better meet their needs, achieve self reliance and contribute to their own solutions.

1.1 **Percentage of stakeholders in community development projects who report the community was strengthened as a result of involvement in the project**
Staff from local offices of the Department and from the Department's policy offices are involved in a range of community development projects. Stakeholders of these projects are surveyed and report if the community was strengthened as a result of involvement in the project.

Table 30: Percentage of stakeholders in community development project who report the community was strengthened as a result of involvement in the project

| Survey name | Key Performance Indicator - Community strengthened | |
	2002/03	2003/04
Capacity development services	82%	88%

Notes
This survey question was introduced in 2002-03
Total survey population 1,015 - stakeholders identified by project owners
Sample selection: Quotas were established to ensure coverage of each portfolio area. Stakeholders were randomly selected until quotas were reached
Total survey sample size 412
Total survey results have a 95% confidence interval of ± 3.7%
This indicator includes a small sample from a separate survey run by the Office for Seniors Interests and Volunteering. The confidence interval does not include this sample as the calculation is made by the market research company conducting the main survey.
The following indicators 1.2 to 1.5 encompass the following capacity development services delivered to customers:

parent skilling services

parenting information services

family and individual support services

services for young people.

1.2 Percentage of customers who report their needs were met as a result of using services
Customers are surveyed as to whether their needs were met as a result of receiving these services.

Table 31: Percentage of customers who report their needs were met as a result of using services

| Survey name | Key Performance Indicator - Needs met | |
	2002/03	2003/04
Capacity development services	98%	98%

Notes
This survey question was introduced in 2002-03
Response rate was 35%
Number of respondents = 1,509
Estimated population size 146,523
Sample selection: customers who received a service in October to December 2003 were invited to complete a confidential survey form which was forwarded to an independent market research company for analysis
Total survey sample size 2,946
Total survey results have a 95% confidence interval of ± 1.79%
Survey demographics: Aboriginal respondents 18% of sample, non English speaking background respondents 7% of sample, male respondents 26% of sample

1.3 Percentage of customers who indicate they are confident they will manage well in the future
An indicator of how effectively the Department has assisted customers to achieve self-reliance is customers' level of confidence in their ability to manage well in the future. Customers are surveyed and report if they feel confident they will manage well in the future.

Table 32: Customers who report confidence to manage as a result of community development services

Survey name	Key Performance Indicator - Reported confidence				
	1999/00	2000/01	2001/02	2002/03	2003/04
Capacity development services	89%	95%	95%	94%	93%

Notes
Estimated population size 146,523
Response rate was 35%
Number of respondents = 1,452
Sample selection: customers who received a service in October to December 2003 were invited
to complete a confidential survey form which was forwarded to an independent market research
company for analysis
Total survey sample size 2,946
Total survey results have a 95% confidence interval of ± 1.79%
Survey demographics: Aboriginal respondents 18% of sample, non English speaking background
respondents 7% of people, male respondents 26% of sample

1.4 Percentage of customers who report increased knowledge and skills

These services aim to assist families and individuals to achieve self-reliance by acquiring the knowledge
and skills to meet their needs. Customers of these services are surveyed and report if they have
increased their knowledge and skills as a result of receiving the service.

Table 33: Customers who have increased knowledge and skills

Survey name	Key Performance Indicator - Increased knowledge and skills				
	1999/00	2000/01	2001/02	2002/03	2003/04
Capacity development services	96%	93%	91%	94%	95%

Notes
Estimated population size 146,523
Response rate was 35%
Number of respondents = 1,241
Sample selection: customers who received a service in October to December 2003 were invited
to complete a confidential survey form which was forwarded to an independent market research
company for analysis
Total survey sample size 2,946
Total survey results have a 95% confidence interval of ± 1.79%
Survey demographics: Aboriginal respondents 18% of sample, non English speaking background
respondents 7% of people, male respondents 26% of sample

1.5 Percentage of customers who report the service involved them in contributing to the solution

Customers of these services are surveyed and report if the service involved them in contributing to the
solutions developed as part of the service received.

Table 34: Customers who report the service involved them in contributing to the solution

Survey name	Key Performance Indicator – Involved them	
	2002/03	2003/04
Capacity development services	96%	98%

Notes
This survey question was introduced in 2002-03
Estimated population size 146,523
Response rate was 35%
Number of respondents = 1,500
Sample selection: customers who received a service in October to December 2003 were invited
to complete a confidential survey form which was forwarded to an independent market research
company for analysis
Total survey sample size 2,946
Total survey results have a 95% confidence interval of ± 1.79%

Survey demographics: Aboriginal respondents 18% of sample, non English speaking background
respondents 7% of people, male respondents 26% of sample

Policies are developed and coordinated within the Department and across government for children, families, communities, seniors, women, young people and volunteers; and Western Australians are engaged in the process.

2.1 Percentage of stakeholders who identify policies for these target groups achieved an across-government focus

The Department has a number of policy offices that have a role in developing and coordinating policies across government. The policy offices are:

Office for Children and Youth

Office for Seniors Interests and Volunteering

Office for Women's Policy

Family and Domestic Violence Unit

In order for projects to achieve an across-government focus, the relevant government agencies must be involved. Stakeholders from the community and other government agencies are surveyed regarding the extent to which relevant government agencies were involved in the development of these policy projects.

Table 35: Stakeholders who identify that policy projects were conducted with the involvement of the relevant government agencies

Survey name	Key Performance Indicator - Relevant agencies were involved	
	2002/2003	2003/2004
Policy project stakeholders	68%	73%

Notes

This survey question was introduced in 2002/2003.

Total survey population 1,015 stakeholders identified by project owners.

Sample selection: Quotas were established to ensure coverage of each portfolio area. Stakeholders were randomly selected until quotas were reached.

Total survey sample size: 412.

Total survey results have a 95% confidence interval of ± 3.7%.

This indicator includes a small sample from a separate survey run by the Office for Seniors Interests and Volunteering. The confidence interval does not include this sample as the calculation is made by the market research company conducting the main survey.

Families and communities are supported to provide for the care and safety of their members.

3.1 Percentage of customers who report they were supported to provide care and safety to their family members

This indicator encompasses the following services delivered to customers:

Intensive family support and treatment

Supported accommodation

Financial assistance and counselling.

Customers receiving these services report if they were supported to provide care and safety to their family members.

Table 36: Percentage of customers who report they were supported to provide care and safety to their family members

Survey name	Key Performance Indicator -Supported to provide care and safety	
	2002/03	2003/04
Care and safety services	93%	92%

Notes

This survey question was introduced in 2002-03

Estimated population size 146,523

Response rate was 27%

Number of respondents = 1,356

Sample selection: customers who received a service in October to December 2003 were invited to complete a confidential survey form which was forwarded to an independent market research company for analysis

Total survey sample size 2,946

Total survey results have a 95% confidence interval of ± 1.79%

Survey demographics: Aboriginal respondents 18% of sample, non English speaking background respondents 7% of people, male respondents 26% of sample

3.2 Stakeholder organisations which report communities in which they operate were supported to provide care and safety to their members

Stakeholder organisations were surveyed and reported if the communities in which they operate were supported to provide care and safety to our members.

Table 37: Percentage of stakeholder organisations which report communities in which they operate were supported to provide care and safety to their members

Survey name	Key Performance Indicator -Communities were supported	
	2002/03	2003/04
Care and safety stakeholders	50%	56%

Notes

This survey question was introduced in 2002-03

Total survey population 1,015 - stakeholders identified by project owners

Sample selection: Quotas were established to ensure coverage of each portfolio area. Stakeholders were randomly selected until quotas were reached

Total survey sample size: 412

Total survey results have a 95% confidence interval of ± 3.7

The Department seeks to support families in caring safely for their children. Indicators of how successfully the Department is able to do this include a) the rate of substantiated allegations of child maltreatment per 1,000 children, b) the extent to which substantiated abuse reported to the Department is not followed by further substantiated abuse within the ensuing 12 month period and c) the extent to which children remain with their families.

3.3 Rate of child maltreatment in the population

Figure 6: Rate of children aged zero to 16 years who were the subject of substantiated allegations of abuse per 1,000 children in the general population
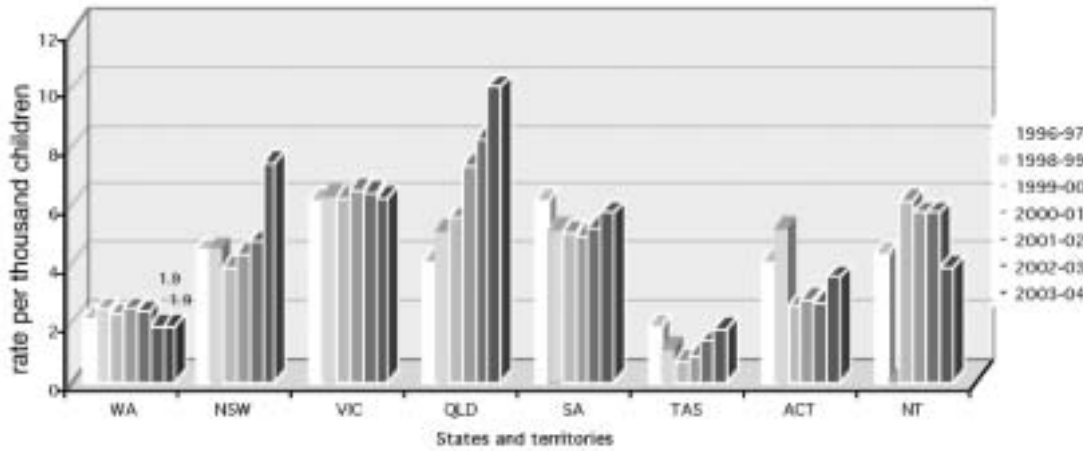

Source

AIHW Child Protection Australia 2002/2003

Notes

The 2003 result for WA changed from 1.7 to 1.9 in this report. Last year's figure was calculated using ABS 2001 Census data before the AIHW report had been released. The AIHW report allows more time for investigations to be completed and for cases to be substantiated, and it also uses more up to date (and lower) ABS estimates of population.

The increased rate in NSW is due to a data reporting system change which resulted in a doubling of child maltreatment notifications in 2002-03. In Queensland, notifications have increased steadily from around 19,000 in 1999-00 to over 30,000 in 2002-03.

3.4 Children with a substantiated report of maltreatment who did not have a further substantiated report of maltreatment within 12 months

Figure 7: Percentage of children who are not the subject of re-substantiated maltreatment in 12 months
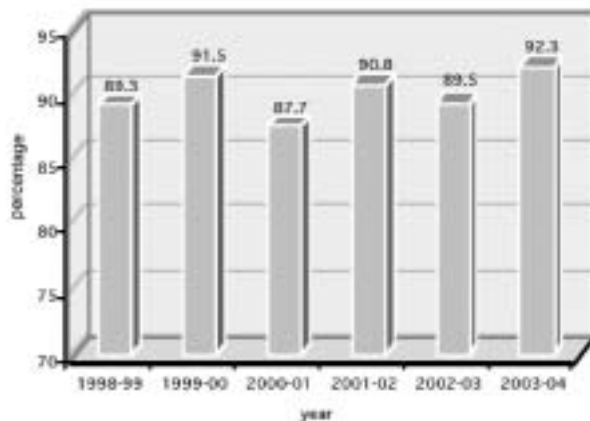
Notes

This measure reports on substantiated allegations in the previous financial year. Thus the 2003-04 figure is the proportion of substantiated allegations in 2002-03 that were not followed by another substantiated allegation within 12 months

It is not possible at present to identify the actual date of any maltreatment event thus the indicator uses the date the maltreatment was reported to the Department

In some cases, the subsequent substantiation is actually a report of earlier abuse/maltreatment

The methodology for calculating this indicator has been improved. Results may differ from previously published figures

3.5 Extent to which children remain with their families

Rate of children in supported placements

Wherever possible the Department and funded non government services work to support families to provide for the care of their family members by preventing children being separated from their families. There are some circumstances however where children are placed in supported placements for reasons of safety or family crisis. The Department seeks to minimise the proportion of children in the population who are in supported placements.

Figure 8: Rate of children aged zero to 17 years in supported placements
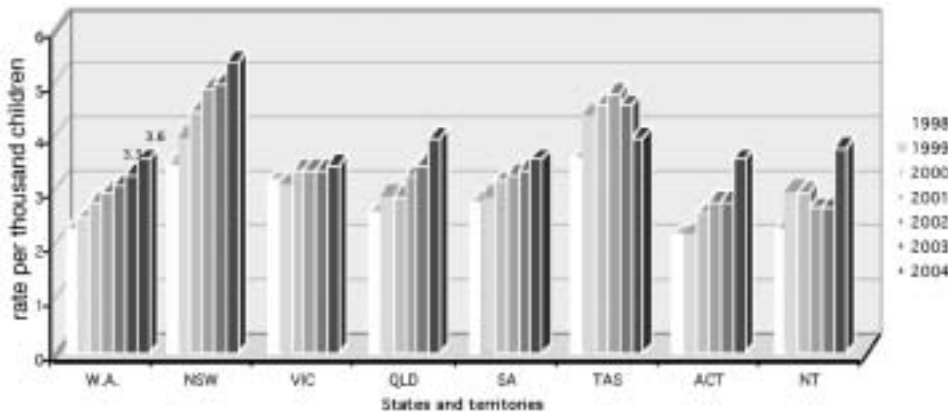
Source

AIHW Child Protection Australia 2002-03

Notes

The 2003 result for WA in last year's report was 3.5 as this was calculated using ABS 2001 Census data before the AIHW report had been released. The figure has been changed in this report to match the AIHW figure which was calculated using 2003 ABS data which was not available to the Department at the time of the last year's annual report.

One of the Department's key responsibilities is to provide safe care for all children in supported placements and licensed child care services in the community. Measures of the effectiveness of that care a) the rate of substantiated abuse by carers of children while they are in placements and b) the rate of substantiated complaints per child care service.

3.6 Rate of substantiated maltreatment of children in care by carers

The Department endeavours to ensure quality care for all children in supported placements. One measure of the quality of that care is the rate of substantiated abuse by carers of children while they

are in placements. This measure also includes cases where the person believed responsible was a worker at a placement service where the child was placed.

Table 38: Percentage of children abused by carers[a]

	1999/00	2000/01	2001/02	2002/03	2003/04
Children abused in care by carers	0.13%	0.52%	0.32%	0.32%	0.58%[b]

Notes

a   Data is compiled in mid July each year. In some instances the outcomes of allegations of abuse by carers are not known until after the results for this indicator are finalised. However, as later information will become available every year, the originally reported figures are retained to enable comparability of the time series. Including the latest available information, the rates for the last five financial years would be: 0.13%, 0.63%, 0.71%, 0.59% and 0.58%. The increases are mainly due to an upward revision of the number of children harmed, and a downward revision of the number of children in care during some previous years due to more accurate data becoming available.

b   The 2003-04 figure represents fifteen children.

c   The increase in 2003-04 is due to a strengthening of policies and procedures with regard to the reporting of abuse in care and the establishment of a Duty of Care Unit to monitor and quality assure responses to abuse in care.

3.7 Number of substantiated complaints per licensed child care service

Table 39: Number of substantiated complaints per licensed service

	2000/01	2001/02	2002/03	2003/04
Substantiated complaints per service	0.0574	0.0534	0.0264	0.0623[a]

Notes

a   The increase in 2003-04 is due to enhanced monitoring of standards and increased numbers of visits to services.

Indicators of efficiency

OUTPUT 1: COMMUNITY DEVELOPMENT

1.1 Average cost per community development project for children and families

Local offices of the Department participate in a number of community development projects aimed at children and families.

Table 40: Average cost per community development project for children and families

	2002/03	2003/04
Total cost	$3,561,149	$4,117,267
Number of projects	193	159[a]
Average cost per project	$18,452	$25,895[b]

Notes

a   These projects vary in size and scope and are managed across 16 district offices. They are responsive to community need and therefore, overall numbers are subject to significant fluctuation.

b   Increased expenditure relates to funding for the election commitment Family Strengths.

1.2 Average cost per capacity development service

Capacity development services provided through local Departmental offices or by funded non government organisations include parenting services, youth services and family and individual support services.

Table 41: Average cost per capacity development service

	2002/03	2003/04
Total cost	$52,331,422	$56,012,386
Number of services	312	330
Average cost per service	$167,729	$169,735

1.3 Average cost per community development project for seniors

The Office for Seniors Interests and Volunteering undertakes and administers community development projects to enhance positive ageing and to improve community attitudes towards older people.

These projects include promotional, educational and community initiatives to improve attitudes towards older people (eg. Seniors Awards and Seniors Week) and strategies and services to enhance positive ageing (eg. Seniors Information Service).

Table 42: Average total cost per community development project for seniors

	2001/02	2002/03	2003/04
Total cost	$1,299,915	$1,529,904	$1,991,830
Number of projects	24	22	19[a]
Average cost per project	$54,163	$69,541	$104,833[b]

Notes

a   In 200-04 there were fewer community development projects than in 2002-03 as in that year the office hosted the International Federation on Ageing conference in Perth and organised the Seniors Media Awards (which are no longer held).

b   Expenditure is higher than in 2002-03 actuals due to unexpected carryovers for the election commitments Assistance to Carers and Intergenerational Playgroups

1.4 Average cost per community development project for Aboriginal and Torres Strait Islander people

Local offices of the Department participate in a number of community development projects aimed at Aboriginal and Torres Strait Islander people.

Table 43: Average cost per community development project for Aboriginal and Torres Strait Islander people

	2002/03	2003/04
Total cost	$2,471,869	$2,668,639
Number of projects	60	70[a]
Average cost per project	$41,198	$38,123

Notes

a   The number of projects has resulted from the increased focus on Aboriginal and Torres Strait Islander client groups in the community.

1.5 Average cost of a Seniors Card

The Seniors Card is used as a major tool by the Office for Seniors Interests and Volunteering to enhance positive ageing. The financial benefits associated with the Seniors Card encourage seniors to actively participate in the community.

As at 30 June 2004 there were 217,583 Seniors Card holders throughout the state representing 71 percent of all Western Australians aged 60 years and older, and approximately 79 percent of eligible seniors.

Table 44: Number and average cost of Seniors Cards managed

	1999/00	2000/01	2001/02	2002/03	2003/04
Number of new Seniors Cards issued	20,686	19,032	18,445	15,162	16,029
Number of renewals	6,805	36,161	40,722	17,280	14,206
Total number of Seniors Cards issued	27,491	55,193	59,167	32,442	30,235
Average number of Seniors Cards managed	182,289	197,409	214,220	218,724	217,536
Total cost of Seniors Cards managed	$661,892	$584,153	$631,153	$425,211	$432,757
Average cost per Seniors Card	$3.63	$2.96	$2.95	$1.94	$1.99

1.6 Average cost per community development initiative for women

This community development project is coordinated by the Office for Women's Policy

Table 45: Average cost per community development initiative for women

	2002/03	2003/04
Total cost	$75,960	$88,581
Number of initiatives	1	1
Average cost per initiative	$75,960	$88,581[a]

Notes

a   Expenditure for women has increased as a result of using the latest labour time allocation survey results.

1.7 Average cost per community development project for children and young people

The Office for Children and Youth seeks to empower children and young people and facilitate their involvement at all levels in communities.

Table 46: Average cost per community development project for children and young people

	2002/03	2003/04
Total cost	$2,251,915	$2,667,717
Number of projects	5	7[a]
Average cost per project	$450,383	$381,102

Notes

a   During 2003-04 the Office for Children and Youth was restructured placing a greater emphasis on community development projects for children and young people.

OUTPUT 2: CHILDREN'S AND YOUNG PERSONS' POLICY

2.1 Average cost per community engagement initiative for children and young people

The Office for Children and Youth engages with children and young people, government, non government and community based organisations, to promote participation and inclusion.

Table 47: Average cost per community engagement initiative for children and young people

	2002/03	2003/04
Total cost	$3,586,337	$3,161,184[a]
Number of projects	7	6[b]
Average cost per project	$512,334	$526,864

Notes

a   During 2003-04 the Office for Children and Youth was restructured causing underspending in the form of staff vacancies during the transition period.

b   There was greater emphasis on community development, policy and advice projects for children and youth.

2.2 Average cost per policy advice project for children and young people

The Office for Children and Youth coordinates policy development across government to improve outcomes for children and young people. This includes strategic policy advice, research, operational (program) guidelines and information dissemination on a range of issues and topics

Table 48: Average cost per policy advice project for children and young people

	2001/02	2002/03	2003/04
Total cost	$255,032	$344,717	$712,216[a]
Number of projects	57	62	10[b]
Average cost per project	$4,474	$5,560	$71,222

Notes

a   During 2003-04 the Office for Children and Youth was restructured placing a greater
     emphasis on policy and advice projects.

b   Change in counting rules for Ministerial briefings to bring in line with other policy
     offices. Using the previous counting rules, the number of projects was 60 and the
     average cost was $11,781.

OUTPUT 3: POSITIVE AGEING POLICY

3.1 Average cost per community engagement initiative which facilitates positive ageing

The Office for Seniors Interests and Volunteering undertakes community engagement initiatives to
involve the Government, non government and business sectors and the community to collaboratively
plan for the ageing population and promote positive ageing.

Table 49: Average cost per community engagement initiative which facilitates positive ageing

	2001/02	2002/03	2003/04
Total cost	$283,527	$445,607	$406,908
Number of projects	15	15[a]	12
Average cost per project	$18,902	$29,707	$33,909

Notes

a   In 2003-04 there were fewer community development projects than in 2002-03 as in that year the
     office hosted the International Federation on Ageing conference in Perth and undertook work to
     assist in the development of the Active Ageing Strategy.

3.2 Average cost per policy advice and information project which facilitates positive ageing

The Office for Seniors Interests and Volunteering undertakes policy coordination and provides policy
advice to promote positive ageing and encourage planning for the ageing population. This includes
providing policy advice, strategic analysis and information about ageing to the Minister and all sectors
of the community.

Table 50: Average cost per policy advice and information project which facilitates positive ageing

	2001/02	2002/03	2003/04
Total cost	$1,055,151	$547,033	$1,066,353[a]
Number of projects	24	19	18
Average cost per project	$43,965	$28,791	$59,242

Notes

a   The calculation of 2003-04 expenditure uses the latest staff labour time allocation survey to
distribute generic costs to outputs.

OUTPUT 4: WOMEN'S POLICY AND PROGRESS

4.1 Average cost per community engagement initiative for women

The Office for Women's Policy undertakes community engagement initiatives to involve the Government,
non government, business and community sectors to contribute to the development of policy to
improve women's position in society.

Table 51: Average cost per community engagement initiative for women

	2002/03	2003/04
Total cost	$914,370	$864,030[a]
Number of projects	22	20
Average cost per project	$41,562	$43,201

Notes

a   Community engagement initiatives for women is under budget and lower than last year's
     expenditure due to the carryover of expenditure for the WA Women's Grants program and also
     increased focus towards policy information and advice for women (output 4.2).

4.2 Average cost per policy advice and information project for women

The Office for Women's Policy provides research, analysis, information and advice to the Government on issues affecting women. A range of information services is also provided to women in the community.

Table 52: Average cost per policy advice and information project for women

	2002/03	2003/04
Total cost	$825,820	$1,085,359[a]
Number of projects	536	12[b]
Average cost per project	$1,541	$90,447

Notes

a   Cost of policy and advice has increased due to the increased focus on preparing policy and advice, shown by the latest labour time allocation survey which distributes generic costs to outputs.

b   Change in counting rules for Ministerial briefings to bring in line with other policy offices. Using the previous counting rules, the number of projects was 482 and the average cost was $2,241.

OUTPUT 5: VOLUNTEERING POLICY AND COORDINATION

5.1 Average cost per policy project which facilitates volunteering

The Volunteering Secretariat works to develop and implement government policy for volunteering and provide Ministerial support, monitor issues and coordinate ongoing research and evaluation of volunteering initiatives to inform policy and program development, to develop program initiatives that support and extend volunteering now and into the future and establish mechanisms of communication within the public sector and the wider community to develop partnerships through consultation.

Table 53: Average cost per policy project which facilitates volunteering

	2001/02	2002/03	2003/04
Total cost	$458,910	$1,045,065	$1,075,072
Number of projects	8	11	16[a]
Average cost per project	$57,364	$95,006	$67,192

Notes

a   The 2003-04 actual quantity includes three projects carried over from 2002-03. The estimated ongoing number of projects is 13 per annum.

OUTPUT 6: ABORIGINAL AND TORRES STRAIT ISLANDER POLICY COORDINATION

6.1 Average cost per policy project for Aboriginal and Torres Strait Islander people

Table 54: Average cost per policy project for Aboriginal and Torres Strait Islander people

	2002/03	2003/04
Total cost	$254,651	$546,015
Number of projects	6	7[a]
Average cost per project	$42,442	$78,002[b]

Notes

a   Increased quantity from six to seven is due to the additional project 'to encourage more Aboriginal people and families to become foster carers'.

b   Expenditure increased from 2002-03 as the unit was only partially operational. During 2003-04 the unit operated at full capacity.

7.1 Average cost per care and safety case equivalent services

Care and safety services include the following:

child maltreatment allegations

care and protection applications

intensive family support and treatment cases

supported accommodation services

financial assistance and counselling services

disaster responses

child placement services.

Table 55: Average cost per care and safety case equivalent

	2001/2002	2002/2003	2003/2004
Total cost	$116,597,642	$122,236,996	$138,751,237[a]
Number of case equivalents	39,099	41,476	42,283
Average cost per case equivalent	$2,982	$2,947	$3,281

Notes

a   Expenditure on care and safety has increased as a result of using the latest labour time allocation survey and spending related to carryovers from 2002-03 and additional funding for the Gordon Inquiry and election commitments.

8.1 Average cost per family and domestic violence coordination and community education project

The Family and Domestic Violence Unit coordinates an across-government response to family and domestic violence and delivers a range of policy and community engagement projects.

Table 56: Average cost per family and domestic violence coordination and community education project
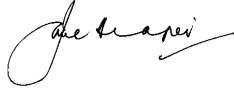
	2001/2002	2002/2003	2003/2004
Total cost	$1,804,517	$2,248,662	$2,358,033
Number of projects	11	9	9
Average cost per project	$164,047	$249,851	$262,004

Financial statements for the year ended 30 June 2004
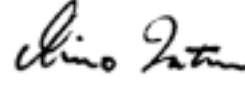
Statement of Certification

The accompanying financial statements of the Department for Community Development have been prepared in compliance with the provisions of the Financial Administration and Audit Act 1985 from proper accounts and records, to present fairly the financial transactions for the financial year ending 30 June 2004 and the financial position as at 30 June 2004.

At the date of signing we are not aware of any circumstances which would render the particulars included in the financial statements misleading or inaccurate.

Jane Brazier
Accountable Officer
13 August 2004

Mino Intini
Principal Accounting Officer
13 August 2004

Independent Audit Opinion

To the Parliament of Western Australia

DEPARTMENT FOR COMMUNITY DEVELOPMENT
FINANCIAL STATEMENTS FOR THE YEAR ENDED JUNE 30, 2004

Audit Opinion

In my opinion,

i)   the controls exercised by the Department for Community Development provide reasonable assurance that the receipt and expenditure of moneys, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions; and

ii)   the financial statements are based on proper accounts and present fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia and the Treasurer's Instructions, the financial position of the Department at June 30, 2004 and its financial performance and cash flows for the year ended on that date.

Scope

The Director General's Role

The Director General is responsible for keeping proper accounts and maintaining adequate systems of internal control, preparing the financial statements, and complying with the Financial Administration and Audit Act 1985 (the Act) and other relevant written law.

The financial statements consist of the Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows, Output Schedule of Expenses and Revenues, Summary of Consolidated Fund Appropriations and Revenue Estimates, and the Notes to Financial Statements.

Summary of my Role

As required by the Act, I have independently audited the accounts and financial statements to express an opinion on the controls and financial statements. This was done by looking at a sample of the evidence.

An audit does not guarantee that every amount and disclosure in the financial statements is error free. The term "reasonable assurance" recognises that an audit does not examine all evidence and every transaction. However, my audit procedures should identify errors or omissions significant enough to adversely affect the decisions of users of the financial statements.

D D R Pearson
Auditor General
September 30, 2004

Department for Community Development

Statement of Financial Performance for the year ended 30 June 2004

	Note	2003/04 ($'000)	2002/03 ($'000)
COST OF SERVICES			
Expenses from ordinary activities			
Employee expenses	4	80,336	72,269
Contracts and services	5	15,897	13,698
Depreciation and amortisation	6	3,348	3,532
Operating expenses	7	11,560	9,340
Accommodation expenses	8	9,633	8,911
Grants and subsidies		27,055	24,335
Funding for services		63,247	57,402
Capital user charge	9	5,730	5,020
Other expenses	10	1,200	590
Total cost of services		218,006	195,097
Revenues from ordinary activities			
Revenue from operating activities			
User charges and fees	11	164	85
Revenues from Commonwealth Government	12, 2(m)	17,269	17,476
Revenue from non-operating activities			
Proceeds from disposal of non-current assets	13	7	34
Other revenues	14	2,827	2,471
Total revenues from ordinary activities		20,267	20,066
NET COST OF SERVICES		197,739	175,031
REVENUES FROM STATE GOVERNMENT			
Appropriations	15	189,330	179,237
Liabilities assumed by the Treasurer	16	603	624
Resources received free of charge	17	222	372
Total revenues from State Government		190,155	180,233
CHANGE IN NET ASSETS		(7,584)	5,202
Net increase/(decrease) in asset revaluation reserve	32	(269)	(472)
TOTAL CHANGES IN EQUITY OTHER THAN THOSE RESULTING FROM TRANSACTIONS WITH WA STATE GOVERNMENT AS OWNERS		(7,853)	4,730

The Statement of Financial Performance should be read in conjunction with accompanying notes.

Department for Community Development

Statement of Financial Position as at 30 June 2004

	Note	2003/04 ($'000)	2002/03 ($'000)
CURRENT ASSETS			
Cash assets	18	16,066	15,191
Restricted cash assets	19	5,986	1,605
Receivables	20	1,926	1,419
Amount receivable for outputs	21	3,155	2,885
Prepaid expenses	22	5,933	6,729
Total current assets		33,066	27,829
NON CURRENT ASSETS			
Restricted cash assets	19	0	2,175
Amount receivable for outputs	21	3,402	3,152
Property, office machines, furniture and equipment	23, 27	30,679	30,653
Leasehold improvements	24, 27	5,154	5,787
Restricted assets	25, 27	19,377	20,016
Work in progress	26, 27	11	1,276
Total non current assets		58,623	63,059
Total assets		91,689	90,888
CURRENT LIABILITIES			
Payables	28	2,351	1,051
Accrued salaries	29	3,219	1,720
Provisions	30	14,452	12,411
Lease incentive liability	31	99	52
Total current liabilities		20,121	15,234
NON CURRENT LIABILITIES			
Provisions	30	3,933	3,528
Lease incentive liability	31	157	256
Total non current liabilities		4,090	3,784
Total liabilities		24,211	19,018
EQUITY	32		
Contributed equity		9,167	5,706
Accumulated surplus		20,509	28,093
Asset revaluation reserve		37,802	38,071
Total equity		67,478	71,870
Total liabilities and equity		91,689	90,888

The Statement of Financial Position should be read in conjunction with accompanying notes.

Department for Community Development

Statement of Cash Flows for the year ended 30 June 2004

	Note	2003/04 ($'000) Inflows (Outflows)	2002/03 ($'000) Inflows (Outflows)
CASH FLOWS FROM STATE GOVERNMENT			
Output appropriations	15	185,925	175,363
Capital contributions	32	3,841	821
Holding account draw downs		2,885	2,686
Net cash provided by State Government		192,651	178,870
Utilised as follows:			
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee expenses		(75,002)	(70,292)
Contracts and services		(16,324)	(13,403)
Operating expenses		(11,115)	(9,415)
Accommodation expenses		(9,615)	(9,009)
Grants and subsidies		(26,736)	(24,442)
Funding for services		(63,110)	(58,185)
Capital user charge		(5,731)	(5,020)
GST payments on purchases		(10,890)	(10,044)
Receipts			
User charges and fees		164	85
Revenues from Commonwealth Government		17,269	17,399
Other revenues		2,826	1,816
GST receipt on sales		170	104
GST received from taxation authority		10,631	9,904
Net cash provided by/(used in) operating activities	33(b)	(187,463)	(170,502)
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of non current physical assets		(2,107)	(2,574)
Proceeds from sale of non current physical assets		0	34
Net cash provided by/(used in) investing activities		(2,107)	(2,540)
Net increase/ (decrease) in cash held		3,081	5,828
Cash assets at the beginning of the reporting period		18,971	13,143
Cash at the end of the reporting period	33(a)	22,052	18,971

The Statement of Cash Flows should be read in conjunction with accompanying notes.

Department for Community Development
Output Schedule of Expenses and Revenues for the year ended 30 June 2004

	Community Development		Children's and young persons' policy		Positive ageing policy		Women's policy and progress		Volunteering policy and coordination	
	2003/04 ($'000)	2002/03 ($'000)	2003/04 ($'000)	2002/03 ($'000)	2003/04 ($'000)	2002/03 ($'000)	2003/04 ($'000)	2002/03 ($'000)	2003/04 ($'000)	2002/03 ($'000)
COST OF SERVICES										
Employee expenses	26,696	25,902	1,017	825	836	569	1,033	998	471	494
Contracts and services	6,708	5,726	384	169	246	176	360	367	80	77
Depreciation and amortisation	1,074	1,456	6	4	4	4	6	11	1	3
Operating expenses	4,653	3,899	237	103	125	64	212	206	65	66
Accommodation expenses	4,135	3,921	102	30	154	82	136	119	33	51
Grants and subsidies	3,163	2,980	2,113	2,798	98	94	191	35	423	352
Funding for services	18,108	16,653	-	-	-	-	-	-	-	-
Capital user charge	3,074	2,075	13	1	9	3	10	4	2	2
Other expenses	369	35	1	-	1	-	1	-	-	-
Total cost of services	67,980	62,647	3,873	3,931	1,473	992	1,949	1,740	1,075	1,045
Revenues from ordinary activities										
Revenues from operating activities										
User charges and fees	42	14								
Revenues from Commonwealth Government	558	1,138								
Revenue from non operating activities										
Proceeds from disposal of non current assets	3	14								
Other revenues	1,932	1,399	208							
Total revenues from ordinary activities	2,535	2,565	208							
NET COST OF SERVICES	65,445	60,082	3,665	3,931	1,473	992	1,949	1,740	1,075	1,045
REVENUES FROM STATE GOVERNMENT										
Output appropriation	62,498	61,616	3,665	3,931	1,473	992	1,949	1,740	1,075	1,045
Liabilities assumed by the Treasurer	241	258								
Resources received free of charge	89	154								
Total revenues from State Government	62,828	62,028	3,665	3,931	1,473	992	1,949	1,740	1,075	1,045
CHANGE IN NET ASSETS	(2,617)	1,946	-		-		-		-	

Department for Community Development

Output Schedule of Expenses and Revenues for the year ended 30 June 2004

	Aboriginal and Torres Strait Islander Policy and Coordination		Care and safety services		Family and domestic violence coordination		TOTAL	
	2003/04 ($'000)	2002/03 ($'000)	2003/04 ($'000)	2002/03 ($'000)	2003/04 ($'000)	2002/03 ($'000)	2003/04 ($'000)	2002/03 ($'000)
COST OF SERVICES								
Employee expenses	411	221	49,042	42,564	830	696	80,336	72,269
Contracts and services	37	7	7,847	6,825	235	351	15,897	13,698
Depreciation and amortisation	2	1	2,254	2,051	1	2	3,348	3,532
Operating expenses	97	26	5,839	4,672	332	304	11,560	9,340
Accommodation expenses	-	-	4,980	4,631	93	77	9,633	8,911
Grants and subsidies	(1)	-	20,973	17,976	95	100	27,055	24,335
Funding for services	-	-	44,375	40,032	764	716	63,247	57,402
Capital user charge	-	-	2,615	2,932	7	3	5,730	5,020
Other expenses	-	-	827	555	1	-	1,200	590
Total cost of services	546	255	138,752	122,238	2,358	2,249	218,006	195,097
Revenues from ordinary activities								
Revenues from operating activities								
User charges and fees	-	-	122	71	-	-	164	85
Revenues from Commonwealth Government	-	-	16,711	16,338	-	-	17,269	17,476
Revenue from non operating activities								
Proceeds from disposal of non current assets	-	-	4	20	-	-	7	34
Other revenues	-	-	680	1,072	7	-	2,827	2,471
Total revenues from ordinary activities	-	-	17,517	17,501	7	-	20,267	20,066
NET COST OF SERVICES	546	255	121,235	104,737	2,351	2,249	197,739	175,031
REVENUES FROM STATE GOVERNMENT								
Output appropriation	546	255	115,773	107,409	2,351	2,249	189,330	179,237
Liabilities assumed by the Treasurer	-	-	362	366	-	-	603	624
Resources received free of charge	-	-	133	218	-	-	222	372
Total revenues from State Government	546	255	116,268	107,993	2,351	2,249	190,155	180,233
CHANGE IN NET ASSETS	-	-	(4,967)	3,256	-	-	(7,584)	5,202

Department for Community Development

	2003/04 Estimate $'000	2003/04 Actual $'000	Variance $'000	2003/04 Actual $'000	2002/03 Actual $'000	Variance $'000
PURCHASE OF OUTPUTS						
Item 105 net amount appropriated to purchase outputs	189,026	188,581	445	188,581	178,488	10,093
Item 106 contribution to Western Australian Family Foundation Trust Account	560	560	-	560	560	-
Amount authorised by other statutes						
- Salaries and Allowances Act 1975	189	189	-	189	189	-
Total appropriations provided to purchase outputs	189,775	189,330	445	189,330	179,237	10,093
CAPITAL						
Item 169 capital contribution	3,563	3,841	(278)	3,841	821	3,020
GRAND TOTAL OF APPROPRIATIONS	193,338	193,171	167	193,171	180,058	13,113
Details of Expenditure by Outputs						
Community development	66,785	67,980	(1,195)	67,980	62,647	5,333
Children's and young persons' policy	4,550	3,873	677	3,873	3,931	(58)
Positive ageing policy	1,486	1,473	13	1,473	992	481
Women's policy and progress	2,039	1,949	90	1,949	1,740	209
Volunteering policy and coordination	951	1,075	(124)	1,075	1,045	30
Aboriginal and Torres Strait Islander Policy and Coordination	538	546	(8)	546	255	291
Care and safety services	131,135	138,752	(7,617)	138,752	122,238	16,514
Family and domestic violence coordination	2,616	2,358	258	2,358	2,249	109
Total cost of outputs	210,100	218,006	(7,906)	218,006	195,097	22,909
Less retained revenue	17,936	20,267	(2,331)	20,267	20,066	201
Net cost of outputs	192,164	197,739	(5,575)	197,739	175,031	22,708
Adjustment for movement in cash balances and other accrual items	(2,389)	(8,409)	6,020	(8,409)	4,206	(12,615)
Total appropriation provided to purchase outputs	189,775	189,330	445	189,330	179,237	10,093
Capital expenditure						
Capital appropriations	3,563	3,841	(278)	3,841	736	3,105
Adjustment for movement in cash balances and other funding sources	(151)	(5,137)	4,986	(5,137)	(2,332)	(2,805)
Holding account draw downs	2,885	2,885	-	2,885	2,138	747
Capital Contribution (Appropriation)	6,297	1,589	4,708	1,589	542	1,047

1 Department's objectives and funding

The Department's purpose is to enhance the social wellbeing of all Western Australians by working together to:

- strengthen communities so that individuals and families are able to meet their needs
- promote a just and equitable community enriched by diversity and increased social participation
- support families and communities to provide for the care and safety of their members.

The Department for Community Development is predominantly funded by Parliament appropriations while also having a net appropriation arrangement. A determination by the Treasurer, pursuant to Section 23A of the Financial Administration and Audit Act, provides for the retention of moneys received by the Department.

The financial statements encompass all funds through which the Department for Community Development controls resources to carry on its functions.

2 Significant accounting policies

a General statement

The financial statements constitute a general purpose financial report which has been prepared in accordance with Australian Accounting Standards, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Standards Board and Urgent Issues Group (UIG) Consensus Views as applied by the Treasurer's Instructions. Several of these are modified by the Treasurer's Instructions to vary the application, disclosure, format and wording. The Financial Administration and Audit Act and the Treasurer's Instructions are legislative provisions governing the preparation of financial statements and take precedence over Australian Accounting Standards, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board and UIG Consensus Views. The modifications are intended to fulfil the requirements of general application to the public sector together with the need for greater disclosure and also to satisfy accountability requirements.

If any such modification has a material or significant financial effect on the reported results, details of that modification and, where practicable, the resulting financial effect is disclosed in individual notes to these financial statements.

b Basis of accounting

The financial statements have been prepared in accordance with Australian Accounting Standard (AAS) 29.

The statements have been prepared on the accrual basis of accounting using historical cost convention, except for certain assets which, subsequent to initial recognition, have been measured on the fair value basis in accordance with the option under AAS 38(5.1). Land and buildings controlled by the agency and re-valued by an independent valuation by the Valuer General's Office as at 30 June 2002 are included in the financial statements at their re-valued amount. Increments and decrements to the value of these assets have been brought to account in accordance with AAS38 "Accounting for the Revaluation of Non Current Assets".

c Output appropriations

Output appropriations are recognised as revenues in the period in which the Department gains control of the appropriated funds. The Department gains control of appropriated funds at the time those funds are deposited into the Department's bank account or credited to the holding account held at the Department of Treasury and Finance.

d Contributed equity

Under UIG 38 "Contributions by Owners Made to Wholly Owned Public Sector Entities", transfers in the nature of equity contributions must be designated by the Government (owners) as contributions by owners (at the time of, or prior to transfer) before such transfers can be recognised as equity contributions in the financial statements. Capital contributions (appropriations) have been designated as contributions by owners and have been credited directly to Contributed Equity in the Statement of Financial Position. Capital appropriations which are repayable to the Treasurer are recognised as liabilities.

e Net appropriation determination

Pursuant to section 23A of the Financial Administration and Audit Act, the net appropriation determination by the Treasurer provides for retention of the following moneys received by the Department:

Proceeds from fees and charges and;
Proceeds from training courses provided.

Retained revenues may only be applied to the outputs specified in the 2003/2004 Budget Statements.

f Operating accounts

Amounts appropriated are deposited into the operating account and any revenues, which are the subject of net appropriation determinations, are also deposited into the operating account. All payments of the Department are made from the operating account.

g Valuation of non current assets

Non current assets controlled by the Department have been included either at cost or fair value. The revaluation of land and buildings was performed in June 2002 with an independent valuation by the Valuer General's Office.

The transitional provisions in AAS38(10.9)(b) have been applied to leasehold improvements and restricted assets.

h Depreciation of non current assets

All non current assets having a limited useful life are systematically depreciated over their useful lives in a manner which reflects the consumption of their future economic benefits.

Depreciation is provided for on the straight line basis, using rates which are reviewed annually. Major depreciation periods based on expected useful lives for each class of depreciable asset are:

Buildings		25 years
Furniture	Fabric	5 years
	wood	10 years
	metal	15 years
Office equipment		5 years
Electrical equipment		5 years
Computer equipment		4 years
Computer software		3 years

Leasehold improvements are depreciated on a straight line basis over the life of the lease or the life of the asset, whichever is less.

i Employee entitlements

Annual leave

This entitlement is recognised at current remuneration rates and is measured at the amount unpaid at the reporting date in respect to employees' service up to that date.

Long service leave

A liability for long service leave is recognised, and is measured, as the present value of expected future payments to be made in respect of services provided by employees up to the reporting date. Consideration is given when assessing expected future payments, to expected future wage and salary levels including relevant on costs, experience of employee departures and periods of service. Expected future payments are discounted using interest rates to obtain the estimated future cash outflows.

This method of measurement of the liability is consistent with the requirements of AASB 1028 "Employee Benefits" and includes superannuation on-costs.

Superannuation

Staff may contribute to the Pension Scheme, a defined benefits scheme now closed to new members, or to the Gold State Superannuation Scheme, a defined benefit lump sum scheme now also closed to new members. All staff who do not contribute to either of these schemes become non-contributory members of the West State Superannuation Scheme, an accumulation fund complying with the Commonwealth Government's Superannuation Guarantee (Administration) Act 1992. All schemes are administered by the Government Employees Superannuation Board (GESB).

The superannuation expense comprises the following elements:

(i)   change in the unfunded employer's liability in respect of current employees who are members of the Pension Scheme and current employees who accrued a benefit on transfer from that scheme to the Gold State Superannuation Scheme; and

(ii)   employer contributions paid to the Gold State Superannuation Scheme and West State Superannuation Scheme.

The superannuation expense does not include payment of pensions to retirees as this does not constitute part of the cost of services provided by the Department in the current year.

A revenue "Liabilities assumed by Treasurer" equivalent to (i), is recognised under Revenues from State Government in the Statement of Financial Performance, as the unfunded liability is assumed by the Treasurer. GESB makes the benefit payments which are recouped by the Treasurer.

The Department is funded for employer contributions in respect of the Gold State Superannuation Scheme and the West State Superannuation Scheme. These contributions were paid to the GESB during the year. The GESB subsequently paid the employer contributions in respect of the Gold State Superannuation Scheme to the Consolidated Fund.

j Employee benefit on-costs

Employee benefit on-costs, including payroll tax, are recognised and included in employee benefit liabilities and costs when the employee benefits to which they relate are recognised as liabilities and expenses (see notes 4 and 30).

k Leases

The Department has entered into a number of operating lease arrangements for buildings, motor vehicles, and computer hardware where the lessor effectively retains all of the risks and benefits incident to ownership of the items held under the operating leases. Equal instalments of the lease payments are charged to the Statement of Financial Performance over the lease term, as this is representative of the pattern of benefits to be derived from the leased property.

Where lease incentive benefits have been received, they have been recognised as a liability which will be reduced by the amount by which the lease rental payment made during any reporting period is greater than the rental expense for that period (note 31).

The Department's commitment in respect of operating leases is disclosed in note 34. The Department has no finance lease commitments at this time.

l Accounts receivable, accounts payable, accrued expenses and accrued salaries

Accounts receivable are recognised at the amounts receivable, as they are due for settlement no more than 30 days from the date of recognition, unless otherwise negotiated. Collectability of accounts receivable is reviewed on an ongoing basis. Debts which are known to be uncollectable are written off. A provision for doubtful debts is raised for debts which are unlikely to be collectable.

Accrued salaries suspense account consists of amounts paid annually into a suspense account over a period of 10 financial years to largely meet the additional cash outflow in the year when 27 pay days occur instead of the normal 26. No interest is received on this account.

Accounts payable and accrued expenses are recognised when the Department becomes obliged to make future payments as a result of the purchase of goods and services. These amounts are generally settled within 30 days.

Accrued salaries represents the amount due to staff but unpaid at the end of the financial year, as the end of the last pay period for that financial year does not coincide with the end of the financial year. Accrued salaries are settled within a few days of the financial year end. The Department considers the carrying amount of accrued salaries to be equivalent to the net fair value.

m Revenue

The Department's accounting treatment for Commonwealth revenue has been amended such that grant instalments are recognised as revenue in the period of receipt as required by AAS 15, rather than being allocated to a future period for which they may have been granted.

Under current revenue retention arrangements, proceeds from the sale of assets must initially be paid into the Consolidated Fund before the funds can be made available to the Department by way of supplementary appropriation.

n Comparative figures

Comparative figures are, where appropriate, reclassified so as to be comparable with the figures presented in the current financial year.

o Resources received free of charge or for nominal value

Resources received free of charge or for nominal value which can be reliably measured are recognised as revenues and as assets or expenses as appropriate at fair value.

p Rounding of amounts

Amounts in the financial statements have been rounded to the nearest thousand dollars, or in certain cases, to the nearest dollar.

q International Financial Reporting Standards

Adoption of international accounting standards is to be undertaken in compliance with AASB 1 First-time Adoption of Australian Equivalents to International Financial Reporting Standards (IFRS).

AASB 1 requires an opening balance sheet as at 1 July 2004, and the restatement of the financial statements for the reporting period to 30 June 2005 on the IFRS basis. These financial statements will be presented as comparatives in the first annual report prepared on an IFRS basis for the period ending 30 June 2006.

Notes to the Financial Statements for the year ended 30 June 2004

AASB 1047 Disclosing the Impacts of Adopting Australian Equivalents to International Financial Reporting Standards requires financial reports for the periods ending on or after 30 June 2004 to disclose:

How the transition to Australian equivalents to IFRS's is being managed

Relevant Department staff have been monitoring events and attending forums to enhance necessary skills and knowledge of the topic. A preliminary assessment has been made of the financial recording and reporting impact of the transition. It is expected that the impact of IFRS upon the Department's accounting policy will be low. The initial objective is to determine the opening balances as of 1 July 2004, and it has been ascertained that the Department has adequate management systems to collect the necessary information to comply with IFRS.

Key differences in accounting policies that are expected to arise from adopting Australian equivalents to IFRS

Preliminary assessment has identified the following potential key differences:

- Accounting Standards AASB 116 Property Plant and Equipment does not allow software that is not an integral part of operating computer hardware to be classified under this asset category. Instead, classification of these assets would be under intangibles as per AASB 138 Intangibles. These assets should be amortised according to the useful finite lives. The useful lives of these assets are to be reviewed each year and, if necessary, categorised as an indefinite useful life where no amortisation is applied.

- Accounting Standards AASB 119 Employee Benefits requires long-term employee entitlement provisions to be valued under a discounted cash flow basis. Whilst this is already being done in regard to non-current long service leave, other types of leave that may be payable later than 12 months are to be ascertained for review.

The quantitative impact of these anticipated changes has not been assessed at the time these financial statements were prepared.

3   Outputs of the Department for Community Development

The budget for 2003-04 was framed in terms of activities/outputs, consequently financial reporting for the year is also analysed in terms of activities/outputs. Information about the Department's outputs, and the expenses and revenues which are reliably attributable to those outputs is set out in the Output Schedule.

The key outputs of the Department and its objectives are:

Output 1: Community development

Community development programs, activities and services to increase the social infrastructure and capacity of communities to ensure high quality and safe childcare, the wellbeing of children, individuals and families.

Output 2: Children's and young person's policy

Policy coordination, policy advice, analysis and information to develop and refine a collaborative approach with government agencies and the community to promote healthy children and young people.

Output 3: Positive ageing policy

Policy coordination, policy advice, analysis and information to develop and refine a collaborative approach with government agencies and the community to promote positive ageing.

Output 4: Women's policy and progress

Policy coordination, policy advice, analysis and information, informed by community engagement and collaboration with other government agencies; monitoring and reporting on outcomes to overcome systemic inequality and promote positive attitudes to diversity thus enhancing women's progress.

Output 5: Volunteering policy and coordination

Policy coordination, policy advice, analysis and information to develop and refine a collaborative approach with government agencies and the community to promote volunteering.

Output 6: Aboriginal and Torres Strait Islander policy coordination

Departmental policy coordination, policy advice, analysis and information for Aboriginal and Torres Strait Islander services.

Output 7: Care and safety services

Services to support families and individuals in crisis and help reduce the occurrence and impact of all forms of abuse; quality care to those children placed in the care of the State.

Output 8: Family and domestic violence coordination

Policy development and coordination to support families and individuals experiencing family and domestic violence.

		2003/04 ($'000)	2002/03 ($'000)
4	**Employee expenses**		
	Wages and salaries	58,046	52,825
	Superannuation	7,269	6,591
	Leave accruals and other salary costs(i)	11,921	9,489
	Workers compensation premiums	2,133	2,575
	Fringe benefits tax	967	789
		80,336	72,269

(i) These employee expenses include superannuation, workers compensation premiums and other employment on-costs associated with the recognition of annual and long service leave liability. The related on-costs liability is included in employee benefit liabilities at Note 30.

		2003/04 ($'000)	2002/03 ($'000)
5	**Contracts and services**		
	Contractors and consultants	11,074	9,088
	Leased equipment	401	405
	Repairs and maintenance – equipment	185	182
	Motor vehicle costs	4,042	3,839
	Facilities	195	184
		15,897	13,698
6	**Depreciation and amortisation expense**		
	Depreciation		
	Buildings	668	622
	Furniture and equipment	319	361
	Computer equipment	232	234
	Restricted assets – buildings	234	222
		1,453	1,439
	Amortisation		
	Leasehold improvements		
	Controlled assets	1,413	1,364
	Restricted assets	482	729
		1,895	2,093
		3,348	3,532
7	**Operating expenses**		
	Communications	3,135	2,597
	Consumables	3,537	2,793
	Staffing costs	2,140	1,800
	Training	1,140	666
	Travel	1,352	1,067
	Other	256	417
		11,560	9,340
8	**Accommodation expenses**		
	Lease rentals	5,424	5,212
	Repairs and maintenance – buildings	833	878
	Insurance – general	509	472
	Minor works	1,327	829
	Cleaning, gardening, security, rates and taxes	741	733
	Power, water and gas	799	787
		9,633	8,911
9	**Capital user charge**		
		5,730	5,020

A capital user charge rate of 8 percent has been set by the government and represents the opportunity cost of capital invested in the net assets of the Department used in the provision of outputs. The charge is calculated on the net assets adjusted to take account of exempt assets. Payments are made to the Department of Treasury and Finance on a quarterly basis.

	2003/04 ($'000)	2002/03 ($'000)

10   Other expenses

	2003/04	2002/03
Property vested in private organisation	300	0
Doubtful debts expense	495	473
Carrying amount of non current assets disposed of (refer to note 13)	328	82
Prior period adjustment	77	0
Derecognition of leasehold improvements	0	35
	1,200	590

11   User charges and fees

	2003/04	2002/03
Board and allowances – hostels	1	0
Adoption fees	111	58
Family centre revenue	17	5
Criminal records screening	15	21
Sale of products	12	0
Port Kennedy Beach Camp fees	7	0
Freedom of information	1	1
	164	85

12   Revenues from Commonwealth Government

	2003/04	2002/03
Recurrent		
Children's Services Program	398	372
Family Law Court	0	685
Supported Accommodation Assistance Program	16,697	16,314
Unattached Refugee Children	14	24
Christmas/Cocos Island Service Delivery Programs[i]	138	66
Christmas/Cocos Island Service Volunteer Community Resource Centre Program	0	15
National Youth Week	22	0
	17,269	17,476

In accordance with AAS 15, Commonwealth revenue is recognised in the period of receipt.

(i)   The Commonwealth Government has a service delivery agreement with the State Government of Western Australia for the provision of services to Christmas Island and Cocos-Keeling Island.

	2003/04	2002/03
Opening balance	29	45
Funding from the Commonwealth	138	66
	167	111
Payment by program		
Administration costs	66	82
Balance carried forward	101	29

13   Net gain/(loss) on disposal of non current assets

	Proceeds from disposal		Carrying cost of assets		Net gain/(loss) on disposal	
	2003/04 ($'000)	2002/03 ($'000)	2003/04 ($'000)	2002/03 ($'000)	2003/04 ($'000)	2002/03 ($'000)
Land and buildings	0	0	320	0	(320)	0
Office machines, furniture and equipment	7	34	1	6	6	28
Computer equipment and software	0	0	7	0	(7)	0
Leasehold improvements	0	0	0	76	0	(76)
	7	34	328	82	(321)	(48)

	2003/04 ($'000)	2002/03 ($'000)
14 Other revenues		
Contributions by officers to the Executive Motor Vehicle Scheme	72	57
Rebates and reimbursements	218	318
Bad debt recovery	15	18
Miscellaneous	2,522	2,078
	2,827	2,471

Miscellaneous revenue ($2.522 million) includes funds for Community Partnership Fund, Cross Agency Initiatives – Building Blocks and State Homelessness Taskforce.

15   Output appropriations

Output appropriations are accrual amounts reflecting the full cost of outputs	189,330	179,237

delivered. The appropriation revenue comprises a cash component and a receivable (asset). The receivable (holding account) comprises the depreciation expense for the year and any agreed increase in leave liability during the year.

	2003/04 ($'000)	2002/03 ($'000)
Cash received from Government	185,925	175,363
Amount receivable for outputs	3,405	3,874
	189,330	179,237

16   Liabilities assumed by the Treasurer

Superannuation	603	624

The assumption of superannuation liability by the Treasurer is only a notional revenue to offset the notional superannuation expense reported in respect of current employees who are members of the Pension Scheme and current employees who have a transfer benefit entitlement under the Gold State Scheme.

17   Resources received free of charge

Operating expenses	222	372

Resources received free of charge has been determined on the basis of the following estimates provided by agencies:

Office of the Auditor General		
External audit services	0	98
Crown Solicitor's Office		
Legal services	168	223
Department of Land Information		
Land information and valuation services	3	17
Department of Housing and Works		
Leasing services	51	34
	222	372

Commencing with the 2003-04 audit, the Office of the Auditor General will be charging a fee for auditing the accounts, financial statements and performance indicators. The fee for the 2003-04 audit ($121,000) will be due and payable in the 2004-05 financial year.

18   Cash assets

Operating bank account at Commonwealth Bank	16,035	15,160
Cash advances	31	31
	16,066	15,191

19   Restricted cash assets

	2003/04 ($'000)	2002/03 ($'000)
Current[i]		
Community Services Trust Account	72	89
Income Tax Deductions	719	0
WA Family Foundation	622	456
Bill Paying Service	2	0
Supported Accommodation Assistance Program	1,534	1,056
Children's Services Program	27	0
Unattached Refugee Minor Program	2	4
Accrued salaries suspense account[ii]	3,008	0
	5,986	1,605
Non Current		
Accrued salaries suspense account[ii]	0	2,175

(i) Cash held in the controlled trust accounts can only be used for specific designated purposes.

(ii) Amount held in suspense account is only used for the purpose of meeting the 27th pay in a financial year that occurs ever 11 years. This is due in the 2004-05 financial year.

20   Receivables

	Gross		Provision for doubtful debts		Net	
	2003/04 ($'000)	2002/03 ($'000)	2003/04 ($'000)	2002/03 ($'000)	2003/04 ($'000)	2002/03 ($'000)
Foster subsidy	65	55	31	22	34	33
Salary overpayments	25	14	4	2	21	12
Burials	533	231	374	162	159	69
Workers compensation	24	30	0	0	24	30
Other	573	249	0	0	573	249
GST recoverable	1,115	1,026	0	0	1,115	1,026
	2,335	1,605	409	186	1,926	1,419

	2003/04 ($'000)	2002/03 ($'000)
21 Amounts receivable for outputs		
Current	3,155	2,885
Non current	3,402	3,152
	6,557	6,037

This asset represents the non cash component of output appropriations. It is restricted in that it can only be used for asset replacement or payment of leave liability.

	2003/04 ($'000)	2002/03 ($'000)
22 Prepaid expenses		
Operating costs	405	930
Funding for services	5,528	5,799
	5,933	6,729

23   Property, office machines, furniture and equipment

	Cost or valuation		Accumulated depreciation		Written down value	
	2003/04 ($'000)	2002/03 ($'000)	2003/04 ($'000)	2002/03 ($'000)	2003/04 ($'000)	2002/03 ($'000)
At cost:						
Office machines, furniture and equipment	3,499	3,337	2,628	2,627	871	710
Computer equipment and software	3,826	3,535	2,447	3,194	1,379	341
	7,325	6,872	5,075	5,821	2,250	1,051
At fair value:						
Land	13,262	13,944	0	0	13,262	13,944
Buildings	16,892	16,748	1,725	1,090	15,167	15,658
	30,154	30,692	1,725	1,090	28,429	29,602
Property, office machines, furniture and equipment	37,479	37,564	6,800	6,911	30,679	30,653

24 Leasehold improvements

	Cost or valuation		Accumulated depreciation		Written down value	
	2003/04 ($'000)	2002/03 ($'000)	2003/04 ($'000)	2002/03 ($'000)	2003/04 ($'000)	2002/03 ($'000)
At fair value:						
Leasehold improvements	10,444	9,665	5,290	3,878	5,154	5,787
Leasehold improvements	10,444	9,665	5,290	3,878	5,154	5,787

25 Restricted assets

These assets are restricted due to limitations being placed on the purpose and functions for which the assets can be used, in either lease documents, land vested in the Minister's name or agreements made with the Commonwealth.

	Cost or valuation		Accumulated depreciation		Written down value	
	2003/04 ($'000)	2002/03 ($'000)	2003/04 ($'000)	2002/03 ($'000)	2003/04 ($'000)	2002/03 ($'000)
At fair value:						
Land	10,419	10,419	0	0	10,419	10,419
Buildings	5,993	5,157	660	236	5,333	4,921
Leasehold improvements	6,961	7,794	3,336	3,118	3,625	4,676
Restricted assets	23,373	23,370	3,996	3,354	19,377	20,016

	2003/04 ($'000)	2002/03 ($'000)

26 Work in progress

	2003/04 ($'000)	2002/03 ($'000)
Work in progress has been included at cost:		
Parenting information centres	0	102
Family centre upgrades	0	95
Office upgrades	11	27
Hostels	0	655
Heritage buildings upgrades	0	9
Occasional care upgrades	0	185
Child care	0	203
	11	1,276

Work in progress is capitalised on completion of projects.

27 Reconciliation schedule of non current assets

Reconciliations of the carrying amounts of property, plant, equipment, leasehold improvements and restricted assets at the beginning and end of the current financial year are set out below.

	Land	Buildings	Office machines, furniture and equipment	Computer equipment and software	Leasehold improve-ments	Restricted assets – land	Restricted assets – buildings	Restricted assets – leasehold improve-ments	Works in progress	TOTAL
	($'000)	($'000)	($'000)	($'000)	($'000)	($'000)	($'000)	($'000)	($'000)	($'000)
Carrying amount at start of year	13,944	15,658	710	341	5,787	10,419	4,921	4,676	1,276	57,732
Additions		494	484	1,275	780		646	207	606	4,492
Disposals	(683)	(317)	(1)	(7)				(776)	(1,871)	(3,655)
Revaluation decrements										
Depreciation and amortisation		(668)	(319)	(232)	(1,413)		(234)	(482)		(3,348)
Carrying amount at end of year	13,261	15,167	874	1,377	5,154	10,419	5,333	3,625	11	55,221

	2003/2004 ($'000)	2002/2003 ($'000)
28 Payables		
Payables and accrued expenses		
Liability for goods and services	2,204	852
Liability for private trusts	72	89
Liability for employee funded entitlements	75	110
	2,351	1,051

29 Accrued salaries

Amounts owing for nine working days from 17 June to 30 June 2004 (2003: seven working days).

	3,219	1,720

This includes a component for the increase in salaries payable due from February 2004.

30 Provisions

	2003/2004 ($'000)	2002/2003 ($'000)
Employee entitlements		
Current liabilities		
Annual leave[(i)]	5,348	4,361
Leave loading	625	275
Long service leave[(i)]	8,202	7,495
Free passes to the coast and travel days	65	90
Time off in lieu	89	57
Public holidays	123	133
	14,452	12,411
Non current liabilities		
Long service leave[(i)]	3,933	3,528
	18,385	15,939

(i) Liability for long service leave includes superannuation on-costs, provision for salary increase and measurement of pro-rata amounts at present value method in accordance with AASB 1028 Employee Benefits.

31 Lease incentive liability

This amount represents the rent that would have been paid but for the rent free and reduced rent period included in the lease. This amount will be amortised over the life of the lease. This relates to rent accruing to the Office for Women's Policy.

	2003/2004 ($'000)	2002/2003 ($'000)
Current liabilities	99	52
Non current liabilities	157	256
	256	308

32 Equity

Equity represents the residual interest in the net assets of the Department. The Government holds the equity interest in the Department on behalf of the community. The asset revaluation reserve represents that portion of equity resulting from the revaluation of non current assets.

	2003/2004 ($'000)	2002/2003 ($'000)
Contributed equity		
Balance at the beginning of the year	5,706	4,817
Capital contributions[(i)]	3,841	821
Contributions by owners[(ii)]	0	68
Contributions to owners[(iii)]	(380)	0
Balance at the end of the year	9,167	5,706

	2003/2004 ($'000)	2002/2003 ($'000)

(i) Capital contributions have been designated as contributions by owners and are credited directly to equity in the Statement of Financial Position.

(ii) On 30 January 2003 functions of the Family Court Counselling Service were transferred to the Department of Justice. The amount represents the net liabilities/(assets) transferred out.

(iii) Properties transferred to other state government agencies.

	2003/2004 ($'000)	2002/2003 ($'000)
Accumulated surplus		
Balance at the beginning of the year	28,093	22,891
Change in net assets	(7,584)	5,202
Balance at the end of the year	20,509	28,093
Asset revaluation reserve[(i)]		
Balance at the beginning of the year	38,071	38,543
De-recognition of leasehold improvements	(269)	(472)
Balance at the end of the year	37,802	38,071
Total Equity	67,478	71,870

(i) The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets, as described in accounting policy note 2(g).

33   Notes to the Statement of Cash Flows

(a)   Reconciliation of cash

Cash at the end of the financial year as shown in the Statement of Cash Flows is reconciled to the related items in the Statement of Financial Position as follows:

	2003/2004 ($'000)	2002/2003 ($'000)
Cash assets	16,066	15,191
Restricted cash	5,986	3,780
	22,052	18,971

(b)   Reconciliation of net cost of services to net cash flows provided by/(used in) operating activities:

	2003/2004 ($'000)	2002/2003 ($'000)
Net cost of services (Statement of Financial Performance)	(197,739)	(175,031)
Non cash items		
Depreciation and amortisation	3,348	3,532
Doubtful debts	495	473
Prior period adjustment	77	35
Superannuation expense	603	624
Resources received free of charge	222	372
(Profit)/loss on sale of property, plant and equipment	321	48
Property Vested in Private Organisation	300	0
(Increase)/decrease in assets		
Current receivables	(1,026)	(224)
Current prepayments	796	(1,161)
Increase/(decrease) in liabilities		
Current payables	1,300	(391)
Current provisions	2,041	947
Current accrued salaries	1,499	299
Other current liabilities	47	32
Non current provisions	405	202
Other non current liabilities	(99)	(52)
Non current liabilities transferred from other sources	36	(68)
Change in GST in receivables/payables	(89)	(139)
Net cash provided by/(used in) operating activities	(187,463)	(170,502)

	2003/2004 ($'000)	2002/2003 ($'000)
34 Lease commitments		
Lease commitments in relation to leases contracted for at the reporting date but not recognised as liabilities, payable:		
- within a year	5,309	4,740
- later than one year and not later than five years	4,123	4,344
- later than five years	15	42
	9,447	9,126
Representing:		
Cancellable operating leases	1,569	2,358
Non cancellable operating leases	7,878	6,768
	9,447	9,126
Non cancellable operating lease commitments		
- within a year	3,740	2,909
- later than one year and not later than five years	4,123	3,817
- later than five years	15	42
	7,878	6,768

35   Remuneration of senior officers

The number of senior officers whose total of fees, salaries, superannuation and other benefits received, or due and receivable, for the financial year who fall within the following bands are:

$			2003/2004	2002/2003
10,001	-	20,000	1	3
20,001	-	30,000	1	1
30,001	-	40,000	1	0
40,001	-	50,000	0	2
50,001	-	60,000	0	1
60,001	-	70,000	0	1
70,001	-	80,000	1	0
80,001	-	90,000	0	2
90,001	-	100,000	1	0
100,001	-	110,000	1	2
110,001	-	120,000	3	1
120,001	-	130,000	2	1
130,001	-	140,000	1	1
140,001	-	150,000	0	1
170,001	-	180,000	1	0
210,001	-	220,000	0	1
230,001	-	240,000	1	0

	2003/2004	2002/2003
The total remuneration of senior officers is:	1,482	1,372

The superannuation included here represents the superannuation expense incurred by the Department in respect of senior officers. Senior officers are defined as those officers who have sat on the corporate executive for all or part of the financial year. The list is larger than would ordinarily have been the case due to the acting arrangements that needed to be put in place whilst appointments were being made to the relevant executive positions.

No senior officers are members of the Pension Scheme.

36   Explanatory statement

The Summary of Consolidated Fund Appropriations and Revenue Estimates discloses appropriations and other statutes' expenditure estimates, the actual expenditures made and revenue estimates and payments into the consolidated fund, on an accrual basis.

The following explanations are provided in accordance with Treasurer's Instruction 945.

i   Significant variances between estimate and actual – total appropriation to purchase outputs.

A variation in total appropriation of $0.4 million is mainly due to the adjustment of leave liability. Significant variations in output expenditure are as follows:

	2003-04 Estimate ($'000)	2003-04 Actual ($'000)	Variation ($'000)
Children's and Young Person's Policy	4,550	3,873	677

During 2003-04 the Office for Children and Youth was restructured causing underspending in the form of staff vacancies during the transition period. There is also greater emphasis on community development projects for children and youth (part of the Community Development output).

Volunteering Policy and Coordination	951	1,075	(124)

The 2003-04 actual expenditure is higher than the 2003-04 estimated actual due to unexpected carryovers for the Election Commitment Assistance to Carers and Intergenerational Playgroups in 2002-03.

Family and Domestic Violence Coordination	2,616	2,358	258

The 2003-04 actual expenditure is less than expected due to the delayed Election Commitment expenditure for the Capacity Building Grants.

ii   Significant variances between actual and prior year actual – total appropriation to purchase outputs

	2003-04 Actual ($'000)	2002-03 Actual ($'000)	Variation ($'000)
Positive Ageing Policy	1,473	992	481

During 2002-03 the Office for Seniors Interests and Volunteering was restructured and the costs were allocated accordingly. The calculation of 2003-04 expenditure uses the latest staff Labour Time Allocation Survey to distribute generic costs to outputs.

Women's Policy and Progress	1,949	1,740	209

The total cost has increased in 2003-04 due to the carryover of expenditure from 2002-03 for the WA Women's Grants program.

Aboriginal and Torres Strait Islander Policy and Coordination	546	255	291

Total cost has increased from 2002-03 when the unit was partially operating. During 2003-04 the unit operated at full capacity.

Care and Safety Services	138,752	122,238	16,514

Expenditure has increased as a result of using the latest staff Labour Time Allocation Survey, spending related to carryovers from 2002-03, additional funding from the Gordon Inquiry and subsidies for children in care.

36   Explanatory statement (continued)

iii   Significant variances between estimate and actual – capital
       contribution

	2003-04 Estimate ($'000)	2003-04 Actual ($'000)	Variation ($'000)
Total capital expenditure	6,297	1,589	4,708

Capital expenditure has decreased due to the funds being used for
expensed capital items, in particular information technology. The
expense of these items is shown in the total cost of outputs.

Iv   Significant variances between actual and prior year
       actual – capital contribution

	2003-04 Actual ($'000)	2002-03 Actual ($'000)	Variation ($'000)
Total capital expenditure	1,589	542	1,047

Lower expenditure in 2002-03 is the result of delays in the
information technology plan and some building programs, resulting in
funding being carried forward into 2003-04.

37   Financial instruments

The Department's exposure to interest rate risk and the effective interest rates on
financial instruments are as follows:

	Weighted average interest rate %	Fixed interest rate maturing in			Non interest bearing $'000	TOTAL $'000
		1 year or less $'000	1 to 5 years $'000	Over 5 years $'000		
30 June 2004						
Financial assets						
Cash assets					16,066	16,066
Restricted cash assets	5.86				5,986	5,986
Receivables					1,926	1,926
Total financial assets		-	-	-	23,978	23,978
Financial liabilities						
Payables					2,351	2,351
Accrued salaries					3,219	3,219
Provisions					18,385	18,385
Lease incentive liability					256	256
Total financial liabilities		-	-	-	24,211	24,211
Net financial assets/(liabilities)		-	-	-	(233)	(233)

37 Financial instruments (continued)

	Weighted average interest rate %	Fixed interest rate maturing in			Non interest bearing $'000	TOTAL $'000
		1 year or less $'000	1 to 5 years $'000	Over 5 years $'000		
30 June 2003						
Financial assets						
Cash assets					15,191	15,191
Restricted cash assets	5.00				3,780	3,780
Receivables					1,419	1,419
Total financial assets		-	-	-	20,390	20,390
Financial liabilities						
Payables					1,051	1,051
Accrued salaries					1,720	1,720
Provisions					15,939	15,939
Lease incentive liability					308	308
Total financial liabilities		-	-	-	19,018	19,018
Net financial assets/(liabilities)		-	-	-	1,372	1,372

Credit risk exposure

All financial assets are unsecured. Amounts owing by other government agencies are guaranteed and therefore no credit risk exists in respect of those amounts. In respect of other financial assets the carrying amounts represent the Department's maximum exposure to credit risk in relation to these assets. There were no amounts owing by other government agencies.

	2003/2004 ($'000)	2002/2003 ($'000)
38 Other commitments		
Capital expenditure		
Hostel upgrades	277	17
Community centres	330	684
Office accommodation and relocation	724	482
New hostels	0	1,048
Parent information centres	0	20
Heritage buildings upgrade	0	162
Upgrade child care and occasional care services	45	350
Expenditure – consumables	1,149	469
	2,525	3,232

	2003/04 ($'000)	2002/03 ($'000)

39   Contingent liabilities

The Department's policy is to disclose as a contingency any future obligations which may arise due to special circumstances or events. At the date of this report the Department is not aware of any material future obligations, except for the following:

	-	-

There are currently several legal cases pending of which the outcomes are uncertain and the amounts for which cannot be accurately estimated

Commonwealth contributions made for child care centres which the Department is required to repay if the centres cease to function for the purpose for which they were built amount to:

	1,462	1,715

Financial assistance vouchers issued but not presented at the year end – as and when the recipients redeem these vouchers, Department for Community Development will be billed by the relevant merchant

	107	194

Liability for payments to RiskCover for adjustments to insurance cover in relation to workers compensation and motor vehicle performance adjustments

	11	725
	1,580	2,634

40   Contingent assets

Contracts for services are held with non government organisations to provide specified services for the Department for Community Development. At the completion of the financial year, if there are surplus Department funds held by the non government organisation, the Department negotiates the return of these funds as per the agreement with the Department. The amount under negotiation for 2002-03 is approximately $745,000. The amount under negotiation to 2001-02 is approximately $687,000. The surplus funds for the 2003-04 financial year have yet to be determined as the audited financial statements of the non government organisations are not yet due to the Department.

A rebate from RiskCover for adjustments of insurance cover premiums in relation to workers' compensation Performance Agreements is estimated at $3,415,000.

41   Funding non government bodies

Community Development	18,290	15,138
Care and Safety Services	16,802	17,455
Crisis Accommodation	27,468	24,062
Strategic initiatives and activities to promote and plan for positive ageing and volunteering	272	550
Policy advice, strategic initiatives and coordination to make a positive difference for WA women and reduce domestic violence	707	689
Youth policy development, across sector coordination and programs to promote the development and potential of young people	1,435	1,330
	64,974	59,224

This note reflects the Department's funding to non government bodies and is disclosed in accordance with Treasurer's Instruction 951.

Notes to the Financial Statements for the year ended 30 June 2003

	2003/04 ($'000)	2002/03 ($'000)

42   Write offs

The following amounts have been written off:

Accountable Officer		
Salary overpayments	813	972
Subsidy overpayments (foster carers)	14,423	60,752
Burial loans	256,027	382,952
Petty cash	347	78
Equipment	0	721
TOTAL	271,610	445,475

43   Trust accounts – Statements of receipts and payments for the year ended 30 June 2004

Trust Fund Private

	2003/04 $	2002/03 $

Trust Statement No 3
Community Services Trust Account

Balance 1 July	89,242	49,686
Receipts	531,734	559,885
	620,976	609,571
Payments	549,054	520,329
Balance 30 June	71,922	89,242

To hold monies in trust for children under the care of the Department for Community Development and such other monies as are received from any other person or organisation for the provision of amenities in Department facilities which house children and for such other specific purposes as directed by the donors.

Trust Statement No 15
Bill Paying Service

Balance 1 July	0	0
Receipts	207,215	684,864
	207,215	684,864
Payments	205,684	684,864
Balance 30 June	1,531	0

To hold funds received by the Department on behalf of pensioners and Centrepay recipients in accordance with their authority.

44   Trust statements amended during the year

Trust Statement No. 15 was amended during the financial year, whereby it reverted from being operated through a separate bank account to being processed through the Department's operating bank account.

Following is a copy of the amended Trust Statement.
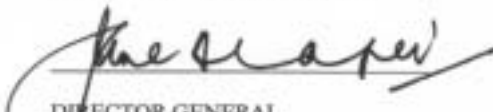
DEPARTMENT FOR COMMUNITY DEVELOPMENT

TRUST STATEMENT NO. 15

NAME	An Account called Department for Community Development – Bill Paying Service shall be maintained as an account of the Trust Fund under section 9(2)(c)(i) of the Financial Administration and Audit Act.
PURPOSE	To hold funds received by the Department on behalf of Bill Paying Service clients and to be disbursed in accordance with client's Bill Paying Service instructions.
RECEIPTS	Moneys received from Centrepay and other relevant agencies on behalf of Bill Paying Service clients who have agreed that a portion of their income from such source shall be paid into and placed to the credit of the Account.
PAYMENTS	The funds in the Account shall be cleared by payment to specified creditors according to the client's Bill Paying Service instructions and the return of funds to clients.
ADMINISTRATION OF ACCOUNT	The Account shall be administered by the Director General, Department for Community Development in accordance with the Financial Administration and Audit Act, Financial Administration Regulations and Treasurer's Instructions.
ACCOUNTING RECORDS	There shall be maintained by the Director General a detailed record of transactions processed through the Account, together with such other accounting records and procedures as prescribed in the Department's Best Practice Manual.
FINANCIAL STATEMENTS	The Director General shall cause to be prepared such financial statements, together with supplementary information, as are required to be prepared by departments in accordance with the Financial Administration and Audit Act and the Treasurer's Instructions.
DISPOSAL OF FUNDS ON CESSATION	Any balance standing to the credit of the Account upon cessation of the operations for which the Account was created shall be refunded to the respective clients.

I have examined and agreed to the provisions of this Trust Statement.

Approved.

DIRECTOR GENERAL

DATE: 16/3/2004

ASSISTANT DIRECTOR
ACCOUNTING POLICY & LEGISLATION

30.03.2004

APPENDICES

Appendix 1: Acts administered by other authorities

The Department for Community Development has varying roles and responsibilities under acts administered by other authorities:

Aboriginal Affairs Planning Authority Act 1972
Bail Act 1982
Children's Court of Western Australia Act 1988
Crime and Corruption Commission Act 2003
Criminal Code
Criminal Injuries Compensation Act 2003
Equal Opportunity Act 1984
Evidence Act 1906
Family Court Act 1997
Family Law Act 1975 (Commonwealth)
Financial Administration and Audit Act 1985
Freedom of Information Act 1992
Government Employees Housing Act 1964
Government Financial Responsibility Act 2000
Human Reproductive Technology Act 1991
Immigration (Guardianship of Children) Act 1946 (Commonwealth)
Industrial Relations Act 1979
Justices Act 1902
Legal Representation of Infants Act 1977
Occupational Safety and Health Act 1984
Parliamentary Commissioner Act 1971
Public Interest Disclosure Act 2003
Public Sector Management Act 1994
School Education Act 1999
Spent Convictions Act 1988
State Records Act 2000
State Supply Commission Act 1991
State Superannuation Act 2000
Supported Accommodation Assistance Act 1994 (Commonwealth)
Workers Compensation and Rehabilitation Act 1981
Young Offenders Act 1994.

Appendix 2: Office locations

As at 30 June 2004
Community Development

Central Office
189 Royal Street
East Perth WA 6004
PO Box 6334
East Perth WA 6892
Tel (08) 9222 2555
Tel 1800 622 258 (free call STD)
TTY (08) 9325 1232

Child Care Licensing
25 Adelaide Street
Fremantle WA 6160
Tel (08) 9431 8888
Tel 1800 199 383 (free call STD)

Consumer Advocate
189 Royal Street
East Perth WA 6004
Tel (08) 9222 2594
Tel 1800 013 311 (free call STD)

Family Information Records Bureau
189 Royal Street
East Perth WA 6004
Tel (08) 9222 2777
Tel 1800 000 277 (free call STD)

Adoption Services
189 Royal Street
East Perth WA 6004
Tel (08) 9222 2555
Tel 1800 622 258 (free call STD)

Armadale Best Start
Orchard House
14 Orchard Avenue
Armadale WA 6112
Tel (08) 9497 655

Armadale District
145 Jull Street
Armadale WA 6112
Tel (08) 9497 6555

Armadale Lifeskills Centre
Orchard House
14 Orchard Avenue
Armadale WA 6112
Tel (08) 9497 6555

Armadale Parent Link
Home Visiting Service
Evelyn Gribble Centre
Lot 94 Ninth Road
Brookdale WA 6112
Tel (08) 9358 3924

Cannington District
Cnr Grose Avenue and Lake Street
Cannington WA 6107
Tel (08) 9351 0888

Intensive Family Casework and Treatment
Team
Fulham House
Child and Family Therapy Centre
222 Fulham Street
Cloverdale WA 6105
Tel (08) 9277 0311

Foster Carer Recruitment Service
91 Hensman Road
Subiaco WA 6008
Tel (08) 9380 4960
Tel 1800 024 453 (free call STD)

Midland District
281 Great Eastern Highway
Midland WA 6056

Tel (08) 9274 9411
Adolescent and Child Support Service
Kath French Centre
900 Woodlands Road
Stoneville WA 6081
Tel (08) 9295 9000

Assessment and Planning
Kath French Centre
900 Woodlands Road
Stoneville WA 6081
Tel (08) 9295 9000

Darlington House
4 Hubert Street
Darlington WA 6070
Tel (08) 9299 6760

Emergency Accommodation Service
79 Grand Promenade
Bedford WA 6052
Tel (08) 9271 8772

One to One Intensive Foster Care Program
2 Curtin Avenue
Cottesloe WA 6011
Tel (08) 9286 5200

Preparation for Placement
2 Curtin Avenue
Cottesloe WA 6011
Tel (08) 9286 5286

Youth Equip Service
152 Robert Street
Como WA 6152
Tel (08) 9450 3282

Goldfields District
Goldfields District (Kalgoorlie)
Cnr Boulder Road and Cheetham Street
Kalgoorlie WA 6430
Tel (08) 9022 0700

Esperance Office
92 Dempster Street
Esperance WA 6450
Tel (08) 9071 2566

Graeme Street Hostel
Cnr Eureka and Graeme Streets
Kalgoorlie WA 6430
Tel (08) 9021 2946

Laverton Office
Laver Place
Laverton WA 6440
Tel (08) 9031 1104

Leonora Office
Lot 40 Cnr Tower and Rajah Streets
Leonora WA 6438
Tel (08) 9037 6132

Norseman Office
80 Prinsep Street
Norseman WA 6443
Tel (08) 9039 1129

Wheatbelt District
Wheatbelt District (Northam)
Cnr Fitzgerald and Gairdner Streets
Northam WA 6401
Tel (08) 9622 0170

Kellerberrin Office
4 Moore Street
Kellerberrin WA 6410
Tel (08) 9045 4203

Merredin Office
113 Great Eastern Highway
Merredin WA 6415
Tel (08) 9041 1622

Moora Office
49 Dandaragan Street
Moora WA 6510
Tel (08) 9651 1100

Narrogin Office
Government Building
Park Street

Narrogin WA 6312
Tel (08) 9881 0123
Southern Cross Office
11a Antares Street
Southern Cross WA 6426
Tel (08) 9049 1016

Wheatbelt and Northam Parent Link Home
Visiting Service
26 Gordon Street
Northam WA 6401
Tel (08) 9622 3144

Wyalkatchem Office
Honour Avenue
Wyalkatchem WA 6485
Tel (08) 9681 1396

North Division
Aboriginal Student Accommodation Service
Off Beechboro Road North
Whiteman WA 6944
Tel (08) 9249 0102

Community Skills Training Centre
3rd Floor Construction House
35 Havelock Street
West Perth WA 6005
Tel (08) 9222 6000

Emergency Services Unit
Fulham House
222 Fulham Street
Cloverdale WA 6105
Tel (08) 9277 0366

Joondalup District
Ground Floor Joondalup House
8 Davidson Terrace
Joondalup WA 6027
Tel (08) 9301 3600

Joint Investigation Unit
Unit 7 Warwick Commercial Centre
8 Dugdale Street
Warwick WA 6024
Tel (08) 9246 6111

Joondalup Parent Link Home Visiting Service
8 Davidson Terrace
Joondalup WA 6027
Tel (08) 9301 3600

Mirrabooka District
6 Ilkston Place

Mirrabooka WA 6061
Tel (08) 9344 9666
Keith Maine Youth and Family Centre
Off Beechboro Road North
Whiteman WA 6068
Tel (08) 9249 1444

Parent Help Centre and Parenting Line
28 Alvan Street
Mt Lawley WA 6050
Tel (08) 9272 1466
Tel 1800 654 432 (free call STD)

Perth District
641 Wellington Street
Perth WA 6000
Tel (08) 9214 2444

Scarborough Parent Link Home Visiting Service
334 Albert Street
Balcatta WA 6021
Tel (08) 9440 5170

Kimberley District
Kimberley District (Broome)
Cnr Weld and Frederick Streets
Broome WA 6725
Tel (08) 9192 8111

Broome Office
Cnr Weld and Frederick Streets
Broome WA 6725
Tel (08) 9192 1317

Catherine House
Placement and Support Centre
Cnr Dickson Drive and Pembroke Street
Broome WA 6725
Tel (08) 9192 1026

Derby Office
17 Neville Street
Derby WA 6728
Tel (08) 9191 1577

Fitzroy Crossing Office
Jones Road
Cnr Fallon Road
Fitzroy Crossing WA 6765
Tel (08) 9191 5002

Halls Creek Office
71 Thomas Street
Halls Creek WA 6770
Tel (08) 9168 6114

Kununurra Office
State Government Building
Cnr Konkerberry Drive and Messmate Way
Kununurra WA 6743
Tel (08) 9168 0333

Wyndham Office
Lot 994 Great Northern Highway
Wyndham WA 6740
Tel (08) 9161 1110

Yurag-Man-Gu Taam-Purru Placement and
Support Centre
Cnr Thomas and Terone Streets
Halls Creek WA 6770
Tel (08) 9168 6136

Murchison District
Murchison District (Geraldton)
45 Cathedral Avenue
Cnr Chapman Road
Geraldton WA 6530
Tel (08) 9921 0768

Carnarvon Office
Stuart Street
Carnarvon WA 6701
Tel (08) 9941 1244

Geraldton Parent Link Home Visiting Service
Spalding Family Centre
75 Mitchell Street
Geraldton WA 6530
Tel (08) 9923 1125

Meekatharra Hostel
Consul Road
Meekatharra WA 6642
Tel (08) 9981 1152

Meekatharra Office
Lot 83 Main Street
Meekatharra WA 6642
Tel (08) 9981 1104

Mt Magnet Office
Lot 124 Laurie Street
Mt Magnet WA 6638
Tel (08) 9963 4190

Mullewa Office
Main Road
Mullewa WA 6630
Tel (08) 9961 1004

Waran-Ma Group Home
15 Smith Street
Carnarvon WA 6701
Tel (08) 9941 4125

Westview Hostel
32 Swan Drive
Sunset Beach
Geraldton WA 6530
Tel (08) 9938 1930

Wiluna Office
Lot 1466 Wotton Street
Wiluna WA 6646
Tel (08) 9981 7097

Pilbara District
Pilbara District (Karratha)
WA Government Administration Building
Cnr Searipple and Welcome Roads
Karratha WA 6714
Tel (08) 9185 0200

Hedland Parent Link Home Visiting Service
3 Jibson Close
South Hedland WA 6722
Tel (08) 9172 3599

Newman Office
Cnr Newman Drive and Abydos Way
Newman WA 6753
Tel (08) 9175 1051

Onslow Office
Third Avenue
Onslow WA 6710
Tel (08) 9184 6005

Port Hedland Lifeskills Team
3 Jibson Close
South Hedland WA 6722
Tel (08) 9172 3599

Port Hedland Office
45 Kingsmill Street
Port Hedland WA 6721
Tel (08) 9173 1877

Roebourne Office
Lot 37 Sholl Street
Roebourne WA 6718
Tel (08) 9182 1208

South Hedland Office
Cnr Brand and Tonkin Streets
South Hedland WA 6722
Tel (08) 9140 2433

Tom Price/Paraburdoo Office
Lot 247 Poinciana Street
Tom Price WA 6751
Tel (08) 9189 1592

Weerianna Hostel
Main Road
Roebourne WA 6718
Tel (08) 9182 1273

South Division
Crisis Care Unit
Tel (08) 9223 1111
Tel 1800 199 008 (free call STD)

Family Helpline
Tel (08) 9223 1100
Tel 1800 643 000 (free call STD)

Fremantle District
25 Adelaide Street
Fremantle WA 6160
Tel (08) 9431 8800

Mandurah Parent Link Home Visiting Service
Room 9 Mandurah Primary School
Cnr Hackett and Forrest Roads
Mandurah WA 6210
Tel (08) 9535 9190

Men's Domestic Violence Helpline
Tel (08) 9223 1199
Tel 1800 000 599 (free call STD)

Peel District (Mandurah)
Cnr Tuckey and Sutton Streets
Mandurah WA 6210
Tel (08) 9535 6688

Port Kennedy Beach Camp
Lot 88 Secret Harbour Boulevard
Secret Harbour WA 6173
Tel (08) 9524 7772

Rockingham District
Home and Building Centre
85 Chalgrove Avenue
Rockingham WA 6168
Tel (08) 9527 0100

Women's Domestic Violence Helpline
Tel (08) 9223 1188
Tel 1800 007 339 (free call STD)

Bunbury District
Bunbury District (Bunbury)
80 Spencer Street
Bunbury WA 6230
Tel (08) 9721 5000

Busselton Office
Suite 7-9
8-10 Prince Street
Busselton WA 6280
Tel (08) 9752 3666

Canowindra Hostel
PO Box 1708
Bunbury WA 6230
Tel (08) 9795 7052

Collie Office
68 Wittenoom Street
Collie WA 6225
Tel (08) 9734 1699

Gnowangerup Resource Centre
Cnr Corbett and Aylmore Streets
Gnowangerup WA 6335
Tel (08) 9827 1467

Great Southern District
Albany Office
25 Duke Street
Albany WA 6330
Tel (08) 9841 0777

Albany Parent Link
219 North Road
Albany WA 6330
Tel (08) 9842 8205

Katanning Office
Reidy House
25 Amherst Street
Katanning WA 6317
Tel (08) 9821 1322

Manjimup Office
Lot 432 South West Highway
Manjimup WA 6258
Tel (08) 9771 1711

Margaret River Office
33 Tunbridge Street
Margaret River WA 6285
Tel (08) 9757 2910

Office for Children and Youth
7th Floor Albert Facey House
469 Wellington Street
Perth WA 6000
Tel (08) 9476 2012

Geraldton (Midwest)
45 Cathedral Avenue
Geraldton WA 6530
Tel (08) 9921 0768

Pilbara Parent Link
3 Jibson Close
South Hedland WA 6721
Tel (08) 9172 2755

Kununurra (Kimberley)
State Government Building
Cnr Konkerberry Drive and Messmate Way
Kununurra WA 6743
Tel (08) 9168 0333

Esperance (Goldfields)
92 Dempster Street
Esperance WA 6450
Tel (08) 9071 2566

Family and Domestic Violence Unit
1st Floor Hartley Building
141 St Georges Terrace
Perth WA 6000
Tel (08) 9264 6350
Office for Seniors Interests and Volunteering
Seniors Interests
4th Floor May Holman Centre
32 St Georges Terrace
Perth WA 6000
Tel (08) 9220 1111
Seniors Information Service
Tel (08) 9328 9155
Tel 1800 671 233 (free call STD)
Tel 1800 555 677 (National Relay Service and TTY)

Volunteering
4th Floor May Holman Centre
32 St Georges Terrace
Perth WA 6000
Tel (08) 9220 1111
Tel 1800 617 233

Office for Women's Policy
1st Floor Hartley Building
141 St Georges Terrace
Perth WA 6000
Tel (08) 9264 1920

Appendix 3: Evaluation and research projects

Community Development

Evaluation of State Homelessness Taskforce Implementation

Key Findings: The evaluators found that the implementation of the State Government's initiatives in response to the State Homelessness Taskforce recommendations was both satisfactory and timely in the majority of cases. Performance indicators were found in general to be both useful and sufficient.

Action: The Cabinet Standing Committee on Social Policy agreed that the State Homelessness Strategy Monitoring Committee will continue until December 2005 to complete the following work:

- continue to monitor the implementation of State Homelessness Strategy with a particular focus on the areas requiring further work identified in the evaluation report
- produce a directory of accommodation and homelessness services
- establish a method for evaluating the impact of the strategy, to be completed in the second half of 2005.

State Homelessness Strategy Monitoring Committee First Report Against Performance Indicators

Key Findings: The report found that the strategy had already impacted on service provision to homeless and marginalised groups. In 2001-02 the Department purchased overnight or very short-term accommodation on 1,306 occasions compared to 985 in the previous year, an increase of 33 percent. An additional 75 people with disabilities had been provided with supported accommodation places. New services are providing additional accommodation places.

Action: This first report concentrated on establishing baseline data which will be used to measure the impact of the strategy. The impact of new services will be more evident in the data as they become fully operational.

Customer Perception Survey

Key Findings: The majority of Department and funded service customers surveyed were satisfied with their most recent contact and the time it took to obtain help. Most reported that they felt involved in finding solutions and had their needs met well or very well.

Action: Results provide ongoing input into quality assurance of service delivery.

Stakeholder Survey

Key Findings: The majority of stakeholders involved with the Department reported they were satisfied overall with the project with which they were involved. Most stakeholders reported that they had an opportunity to participate in the development of the project and that the relevant agencies were involved.

Action: Results provide the Department, its directorates and policy offices with useful insights into how external stakeholders perceive its project management processes and outcomes. This facilitates improved engagement, inclusiveness and collaboration in future projects.

Shaken Baby Campaign Evaluation

Key findings: This independent evaluation of the campaign showed a high community awareness of the campaign and its principal messages.

Action: Information from the evaluation was used for planning the continuation of the campaign.

Analysis of Funded Non Government Parenting Services (2001-2003)

Key Findings: It was found there has been an expansion of funding and services (including the introduction of Aboriginal Early Years services), and a high level of consumer satisfaction and confidence. There was also a small decline in consumer numbers.

Action: Report will contribute information to the 2005 review of services (Purchasing Quality Services process).

Risk Analysis Risk Management (RARM) Assessment Framework Evaluation

Key Findings: The RARM framework was found to be a valuable assessment tool for field workers across a variety of situations and case types. It was also found to be time consuming and cumbersome to use.

Action: Approved key recommendations were to rename the framework to better reflect its strengths and family-based focus and to streamline the framework without reducing its effectiveness. A working group has begun implementing these recommendations.

CREATE Foundation Report Card Demonstration Project Review

Key Findings: It was found the process developed for collecting information, establishing and addressing the educational needs of children and young people in care was difficult to implement effectively and needed further consideration. The project identified the need for a better basis of information to support children in care.

Action: A small joint interdepartmental committee was established to determine what information is currently available, the source and accessibility of this information, what other information is required and how all this might be gathered.

Review of Compliance with Looking after Children System

Key Findings: The review identified the extent to which on-line Looking After Children (LAC) and Care Plan forms are being completed by staff. These forms comprise the information requirements for children entering into Department care and the subsequent required planning.

Action: The evaluation shows where improvement is occurring as staff become more familiar with the forms and the process required to complete them. The review formed part of a strategy of pro-active action required to enable staff to fully appreciate and utilise LAC in enhancing case practice.

Review of Outcomes of 'Men Too' Grants Evaluation

Key findings: This review showed that, where services were able to report outcomes, benefits were identified in terms of men's participation.

Action: Recommendations were made for enhancement of any future grants process of this nature.

Family and Domestic Violence

Freedom From Fear Post Campaign Evaluation 5

Key findings and action: This report was completed in May 2003. The following recommendations from this report were implemented during 2003-04:

- The focus on family and friends continued during 2003-04
- work with two Western Australian workplaces is well underway to trial strategies that are appropriate to workplaces
- a strategy for people who live in country areas is underway reaching groups that have not been specifically targeted before, such as farmers and people who work in the mining industry
- work with Aboriginal and Torres Strait Islander people was continued and work with culturally and linguistically diverse communities has been strengthened
- additional media advertising was implemented in country areas
- a range of strategies continued to be implemented to ensure the Freedom From Fear Campaign is comprehensive in its approach.

Seniors Interests and Volunteering

2003 Community Awareness and Attitudes Survey

Key findings: This research project involved a survey of 611 Western Australians. Half the respondents thought that ageing was a positive stage of life and half thought it was a productive stage of life. Fifty-four percent of seniors felt valued and 68 percent felt respected by the community. Thirty-four percent of respondents had done, or were doing, something about planning for their senior years.

Action: Continue to monitor community attitude to ageing and seniors issues to establish trend data and to take action where necessary.

Guide to Retiring

Key findings: A series of group discussions was conducted with people who expected to retire in the next two to five years and people who had retired in the previous two years. Financial planners were also interviewed. The overwhelming concern about retirement was to be adequately prepared financially. Other concerns raised were health, ceasing work (particularly what to do with one's spare time), family issues (especially how one would get along with their partner) and family caring obligations. There was a perceived lack of relevant, local information readily available for retirement planning. Retirement was seen as a process rather than a fixed event.

Action: The Office for Seniors Interests and Volunteering is developing a product/program based on the needs identified to assist people to have an active and healthy retirement.

Community Participation of Western Australian Seniors

Key findings: A telephone survey was conducted among 800 seniors throughout Western Australia to investigate their participation in the community. In the last 12 months, 43 percent had done unpaid voluntary work and only 19 percent had not participated in physical activity outside their home. Forty-percent reported they do child-minding. Nearly all (97 percent) had seen family or friends who do not live with them in the three months before the survey. Twenty-nine-percent would like to have more contact with their family and friends who do not live with them. Fifty-seven-percent belong to a club or group. The majority were satisfied (86 percent) with the amount of time they spend involved in the community.

Action: The findings will inform policy and service requirements to encourage the participation of seniors in the community.

Review of the COTA (WA) Seniors Initiatives Funding Agreement

Key findings: A review was commissioned to determine the extent to which the COTA (WA) Seniors Initiatives program is meeting the service objectives, outputs and outcomes for which it is funded, and the extent to which the Office for Seniors Interests and Volunteering is adequately managing the service agreement. Consultations conducted revealed wide recognition of COTA (WA)'s role in providing sector leadership and value as an apolitical body representing the interests of seniors. COTA (WA)'s information provision role was found to be comprehensive.

Action: The findings from the review will be used when developing the next Seniors Initiatives Funding Agreement.

Volunteer Speakers Program Review

Key findings: A review was conducted of the Volunteer Speakers Program. This involved informal discussions with the presenters and Office for Seniors Interests and Volunteering staff; a survey of 475 people who attended the talks; a survey of 358 seniors in four key regional areas; and a survey of seniors organisations in these key regional areas. Overall, the results from the survey of people attending a presentation were extremely positive. Almost all enjoyed the presentation, thought it was easy to understand the information presented and considered the information useful. The program is reaching seniors and pre-seniors. The research findings indicate the type of information provided in the presentations is meeting the information needs of seniors and pre-seniors and would be relevant to people in the key regional areas identified.

Action: The office will consider the findings to enhance the program.

Volunteering Secretariat - Volunteer Training Consultation

Key findings: This research project involved consultations with volunteer organisations, volunteer training providers, peak organisations and key stakeholders in the training industry. The findings indicate:

- there are many avenues of training available to volunteers with the major issue being access to training
- some volunteer organisations find it difficult to negotiate their way through the 'training maze'
- recent changes to the VET system, especially changes to registration requirements for registered training organisations, were a concern.

It was identified that the volunteer training sector needs to reduce duplication; improve collaboration; and use a broad range of flexible models of learning and training service delivery.

Action:

- The Volunteer Training Scene in Western Australia: A resource guide for agencies was published to help agencies to understand the training environment in Western Australia
- a report was prepared analysing barriers and challenges in relation to training in the community sector to assist with planning and decision-making in this area
- a framework for a volunteer training grants program focussing on innovative projects was developed. These projects will model positive training responses to the challenges of limited resources and time, the use of partnerships and resource sharing and the creative use of technology.

Evaluation of the Police Checks Pilot Project

Key findings: The evaluation involved an analysis of information provided by organisations registered for the Police Checks Pilot Project. Issues in the administration of the project were identified and analysed and a survey conducted of 90 registered organisations. Overall responses to the survey indicated that agencies were very happy with the service and found the system simple to use. The evaluation found that the program had worked well and had been well received by the sector.

Action: The findings were used to enhance the project. It progressed from being a pilot to a mainstream program.

Booming Recruiting: An Action Research Project

Key findings: A nine-month action research project was conducted by Dr Judy Esmond. This was the third stage of a three-part project building on earlier research, Boomnet: Capturing the Baby Boomer Volunteers and From Boomnet to Boomnot. The project aimed, through a series of six workshops with managers from 25 key volunteering agencies, to identify, trial and implement recruitment ideas and strategies to recruit baby boomers and other volunteers. Participants in the project were extremely positive in regard to the outcomes for their agencies.

Action: The ideas, tips and strategies identified by volunteer managers through the workshop series were published in a booklet that was widely distributed amongst volunteer managers.

Review of the Volunteer Resource Centre (VRC) Grants

Key findings: A review was conducted of the grants provided to 17 volunteer resource centres. The review was based on the quarterly reports submitted by the centres from December 2002 to December 2003. Details provided by the centres indicated that the total number of their members increased from 279 at the end of March 2003 to 519 at the end of December 2003. The number of volunteers requesting information from the centres more than trebled during this period. The number of individual volunteers registered at the centres increased almost four times and the number of inquiries received quadrupled.

Action: The findings will assist the Office for Seniors Interests and Volunteering to determine the effectiveness of the grants and further assistance required to assist volunteering resource centres.

Women's Policy

Women's Report Card

Key findings: This publication is about measuring the progress of women in Western Australia. It seeks to measure whether life, on average, is getting better for Western Australian women in seven key areas identified by government. The Women's Report Card is designed to inform researchers and policy makers on current issues for women in Western Australia.

Action: The Women's Report Card was disseminated widely throughout the public and non government sectors, to community women and to all public libraries in Western Australia. Evaluation of the publication is being undertaken.

What We Share and How We Differ: Perceptions of Progress, Opportunities and Barriers Among Women From Two Perth Suburbs

Key findings: This research project examined the extent and significance of economic differences between women living in two Perth suburbs using statistics on women's incomes, employment, education, housing and experiences of crime. An important finding was that there are no significant differences in the measured levels of life satisfaction of Australian women living in suburbs characterised as having high socio-economic status and women living in suburbs of low socio-economic status.

Action: The findings of this research added to the Women's Report Card and provided a further localised dimension in assessing women's progress in Western Australia.

Report on the Community Engagement Forum on Women and Safety

Key findings: This report provided details about the Community Engagement Forum on Women and Safety held in July 2003. It included information gained at the forum on safety in the home, community, workplace and also Aboriginal and Torres Strait Islander women and safety.

Action: The forum identified a range of strategies to increase safety levels for women. The findings from the forum were documented in the report, which contributes to a whole-of-government women and safety strategy.

Capacity Discovery Survey

Key findings: The aim of the survey was to identify the assets and strengths of non government organisations, obtain detailed information about their target groups and activities, and establish the most strategic and resource-effective way the Office for Women's Policy can support and build upon their strengths. The survey questionnaire was distributed to 221 women's organisations across Western Australia.

Action: As a result of the information gathered from the survey, four capacity building forums are planned for 2004-05. The aim of the forums is to support the work of community organisations and encourage collaborative working relationships among the non government sector and with government.

Key findings: This study examined the difficulties faced by mothers with mental illness and their children through examining strategies used in Scotland, Ireland, the Netherlands, England and Michigan in the USA. Descriptions of program, strategies and agencies in these countries were included in the study, which is the 2002 Edith Cowan Western Australian Women's Fellowship report.

Action: The recommendations from this report were extensive, covering issues of confidentiality, the fear factor, cross- and intra-sector collaboration and the recognition of mental health needs.

The Role of Infertility Counsellors and Psychosocial Issues in Fertility Treatment Centres in the UK and USA

Key findings: This report provided an outline of a study that examined the role of support groups in fertility clinics in the UK and USA and the selection process of those involved in third party reproduction. It explored strategies that could impact positively on women's experiences both professionally and systematically. This report is the 2001 Edith Cowan Western Australian Women's Fellowship report.

Action: As a result of the study, three recommendations were made:

- a review of the current situation in relation to surrogacy, with a view to consideration being given to legislative change in Western Australia. This should enable access to assisted reproductive technology treatment for surrogacy and provisions for transferring parentage to commissioning parents as well as legal protection for the surrogates
- that the WA Reproductive Technology Council seek to review the quality and quantity of donor information currently being collected in order to meet the needs of recipient parents and potential donor offspring
- the WA Reproductive Technology Council encourage fertility treatment centres to review their employment practice of infertility counsellors, with a view to employing them as integral members of staff.

Framing Government Policy – The 2003 Western Australian Indigenous Perspective

Key findings: This study mapped how the Office for Women's Policy engaged the views of Indigenous women and incorporated this intellectual knowledge into the Western Australian Government's national reporting and policy development process. The report is a summary of the views expressed by more than forty participants at the 2003 State Indigenous Women's Workshop. It focuses on the three themes of economic independence, safety and leadership, which have been set by the Council of Australian Governments (COAG) and the Commonwealth, State and Territories Ministerial Conference on the Status of Women (MINCO).

Action: The information provided at this workshop in turn translates into the Western Australian contribution at the National Indigenous Women's Gathering to be held in Melbourne on the 28th-29th August 2004. The report also illustrates how the views of Western Australian Indigenous women influenced The Indigenous Women's National Action Plan, which was nationally endorsed at the Commonwealth, State and Territories Ministerial Conference on the Status of Women.

Appendix 4: Sponsors

Community Development

Community Services Industry Awards 2003
The West Australian
Lotterywest
882 6PR
WIN Television
Rendezvous Observation City Hotel
Staging Connections
Goundrey Wines

Recognising Foster Families
Albany Convict Gaol Museum
Albany Leisure and Aquatic Centre
Albert Facey Homestead
Araluen Botanic Park
Avon Bridge Hotel
B+B By The Sea
Bates Museum
Bennett Brook Railway
Big Boab Budget International
Bindoon Historical Society Museum
Boat Harbour Chalets and Camping
Boyanup Heritage Museum
Busselton Central Cinema
Carnarvon Central Apartments
Charnigup Farm Bed and Breakfast
Chiverton House Museum
City of Geraldton Aquarena
Cottesloe Beach Hotel
Criterion Hotel Perth
Dolphin Discovery Centre
Emerald Hotel
Fairlanes City Bowl
Frederickstown Motel
Fremantle Leisure Centre
Fremantle Prison
Goldfields Oasis Recreation Centre
Golf 'n' Fun Busselton
Greenbushes Eco-Cultural Discovery Centre
Harvey Cheese
Hyatt Regency Perth
Ipswich View B+B
Jurien Country Golf Club
Kalamunda History Village
Karma Chalets Denmark
Karribank Country Retreat
Khaelan Farmstay
Koombana Bay Holiday Resort
Kunjin Animal Farm
Kwinana Recquatic

Lancelin Accommodation and Tourist Information
Mandurah Aquatic and Recreation Centre
Mandurah Community Museum
Mangowine Homestead
Marapana Wildlife World
Mercure Inn Overland Kalgoorlie
Miss Maud
Moora Fine Arts Gallery
Motor Museum of Western Australia
New Norcia Museum and Art Gallery
Oakabella Homestead
Oakview Cottage Bed and Breakfast
Ocean Sunset Bed and Breakfast
Old Farm at Strawberry Hill
Old Goldfields Orchard and Cider Factory
Ongerup and Nudilup Museum
Patrick Taylor Cottage Museum
Pentland Alpaca Stud and Animal Farm
Port Denison Holiday Units
Rainbow Jungle
Redcliffe Barn
Rendezvous Observation City Hotel
Riverside Sanctuary
Rollaways Leisure Centre
Royal Agricultural Society
Saville Park Suites
Siesta Park Holiday Resort
Simmo's Ice Creamery
Springhills Farm
Surfpoint Resort
Swan Bells
The Big Camera
The Great Escape
The Norfolk Hotel Fremantle
The Pinnacles
The Sebel Perth
The West Australian
Tradewinds Hotel
Tumbulgum Farm
Valley of the Giants Tree Top Walk
Valleyponds Farmstay
Vancouver Guest House
Video Ezy
WA Museum Kalgoorlie Boulder
Wagin Historical Village
Walkaway Station Museum
Yallingup Shearing Shed
Yanchep National Park

Children and Young People's Policy

WA Youth Awards Showcase

Alcoa
Buena Vista International
Channel 7
Coca-Cola Amatil
Curtin University of Technology
Department of Conservation and Land Management
Department of Education and Training
Hoyts Cinemas
Iluka Resources
Isaac's Ridge
Leeuwin Ocean Adventure
Lotterywest
Mastery Multimedia
NOVA 93.7
Rick Hart
Scitech Discovery Centre
Singapore Airlines
The West Australian
Transperth
TransWA
Wesfarmers Landmark
WMC Resources
Woodside Energy Limited

2003 Youth Media Survey

Major sponsors

Channel 7
Channel 9
Community Newspapers
Office for Children and Young People's Policy
Department of Culture and the Arts
Department of Health
Department of Sport and Recreation
Geraldton Guardian Newspaper
GWN
HBF
John Davis Advertising
Network Ten (Perth)

92.9
Nova
RTR-FM
The Sunday Times
The West Australian
West Australian Aboriginal Media Association
WIN Television
X-press Magazine

Prize sponsors

Ace Cinema
Art Gallery of Western Australia
Australia Post
B Clear and Simple
H2Overland Surf Adventures
Highway 1
Perth Glory
Pioneer
Tang Computers
The Hangout
Trax 2000 PQS Computers
West Coast Eagles

Seniors Interests and Volunteering

Seniors Week and WA Seniors Awards 2003

Australian Pensioners Insurance Agency
BankWest
Buena Vista International
Channel 7 Perth
Council on the Ageing (WA) Inc
Golden West Network
Hollywood Private Hospital
State Library of Western Australia
The West Australian
The West Australian Regional Group of Newspapers
Western Hearing Services
Woolworths Pty Ltd
882 6PR Radio

Sponsorship provided by the Department

Community Development

Independent Social Security Handbook 2004-05
Welfare Rights Centre

2004 WACOSS Conference
Western Australian Council of Social Service Inc

Rural Family Counsellors Conference 2004
Central Agcare Inc Family Counselling Service

State Conference 2004
Learning Centre Link

Counselling Online Workshop
Kids Help Line

2003 Conference
Financial Counsellors Association of WA Inc

Children's Week 2003
Meerilinga Young Children's Foundation

Learning for Living Conference
Protective Behaviours WA Inc

SNAICC National Indigenous Child Welfare and Development Seminar
Pat Giles Centre; Coolabaroo Neighbourhood Centre; Gurlongga Njininj

Children and Young People's Policy

Street Jive Magazine
Anglicare Step 1

Engaging Men Forum
Men's Place

Part-time Youth Development Officer
Ethnic Communities Council

Seniors Interests and Volunteering

Have-A-Go Day, Pink Carnation Ball
Add life to your years publication
Seniors Recreation Council

Have-A-Go News Photography exhibition
Have-A-Go News

National Volunteers Week
Volunteering WA

Tuesday Morning Show
Perth City Council

Kalamunda Seniors Expo 2004
Shire of Kalamunda

Adult Learners Week
Department of Education and Training

Appendix 5: Funded services 2003/2004

Output 1: Community Development

Anglicare WA Inc
    Aboriginal Early Years Support Service - Goldfields
    Daisy House Occasional Care Program
    Kinway Family Counselling Service
    Parent Adolescent Conflict Counselling Service
    Step 1 Street Work Program
Ardyaloon Incorporated
    Ardyaloon Child Care Centre
Armadale Community Family Centre Inc
    Family Centre
    Neighbourhood House
Association of Civilian Widows of WA (Incorporated)
    Association of Civilian Widows
Australian Breastfeeding Association WA Branch
    Information Service
Australian Red Cross Society (WA Division)
    Red Cross Family Support Service
Avon Youth Services Inc
    Services for Young People
Balga Detached Youth Work Project Inc
    Mobile Youth Service
    Youth and Family Education Support Service
Bayswater Drill Hall and Family Centre Inc
    Family Centre Program (Bayswater)
Beagle Bay Community Inc
    Beagle Bay Child Care Centre
Bega Garnbirringu Health Service Aboriginal Corporation
    Services for Young People - Kalgoorlie Boulder
    Services for Young People - Laverton/Leonora
Bidyadanga Aboriginal Community La Grange Inc
    Bidyadanga Child Care Centre
Binningup Playgroup and Occasional Care Inc
    Binningup Occasional Care
Blue Sky Community Group Inc
    Lockridge Community Centre
Boddington Bear Occasional Child Care Centre Inc
    Boddington Bear Occasional Child Care Centre
Boogurlarri Community House Inc
    Boogurlarri Community House

Boyup Brook Child Care Inc
    Boyup Brook Child Care
Bremer Bay Community Resource Centre Inc
    Bremer Bay Occasional Childcare
Bridgetown Terminus Community Centre Inc
    Bridgetown Terminus Family Support Service
Brockman House Inc
    Brockman Community House
Broome C.I.R.C.L.E.
    Broome C.I.R.C.L.E. Family Support and Development
Broome Lotteries House
    Broome Lotteries House Occasional Care Centre
Broome Youth Support Group
    Broome Youth Support Group
Bullsbrook Neighbourhood Centre Inc
    Bullsbrook Neighbourhood Centre
Bunbury Community and Child Care Association Inc
    Milligan House Family Support Service Bunuba Incorporated
    Maru Maru Child Care Centre
Burdekin - Youth in Action Incorporated
    Burdekin Youth in Action
Burdiya Aboriginal Corporation
    Burdiya Aboriginal Youth Service
Busselton Family Centre Inc
    Busselton Family Centre
Carers Association of WA Inc
    Carers Counselling Line (Statewide)
    Carers Health Awareness and Retreats Program
Carnamah Child Care Centre Inc
    Carnamah Occasional Child Care Centre
Carnarvon Family Support Service Inc
    Carnarvon Family Support Service
Centacare Family Services
    Centacare Volunteer Service
    Exmouth Family Counselling Service
Central Agcare Inc
    Central Agcare Family Counselling Service
Centrecare Incorporated
    Centrecare Bunbury Counselling Service
    Family Link
    Intensive Support Service for Young People (North Western Suburbs)

Parent and Adolescent Conflict Counselling Service

Parent Link Home Visiting Service

Parent Teen Link Counselling Service

Churchill Brook Family Centre Inc

Churchill Brook Family Centre

Citizens Advice Bureau of Western Australia Inc

Advice and Referral Service

City of Bayswater Child Care Association Inc

City of Bayswater Neighbourhood Centre

City of Belmont

City of Belmont Youth Service

City of Cockburn

Atwell Family Support Service

Cockburn Early Education Program

Cockburn Family Support Service

Cockburn Youth Outreach

City of Fremantle

Fremantle Community Youth Service – Outreach

Fremantle Mobile Activities – Buster the Fun Bus

City of Geraldton

Senior Resource Centre

City of Melville

Melville Family Support Service

City of Rockingham

Youth and Family Mediation and Outreach Service (Rockingham)

City of Wanneroo

City of Wanneroo Youth Service (Clarkson)

Yanchep Community Centre

Yanchep Youth Service

CLAN Midland Inc

CLAN Midland

CLAN Mirrabooka Inc

Volunteer Home Visiting Service

Coastal Family Health Services (Inc)

Family Centre Management Service (Warnbro)

Collie Family Centre Inc

Collie Family Support Service

Collie Welfare Council Committee Inc

Collie Youth Program

Communicare Inc

Communicare Family Support Service

Parent/Adolescent Conflict Counselling Service

Community Link and Network Western Australia Inc

CLAN WA

CLAN WA Armadale Family Support Service

CLAN WA Mandurah Family Support Service

CLAN WA Victoria Park Family Support Service

Parent Link Home Visiting Service – Rockingham

Parent Link Home Visiting Service – Victoria Park

Council on the Ageing (WA) Inc

Seniors Initiatives

CREATE Foundation

CREATE in Western Australia

Dardanup Community Centre Inc

Dardanup Occasional Child Care

Denham Occasional Care Association Inc

Denham Occasional Care

Denmark Occasional Day Care Centre Inc

Denmark Occasional Day Care Centre

Djarindjin Aboriginal Corporation Inc

Djarindjin Child Care Centre

East Victoria Park Family Centre Inc

East Victoria Park Family Centre

Eaton Combined Playgroup Inc

Eaton Family Centre

Escare Inc

Escare

Services for Young People (Esperance)

Fluffy Ducklings Day Care Inc

Fluffy Ducklings Day Care Occasional Care

Foothills Information and Referral Service Inc

Early Education (Care) Program

Forest Lakes Thornlie Family Centre Inc

Family Centre

Frank Konecny Community Centre Inc

Family Centre Program

Frank Konecny Family Support service

Gawooleng Yawoodeng Aboriginal Corporation

Gawooleng Yawoodeng Family Support Service

Gawooleng Yawoodeng Occasional Care

Geraldton Regional Community Education Centre

Geraldton Family and Youth Support Service

Geraldton Family Counselling Service

Golden Mile Community House Inc

Golden Mile Family Support and Development Unit

Goldfields Family Counselling Service

Goomalling Gumnuts Incorporated

Goomalling Gumnuts Occasion Child Care Service

Granny Spiers Community House Inc

Granny Spiers Community House

Granny Spiers Occasional Care Service

Greenfields Family Centre Inc

Greenfields Family and Community Centre

Harvey Health and Community Services Group Inc

Harvey Family Support Program

Harvey Occasional Child Care Centre Inc

Harvey Occasional Care

Herdsman Neighbourhood Centre Association

Herdsman Neighbourhood Centre

High Wycombe Out of School Care Centre Inc

Family Centre Management Service (High Wycombe)

Hills Community Support Group Inc

Swanview Youth Service

Hudson Road Family Centre Inc

Hudson Road Family Centre

Hyden Occasional Child Care Association Inc
    Hyden Occasional Child Care Association
Jeramungup Occasional Child Care Association
    Jeramungup Occasional Child Care Service
Jobs South West Inc
    Busselton/Margaret River Youth Service
    Manjimup Youth Outreach Service
    Youth Outreach Service
Joondalup Family Centre Inc
    Family Centre Program
Jurien Youth Group Inc
    Jurien Youth Group
Kalbarri Occasional Child Care Incorporated
    Kalbarri Occasional Child Care
Karawara Community Project Inc
    Karaware Community Project Fun Factory
Karingal Neighbourhood Centre Inc
    Karingal Neighbourhood Centre
    Paraburdoo Youth Centre
Karratha Family Centre Inc
    Karratha Family Centre
Karratha Youth Housing Project Inc
    Karratha Youth Housing Project Outreach Service
Katanning Community Child Care Centre Inc
    Katanning Community Child Care Centre
Kidlink Early Intervention Program (Inc)
    Kidlink
Kimberley Aboriginal Law and Culture Centre
    Kimberley Aboriginal Law and Culture Centre
Kingfisher Park Family Centre Inc
    Kingfisher Park Family Centre
Kojonup Occasional Care Centre Inc
    Kojonup Occasional Care Centre
Koondoola and Girrawheen Youth Inc
    Work Skills Training Program
Kulungah-Myah Family Centre Inc
    Kulungah-Myah Family Centre Program
Kununurra Neighbourhood House Inc
    Kununurra Neighbourhood House Family Support Service
Kununurra Youth Services Inc
    East Kimberley Youth Services
    Kununurra Youth Services

Lake Jasper Project (Aboriginal Corporation)
    Lake Jasper Youth Service
Learning Centre Link Inc
    Association of Community, Neighbourhood and Learning Centres
Living Stone Foundation Inc
    Dads@Lifeline
Local Information Network Karratha Inc
    Parenting Information Project Service
Lone Parent Family Support Service - Birthright WA
    Lone Parent Family Support Service - Birthright
Looma Community Inc
    Looma Child Care Centre
Manjimup Family Centre Inc
    Manjimup Family Support Service
Marangaroo Family Centre Inc
    Marangaroo Family Centre
Margaret River Community Resource Centre Inc
    Margaret River Occasional Child Care
McFarleane House Learning Centre Inc
    Occasional Care Service
Meerilinga Young Children's Services Inc
    Building Blocks Aboriginal Family Support Service (Midland)
    Family Centre Management Service (Beechboro)
    Family Centre Management Service (Woodvale)
    Men's Resource Service - Statewide
    Meerilinga Parent Link - Fremantle
    Parent Link Home Visiting Service (Midland/Forrestfield)
Mercy Community Services Incorporated
    Family Support and Community Neighbourhood House (Girrawheen/Koondoola)
Metropolitan Migrant Resource Centre Inc
    Family Support Service
    Multicultural Family Support and Development Service
Mission Australia
    Girrawheen Youth and Family Support Service
Moora Youth Group
    Moora Youth Group
Moorditch Gurlongga Association Inc
    Aboriginal Early Years Support Service – Armadale Health Service Area
Mullewa Occasional Care Service Inc
    Mullewa Occasional Care Centre
Mundaring Sharing Inc

Little Possums Sharing Centre

Nannup Occasional Child Care Association Inc
  Nannup Occasional Child Care Service

Narembeen Numbats Occasional Child Care Association Inc
  Narembeen Numbats Occasional Child Care Centre

Newman Neighbourhood Centre Inc
  Newman Neighbourhood Centre

Ngala Incorporated
  Early Parenting Centre
  Early Parenting Community Service
  Family Centre Management Service (Noranda)

Ngaringga Ngurra Aboriginal Corporation
  Family Support

Ngunga Group Women's Aboriginal Corporation
  Ngunga Women's Group Family Support and Development
  Onyon Child Care Centre
  Nintirri Centre Inc
  Karijini Counselling Service
  Nintirri Neighbourhood Centre

Noah's Ark Toy Library and Resource Centre Inc
  Noah's Ark Toy Library Holiday Program

Noongar Alcohol and Substance Abuse Service Inc
  NASAS Family Support Service

Noongar Patrol System Inc
  Nyoongar Patrol Youth Outreach

Northampton Occasional Child Care Association Inc
  Northampton Occasional Child Care

Northcliffe Family Centre Inc
  Northcliffe Family Centre
  Northcliffe Occasional Child Care Centre

Northern Districts Community Support Group Inc
  Morowa Family Counselling Service

Onslow Occasional Child Care Association Inc
  Onslow Occasional Child Care Centre

Onslow Youth Centre Inc
  Onslow Youth Centre

Oombulgurri Association Incorporated
  Mama-Biaulu Occasional Care

Outcare Inc
  Outcare Occasional Care Program

Pandanus Park Aboriginal Corporation
  Pandanus Park Child Care

Pannawonica Occasional Child Care Inc
  Pannawonica Occasional Care Centre

Paraburdoo and Tom Price Youth Support Association
  Tom Price Youth Centre

Parents Without Partners (WA) Inc
  Parents Without Partners

Patricia Giles Centre Inc
  Aboriginal Early Years Support Service North West Metro Area

Peel Youth Programme Inc
  Peel Youth Programme

Pineview Community Kindergarten Incorporated

Pineview Occasional Care Program

Playgroup WA Inc
  Field Liaison Service – Intergenerational Playgroups Program

Rainbow Coast Neighbourhood Centre Inc
  Rainbow Coast Family Services

Roberta Jull Community Care Association Inc
  Minnawarra House
  Roberta Jull Youth and Family Counselling Service

Roberta Jull Family Day Care Association Inc
  Family Support

Roebourne Youth Centre Inc
  Roebourne Youth Centre

Roleystone Family Centre
  Family Centre

Roleystone Neighbourhood House Inc
  Roleystone Neighbourhood House

Rostrata Family Centre Inc
  Rostrata Family Centre

Saints Care Limited
  The Homestead Kingsley Family Centre

Salvation Army (WA) Property Trust
  Balga Family Support Services
  Salvation Army Morley Family Support Service
  Salvation Army Morley Youth Service

Sandalwood Family Centre Inc
  Sandalwood Family Centre

Shire of Denmark
  Denmark Youth Support Service

Shire of Dundas
  Norseman Youth Service

Shire of Halls Creek
  Halls Creek Youth Services

Shire of Katanning
  Katanning Youth Support Service

Shire of Meekatharra
  Meekatharra Youth Service

Shire of Mingenew
  Mingenew Occasional Child Care Centre

Shire of Mount Marshall
  Mount Marshall Community and Family Support Service

Shire of Mullewa
  Mullewa Youth Service - SAAP
  Mullewa Youth Service - Youth and Community

Shire of Mundaring
  Midvale Neighbourhood Centre
  Parent/Adolescent Conflict Counselling Service

Shire of West Arthur
  Westcare Family Support Service

Snag Island Coastal Kids and Community Centre Inc
  Snag Island Coastal Kids and Community Centre

South Lake Ottey Family and Neighbourhood Centre
  South Lake Ottey Family Centre Program
  South Lake Family Support Service

South West Counselling Inc
  South West Counselling
South West Emergency Care Inc
  South West Emergency Care
Southcare Inc
  Southcare Aboriginal Family Support Service
Southern Agcare Inc
  Mobile Family Counselling Service
Stand By Me Youth Service (WA) Inc
  Stand By Me Youth Service
Swan City Youth Service Incorporated
  Swan City Street Work Program
  Swan City Youth Service
Sudbury Community House Association
  Sudbury Community House
The Boodie Rats (Mukinbudin Occasional Care) Inc
  Mukinbudin Occasional Care Service
The Gowrie (WA) Inc
  Family Centre Management Service (Leeming)
  The Gowrie Neighbourhood House
The School Volunteer Program Inc
  The School Volunteer Program
Town of Bassendean
  Bassendean Youth Service-Town of Kwinana
  Kwinana Detached Youth Program - Youth and Community
  Kwinana Detached Youth Program – SAAP
Uniting Church in Australia (WA) Property Trust
  Wesley Mission Perth – Senior Partners
Volunteer Centre Of Western Australia (Inc)
  Statewide Volunteer Support Service
Wanslea Family Services Inc
  Grandparents Caring for Grandchildren Support Service
WA No Interest Loans Network Inc
  No Interest Loan Service (Statewide)
Waikiki Community and Family Centre Inc
  Family Centre Program
Waratah Christian Community Inc
  Waratah Family Centre Management Service (Falcon)
Waroona Community Centre Inc
  Waroona Family Support and Youth Service
West Stirling Neighbourhood House Inc
  West Stirling Neighbourhood House
Westerly Family Centre Inc

  Family Centre Program
Western Australian Council of Social Service Inc
WACOSS General Service Agreement: Encompassing the
  Development and Support of the Community Services Sector
Western Institute of Self Help (WISH) Inc
  Support and Self Help Service
Wheatbelt Agcare Community Support Services Inc
  Wheatbelt Agcare Rural Counselling Service
Whitford Family Centre Inc
  Family Centre Program
Women's Council for Domestic and Family Violence
Service (WA) Inc
  Women's Council for Domestic and Family Violence
Service - Statewide
Wongan Cubbyhouse Inc
  Wongan Cubbyhouse Occasional Care Program
Woodlupine Family Centre Inc
  Woodlupine Family Centre
Wyndham Family Support Inc
  Wyndham Family Support Service
Yaandina Family Centre Inc
  Yaandina Family Centre
Yahnging Aboriginal Corporation
  Aboriginal Family Support and Development Service
Yangebup Family Centre Inc
  Yangebup Family Centre Occasional Care Program
  Yangebup Family Centre Program
Yilgarn Occasional Child Care Centre
  Southern Cross Occasional Child Care Centre
YMCA of Perth Inc
  LYNKS - Youth and Family Counselling
YMCA Southern Suburbs
  YMCA Southern Suburbs Mobile Youth Service
Youth Involvement Council Inc
  Lawson Street Youth Centre

Grants for Intergenerational Playgroup Program
Alzheimer's Australia WA Ltd
Bidyadanga Aboriginal Community La Grange Incorporated
Capecare – Ray Village
Carrington Aged Care (Aegis Aged Care Group)
City of Cockburn
Denmark Lodge (Denmark Health Service)

Esperance Aged Care Facility
Gateway Christian Fellowship Inc
Lathlain Care Facility (Garstone Investments)
Mandurah Care Facility (Continuing Health Care)
Mandurah Retirement Village Inc
Margaret River Uniting Church
Montrose Nursing Home (Garstone Investments)
Northcliffe Family Centre
Numbala Nunga Nursing Home (Derby Health Service)
Rainbow Coast Family Services
Rockingham Women's Health & Information Association Inc
Shawford Lodge Aged Care Facility (Aegis Aged Care Group)
Yallambee Hostel (Anglican Homes Incorporated)

Youth Development Holiday Program Grants
Aboriginal Urban Service Inc
Agencies for South West Accommodation Inc
Albany Police And Citizens Youth Club
Armadale Police and Citizens Youth Club
Armadale, Gosnells and Districts Youth Resources Inc
Australian Red Cross Society (WA Division)
Avon Youth Services Inc
Balga Detached Youth Work Project Inc
Balga Senior High School Child Care Centre Inc
Beverley Community Resource and Telecentre
Bidyadanga Aboriginal Community La Grange Inc
Bunbury Community Recreation Association Inc
Bunbury Regional Entertainment Centre
Carnarvon Police and Citizens Youth Club
Christian Youth Camps WA Inc
City of Belmont
City of Cockburn
City of Fremantle
City of Gosnells
City of Joondalup
City of Mandurah
City of Melville
City of Wanneroo
Collie Police & Citizens Youth Club
Eastern Goldfields YMCA (Inc)
Escare Inc
Exmouth Police and Citizen's Youth Club
Fairbridge Western Australia Inc
Geraldton Police and Citizen's Youth Club
Geraldton Regional Community Education Centre
Geraldton Streetwork Aboriginal Corporation
Girrawheen Senior High School Parents and Citizens Association
Hills Community Support Group Inc
Irrungadji Group Association Inc
Jurien Youth Group Inc
Kalumburu Aboriginal Corporation
Karawara Community Project Inc
Katharine Susannah Pritchard Foundation Inc

Koorda Telecentre
Leeuwin Ocean Adventure Foundation
Loftus Community Centre
Looma Community Inc
Meekatharra Youth And Social Centre
Mercy Community Services Incorporated
Mills Park Tennis Club
Moora Youth Group Inc
Moorditch Gurlongga Association Inc
Mundaring Arts Centre Inc
Mungullah Community Aboriginal Corporation
Network Family Support
Newman Local Drug Action Group
Northcliffe Family Centre Inc
Onslow Youth Centre Inc
Ord Valley Aboriginal Medical Service
Parents Without Partners (WA) Inc
Salvation Army (WA) Property Trust
Seventh Day Adventist Church
Shire of Boyup Brook
Shire of Bridgetown/Greenbushes
Shire of Broome
Shire of Capel
Shire of Carnarvon
Shire of Coolgardie
Shire of Denmark
Shire of Dundas
Shire of East Pilbara
Shire of Harvey
Shire of Kulin
Shire of Laverton
Shire of Meekatharra
Shire of Mt Magnet
Shire of Mullewa
Shire of Murray
Shire of Nannup
Shire of Northam
Shire of Plantagenet
Shire of Roebourne
Shire of Wongan - Ballidu
Shire of York
South Lake Ottey Family and Neighbourhood Centre
Southern Aboriginal Corporation
Southern Aboriginal Evangelical Corporation Armadale Ministries
St Vincent De Paul Society WA Inc
Stand By Me Youth Service (WA) Inc
Subiaco Police & Citizens Youth Club
Town of Bassendean
Town of Victoria Park
Walpole Sport and Recreation Centre Inc
Warnbro Community Church
Waroona Community Centre Inc
Western Australian Capoeira Federation Inc

Wheatbelt Community Drug Action Team
Whitford Church of Christ
Wyndham Youth Services Inc
YMCA Of Perth Inc
Youth Focus Inc.
Yuriny Aboriginal Cultural Centre

Output 2: Children and Young People's Policy

Amanda Young Foundation
    Young Leaders Eco-Health Summit Program
Anglican Youth Ministries
    Youth Development Service
Australia Day Council of Western Australia
    Rejoice Outback Australia
    Student Citizens Awards
    Young Australian of the Year Tour of Honour
Churches Commission on Education
    Chaplaincy Services in Government Schools Program
Duke of Edinburgh's Award
    The Duke of Edinburgh Award Scheme
Fairbridge Western Australia Inc
    Fairbridge Pathways Program
    Youth Leadership Development Program
Guides Western Australia
    Development of Guides in Western Australia
    Self Development and Leadership
Joint Commonwealth Societies Council of WA
    Commonwealth Day Youth Rally
    Speech and Leadership Contest Programs
Kids Help Line Australia Ltd
    Kids Help Line
Leeuwin Ocean Adventure Foundation
Leeuwin Youth Development Program
Rural Youth Development Council of WA
    Youth Development Program
Salvation Army (WA) Property Trust
    Youth Development Service
Scripture Union
    Drama and Workshop Presentations Program
    Residential and Non Residential Programs
The Boy's Bridge of Western Australia
    Youth Development Service
The Girl's Brigade

    Youth Activities Program
The Scout Association of Australia WA Branch
    Development of Scouting in Western Australia
    Youth Leadership Program
Uniting Church in Australia WA Branch
    Youth Development Program
YMCA Eastern Goldfields
    Achieving Successful Youth Programs - Aspire Program
YMCA of Perth Inc
    Youth Parliament Program
Young Achievement Australia
    Business Enterprise Education Program
Young Christian Students Movement
    Youth Development Service
Youth Affairs Council of Western Australia
    Youth Development Service
Youth Charities Trust Inc
    Youth Focus – Peer Relationship Development Program

Output 3: Positive Ageing Policy

Services are not funded under this output as the focus of the
    outputs is policy coordination.

Output 4: Women's Policy and Progress

Services are not funded under this output as the focus of the output
    is policy coordination.

Output 5: Volunteering Policy and Coordination

Grants for Volunteer Resource Centres
Busselton Dunsborough Environment Centre Inc
    Busselton Dunsborough Volunteer Resource Centre
City of Albany
    Albany Community Volunteer Resource Centre
City of Armadale
    Armadale Volunteer Resource Centre
City of Cockburn
    City of Cockburn Volunteer Resource Centre
City of Fremantle

Fremantle Volunteer Resource Centre

City of Joondalup
   City of Joondalup Volunteer Resource Centre

City of Melville
   Melville Volunteer Resource Centre

City of Nedlands
   Nedlands Volunteer Service

City of Swan
   City of Swan Volunteer Resource Centre

Kalgoorlie Boulder Volunteer Centre Inc
   Kalgoorlie Boulder Volunteer Resource Centre

Manjimup Volunteer Resource Centre
   Manjimup Volunteer Resource Centre

Nannup Telecentre Inc
   Nannup Volunteer Resource Centre

Peel Volunteer Referral Agency Inc
   Peel Volunteer Referral Agency

Shire of Esperance
   Esperance Volunteer Resource Centre

Town of Port Hedland
   Hedland Volunteer Resource Centre

Volunteer South West Inc
   Volunteer Resource Centre

Wickepin District Resource and Telecentre
   Wickepin District Resource and Telecentre

Grants to support Volunteer Resource Centres and National Volunteers Week

Volunteering WA Inc
  Thank a Volunteer Day Grants

Beacon Progress Association
Busselton Dunsborough Environment Centre Inc
Christmas Island Neighbourhood Centre
City of Fremantle
City of Geraldton
City of Gosnells
City of Nedlands
City of Stirling
City of Swan
City of Wanneroo
Corrigin Community Resource & Telecentre
Dalwallinu Telecentre Inc
Goomalling Telecentre Inc
Kalgoorlie Boulder Volunteer Centre In
Kulin Resource Centre
Minyirr Park
Nannup Telecentre
Pemberton Community Telecentre
Shire of Asburton
Shire of Augusta-Margaret River
Shire of Bridgetown-Greenbushes
Shire of Bruce Rock
Shire of Coolgardie

Shire of Coorow
Shire of Dardanup
Shire of Donnybrook-Balingup
Shire of Dundas
Shire of East Pilbara
Shire of Esperance
Shire of Greenough
Shire of Kellerberrin
Shire of Kondinin
Shire of Laverton
Shire of Meekatharra
Shire of Merredin
Shire of Murchison
Shire of Narembeen
Shire of Northam
Shire of Quairading
Shire of Tammin
Shire of Tambellup
Shire of Three Springs
Shire of Trayning
Shire of Williams
Shire of Wongan-Ballidu
Shire of Woodanilling
Shire of Wyndham East Kimberley
Town of Bassendean
Town of Cottesloe
Town of Kwinana
Town of Port Hedland
Upper Gascoyne Health and Recreation Group Inc

Community Capacity Building Grants

Association for Service to Torture & Trauma Survivors
Anglicare WA Inc
St Vincent de Paul Society, Belmont
Bayswater Interagency group
Blue Sky Community Group Inc
City of Cockburn
City of Melville
CLAN Midland Inc.
Donnybrook Community Telecentre Inc.
Palmerston Association Inc
Great Southern Drug Service Team
Karratha Community Youth (The Salvation Army)
Kidlink Early Intervention Inc
Kondinin Progress Association
Lancelin Telecentre Inc
Moora Promotions Inc
Mercy Community Services Inc
Nardine Wimmin's Refuge
City of Armadale
Nop Kurunkul Kaartijin
Northcliffe Telecentre Inc
Safer WA Kalgoorlie-Boulder

Shire of Mingenew
SOS Supporting Our Seniors and Disabled Inc
North East Regional Youth Council
    Swan City Youth Service
Westan Aboriginal Corporation
Wheatbelt Liebe Group Agricultural Support
Yahnging Aboriginal Corporation
York Senior High School
    York School Volunteer Program

Output 6: Aboriginal and Torres Strait Islander Policy and Coordination

Specific Aboriginal and Torres Strait Islander targeted and managed services are funded through other outputs.

Output 7: Care and Safety Services

55 Central Inc
    55 Central
Aboriginal Evangelical Fellowship Family and Youth
    Ebenezer Home
Adoption Jigsaw WA (Inc)
    Adoption Jigsaw Post Adoption Service
Adoption Research and Counselling Service Inc
    Adoption Research and Counselling Service
Agencies for South West Accommodation Inc
    Bunbury Accommodation Service
    Partnership in Housing Program
    Support and Advocacy Services for People in Private Rental – Busselton
    Bunyap Youth Support Service
Albany Youth Support Association
    Albany Youth Accommodation Service
Anglicare WA Inc
    Albany Family Violence Service
    Albany Financial Counselling Service
    Anglicare Bunbury Financial Counselling Service
    Anglicare Busselton Financial Counselling Service
    Anglicare Collie Financial Counselling Service
    Anglicare Family Housing

    Anglicare Financial Counselling Service Mandurah
    Anglicare Teenshare
    Chesterfield House and Rockingham Youth External Accommodation Project
    Children's Domestic Violence Counselling Service
    Domestic Violence Advocacy Support Service
    Domestic Violence Counselling Service
    Domestic Violence Counselling Service - Karratha
    Intensive Casework Support
    Kalgoorlie Accommodation Support Service
    Katanning Financial Counselling Service
    Manjimup Financial Counselling Service
    Mount Barker Financial Counselling Service
    South Rockingham Financial Counselling Service
    Support and Advocacy Services for People in Private Accommodation – Rockingham Area
    YES! Housing North
    YES! Housing South East
Armadale Information and Referral Service Inc
    Financial Counselling Service
Australian Red Cross Society (WA Division)
    Red Cross Financial Counselling Service Kwinana
    Soup Patrol Service
Avon Youth Services
    SAAP Service for Young People
Beagle Bay Community Inc
    Beagle Bay Community Safety Project
Bega Garnbirringu Health Service Aboriginal Corporation
    Bega Aboriginal Homeless and Fringe Dweller Support Service
Blue Sky Community Group Inc
    Financial Counselling Service
Boogurlarri Community House Inc
    Boogurlarri Financial Counselling Services
Broome C.I.R.C.L.E.
    Broome C.I.R.C.L.E. Financial Counselling Service
Calvary Youth Services Mandurah Inc
    Calvary Youth Services Mandurah
Cameliers Guest House (FUSION)
    Cameliers Guest House
Carnarvon Family Support Service Inc
    Carnarvon Women's Refuge
Centacare Family Services
    Exmouth Financial Counselling Service

Centrecare Incorporated
  Centrecare SAAP Family Accommodation Service
  Djooraminda
  Family Homelessness Project
  Financial Counselling Service - Kalgoorlie/Boulder
  Goldfields Family Violence Advocacy and Support Service
  Goldfields Financial Counselling Service
  Intensive Casework Support – Metro
  Indigenous Family Violence Prevention and Support Service (Laverton)
  Kalgoorlie-Boulder Spouse Abuse Counselling and Education Service
  Men's Domestic Violence Counselling Service (North Metropolitan Area)
  Spouse Abuse Counselling and Education Program (Metropolitan)
  Support Advocacy Services for People in Private Accommodation – Balga/Mirrabooka
  Support Advocacy Services for People in Private Accommodation – Middle Swan/Midland
  Support and Counselling Services for Children in Family Supported Accommodation (Southern and Eastern Suburbs)
City of Canning
  City of Canning Youth Accommodation Service
City of Cockburn
  Cockburn Financial Counselling and Advocacy Service
  Jandakot Financial Counselling and Advocacy Services
  Moorditj Yoka Aboriginal Family Violence Outreach Service
City of Fremantle
  Community Legal and Advocacy Centre Financial Counselling and Advocacy Service
  Fremantle Community Youth Service - Accommodation
  Warrawee Women's Refuge
City of Joondalup
  Joondalup Financial Counselling Service
City of Stirling
  City of Stirling Financial Counselling Service
  Stirling Women's Refuge
  West Stirling Financial Counselling Service
City of Wanneroo
  Wanneroo Financial Counselling Service
Communicare Inc
  Communicare's Breathing Space
  Communicare Financial Counselling Service
Community for the Restoration of Family Trust
  CROFT
Daughters of Charity Services (WA) Ltd
  Ruah Centre
  Ruah Refuge
  Support Advocacy Services for People in Private Accommodation – Bentley/Maddington
  Support Advocacy Services for People in Private Accommodation – Armadale/Gosnells
Eastern Region Domestic Violence Services Network
  Domestic Violence Victim Support and Advocacy Service
  Koolkuna Women's Refuge

Esperance Crisis Accommodation Service Inc
  Esperance Crisis Accommodation Service
Financial Counsellors Resource Project of WA Inc
  Financial Counsellors Support Project
Foothills Information and Referral Service Inc
  Financial Counselling Service
Foster Care Association of WA Inc
  Information, Advice and Support Service
Fremantle Wesley Mission
  Financial Counselling - Wesassist
  Wilf Sargent House
  Wyn Carr House
Fusion Australia Ltd
  Fusion Student Household Service
Gawooleng Yawoodeng Aboriginal Corporation
  Kununurra Crisis Accommodation Centre
Geraldton Resource Centre Inc
  Geraldton Resource Centre Financial Counselling
  Support and Advocacy Services for People in Private Rental Accommodation
Goldfields Women's Refuge Association
  Goldfields Women's Refuge - Finlayson House
Gosnells Community Legal Centre Inc
  Gosnells Financial Counselling Service
  Maddington Financial Counselling Service
Granny Spiers Community House Inc
  Granny Spiers Financial Counselling Service
Great Mates Incorporated
  Armadale Youth Crisis Accommodation Service
  Fremantle Youth Crisis Accommodation Service
Health Agencies of Yilgarn Inc
  Southern Cross Crisis House
Hedland Women's Refuge Inc
  Hedland Women's Refuge
In Town Centre Incorporated
  Shoe String Cafe
Incest Survivors Association Inc
  Child Sexual Abuse Treatment Service
Jacaranda Community Centre Inc
  Supporting Private Rental – Intensive Casework Support
Jardamu Women's Group Aboriginal Corporation
  Jardamu Safe House
Jewish Community Services of WA Inc
  Rae Lenny Shalom House
Jigalong Community Inc
  Jigalong Family Safety Program
Joondalup Youth Support Services Inc
  Tinoca
Kalumburu Aboriginal Corporation
  Kalumburu Family Safety Project
Karratha Youth Housing Project Inc
  Karratha Youth Housing Project Residential Service
Katanning Regional Emergency Accommodation Centre

Katanning Regional Emergency Accommodation Service

Kimberley Community Legal Services Inc
Financial Counselling Services

Kuwinywardu Aboriginal Resource Unit
Carnarvon Financial Counselling Service

Local Information Network Karratha Inc
Domestic Violence Advocacy and Victim Support Service

Looma Community Inc
Looma Community Family Safety Project

Marnin Bowa Dumbara Aboriginal Corporation
Derby Family Healing Centre
Family and Domestic Violence Support and Outreach Service

Marninwarntikura Fitzroy Women's Refuge
Fitzroy Women's Shelter

Marnja Jarndu Women's Refuge Inc
Marnja Jarndu Mobile Outreach Service
Marnja Jarndu Women's Refuge

Mawarnkarra Health Service Aboriginal Corporation
Munga Tharndu Maya Safe House

Mercy Community Services Incorporated
Mercy Community Services - Placement Service
Mercy Community Services Youth Services

Midland Information Debt and Legal Advice Service
Financial Counselling Service

Mission Australia
Perth City Mission Family Support and Accommodation Service
Perth City Mission – Youth Accommodation and Support
Preparation for Leaving Care and After Care Service – Bunbury

Mofflyn Child and Family Care Service
Mofflyn Reunification Service
Mofflyn Tertiary Family Preservation Service

Moorditch Koolaak Aboriginal Association Inc
Moorditch Koolaak Housing Service

Multicultural Services Centre of Western Australia
Multicultural Services Centre of Western Australia
Support and Advocacy Service for Migrants in Private Rental Accommodation

Mungullah Community Aboriginal Corporation
Practical In Home Support Service

Nardine Wimmin's Refuge
Accommodation for Women Escaping Domestic Violence Service

Narrogin Regional Women's Centre Association Inc
Narrogin Women's Refuge

Narrogin Youth Support Association Inc
Narrogin Financial Counselling Service

Newman Women's Shelter Inc
Newman Women's Shelter

Ngaringga Ngurra Aboriginal Corporation
Ngaringga Ngurra Safe House
Ngaringga Ngurra Financial Counselling

Ngunga Group Women's Aboriginal Corporation
Derby Financial Counselling Information and Support Service

Nintirri Centre Inc
Family Violence Advocacy and Support Service

Nirrumbuk Aboriginal Corporation
Broome Youth Accommodation Service

Noongar Alcohol and Substance Abuse Service Inc
Domestic Violence Supported Accommodation Service (Aboriginal) Metropolitan

Oombulgurri Association Incorporated
Oombulgurri Family Safety Project

Orana House Inc
Central Domestic Violence Support and Advocacy Service – Central Metro
Orana House

Parkerville Children's Home Incorporated
Belmont Cottage
Jenny House Program
Parents' and Children's Therapeutic Service
Parkerville Children's Home Cottage Program
Support and Counselling Services for Children in Family Supported Accommodation (Northern Suburbs)

Pat Thomas Memorial Community House Inc
Peel Domestic Violence Advocacy and Support Service
Pat Thomas House

Patricia Giles Centre Inc
Domestic Violence Advocacy and Victim Support Service
Domestic Violence Counselling Service for Children in SAAP
Patricia Giles Centre

Perth Asian Community Centre Inc
Perth Asian Community Centre

Perth Inner City Housing Association Inc
Perth Inner City Housing

Perth Inner City Youth Service Inc
Perth Inner City Youth Service

Pilbara Community Legal Service Inc
Hedland Financial Counselling Service
Karratha Financial Counselling Service
Newman Financial Counselling Service
Roebourne Financial Counselling Service

Port Hedland Sobering Up Group Inc
Hedland Homeless Support Service

Relationships Australia (Western Australia) Inc
Child Sexual Abuse Treatment Service
Family Abuse Treatment Service – Metropolitan Area

Rockingham Women's Health and Information Association
Family Abuse Advocacy Support Team - FAAST

Safecare Inc
Child Sexual Abuse Treatment Service - Adolescents
Child Sexual Abuse Treatment Service - Families
Safecare Bunbury Program

Salvation Army (WA) Property Trust
Balga Family Accommodation Service
Bridge House
Byanda/Nunyara

Crossroads West – Kalgoorlie Boulder Youth Accommodation Service
Crossroads West - Landsdale House
Crossroads West - Oasis House
Financial Counselling Service
Geraldton Family Crisis Centre
Kalgoorlie Emergency Accommodation and Referral Service
Lentara Men's Hostel
Moving to Independence - Transitional Support Service
Preparation for Leaving Care and After Care Service - Statewide
Salvation Army Bunbury Family Crisis Centre
Salvation Army Financial Counselling Service
Salvation Army Karratha Women's Refuge
Salvo Careline
Tanderra Men's Hostel
Share and Care Community Services Group Inc
Domestic Violence Supported Accommodation Service – Narrogin
Family and Domestic Violence Counselling Service – Narrogin
Financial Counselling Service
SAAP Contract Service
Shire of Ashburton
Walyun Mia
Shire of Laverton
Laverton Crisis Intervention Service
Short Term Accommodation for Youth Inc
Short Term Accommodation for Youth (STAY)
South Metropolitan Migrant Resource Centre Inc
Crisis Accommodation for Refugees and Migrants
South East Regional Support Inc
Esperance Districts Agcare Financial Counselling Service
South West Refuge Inc
South West Refuge
Southcare Inc
Southcare Financial Counselling Service
St Bartholomew's House Inc
St Bartholomew's House
St Nicholas Financial Counselling Service
St Nicholas Financial Counselling Service
St Patrick's Community Support Centre
Hannick House
St Patrick's Meals and Day Centre
South West Metro Housing Project
Starick Services Inc
Children's Service
Mary Smith Refuge
Starick House
Support Prevention Education Advocacy Referral Service – SPEARS
Sussex Street Community Law Service Inc
Sussex Street Financial Counselling Service
Swan Emergency Accommodation Inc
Swan Emergency Accommodation - Families Service

Swan Emergency Accommodation - Karnany Service
Swan Emergency Accommodation – Youth
The Gowrie (WA) Inc
The Gowrie Financial Counselling Service
The Lucy Saw Centre Association Inc
Lucy Saw Centre
The Roman Catholic Archbishop of Perth
Anawim
The Samaritans Incorporated
24 Hour Telephone Crisis Support Service
Town of Kwinana
Practical In Home Support Service - Kwinana
Uniting Church in Australia Property Trust (WA)
Accommodation Assistance Service (Metropolitan Area)
Credit Care 93 William Street, Perth
Creditcare Maylands
Wesley Mission Perth – Tranby Day Centre
Wesley Residential Services
Victoria Park Youth Accommodation (Inc)
Victoria Park Youth Accommodation Service
Waminda House (Northam Share and Care)
Waminda House Women's Refuge (Northam)
Wanslea Family Services
Preparation for Leaving Care and After Care Service – Peel and South Rockingham
Professional Foster Care Service – Metropolitan Area
Wanslea Emergency Foster Care
Wanslea Family Enhancement Service
Wanslea Tertiary Family Preservation Service
Waratah Support Centre (South West Region) Inc
Waratah Children's Domestic Violence Counselling Service
Waratah Family Abuse Intervention Service
Westaus Crisis and Welfare Service Inc
Support and Advocacy Services for People in Private Rental Accommodation (Peel Region)
Wheatbelt Aboriginal Corporation
Gwabba Duk Mia Lodge
Indigenous Family Violence Prevention and Support Service (Northam)
Wirraka Maya Health Service Aboriginal Corporation
Wirraka Maya Family Violence Program
Wirrimanu Aboriginal Corporation
Wirrimanu Community Family Safety Project
Women's Health Care Association
Domestic Violence Advocacy and Support Service for Women from CALD Backgrounds (Perth Metro)
Wonthella House Inc
Wonthella House Domestic Violence Advocacy and Support Service
Wonthella House SARC Child Sexual Assault Counselling Service
Wonthella House SARC Relationships and Family Violence Counselling Service

Wonthella House Women's Refuge
Wyndham Family Support Inc
    Wyndham Financial Counselling Service
Yahnging Aboriginal Corporation
    Indigenous Family Violence Prevention and Support Service
    (Mirrabooka)
    Yahnging Family Housing Service
YMCA of Perth Inc
    Streetsyde - Emergency Youth Accommodation
Yorganop Child Care Aboriginal Corporation
    Yorganop Placement Service
Yorgum Aboriginal Corporation
    Child Sexual Abuse Treatment for Aboriginal People
    Domestic Violence Counselling for Children
Youth Involvement Council Inc
    Youth Crisis Accommodation
Youth Legal Service Inc
    Financial Counselling Service for Young People
    (Metropolitan Area)
Zonta House Refuge Association Inc
    Zonta House Refuge Association

Central Metropolitan Regional Domestic Violence Committee
Mirrabooka Regional Domestic Violence Prevention Committee
Community Based Services Geraldton
Geraldton Regional Domestic Violence Project
Eastern Region Domestic Violence Prevention Council Inc
    Eastern Region Domestic Violence Prevention Council
Goldfields Women's Health Care Association
    Goldfields Family Violence Prevention Committee
Pat Thomas Memorial Community House Inc
    Peel Regional Family Violence Committee
Pilbara Regional Domestic Violence Council Inc
    Pilbara Regional Domestic Violence Council
Rockingham Women's Health and Information Association
    Rockingham-Kwinana Regional Domestic Violence Committee
Women's Health Care Association
    Perth West Domestic Violence Action Group
Women's Healthworks
    Joondalup and Districts Domestic Violence Group

Output 8: Family and Domestic Violence

Regional Domestic Violence Committees

Albany District Safer WA Committee
    Great Southern Regional Domestic Violence Committee
Armadale Domestic Violence Intervention Project Inc
    Armadale Domestic Violence Intervention Project
Avon Valley HELP Centre
    Wheatbelt Regional Family and Domestic Violence Committee
Bunbury Domestic Violence Action Group Inc
    South West Regional Domestic Violence Committee
Centacare Kimberley
    Kimberley Regional Domestic Violence Committee
Central Agcare Inc
    Narrogin Regional Domestic Violence Action Group
City of Fremantle
    Fremantle Regional Domestic Violence Coordination
    Committee
Communicare Inc

Appendix 6: Publications

Community Development

Websites
www.communitydevelopment.wa.gov.au
www.dcd.wa.gov.au
www.fcs.wa.gov.au

Posters
Aboriginal (desert, city and ocean themes)
Crisis care
Customer service charter
Family helpline
Family centres
Foster care
Growing up kids
Help for families in crisis
Making life easier for mums and dads
My family always cares for me
Parenting line
Parenting information centres
Protecting our children
Resolving your complaints
Wall chart child growing up needs

Brochures
At a case conference
Budget highlights 2003/2004 (online only)
Case review board
Choosing quality care for your children (also in Arabic, Chinese, Serbian, Bosnian, Indonesian and Vietnamese)
Community services industry awards 2002
Customer service charter
Dealing with the effects of trauma
Developmental stages of children
Developmental stages of toddlers
Early education service
Family centres
Family helpline
Finding out about your Aboriginal family history
Fostering Aboriginal Children
Getting help with funerals
Growing up kids booklet (to accompany videos only)
Growing up kids tipsheets
All the family
Catch your kids being good
Growing up babies
Growing up teenagers
Helping kids deal with trauma or bad events
Keeping rules-being firm but fair
Kids and school
Living with elders

Money matters
Protecting our kids
Strong men, strong families
Young single mums and dads
Growing up steps of babies
Growing up steps of walking babies
Guide to state government concessions 2002/2003
Help for families in crisis
Living with babies
Living with children
Living with parents (online only)
Living with stepfamilies
Living with teenagers
Living with teenagers parent training manual
Making a difference: information for people interested in becoming foster carers
Our children are our future: let's keep them safe (in Nyangumarta, Thalanyji and Yindjibarndi)
Parenting help centre
Parenting fact sheets:
Being a father
Being a mother
Family holidays made fun
Grand parenting
Parenting and children learning together
Parenting in a multicultural society (also in Chinese, Farsi, Greek, Indonesian, Italian, Portuguese, Spanish, Vietnamese)
Positive communication
Parenting information centres
Parenting information for people working with children
Parent link home visiting service
Parenting services
Play and learning sheets:
Protecting children
Putting people first: Western Australia's State Homelessness Strategy
Books and stories
Dressing up and puppets
Making things
Music
Painting and drawing
Playing around the house
Playing outside
Rainy days and cars
Resolving your complaints
Setting up a crèche
Shaken Baby Syndrome (online only)
Starting family day care
Tapestries newsletter
Telephone service cards

Videos
Living with babies
Living with children

Living with stepfamilies
Living with teenagers
Living with toddlers

Children and Youth

Websites
www.youngpeople.communitydevelopment.wa.gov.au
www.dotu.wa.gov.au
www.cadetswa.wa.gov.au
www.yacs.wa.gov.au
www.youthsurvey.wa.gov.au

Brochures
Cadet Lines (newsletter)
Telling the Emperor – A Guide to Youth Participation in Decision Making
Urban Design Guidelines for Creating Youth Friendly Spaces and Places YouthSpaces and Facilities Fund – Funding Conditions and Application Form
Y@C Chat (newsletter)

Family and Domestic Violence

Websites
www.familyanddomesticviolence.community development.wa.gov.au
www.freedomfromfear.wa.gov.au

Brochures
Best practice model for the provision of programs for perpetrators of domestic violence
Best practice model for the provision of programs for victims of domestic violence
Crisis intervention in Aboriginal family violence – Summary report
Crisis intervention in Aboriginal family violence – strategies and models for Western Australia
Literature review on models of coordination and integration of service delivery
Western Australia Family and Domestic Violence State Strategic Plan 2004-2008

Freedom from fear publications
Aboriginal family violence Brochure
Aboriginal family violence 2004 wallet card
Freedom from fear: background planning document
Freedom from fear: a campaign summary
How to deal with domestic violence (self help book, cassette, guide)
How do I know if I'm abusive?
When you hurt your partner you hurt your children
Has your partner hurt you?
A guide for health professionals
A guide for employers, managers and supervisors
Factsheet: Common myths about domestic violence
Factsheet: The impact of domestic violence
Information sheet 1: Development of the campaign advertising strategy
Information sheet 2: Testing of the campaign advertising strategy
Information sheet 3: Implementing the campaign
Information sheet 4: Campaign evaluation results phase one

Posters
Aboriginal Family Violence Poster
Freedom from fear campaign (set of two)

Seniors Interests and Volunteering

Websites
www.osi.wa.gov.au
www.seniorscard.wa.gov.au
www.volunteering.communitydevelopment.wa.gov.au

Posters
Celebrating Life: Seniors Week 2003
Brochures
Western Australia's Seniors – Cultural Diversity Update
A Profile of Western Australia's Seniors
Seniors and the Law
Generations Together: A Guide to the Western Australia Active Ageing Strategy
Active Ageing Taskforce Report
Booming Recruiting: An Action Research Project

Western Australia's Volunteers

Seniors Card Regional Discount flyers

Seniors Card Shopping Centre flyers

Seniors Card Application Form

Seniors Card Business Registration Kit

A New Age for Business Newsletter – Issue 4 and 5

WA Seniors Awards Nomination Kit

Seniors Week lift out and Program of Events 2003

Seniors Card Seniors in the City Trail 2003

National Police Checks for Volunteers- Information Package for Volunteer Groups

The Volunteer Training Scene in Western Australia: a resource guide for agencies

Valuing Volunteering - Now and into the future - Newsheet Number One

Western Australia's Volunteers Topic Sheet Number 1 in the series Volunteering in WA

Women's Policy

Website

www.womenwa.communitydevelopment.wa.gov.au

Brochures and reports

Women's Report Card

Indigenous Women's Congress

Women's Information - Women's Power: a brief history of the Western Australian Women's Information Referral Exchange

Directory of services for women

Winfo Newsletters

Women's Convention 2002 Report

Women's Health and Wellbeing

Women's Safety

Women of the 21st Century

Office for Women's Policy Strategic Plan 2003-2004

Health of Women in WA

Older Women in WA

Women in WA 1997

Women in WA 1998

Women in WA 1999   Women in WA 2000

Women Today

Female, Young and Independent

Female, Young and Active

What's the Difference

Women Customers

Women: Interested in Appointment to a Government Board or Committee?

A Portrait of Progress: Women in Western Australia 1899-1999

Edith Cowan WA Women's Fellowship Profiles

Edith Cowan WA Women's Fellowship

Women's Grants guidelines and application form

Pathways to Independence

Millennium Changes - the Conference

International Women's Day 2004 postcard

International Women's Day 2004 bookmark

Posters

Women's Information Service

International Women's Day 2004

Appendix 7: Advisory committees

Community Development
Adoption Applications Committee (established 1994)

Membership (as at 30 June 2004)

Leah Bonson (Chair)	Director East Division, Department for Community Development
Colin Keogh (Deputy chair)	Manager Adoption Service, Department for Community Development
Derek D'Cruz	Principal Officer Cultural Diversity, Department for Community Development
Mary Grace	Team Leader Adoption Service, Department for Community Development
Hans-Willem van Hall	A/Senior Principal Officer Psychology, Department for Community Development
Bob Sprenkels	Team Leader Adoption Service, Department for Community Development
Margaret van Keppel	Clinical Psychologist (independent member)

Terms of reference

- To consider whether or not persons who have applied to the Director General under section 38(1) of the Adoption Act 1994 are suitable for adoptive parenthood.
- To approve or not approve such persons as prospective adoptive parents, generally section 13(1); or to recommend to the Department in relation to the age, origins, ethnic background, medical, behavioural or psychological care of a child whom the applicant(s) is/are suitable to adopt, section 13(2).

Reports to Director General, Department for Community Development

Sitting fees Independent members $66 per hour

Advisory Council on the Prevention of Deaths of Children and Young People (established 2003)

Membership (as at 30 June 2004)

Prof Fiona Stanley AC (Chair)	Telethon Institute for Child Health Research
Colleen Hayward (Deputy Chair)	Aboriginal and Torres Strait Islander Services
Dawn Besserab	Department of Justice
Jane Brazier	Department for Community Development
Dr Edouard d'Espaignet	Epidemiologist, Telethon Institute for Child Health Research
Dr Jane Freemantle	Researcher, Telethon Institute for Child Health Research
Michael Jackson	Population Health, Department of Health
Stanley Jeyaraj	Kids Help Line
Glyn Palmer	Women and Children's Health Service, Department of Health
Dr Jacquie Scurlock	Paediatrician, Princess Margaret Hospital

Terms of reference

- Review and analyse data, information and research relating to the causes of deaths of children and young people, identify patterns and trends relating to those deaths and consider pathways to prevention.
- Identify areas that would benefit from further research and consider linkages of data to better inform pathways to prevention.
- Evaluate the effectiveness of interventions designed to reduce or prevent deaths of children and young people, and identify policies, programs and practices that are successful in reducing or preventing deaths of children.
- Formulate recommendations to be implemented by government and private organisations and by the community for the prevention or reduction of deaths of children and young people.
- Undertake other functions relating to the promotion of the health, safety and wellbeing of children as the Minister may direct.

Reports to Minister for Community Development as Chair of the Cabinet Standing Committee on Social Policy

Sitting fees Chair $470 per day $310 per part day
Independent members $320 per day $210 per part day

Child Care Services Board (established 1989)

Membership (at cessation 4 September 2003)

Karen Williams (Chair)	Independent member
Bronwyn Stewart (Deputy Chair)	Independent member
Heather Finch	Independent member
Wendy Lamotte	Independent member
Dr Linda Slack-Smith	Independent member

Terms of reference

- To assess applications for licences and permits to provide a child care service.
- To assess applications to renew a licence.
- To consider breaches of the regulations or the act.
- To initiate prosecutions for breach of the regulations or the act.
- To cancel or suspend a licence or permit.
- To exercise discretionary powers as allowed by the regulations.

Child Death Review Committee (established January 2003)

Membership (as at 30 June 2004)

Hon Kay Hallahan AO (Chair)	Independent member
Rosemary Cant	Independent member
Darrell Henry	Independent member
Pat Loxton PSM	Independent member

Terms of reference

- Undertakes reviews of particular cases where children and young people known to the Department for Community Development have died.
- Provides comment and advice on service and systems levels issues and themes that emerge, through the review process and frame these within a best practice context.
- Identifies good standards of case practice.
- Where appropriate offers recommendations to improve service and system responses.
- Identifies classes of deaths or issues that may benefit from further investigation or research.
- Prepares an annual report for the Minister and Director General.

Reports to Minister for Community Development

Sitting fees

Chair	$330 per day	$220 per half day
Independent members	$220 per day	$150 per half day

Children and Young People in Care Advisory Committee (established July 2002)

Membership (as at 30 June 2004)

Allan Skinner PSM (Chair)	Independent member
Fay Alford	President, Foster Care Association of WA
Pauline Bagdonavicius	Executive Director, Department for Community Development
Debra Carson	Kinship Carer, Yorganop
Michael Clare	Associate Professor in Social Work and Social Policy, University of WA
Alexandra Sanders	Youth representative
Paul Everall	WACOSS representative
Glenda Kickett	Social Worker, Djooraminda
Clare MacRae	Children's Youth and Families Agencies Association (CYFAA) representative
Lex McCulloch	Executive Director, Department for Community Development
Koren Bryan	Consulting Facilitator, CREATE Foundation
Ramdas Sankaran	Executive Director, Ethnic Communities Council of WA
Helen Shanks	Youth Affairs Council of Western Australia (YACWA) representative

Terms of reference

- To provide advice on the direction of policy and practice issues which will improve outcomes for children and young people who are at risk of entering, in, or leaving care.
- To advise on future directions in out-of-home care in emerging fields of interest identified by the Director General.
- To undertake projects which contribute to policy and strategic change related to out-of-home care including:
  - leaving care to independent living
  - drug issues of young people in care
  - drug issues of parents of children in care
  - issues for children and young people in care in rural and remote regions
  - issues for Aboriginal children and young people in care.

Reports to Director General, Department for Community Development

Sitting fees

Chair	$330 per day	$220 per half day
Independent members	$220 per day	$150 per half day

Ministerial Advisory Council on Child Protection (established January 2003)

Membership (as at 30 June 2004)

Judge Hal Jackson (Chair)	District Court Judge
Darrell Henry (Deputy Chair)	Clinical psychologist
Shobhana Chakrabarti	Culturally and linguistically diverse community representative
Anita Tan Quigley Su Neo	Culturally and linguistically diverse community representative
Sven Silburn	Curtin University and Telethon Institute for Child Health Research
Francis Lynch	Mercycare
Karina Gray	Youth representative
Dr Peter Winterton	Princess Margaret Hospital for Children
Lex McCulloch	Department for Community Development
Det Supt Alan McCagh	Police Service of Western Australia
Lesley McComish	Department of Justice
Chris Cottier	Department of Indigenous Affairs
Kerry Usher	Department of Education and Training

Terms of reference

- To provide the Government of Western Australia, through the Minister for Community Development, with timely and expert advice on protective systems for children and young people, and support for the families.
- To facilitate the coordination and exchange of expertise and information between representatives of government and non government agencies on matters relating to child protection.
- To identify research priorities that will assist in improving child protection outcomes for children and their families.
- To advise on and facilitate interagency training on matters relating to child protection.
- To undertake projects and other tasks as requested by the Minister.

Reports to Minister for Community Development

Sitting fees

Chair	$330 per day	$220 per half day
Independent members	$220 per day	$150 per half day

Western Australian Supported Accommodation Assistance Program (SAAP) State Advisory Committee (established September 2002)

Membership (as at 30 June 2004)

Hon Dr Cheryl Davenport	Independent Chairperson
Venis Collard	Moorditch Koolak Housing Project
Vivien Durkay	Town of Kwinana
Rev George Davies	Perth Inner City Youth Service
Lyne Evans	St Bartholomew's House Inc
Ross Kyrwood	Salvation Army Crossroads West
Janette Kostos	Albany Youth Support Association
Tricia Lee	Wanslea Family Services
Fauziah Varusay	Multicultural Women's Advisory Service
Rebecca Yarnold	Consumer representative
Pauline Bagdonavicius	Department for Community Development
Vicki Quinn	Wonthella House Inc

Ex officio members

Brian Dynon	Department of Family and Community Services
Dr Aaron Groves	Office of Mental Health, Department of Health
Jeff Mould	Department of Housing and Works

Terms of reference

- To provide advice to the Minister for Community Development on matters pertaining to SAAP.
- To advise on emerging issues as identified by the Minister.
- To advise on issues of homelessness as they relate to SAAP.
- To contribute to program development and policy in SAAP.
- To contribute to the implementation and evaluation of the fourth SAAP Agreement.

Reports to Minister for Community Development

Sitting fees

Chair	$330 per day	$220 per half day
Independent members	$220 per day	$150 per half day

Children and Young People's Policy
Cadets WA Reference Group (established March 2001)

Membership (as at 30 June 2004)

David Vicary (Chair)	Office for Children and Youth
Squadron Leader (AAFC) Neil Baker	Australian Air Force Cadets
Captain (AAC) Pam Hayes	Australian Army Cadets
Bronwyn Humphreys	Department of Conservation and Land Management
Barbara Hollin	Australian Red Cross
Geoff Hurren	Office for Children and Youth
Michelle John	Australian Red Cross
Senior Constable David Jones	Western Australian Police Service
Mick Kinsella	Fire and Emergency Services Authority
Commander Peter Pemberton	ANC Australian Navy Cadets
Robert Somerville AM	Department of Education and Training
Dirk Sunley	St John Ambulance Cadets
Derick Veasey	Emergency Services Cadets

Terms of reference

- To foster and promote the objectives of the Cadets WA program.
- To ensure a high level of coordination and cooperation between the host organisations involved in the program.
- To provide strategic advice on policy issues relating to the promotion and development of the program.
- To ensure the needs of participating host agencies are met within the objectives and framework of the program.
- To encourage the development of cadet training and related activities in the state.

Youth Media Group (established August 1998)

Membership (as at 30 June 2004)

Ray Della-Polina (Chair)	Marlows Auto Parts and Accessories
Richard Allen	Channel 9
Steve Altham	ABC TV and Radio
David Baylis	Community Newspaper Group
Lynne Cahill	The West Australian
Iain Cameron	Community Newspaper Group
Kevin Campbell	Community representative
Peter Carroll	RTR-FM
Sir James Cruthers	The Sunday Times
Kate Gauntlett	The West Australian
Leanne Glamuzina	96FM/6PR
Garry Hawkins	The Sunday Times
Ian Leggoe	Australia Post
Fiona McRobbie	Office for Children and Youth
Damian Katich	Office for Children and Youth
Kylee Payne	Network Ten (Perth) Limited
Linda Wayman	PMFM 92.9
Chris Wharton	Channel 7

Term of reference

To promote the positive image of young people by encouraging the media to promote a positive image of young people and provide balanced reporting of youth issues.

Family and Domestic Violence

Family and Domestic Violence Coordinating Committee (established September 2001)

Membership (at cessation 31 October 2003)

Pauline Phillips (Chair)

Arina Aoina	Women's Refuge Group
Pauline Bagdonavicius	Department for Community Development
Robert Harvey	Department of Justice
Suzie Herbert	Domestic Violence Council
Dr Shane Kelly	Department of Health
Superintendent Alan McCagh	Western Australian Police Service
Diane Popovich	Ethnic Communities Council of WA
Irene Stainton	Family and Domestic Violence Unit
Bob Thomas	Department of Housing and 1Works
Pam Thorley	Department of Indigenous Affairs
Ian Trust	ATSIC State Council
George Turnbull	Legal Aid Commission
Kerry Usher	Department of Education and Training

Terms of reference
- To develop a strategic approach to planning and coordination of the across-government response to family and domestic violence.
- To ensure the policy framework will support regional coordination of services in recognition of the varying practices demanded by local geographical and cultural variations.
- To develop interagency protocols across government, together with a memorandum of understanding endorsed by relevant Directors General to ensure the implementation of a coordinated response to family and domestic violence.
- To develop mechanisms to evaluate and monitor the implementation of the protocols initially for a period of 12 months after their endorsement.
- To facilitate community development of indicators/benchmarks to enable measurement of the achievement of family violence strategies.
- To advise the Minister and regularly report to the Cabinet Sub-Committee on Social Policy as to directions, emerging issues and resourcing implications for family violence.

Reports to Minister for Women's Interests

Sitting fees

Chair	$462 per day	$305 per half day
Independent members	$308 per day	$203 per half day

Seniors Interests and Volunteering

Carers Act Executive Working Group (established November 2001)

Membership (as at 30 June 2004)

Hon Ljiljanna Ravlich MLC (Chair)	Member for East Metropolitan Region
Noreen Fynn	Carers Association of WA Inc
Stephen Boylen	Office for Seniors Interests and Volunteering
Judith Chernysh	Disability Services Commissio
Helen Joyce	Office for Seniors Interests and Volunteering
Gail Milner	Department of Health
Janet Peacock	Department of Health
Judy Wilkinson	Department for Community Development

Terms of reference
- To develop a broad policy framework to underpin government's response and commitment to carers.
- To review existing state legislation and how it impacts on carers.
- To review national and international legislation that impacts on carers.
- To identify and recommend the scope of the proposed Carers Act.
- To provide drafting instructions to parliamentary counsel and oversee development of a draft bill.

Reports to Minister for Seniors Interests

Sitting fees Nil

Women's Policy

Women's Advisory Council (established 1983)

Membership (as at 30 June 2004)

Arina Aoina (Chair)	Community representative
Jennifer Au Yeong	Community representative
Dr Fionnuala Frost	Community representative
Jessie Giles	Community representative
Maria Osman	Office for Women's Policy
Clare Ozich	Community representative
Dr Alison Preston	Community representative
Pat Kopusar	Community representative

Terms of reference

- To advise the Minister for Women's Interests on issues emerging from the women's forums and further develop, refine and revise the goals, strategies and indicators from the community consultations.
- To track progress toward the achievement of goals and report annually to the Minister via the women's progress report.

Reports to Minister for Women's Interests

Sitting fees

Chair	$359 per day	$237 per half day
Independent members	$239 per day	$158 per half day

Indigenous Women's Congress (established 2003)

Membership (as at 30 June 2004)

Shirley Bennell (Chair)	South West member
Helen McNeair (Deputy Chair)	Murchison member
June Oscar	Kimberley Member
Doris Eaton	Pilbara Member
Nancy Gordon	Goldfields Member
Kerry Stack	Wheatbelt Member
Maisie Weston	Metropolitan Member
Barbara Oreo	Great Southern Member
Margaret Morrison	Torres Strait Islander Member
Pat Kopusar	Women's Advisory Council Member
Helen Corbett	National Indigenous Women's Advisory Group Member
Position Vacant	Kimberley Deputy
Katie Drummond	Pilbara Deputy
Dianne Gray	Murchison Deputy
Vashti Sambo	Goldfields Deputy
Position Vacant	Wheatbelt Deputy
Oriel Green	Metropolitan Deputy
Shirley Hayward	South West Deputy
Shirley Hanson	Great Southern

Terms of reference

- Act as a forum to provide comprehensive and representative advice to the Minister for Women's Interests on issues of interest and importance to Indigenous women

- Ensure that the government is properly informed of the views of Indigenous women in Western Australia on a wide range of issues
- Provide reports and recommendations to the Minister for Women's Interests on matters of particular concern to women
- Establish and maintain effective communication with Indigenous women, relevant organisations and/or individuals
- Provide consumer feedback on relevant government programs and policies
- Promote equal opportunity for Indigenous women in access to services and facilities, employment, and participation in decision making and community activities
- Report annually to the Minister for Women's Interests through the Office for Women's Policy
- Establish and maintain cooperation with other advisory bodies and relevant machinery at state and Commonwealth levels, with a view to coordination of effort and activities
- Work with the Office for Women's Policy to progress strategies for Indigenous women in priority areas.

Reports to Minister for Women's Interests

Sitting fees

Chair	$470 per day	$310 per half day
Independent members	$320 per day	$210 per half day

Community Development

Churchill Fellowship 2003
Ian Fletcher— 'Capacity Building in First Nations'

Community Services Industry Awards 2003
Being innovative (small group/organisation)
Winner   Meerilinga Family Centre, Beechboro—Meerilinga Young Children Services
Finalists   Bassendean Afternoon Tea Dance—Broadway II Band
             Riding for Disabled South West Group—Riding for the Disabled
             The Kidstart Early Intervention Program—Kids are Kids! Therapy and Education Centre Inc

Being innovative (large group/organisation)
Winner   Powerhouse Youth Services Initiative—Powerhouse Youth Services Initiative
Finalists   City of Mandurah—Community Services Department
             Mullaloo Heights Primary School Environmental and Enterprise Program—Mullaloo Heights Primary School
             Rural Reach—Rural Reach

Developing communities
Winner   Middlesmarts—Theme B Projects- Kalbarri District High School
Finalists   Busselton Hospice Unit—Busselton Hospice Inc
             Communities-we are one—Jacaranda Community Centre
             Gunnado Farm—Geraldton Streetwork Aboriginal Corporation

Strengthening volunteering
Winner   Volunteer First Aid Service—St John Ambulance
Finalists   Family Support Service—Australian Red Cross (WA)
             Geographe Community Landcare Nursery—Busselton-Dunsborough Environment Centre
             Leeuwin Volunteer Program—Leeuwin Ocean Adventure Foundation

Building the capacity of the community services industry
Winner   The Christmas and Winter Appeal—Charity Link Inc
Finalists   Fishers With Disabilities Program—Volunteer Fisheries Liaison Officers
             Support and Landlord Partnerships—South City Housing

Building business and community partnerships
Winner   Leeuwin Business and Community—Leeuwin Foundation
Finalists   Be Active Stepping out at Whitford City—Women's Healthworks
             Coolgardie Youth Project—Coolgardie Safer WA Committee

Strengthening rural and remote communities
Winner   Town Centre Development Project—Lake Grace Development Association
Finalists   Blues at Bridgetown Music Festival—Blues and Bridgetown Inc
             Rural Children's Support Network Midwest—Resource Unit for Children with Special Needs
             The Wheatbelt Community Drug Service—Holyoake-Wheatbelt Community Drug Service Team

Enhancing management and work practices
Winner   Sitter Service Program—Activ Foundation Inc
Finalists   Combined Museum Project—Albany Historical Society Inc
             Continuous Care—Armadale Home Help
             Quality Management System—Elba Incorporated

Outstanding service by an individual
Winner   Hope Sharp
Finalists   Bruce Langoulant
             Catherine Maxwell
             Mark Reid

Office for Children and Youth

WA Youth Awards Showcase

Positive Image Award
District Representatives
Emily Davies   Great Southern Grammar—Albany Educational District
Rebecca Bridges   Newton Moore Senior High School—Bunbury Educational District
Jye Scantlebury   Armadale Senior High School—Canning Educational District
Simon Swiney   Aquinas College—Canning Educational District
Aimee Versluis   Como Secondary College—Canning Educational District
Mabel Chew   Leeming Senior High School—Fremantle-Peel Educational District
James Dawes   El Shaddai College—Fremantle-Peel Educational District
Catherine Mah   Lynwood Senior High School—Fremantle-Peel Educational District
Nigel Morrison   Lakeland Senior High School—Fremantle-Peel Educational District
Kate Siopis   Methodist Ladies' College—Fremantle-Peel District
Brendan Wyburn   Melville Senior High School—Fremantle-Peel Educational District
Ryan Armstrong   John Paul College—Goldfields Educational District
Rebecca Lewis   Narembeen District High School—Midlands Educational District
Janelle Wright   Strathalbyn Christian College—Midwest Educational District
Sarah Watson   Katanning Senior High School—Narrogin Educational District
Amber Dennis   Swan Christian College—Swan Educational District
James Donkin   Carmel Adventist College—Swan Educational District
Behnam Taherian   Cyril Jackson Senior Campus—Swan Educational District
Sian White   St Brigid's College—Swan Educational District
Shan Cutts   Manjimup Senior High School—Warren Blackwood Educational District
Isobel Allsopp   Prendiville Catholic College—West Coast Educational District
Ela Amor-Robertson   Perth College—West Coast Educational District
Shaye Clarke   St Clare's School—West Coast Educational District
Karina Norton   Catholic Agricultural College Bindoon—West Coast Educational District
Ashia Santelli   Newman College—West Coast Educational District
Joshua Tan   Woodvale Senior High School—West Coast Educational District

Judging panel
Kate Reiben   Mosman Park Youth Advisory Council
Ian Fraser   Association of Independent Schools of WA
Joel Baker   Cockburn Youth Advisory Council
Julie Coleman   Department of Education and Training
Daena Guest   2002/2003 District Ambassador – Perth
Len Arnott   School of Isolated and Distance Education
Cindy Lee   Melville Youth Advisory Council
Tracy Taggart   Office for Children and Youth

WA Youth Media Awards

Overall winner
Ian Beeck   Albany Advertiser
Category winners
Print media (metro)   Kate Gauntlett & Charlie Wilson-Clark—The West Australian
Print media (suburban)   Simone Considine—Western Suburbs Weekly
Print media (regional)   Ian Beeck—Albany Advertiser
Television (metro)   Nick Way—Channel Ten
Television (regional)   Saskia Loosjes—Golden West Network
Radio   Michelle White—Triple J
Photograph   Steve Ferrier—The West Australian
Judging panel
Yvette Mooney   Independent media representative
Lawrence Apps   Student Journalism Association
Lucy Henry   Office for Children and Youth
Jen Jamieson   Journalism Student—Murdoch University

Jeremy Fernandez	ABC News
Helen Carbon	NOVA 93.7
Earl Reeve	Retired media representative
Tony Serve	Independent media representative
Les Welsh	Curtin Radio

WA Youth Awards

Winners

WA young person of the year	Michael Hayden—Caversham
WA youth leadership award	Michael Hayden—Caversham
WA youth citizenship (individual) award	David Gulland—Ballajura
WA youth citizenship (group) award	CALM Bushrangers—Rossmoyne Senior High School
WA youth environment award	Ella Maesepp—Dumbleyung
WA youth inspiration award	Fiona Shepherd—Willeton
WA youth active achievement award	Rebecca Halse—Denmark

Judging panel

Maxine Boyd	Lotteries Commission of Western Australia
Shane Fisher	Curtin University of Technology
Pamela Magill	The West Australian
Michelle Taylor	Iluka Resources
Renae Hibben	Woodside Energy
Ron Kawalilak	Department of Conservation and Land Management
Fiona McRobbie	Office for Children and Youth
Ben Whitehouse	Office for Children and Youth
Lucy Henry	Office for Children and Youth
Brigitte Doucet	Channel 7
Helen Carbon	NOVA 93.7
Captain Greg Tonnison	Leeuwin Ocean Adventure
Jason LeCoultre	WA Young Person of the Year 2002
Midge Turnbull	Youth Advisory Council WA
Kate Duncan	Young Person
Alicia Curtis	Environment category past finalist and winner
Julie Coleman	Department of Education and Training

Seniors Interests and Volunteering

WA Seniors Awards 2003

Winners

WA Senior of the Year	Dorothy Sullivan—Bunbury
Northern Senior of the Year	Valma Burton—Broome
Midwest Senior of the Year	Laurel Glew—Rangeway
Metropolitan Senior of the Year	David Powell—Kewdale
Goldfields Senior of the Year	Beth Walker—Kalgoorlie
Southern Senior of the Year	Dorothy Sullivan—Bunbury
Wheatbelt Senior of the Year	Cynthia McMorran—Moora
Community Service Award	Dorothy Sullivan—Bunbury
Business Leadership Award	Mary Gadsden—Bayswater
Art and Culture Award	Valma Burton—Broome
Sport and Recreation Award	Laura Tolliday—Morley
Award of Excellence	Maria de Silva—West Leederville
Media Category	Pam Casellas—The West Australian

Judging panel

Ron Silvestri	BankWest
Gabrielle Ausden	Golden West Network
Marie Taylor	Indigenous community
Alan Moore	Lotterywest
Jodie Pudney	Office for Seniors Interests and Volunteering
Diana Popovich	Serbian Australian Association
Gary Segal	Volunteering WA

Universal Design Access Award

Winner
The Brown House, Parry and Rosenthal Architects—Royal Australian Institute of Architects

Women's Policy

Edith Cowan Western Australian Women's Fellowship 2003

Winner
Shobhana Chakrabarti
Judging Panel

Maria Osman (Chair)	Office for Women's Policy
Arina Aoina	Chair, Women's Advisory Council
Eversley Ruth	Association of Past Fellowship Recipients
Jill Abdullah	Academic

List of Figures and Tables