DEPARTMENT FOR COMMUNITIES

ANNUAL REPORT 2009-2010

Government of **Western Australia**
Department for **Communities**

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STATEMENT OF COMPLIANCE

For year ended 30 June 2010

HON ROBYN MCSWEENEY MLC

MINISTER FOR CHILD PROTECTION; COMMUNITY SERVICES; SENIORS AND VOLUNTEERING; WOMEN'S INTERESTS

HON DONNA FARAGHER MLC

MINISTER FOR ENVIRONMENT; YOUTH

In accordance with section 63 of the Financial Management Act 2006, we hereby submit for your information and presentation to Parliament, the Annual Report of the Department for Communities for the financial year ended 30 June 2010.

The Annual Report has been prepared in accordance with the provisions of the Financial Management Act 2006.

Jenni Perkins *
Accountable Authority

30 August 2010

* Jenni Perkins was appointed to the position of Director General on 16 August 2010

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OVERVIEW

EXECUTIVE SUMMARY

Building partnerships between government and the community

It is a privilege, in my capacity as Acting Director General since September 2009, to provide this overview for the Department for Communities. 2009-10 has been an eventful year – not without its challenges, but certainly with many positives to report, and substantial progress made in key priority areas.

The department has been actively involved in a consultation process with the State Government's Economic Audit Committee. We are now working to implement key recommendations of the Committee's report, Putting the Public First: Partnering with the Community and Business to Deliver Outcomes. Broadly, the recommendations aim to strengthen partnerships with non-government organisations throughout WA.

I represent the department on the Community Sector Partnership Forum, established to enhance the relationship between the community sector and state public sector. Our priorities for the coming year, and beyond, are to deliver key cost-effective community services, reduce the administrative burden by streamlining funding processes and build sector capacity through collaborative action.

The department is also represented on a number of key working groups with members from the government and non-government sectors. These groups have varying terms of reference, but they all have an underlying common purpose: to build partnerships that will strengthen the community service sector and its ability to support those who need assistance.

The 2010 Community Services Excellence Awards demonstrated what can be achieved when government and community sector organisations work together in a spirit of innovation and collaboration. For the very first time this year, the department partnered with the Western Australian Council of Social Service (WACOSS) to plan and deliver this awards program, held in conjunction with the WACOSS Conference. With support from Lotterywest, we were able to achieve, in partnership, far more than either organisation could have managed on its own.

Children and Families

A review of early childhood services in Western Australia proceeded during the year, with the aim of improving the quality of early childhood development and learning services for children from birth to eight years. The members of the Community Sector Partnership Forum, mentioned earlier, provided advice and feedback to government on this vital issue that will influence how the youngest members of our community, and their families, are supported during the formative years of life.

The department's parenting services received a sound foundation for practice with the launch of the Parenting WA Strategic Framework in February. The framework articulates Parenting WA's core values, principles and objectives. It provides a valuable focal point for the department's information and parenting support programs, assisting families deal with trends such as fly in fly out work environments and grandparents raising grandchildren.

In consultation with stakeholders, the department developed draft Child Care Services (Rural Family Care) Regulations 2010 for an alternative child care service model for rural and remote areas. These regulations are

based on the principles of family day care, but reflect the long day care centre model, as the services regulated will be provided in an 'out of home' venue. These regulations were gazetted on 21 May 2010.

The new regulations were developed from the outset to be user-friendly and simple to understand. Over the coming year the department's Children's Services and Child Care Licensing Unit will work with providers to apply the new model in their centres.

On 1 January 2012, the Council of Australian Governments (COAG) will implement its National Quality Framework for Early Childhood Education and Care and outside school hours care. The National Quality Agenda incorporates a new quality standard and ratings system, replacing the current licensing and accreditation processes at state and national level.

To prepare for this important milestone, the department is addressing our own workforce requirements, amendments to legislation and the establishment of a new regulatory system for children's services. The challenge for the next 18 months will be to ensure that quality services are maintained during the transition stage and that timely and open communication is maintained among all affected parties, including, of course, Western Australian families.

Child Care

The Department for Communities is responsible for ensuring that licensed child care services in Western Australia meet compliance with the law, in order to safeguard the wellbeing of children attending these centres. In 2009-10 our Child Care Licensing Unit initiated 12 enforcement actions during the year, and the progress or outcomes of all of these actions were published on the department's website.

In June 2010, at Minister McSweeney's instructions, the department stepped in to provide continued funding into the next financial year to 25 Occasional Child Care Centres in Western Australia, following the cessation of Federal funding. Our Non-Government Funding Unit embarked on discussions with Federal counterparts to find ongoing funding sources to keep these services running.

Volunteering

In May 2010, the department released the draft State and Community Strategy for Volunteering 2010-2014, developed in conjunction with Volunteering WA and Volunteer Resource Centres. The document was introduced to the community and volunteering sector at forums in the metropolitan area, Manjimup and Broome, and subsequently placed on the department's website for comment.

A final strategy and action plan for volunteering will be crafted from this draft strategy, to be launched later in 2010. It will articulate a vision for volunteering and establish guidelines for the important factors that come into play when people volunteer – such as training, occupational health and safety, access to volunteering opportunities, adequate funding and recognition of the value of volunteering and the contributions of individual volunteers.

The timing of this new strategy is ideal, given that 2011 is The International Year of the Volunteer + 10. This auspicious year will provide a fitting context in which to communicate and implement the strategy and its recommendations throughout the state

Women's Interests

2009-10 was a landmark year for the department's Women's Interests area, with the establishment of the Women's Advisory Council in December 2009 by the Minister for Women's Interests, Robyn McSweeney. This new body provides a direct link for Western Australian women to the State Government and advises the Minister on wide-ranging matters of interest to women.

The Council, chaired by Maria Saraceni, established its credentials in May 2010 with a highly successful Women's Symposium, attracting over 200 delegates to discuss some of the big issues of the day: women in leadership, education for women and stereotyping of women in the media. The

symposium generated many recommendations and these will be considered and actioned by the Minister through the department in the coming year.

Seniors

Despite the constraints of the financial downturn and reduced sponsorship support, Seniors Week 2009 and the Seniors Awards were a highlight of the department's calendar. Held from 25 to 31 October, it was a full and eventful week, with activities for seniors ranging from a free lecture series to Have a Go Day, free public transport and CAT trail tours in Perth and Fremantle.

In May the department held a Seniors Sector Forum, featuring Dr Alex Kalache, Senior Policy Advisor to the President on Global Ageing at the New York Academy of Medicine. Enriched by Dr Kalache's international perspective, the forum explored the principles and practicalities of Age-Friendly Communities. Soon after the forum, the Minister announced grants to 15 local governments to commence planning their communities to be more friendly and accessible to seniors. A range of Directors General from state government agencies also engaged in a targeted event to consider the policy matters arising from local planning.

The department finalised a new Seniors Card Discount Directory, providing Seniors Card holders with another two years of discounts on goods, services and government utilities, and also prepared Cost of Living Rebate payments to more than 240 000 WA Seniors Card holders. The 2010 payment amounted to $104.80 payable for singles and $157.22 for couples.

Work progressed during the year on a review of eligibility for the WA Seniors Card, with recommendations prepared for the Minister's consideration in 2010-11.

Carers

The needs of carers, and those who receive care, are also part of the department's remit. The Carers Advisory Council, established under the *Carers Recognition Act*, finalised a report entitled *Partners in Care?* The report found that relevant agencies – the Department of Health, Disability Services Commission and the agencies they fund – are making steady progress towards the legislative requirement to include carers in the planning of services.

This is an encouraging result, given that unpaid carers provide 75 per cent of the support services needed by approximately 400 000 people in WA with disabilities. It is important their voices are heard in the planning and delivery of services.

As the number of carers of all ages in the Western Australian community continues to grow, the department focused on developing policies and programs with a renewed focus on the needs of young carers.

Community Services

The Community Services Excellence Awards presentation took place during the WACOSS 2010 Conference. With the growing importance of government and community sector partnerships a recurrent theme of the conference, it was heartening to see the breadth and depth of WA's community services sector represented by this stellar field of award nominees. The awards, to be held every second year in conjunction with the WACOSS Conference, help ensure the sector's heroes are saluted for their hard work in helping those in need.

Non Government Funding

The department introduced a number of initiatives this year to strengthen its partnership with non-government organisations. For example, network forums were introduced to enable support and collaboration between service providers and the department. Two such forums were the Aboriginal Early Years Network Group and the Family Centre Management Network Group.

Under a new approach to contract management, departmental staff have been engaging in a one-to-one liaison with funded service providers. The department has also moved from a purchaser-provider competitive

tendering model to a collaborative model of contract formation. Our priority is to streamline and simplify funding processes to reduce the administrative overheads for government and funded agencies.

Redress

Redress WA, the department's program to support people abused in the care of the state as children, proceeded during the year to enable the finalisation of payments to applicants under the scheme in a timely manner. On 17 February 2010 the first ex-gratia payments, ranging from $5 000 to $45 000 were issued to eligible applicants. A total of $90.2 million has been allocated to ex-gratia payments under the scheme and it is expected that all payments will be completed in the 2010-11 year.

In September 2009, Community Services Minister Robyn McSweeney announced changes to the eligibility guidelines for payments. Under the new guidelines, the deceased estates of people eligible for Redress WA, but who have passed away before their application for an ex-gratia payment is finalised, are entitled to receive a $5 000 eligibility payment.

WA payment recipients also receive a formal letter of apology from the state government – a gesture that most consider important to helping them move on with their lives. On 16 November 2009, the Minister hosted a Perth screening of the National Apology to the Forgotten Australians and former child migrants in the gardens of Government House.

Youth

In line with the Youth Plan 2009-2011, the department addressed unfair stigmatisation and over-representation of young people in a variety of at-risk groups. Through the Office for Youth, we partnered with community organisations by providing recurrent and grant funding around key priorities: changing community perceptions through awards and recognition strategies; and influencing the youth policy agenda across government through work with other agencies on issues such as drug and alcohol awareness, mental health and well-being, support for young carers and young people with disabilities, and youth homelessness.

Some notable funding announcements during the year included a three-year agreement for $200 000 a year for the sail training ship Leeuwin II, and an additional $2.3 million over four years for the Cadets WA program.

Since its inception in 1986, more than 23 000 young people have participated in the Leeuwin Ocean Adventure Foundation program, a service that offers vulnerable young people a physically and emotionally challenging life experience to help them reach their potential.

Cadets WA will receive an additional $500 000 in each of the next four years to provide further training and leadership opportunities for secondary students. In addition, the State Government will provide $150 000 in each of the next two years to trial a tenth cadet unit that will focus on educating upper primary school students about protecting the Swan and Canning rivers.

There are currently nine types of cadet units operating across WA - St John Ambulance Cadets, Red Cross Cadets, Police Rangers, Surf Life Saving Cadets, Emergency Services Cadet Corps, Bush Rangers Western Australia, Australian Navy Cadets, Australian Army Cadets and Australian Air Force Cadets.

The new funding will also help create more cadet units across WA, with the eventual aim being 200 units catering for 7 000 cadets.

Through the Office for Youth, the department delivered an active and vibrant program of events during the year, highlighted by National Youth Week, the Positive Image Awards, One Sky Many Paths (a leadership development program for young Aboriginal people) and the Refugee Week student art exhibition, 'Free from Fear'.

Corporate milestones

The department's corporate services functions were assigned an additional responsibility

during the year, as preparations commenced to transfer 'transactional functions' to the Department of Treasury and Finance Shared Services environment. Our Corporate and Business Support staff embarked on a busy program to reconfigure the existing service level agreement with the Department for Child Protection. The transition to Shared Services will affect all departmental staff when financial and human resources services transfer from July 2011. A program to communicate these changes to all staff commenced in May, to pave the way for a smooth transition to the new arrangements.

As the 2009-10 year drew to a close, another major change for the department was announced. As part of a wider State Government office accommodation strategy, our metropolitan central office premises, currently in West Perth, will move to the CBD next year. The brand new 140 William Street building, to be the focal point of a new State Government precinct in the city, will be the new home for around 130 departmental employees.

I would like to conclude by expressing my gratitude to departmental staff, who have worked with dedication to deliver a rigorous program of services, policy development, community and partnership building and communication for the benefit of Western Australians around the state, including those from the most vulnerable demographic groups.

Not to be overlooked are the many people helping the department in a myriad of ways, from the volunteers in our Women's Information Service, Seniors Information Service and Parenting WA; to members of councils, reference groups and advisory committees who help steer the department and inform the Minister; the sponsors who make our public events possible, and the experts who sit on judging panels for our various awards programs. On behalf of the Department for Communities, I thank each and every one of you.

Eddie Bartnik

A/DIRECTOR GENERAL

Note: Jenni Perkins was appointed Director General of the Department for Communities effective 16 August 2010. Eddie Bartnick left the Department to take up the position of WA's first Mental Health Commissioner.

OPERATIONAL STRUCTURE

ENABLING LEGISLATION

The Department for Communities is established as a department under the Public Sector Management Act 1994.

RESPONSIBLE MINISTERS

Hon Robyn McSweeney MLC
Minister for Child Protection; Community Services; Seniors and Volunteering; Women's Interests

Hon Donna Faragher MLC
Minister for Environment; Youth

CHIEF EXECUTIVE OFFICER

The Chief Executive Officer of the Department for Communities was Mr Eddie Bartnik. Mr Bartnik was also the Accountable Authority, as prescribed under section 52 of the Financial Management Act 2006.

ORGANISATIONAL STRUCTURE

Vision/Mission

The department's vision is for: "strong, vibrant communities where all individuals and groups feel they belong and matter."

The department's mission is "to provide a focal point for policy development, program delivery and community engagement within an over-arching social inclusion framework.

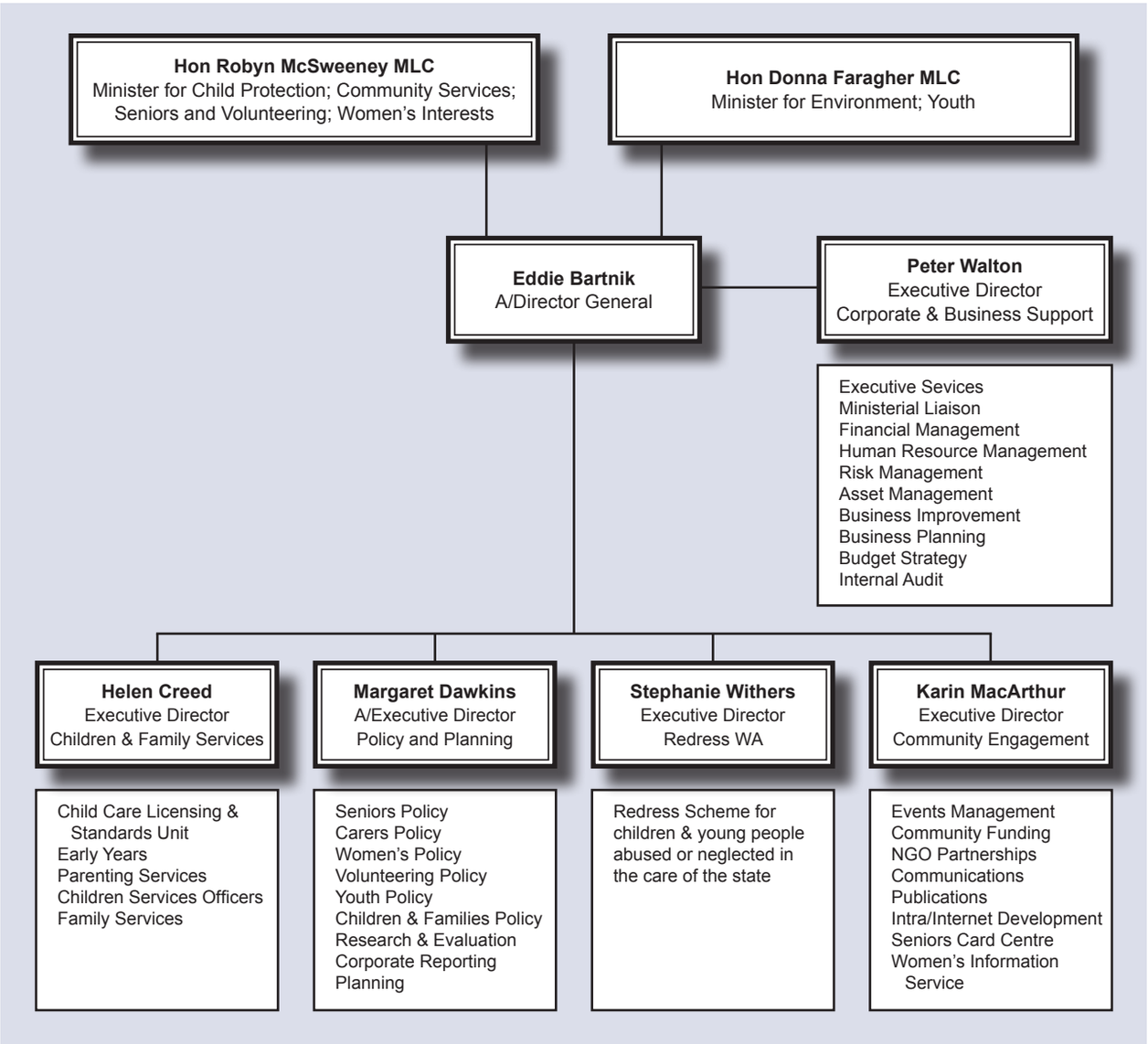
Key Objectives – Strategic Directions

- to take a leading role in initiatives for children and families
- to promote strong, participative communities
- to strengthen our partnerships with non-government organisations
- to target equality of opportunity, social inclusion and respect

Organisational Values

The department values:
- the voices and strengths of communities
- community ownership
- diversity and inclusivity
- social justice
- citizenship
- collaboration with our working partners
- the talents of our staff
- flexibility and innovation

ORGANISATIONAL CHART



SENIOR OFFICERS

AS AT 30 JUNE 2010

A/DIRECTOR GENERAL

Eddie Bartnik

Mr Bartnik was appointed to the position of Acting Director General for the period from September 2009 to June 2010, following on from Ms Susan Barrera. He is experienced in senior management across various agencies in WA's public service, including leadership roles in policy, funding and State-wide service delivery with the Disability Services Commission. He has worked extensively in the human services sector at state, national and international levels with particular emphasis in the disability and community services area. Mr Bartnik holds a Masters degree in Clinical Psychology; Master of Educational Studies and a Bachelor of Arts (Honours in Psychology).

He is a graduate of the Australian Institute of Company Directors; a fellow of the Australasian Society of Intellectual Disability; and an associate fellow of the Australian Institute of Management.

EXECUTIVE DIRECTOR, CHILDREN AND FAMILY SERVICES

Helen Creed

A qualified social worker by background, Ms Creed's working career has emphasised her commitment to social justice, contributing significantly at state, national and international levels through positions across government, the union movement and the community. In 2006, Ms Creed joined the Western Australian public sector as Executive Director of the Office for Women's Policy and in May 2007 was seconded to the Department of Consumer and Employment Protection (now the Department of Commerce) to work as Western Australia's Fair Employment Advocate. In May 2008 she joined the Department for Communities as the Acting Executive Director of the Children and Family Services Division and has since been appointed to the position.

A/EXECUTIVE DIRECTOR, POLICY AND PLANNING

Margaret Dawkins

Ms Dawkins has acted in the role of Executive Director, Policy and Planning since September 2009. Her previous positions in the Department for Communities have included Director, Office for Youth and Director, Strategic Planning. During 2006 and 2007 she headed the Office for Seniors Interests and Volunteering in the Department for Community Development. During her extensive career, she has drawn on her background as a researcher and practising psychologist, in research, information and policy roles in the public and university sectors, particularly in the area of child protection. Ms Dawkins is a Healthway Board member.

EXECUTIVE DIRECTOR, COMMUNITY ENGAGEMENT

Karin Mac Arthur

Dr Mac Arthur was appointed to the position of Executive Director, Community Engagement, in March 2009, having acted in the position since August 2008. Dr Mac Arthur has held several senior community engagement roles with the Government of Western Australia, including with the Office of Multicultural Interests, the Department of Indigenous Affairs, and also as a senior policy adviser in the Department of the Premier and Cabinet. Before immigrating to WA in 1996, Dr Mac Arthur worked for several years with community groups in Africa and Latin America on behalf of the European Union. She holds a Bachelor of Arts (Hons) and Masters degree from Trinity College Dublin, Ireland and a PhD in Political Communication from Murdoch University, WA.

EXECUTIVE DIRECTOR, CORPORATE AND BUSINESS SUPPORT

Peter Walton

Mr Walton was appointed to the position of Executive Director, Corporate and Business Support in May 2009. He held the position of Executive General Manager, Curtin University, for ten years, and executive management roles covering the full range of corporate services in the (then) Ministry of Education and the Department of Corrective Services. Mr Walton has also held management positions in local

and federal government agencies and has more than 30 years experience working as a volunteer with local, national and international community-based not-for-profit organisations.

EXECUTIVE DIRECTOR, REDRESS WA

Stephanie Withers

Ms Withers was appointed to the position of Executive Director, Redress WA after holding several management roles in corporate support at Tourism WA, the Ministry of Justice, Central TAFE and the Public Service Commission. Prior to joining the state government in 1987, Ms Withers worked in social welfare policy and service delivery in the immigration, social security and health sectors. Ms Withers has qualifications in social work and public sector administration.

ADMINISTERED LEGISLATION

As at 30 June 2010, the Department for Communities administered the following legislation on behalf of the Minister for Child Protection; Community Services; Seniors and Volunteering; Women's Interests:

Carers Recognition Act 2004

Child Care Services Act 2007

Volunteers and Food and Other Donors (Protection from Liability) Act 2002

Child Care Services (Child Care) Regulations 2006

Child Care Services (Family Day Care) Regulations 2006

Child Care Services (Outside School Hours Care) Regulations 2006

Child Care Services (Outside School Hours Family Day Care) Regulations 2006

Child Care Services Regulations 2007

Child Care Services (Rural Family Care) Regulations 2010

OTHER KEY LEGISLATION

In the performance of its functions the Department for Communities complies with the following laws:

Auditor General Act 2006

Corruption and Crime Commission Act 2003

Disability Services Act 1993

Equal Opportunity Act 1984

Financial Management Act 2006

Freedom of Information Act 1992

Industrial Relations Act 1979

Library Board of Western Australia Act 1951

Minimum Conditions of Employment Act 1993

Occupational Safety and Health Act 1984

Public and Bank Holidays Act 1972

Public Interest Disclosure Act 2003

Public Sector Management Act 1994

Salaries and Allowances Act 1975

State Records Act 2000

State Superannuation Act 2000

State Supply Commission Act 1991

Workers' Compensation Reform Act 2004

In the financial administration of the department, management has complied with the requirements of the *Financial Management Act 2006* and all other relevant laws, and exercised controls that provide reasonable assurance that the receipt and expenditure of monies and the acquisition and disposal of public property and incurring of liabilities have been in accordance with legislative provisions. At the date of signing, management is not aware of any circumstances that would render the particulars included in this statement misleading or inaccurate.

PERFORMANCE MANAGEMENT FRAMEWORK

Table 1 illustrates the relationship between the department's agency-level desired outcomes and government's goal to achieve outcomes based service delivery.

Table 1

Government Goal	Desired Outcomes	Service
Outcomes Based Service Delivery: Greater focus on achieving results in key service delivery areas for the benefit of all Western Australians	Communities are strengthened so that individuals and families are able to better meet their needs.	1. Community and Family Support 2. Child Care Services 3. Strategic Policy and Coordination 4. Redress WA Scheme for children and young people abused in the care of the state

The following table links the services provided by the department and the relevant Minister.

Table 2

Responsible Minister	Services
Minister for Child Protection; Community Services; Seniors and Volunteering; Women's Interests	1. Community and Family Support 2. Child Care Services 3. Strategic Policy and Coordination 4. Redress WA Scheme
Minister for Environment; Youth	3. Strategic Policy and Coordination (Youth)

SHARED RESPONSIBILITIES WITH OTHER AGENCIES

The department shared some responsibilities with other agencies in 2009–10 and in so doing:

- worked with the Department of Education and the Department of the Premier and Cabinet to progress the Early Childhood Development reforms that have been endorsed by the Council of Australian Governments.
- delivered its Cadets WA initiative in collaboration with other agencies including the Fire and Emergency Services Authority, the Western Australia Police and the Department of Environment and Conservation. The department also engaged with the Australian Defence Forces and not for profit sector agencies (St John Ambulance, Red Cross, Surf Life Saving) as part of the Cadets WA program. The program is aimed at fostering the ideal of community service and encouraging youth development through training in leadership, teamwork and initiative. The program strives to instil qualities of self-discipline and community responsibility in young people.
- promoted the development of the Age Friendly Communities framework in selected government agencies. It also worked with the City of Melville, Shire of Augusta/Margaret River, the Town of Rockingham and the South West Development Commission in supporting local governments throughout the State in planning for Age Friendly Communities.

AGENCY PERFORMANCE

REPORT ON OPERATIONS

ACTUAL RESULTS VERSUS BUDGET TARGETS

A summary of highlights from the financial statements comparing actual results with budget targets is provided in Table 3.

Table 3

	2009–10		
	Actual [1]	Budget	Variation [2]
KEY FINANCIAL INDICATORS	$'000	$'000	$'000
Total Cost of Services	67,034	165,790 [3]	(98,756)
Net Cost of Services	65,989	164,238 [3]	(98,249)
Surplus / (Deficit) for the Period	8,294	555 [4]	7,739
Total Equity	58,539	42,669 [5]	15,870
Net Increase / (decrease) in cash held	10,695	616 [6]	10,079
	Actual	**Target**	**Variation**
KEY STAFFING INDICATOR	FTE	FTE	FTE
Approved Full Time Equivalent (FTE) staff level	229	217[7]	12

1. Refer to Financial Statements section of the Annual Report. (pages 37 to 47)
2. Further explanations are also contained in Note 34 'Explanatory Statement' to the Financial Statements.
3. The significant decrease between the budget and actual is largely due to the
   - the carryover of $65million of Redress WA funding to 2010-11 and 2011-12 in line with the expected payment patterns of this scheme
   - the transfer of budget funds of $25million for payments associated with the Seniors Cost of Living Rebate to 2010-11 in line with the government's decision to defer payment of this rebate to 2010-11
   - unspent Redress WA scheme funds of approximately $8million due to complexities in finalising payments associated with this scheme. These funds will be carried over and expended in 2010-11.
4. The increase in surplus between the budget and actual is largely due to the unspent Redress WA scheme funds of approximately $8million as a result of complexities in finalising payments associated with that scheme. As highlighted in point 3, these funds will be carried over and expended in 2010-11.
5. The increase in total equity is largely attributable to an increase in the department's cash asset base of approximately $11million associated with unspent Redress WA funds as noted above and savings in operational expenditure. Additional funds were also expended on the department's leasehold improvement assets.

6. As noted already the increase in cash held is largely due to the unspent Redress WA scheme funds will be carried over and expended in 2010-11.
7. 2009-10 was the first full operational year of the Redress WA scheme which included the employment of additional staff to ensure the effective roll out of this scheme.

SUMMARY OF KEY PERFORMANCE INDICATORS

A summary of the Key Performance Indicators (KPIs) comparing actual results with targets is provided in Table 4. For a more detailed description of the KPIs refer to pages 74 - 88.

Table 4

	2009–10		
	Result [1]	Target [2]	Variation
Outcome 1 *Communities are strengthened so that individuals and families are able to better meet their needs.*			
Effectiveness Indicators			
Percentage of customers who report they were satisfied with the service	96%	95%	1%
Number of substantiated breaches of regulations arising from allegations per licensed child care service	0.029	0.059	0.030
Percentage of stakeholders who report they were satisfied with policy and coordination projects	95%	85%	10%
Efficiency Indicators			
Community and Family Support – Average cost per service	$138,369	$124,085	$14,284
Child Care Services – Average cost per licensed service	$7,119	$5,558	$1,561
Average cost per strategic policy/coordination project for youth	$163,741	$214,446	($50,705)
Average cost per strategic policy/coordination project for children and families	$39,522	$41,983	($2,461)
Average cost per strategic policy/coordination project for seniors	$78,238	$56,654	$21,584
Average cost to administer a Seniors Card	$4.71	$2.92	$1.79
Average cost to administer each Seniors Cost of Living Rebate	$47.52	$4.68	$42.84
Average cost per strategic policy/coordination project for volunteers	$54,914	$51,254	$3,660
Average cost per strategic policy/coordination project for women	$82,658	$68,123	$14,535
Average cost to administer each Redress WA claim	$1,177	$4,960	($3,783)

1. Refer to KPI section of the Annual Report
2. The 2009-10 targets are as stated in the Budget Statements for 2010-11

SERVICE 1: COMMUNITY AND FAMILY SUPPORT

The Department for Communities co-ordinates a range of programs and initiatives through a regional service delivery approach across the state. These initiatives include support to the child care and youth sectors, parenting information and support, and programs that focus on the critical importance of the early years for improving long term health and well-being.

Children's Services

There are 19 Children's Services Officers located across the state; nine in the metropolitan area and 10 in country regions. They provide information to families to help them select and settle their children into child care and other early years services that best meet their needs. A new range of booklets was published in 2010, and other resources and referrals are regularly provided to support families with these important decisions.

Children's Services Officers also assist community groups, service providers, government and business to plan, establish and manage children's services throughout Western Australia. They provide support to the child care sector including long day care, family day care, occasional care, outside school hours care and 3-4 year old kindy programs. They are:

- the first point of contact for enquiries and licence applications
- responsible for providing advice and support to existing and potential child care service providers about licensing, child development and quality child care strategies.

Close liaison with the department's Child Care Licensing and Standards Unit ensures that licensees operate a quality service in accordance with the appropriate Act and Regulations.

One component of the licensing process requires completion of an Applicant Assessment Test. In the metropolitan area, a centralised system of conducting these has continued during 2009-10, as it has been found to be a more efficient, cost effective and consistent process. In regional areas, Children's Services Officers conduct the test in locations as required.

Professional development is regularly provided for all children's services to support them in their important role of preventing and responding to child protection issues. During 2010, the training package *Identifying and Responding to Concerns for a Child's Wellbeing* was evaluated by the sector and rewritten to include upcoming changes in child care legislation. Guidelines have been developed for supervising officers and family day care schemes, along with existing reciprocal procedures with the Department for Child Protection and the WA Police. This allows for a coordinated approach when dealing with allegations of abuse and promotes the safety and wellbeing of children in child care services.

Promoting healthy eating and physical activity to combat rising levels of obesity is an important issue for many childhood services. In 2009-10, the department was involved with a number of interagency projects, and represented WA on a national reference group introducing evidence-based national Healthy Eating and Physical Activity Guidelines for use in centre-based care, family day care and preschools. These "Get Up & Grow" resources provide practical information to support healthy behaviours in children and have been widely promoted by departmental staff throughout the state.

During 2009-10, the department was part of the Anaphylaxis Management Implementation Group responsible for introducing resource kits and training across the state to support all schools and child care services to protect children suffering potentially deadly anaphylaxis. The kits include guidelines, adrenaline auto injector training devices, and other publications and tools to manage anaphylaxis.

Parenting WA

Minister McSweeney launched the Parenting WA Strategic Framework at the first Parenting WA Forum for the parenting sector in February 2010. This document provides the rationale and context for the department's parenting services and reflects the commitment and ongoing focus on improving services and support for families and children throughout Western Australia.

The Framework details Parenting WA's core values, principles and three key objectives with associated strategies:

- strengthening parents
- strengthening the parenting sector
- strengthening communities.

The department began to implement the Framework by providing training to Parenting WA Coordinators and Parenting WA Centre Consultants in Triple P (Positive Parenting Program) and 1 2 3 Magic and Emotion Coaching. This training provides Parenting WA staff with the knowledge and skills to deliver additional programs to meet the varying expectations and needs of parents and carers.

Parenting WA hosted two events for the parenting sector: a Parenting WA Forum in February entitled *It takes the media to raise a child*; and a Parenting Matters seminar in June entitled *How to make a difference: Engaging families in early childhood*. These events were attended by some 165 service providers, practitioners and policy-makers from government, non-government and private organisations with interests in parenting from varying perspectives – health, education, research, training, family relationships, child protection, community services and special interests.

Parenting WA has been working to improve the reporting and recording systems for Parenting WA services, including the phone line. It is expected this will be completed in the next 12 months.

Parenting WA Coordinators assist families throughout the state to strengthen the parent/child relationship and increase their confidence in raising their children pre-birth to 18 years. Families are linked into their local community agencies and supported to access these resources. Coordinators use a variety of modes of delivery and settings to meet the needs within their communities including:

- parenting support and information
- specific parenting programs for individual families
- parenting groups
- workshops
- presentations
- home visiting (in some regions)
- one-to-one support
- referrals
- community linking
- participation in community events and activities.

In some regions the coordinators recruit and train volunteers to provide the Parent Link program as 'parent visitors' working directly with families under supervision.

Parenting WA Coordinators are located in:

- Metropolitan: Armadale, Cannington, Joondalup, Midland, Mirrabooka, Rockingham, Perth
- Country: South-west, Goldfields, Great Southern, Kimberley, Gascoyne, Midwest, Wheatbelt and Peel.

The Parenting WA Line (free call) provides a 24/7 service to parents and others seeking information or support with parenting, child care and early years activities in Western Australia. Parenting queries typically include child development, behaviour management, school matters, health issues and family relationships. There were 7 836 calls to the Parenting WA Line over the past 12 months.

The **Parenting WA Library** (free call) provides a free loan service to parents, families and others seeking parenting information, including people living in rural and remote areas. The library has made 318 loans over the past 12 months. Twenty eight per cent of these were to people living in country areas.

The **Parenting WA Community Services Database** contains government, community and self-help services relating to family and community issues such as parenting, relationships and health. It is updated regularly and located on the department's intranet to assist staff with referral processes. At 30 June 2010, 1 432 services were listed.

The **Parenting WA Courses Guide** includes courses, conferences, support groups and workshops on areas such as parenting, personal development, postnatal depression, family relationships, abuse, mental health and professional training. At 30 June 2010, 1,165 courses were listed on the department's website.

Aboriginal Early Years

Best Start is a key strategy within the Aboriginal Early Years portfolio. This voluntary program aims to improve life opportunities for Aboriginal children aged between 0–5 years, in co-operation with local health, education, Aboriginal organisations and other agencies. Fourteen Best Start programs operated during 2009-10; four metropolitan and 10 in country locations:

- Metropolitan: Midland, South Lake, Armadale, Peel (Mandurah)
- Country: Carnarvon, Goldfields, Hedland, Moora, Mt Magnet, Narrogin, Roebourne, Marble Bar, Warburton and Mullewa.

Two additional communities, Wangkatjungka and Wiluna, receive direct funding to operate the Best Start program.

Best Start focuses on increasing participation by families in activities that will support their children's early development. Services link closely with local schools to support the transition of three and four year old Aboriginal children to kindergarten. Family members engage in a range of early learning activities with their young children, and also have access to adult services that support positive health and wellbeing through collaboration with local agencies.

An Aboriginal Play and Learning Forum was held in March 2010, attracting120 participants from all parts of WA. This initiative was co-ordinated by a strong partnership between the Best Start program, Playgroup WA, the Indigenous Program Support Unit, Department of Education and The Smith Family. A range of quality professional development options were linked to the Early Years Learning Framework. Quarterly networking meetings of Aboriginal early years programs will now continue as a result of the forum.

A key focus has been to consider alternative models to improve service delivery and outcomes for Aboriginal children aged 0-5 years and their families, especially in remote regions. In March 2010, a 12 month satellite pilot model was implemented in the Pilbara region. This employs a Project Officer to coordinate the operation of programs running in South Hedland, Roebourne, Marble Bar and Nullagine. A key strategy is to employ two local Aboriginal Activity Leaders who can support each other and encourage community members to attend the program. The Project Officer regularly visits these sites to train, support and mentor staff providing early childhood activities. So far, it is clear that this model has considerable potential for other remote regions. A review will be conducted in March 2011.

Early Years

During 2009-10, regional officers have taken a key role in developing and supporting locally-based early years networks. These bring together agencies and community members to promote the critical importance of the early years in predicting later health and wellbeing. This network approach has been assisted by the national rollout of the Australian Early Development Index as networks have been able to better prioritise locations and strategies that will have the most impact in improving developmental outcomes for young children.

Senior Practice Development Officers have continued to provide professional support and mentoring to regional staff across the program

areas of children's services, parenting and Aboriginal early years.

Following a review of departmental funding in 2008 - 09, the pool of Early Years Activity Money regional funding was increased to $300 000. An allocation of $16 250 for each metropolitan region and $21 250 to each country region has enabled many community groups, communities of interest and organisations to develop new partnerships with the department, and undertake a range of projects and activities to promote early years.

A number of projects funded by the department have continued or were concluded during 2009-10, including:

- the Ellenbrook Early Years Working Group for practical projects targeting children and families
- the Collie Early Years Network to support planning and expansion of their network
- the Katanning Early Years Group to support coordination of an early literacy program
- the co-ordination of the Foothills Early Years Community Partnership
- the Albany Teenage Parenting Centre through the Rainbow Coast Neighbourhood Centre
- the Eastern Wheatbelt Early Years Network to support coordination
- the Aboriginal Taste Bubs nutritional program through Meerilinga Young Children's Foundation (Inc).

Foetal Alcohol Spectrum Disorder

Awareness of the long term effects of prenatal alcohol exposure has grown considerably in the last few years.

The department has responded in two ways: providing community education to assist in prevention of Foetal Alcohol Spectrum Disorder (FASD); and providing parenting support to families raising a child with a FASD.

Following the pilot of a training package on FASD with 10 government and non-government participants, 21 workshops have been facilitated with community agencies, child care services and foster carers. A resource booklet and poster have been prepared for public distribution to assist services to provide effective support and information to families affected by FASD.

A community resource guide is under development that will draw together information about how this disorder impacts on child development, useful family support strategies and prevention.

Family Centres and Family and Community Support

In 2009-10, the department provided more than $5.5 million funding for family and community support services and family centres located throughout Western Australia. Collectively, these services build strong participative communities by providing opportunities for people to develop their knowledge and skills, and linking them to social support networks and other community resources. Services funded through this program area offer activities at a group and individual level.

Parenting Services

In 2009-10, the department provided more than $4.4 million to support services to enhance the knowledge, skills and confidence of parents across Western Australia. This included funding for six Aboriginal Early Years Support Services which provide support and assistance to Indigenous parents with a child 0-3 years of age.

In recognition of the important role of fathers, the department also provided funding to support Meerilinga's Dads in the Early Years project to assist services to be more accessible to, and encouraging of, men as fathers.

Sector Support

In recognition of its role in strengthening the non government sector, the department provided considerable funding to support and develop the non-government sector in Western

Australia. Funding recipients included the Western Australian Council of Social Service and Learning Centre Link.

Community Support

In recognition of the department's objective of building strong participative communities, the department also provides funding to strengthen communities through the support provided by the Citizen's Advice Bureau of Western Australia and the Connectgroups' Support and Self Help Service.

SERVICE 2: CHILD CARE SERVICES

Child Care Licensing and Standards Unit

The Child Care Licensing and Standards Unit administers the Child Care Services Act 2007 and relevant regulations with a focus on protecting the safety, health and wellbeing of children cared for in a child care service setting. Under the Act, Licensing Officers have powers to enter, inspect and acquire information from a child care service and to investigate an allegation of non-compliance.

A new licensing database was launched in early June 2009. This new system has given staff in the unit easier access to a variety of information about services, enabling better tracking of workloads, comprehensive reporting on trends relating to non compliance, and other data. At 30 June 2010, there were 1 562 licensed child care services in Western Australia, consisting of 572 child care centres, 746 family day care services, 239 outside school hours care centres and five outside school hours family day care services; combined, these services offer 44 684 child care places throughout the state at any one time.

The unit completed a total of 2 205 inspection visits to services this financial year (up 10 per cent). The number of renewal applications lodged was 485 (up 259 per cent); the number of new licence applications lodged was 360 (up 15 per cent), and the number of supervising officer and 'person approved to act in place of' a supervising officer (PAPO) applications lodged was 1 779 (up 40 per cent).

In line with the Compliance and Enforcement Strategy rolled out in 2009, the Minister approved the monthly publication of a register of licensed child care services as well as the monthly publication of licensee details in relation to services where serious breaches of the *Child Care Services Act 2007* and subsidiary *Child Care Services Regulations* have occurred. The registers have been available on the department's website since 20 January 2010. Access to the registers assists parents in making informed decisions regarding child care services.

During the year, 98 per cent of licensed services received at least one licensing visit. Two per cent of licensed services hold a licence but were not operating or not contactable and therefore did not require a visit. A total of 32 complaints involving a regulatory breach were investigated by the unit.

The department prosecuted four services in the Magistrates Court relating to breaches of Child Care Services (Child Care) Regulations 2006 and Child Care Services (Outside School Hours Care) Regulations 2006. The department has also been successful in three appeals heard at the State Administration Tribunal. Three cases are currently pending in the Magistrates Court.

As an adjunct to the department's Compliance and Enforcement Strategy, the Investigations Team conducted proactive visits to services providing information on compliance matters. Thirty three service visits were undertaken this year.

Child Care Regulations

The Child Care Regulations Review in 2008-09 delivered a set of recommendations to provide regulatory clarity and support for children and child care services. These recommendations were developed into drafting instructions for amendments to the WA *Child Care Services Act 2007* and regulations, and were also used to contribute to the development of the *Education and Care Services National Law Bill*, which is part of the COAG early childhood reforms.

The department has also worked with representatives from rural and remote areas to develop proposed regulations for new small child care service models tailored for rural and remote areas. These regulations known as the *Child Care Services (Rural Family Care) Regulations 2010* were gazetted in May of this year. The implementation discussions with the rural and remote child care services sector are ongoing.

Occasional Child Care Program

The Neighbourhood Model Occasional Child Care program is jointly funded by the Australian Government Department of Education, Employment and Workplace Relations and the Department for Communities. In 2009-10, 34 organisations received funding to deliver an occasional child care program in their community.

In April 2010, the department commenced planning for a review of the Occasional Child Care program. The aim of the review was to ensure that funding was being provided to services that met current community need and reflected contemporary good practice, and to ensure the program objectives were aligned with the departments' strategic directions.

This process was suspended following the Commonwealth Government's announcement in May 2010, that it will cease funding assistance to state and territory governments for the Neighbourhood Model Occasional Child Care program from 1 July 2010. The department has provided interim funding to 31 December 2010 and is working with the Commonwealth Government Department of Education, Employment and Workplace Relations to identify alternative funding sources for affected services.

SERVICE 3: STRATEGIC POLICY AND COORDINATION

SENIORS

Western Australia's seniors population, that is people aged 60 years and over, was estimated at 383 044 in 2009, making up around 17 per cent of the state's population. With the ageing of the population this is expected to rise to around 24 per cent by 2031.

Initiatives to protect older people

The department continues to encourage and support initiatives to prevent abuse of older people and raise awareness in the community. The misuse of older people's assets continues to be the most common and frequently reported form of abuse of older people.

The department worked with the Northern Suburbs Legal Centre's Older Persons Rights Service, to produce an information sheet called "Family Agreements: Knowing your rights and responsibilities". The new information sheet was launched on World Elder Abuse Awareness Day in June 2010.

The department also continues to work with other government and community agencies through the Alliance for the Prevention of Elder Abuse with the common aim of raising community awareness of the need to protect older people. The Topic Sheet, "No Excuse for Abuse" was updated and circulated through seniors organisations and the Seniors Card Centre.

The department continues to fund the Northern Suburbs Community Legal Centre, in partnership with Advocare Inc to provide a legal and counselling service for older people at risk of elder abuse. Since the service was launched in June 2007, demand for services has continued to increase as more people and organisations become aware of the assistance it offers.

Age-Friendly Communities

Western Australia is moving towards becoming Australia's first "Age Friendly State". The department has now provided funding and support to over 27 local governments to assist them undertake planning for Age Friendly Community status as recognised by the World Health Organisation. Grants totalling $120 000 were made to 23 local governments in 2009-10.

Partnerships with the Cities of Melville, Rockingham and Mandurah, and the Augusta-Margaret River Shire continued and research was undertaken by the South West Development Commission, with departmental funding of $15 000 for each. The completed project, The South West Active Ageing Research Project, provides a regional response to ageing and will assist future planning.

The department partnered with other agencies to host a visit by Dr Alexander Kalache, a world expert on active ageing. Dr Kalache conducted a series of meetings with government and community agencies promoting the Age Friendly Communities framework and policies to address issues around ageing and disability.

Active Ageing Benchmarks

The department continues to work on updating the *Western Australia's Seniors – Active Ageing Benchmark Indicators* as data becomes available. The active ageing indicators assess Western Australia's progress towards achieving active ageing by showing whether seniors are measurably healthier, more physically active, valued and included.

Seniors Week 2009

Seniors Week took place from 25 October to 1 November 2009. The week was successful with a high level of participation at the events.

The WA Seniors Awards attracted 88 nominations, which was an increase on the previous year. The Deborah Kirwan

Media Awards also recorded an increase in nominations, with 53 received, compared to 21 entries in 2008. The awards were sponsored by Burswood Entertainment Complex.

More than 12 000 people attended Have a Go Day at Burswood Park. The department's series of public talks at the Alexander Library received mixed attendance, with the Public Trustee's talk attracting around 230 people. The response to various topics will inform the selection of topics to be offered in 2010.

The department was fortunate to have strong support from media sponsors 6PR, *Have a Go News*, Channel 7 and *The Senior*, ensuring that the week was well promoted. A supplement in *The West Australian* enabled the calendar of events and sponsor messages to reach a very broad audience.

Community events and activities were assisted through a $35 000 grants program run by the Council on the Ageing, with funding from Lotterywest. Community events and activities ranged from art and craft exhibitions to movie days and concerts, internet classes, seniors' exhibitions and expos.

Concessions policy and payments to seniors

The department developed the Seniors Card Safety and Security Rebate Scheme and payments to Seniors Card holders commenced in October 2009. The rebate aims to help seniors feel safe and secure in their homes. Seniors Card holders continued to register for the Cost of Living Rebate, with the indexed payment of $104.80 for singles and $157.22 for couples to be paid in the second half of 2010.

The department contributed to concessions policy development at a national level through the National Concessions Working Group established by the Community and Disability Services Ministers Council.

Providing information to seniors

The Seniors Telephone Information Service continued to provide a valuable information service to seniors, assisting callers with information on accommodation, education, health, lifestyle and details of state government concessions and business discounts. Delivered by around 40 senior volunteers, the service managed over 20 000 calls in the past year.

The WA Seniors Card Centre also coordinated a volunteer speakers program conducted by senior volunteers. Seniors in the Wheatbelt and South West regions attended information sessions.

The state government specially recognises Seniors Card holders when they turn 100 years of age, this year providing 59 centenarians with a special Gold Card.

A new Seniors Card Discount Directory was launched in June 2010. The 2010-2012 directory, mailed out to over 297 000 Seniors Card holders, contains some 500 business listings.

The department also provides information to seniors and community organisations through the distribution of topic sheets. These are updated as required to ensure the information is current. The topic sheets are circulated to seniors community groups and through the Seniors Card Centre.

Seniors Ministerial Advisory Council

The Seniors Ministerial Advisory Council was appointed on 1 May 2009 for a three year term. The Council provides advice and support to the Minister for Seniors on government policies and programs relevant to seniors. The department supported the work of the council throughout the year. June Van der Klasshorst is the current Chairperson of the council

CARERS

The *Carers Recognition Act 2004* defines a carer as a person who, without being paid, provides ongoing care or assistance to another person who has a disability, a chronic or mental illness, or who is frail. Caring is one of the most important forms of unpaid contribution to

the community. Family members and friends provide the bulk of this care, reducing the cost to the WA government by an estimated $3 billion annually.

There are approximately 250 000 carers in Western Australia. Approximately one in six carers in WA is a primary carer and the majority of carers are female. People aged 25–65 provide the bulk of the care, although young carers under 25 years and older carers are also common.

Support for Carers

The department provided funding of approximately $540 000 to CarersWA to operate a number of dedicated services that support carers throughout the state. These include the Carers Counselling Service and the Carer Health Awareness and Retreats Program.

This year, the department also provided new funding of $200 000 over a two-year period to develop a pilot program for young carers. This project is being undertaken in partnership with CarersWA and the Department of Education. The program will be carried out in two school districts. It will focus on supporting young carers and educating teaching and support staff on related issues.

The department continued to give input toward issues relevant to carers at national, state and local levels. Benchmarking information was collated from annual surveys to inform policy planning and development.

Legislation

The department continued to develop and implement the recommendations from the review of the Carers Recognition Act 2004 which was undertaken in 2008.

Carers Advisory Council

The department provides executive support to the Carers Advisory Council. The current Chairperson is Ellen WalkerThe Council assists with reporting on compliance by the Department of Health and the Disability Services Commission. As part of the Council's obligations under the *Carers Recognition Act 2004* the Council produced its fourth report to the Minister for Seniors and Volunteering for the year ending 30 June 2009.

The report, entitled *Partners in Care? Implementation of the Carers Recognition Act 2004* was tabled in Parliament by the Minister on 18 June 2010.

The department, together with the council and key stakeholders, has developed a more appropriate compliance framework that will ensure the process can be undertaken in a timely and effective manner.

VOLUNTEERING

Policy Development and National Partnerships

The department undertook wide-ranging community consultations to inform two major volunteering policy documents. Consultations included a two-day conference in Perth with 24 volunteer resource centre managers in October; and forums for local government and community groups in Manjimup and Perth in May and in Broome in June. Online and written commentary was received from government departments and the community on specific policy issues in May and June.

The policy documents included the draft plan for the development of volunteering, *A State and Community Strategy for Volunteering 2010-14*. Once finalised, this plan will enable the department to undertake initiatives on specific aspects of volunteering across government and by working in partnership with the community.

Following Ministerial agreement to work cooperatively across state and Commonwealth jurisdictions on key volunteering policy issues, the department provided substantial research and policy material to support the Commonwealth Government's development of the *National Volunteering Strategy*. A draft version was released in June for public comment and the final document is expected in December 2010.

Research in Volunteering

The next stage of the department's Volunteering Research Plan commenced with a contract to investigate measures of volunteering within local government. A reference group of local government and community experts helped determine the direction for this research. The outcomes of the research will assist the department to forge better partnerships with local government.

National Police Checks for Volunteer Programs

The department continued to work with the Western Australia Police to provide reduced-fee national police checks. In 2009-10, a total of 13 582 police checks were conducted through this program. Since the introduction of the program in 2003, a total of 83 662 checks have been completed and 1 010 organisations registered.

Promotion of Volunteering

The department acknowledged International Volunteer Day in December 2009 with a small grants program that enabled 36 community organisations to support Thank a Volunteer Day events conducted around the state. The department also participated in a major public celebration event at Government House.

The department supported National Volunteer Week in May 2010 through sponsorship for Volunteering WA and through small grants to volunteer resource centres to encourage promotion of volunteering within local communities.

Volunteer Resource Centres

The department provided funding to 16 volunteer resource centres under a triennial service agreement program. The volunteer resource centres have focused their efforts on the particular needs of their local communities.

The network of volunteer resource centres increased during the year from 22 to 28 centres. The department consulted with centre coordinators on a regular basis to keep up to date on volunteering issues and developments and to develop project partnerships.

YOUTH

In 2009, the Western Australian youth population accounted for one fifth of the total population in the state (443 308). The majority of young people live in the metropolitan area (78 per cent).

Overall, Indigenous people account for three per cent of the Western Australian population and four per cent of the total population of young people. The majority of Indigenous young people (63 per cent) live in regional Western Australia, while 37 per cent live in the Perth metropolitan area.

In 2006, one in six young people (17 per cent) in Western Australia were born overseas, 11 per cent spoke a language other than English at home and 40 per cent of young people born in non-English speaking countries come from South East Asia.

In 2003, young carers aged between 18 and 24 accounted for nine per cent (18 700) of the total population of young people in this age group and eight per cent of all carers in Western Australia.

Young people with disabilities form a significant proportion of the state's youth population, with 9.46 per cent of young Western Australians aged 15-24 reporting having a disability in 2003.

The Minister for Youth's priorities include:

Positive Images of Young People

WA Youth Awards

The WA Youth Awards were reviewed to align more closely with the Minister's strategic priorities and to develop a closer relationship with the non-government youth affairs sector. A new category introduced to the 2010 awards recognised the contribution and achievement of youth workers.

The 2010 Awards Ceremony were staged as part of the Youth Affairs Council of WA's conference dinner in July.

Positive Image Award 2010

Secondary school students who as a group, team, class, year, or whole school, made a significant contribution to improving the image of youth in their community, were recognised in the Positive Image Awards. This year's winner was St Mary's College, Broome. The school's Secondary Students Youth Dance Group gives its 31 participants the chance to build artistic ability, leadership skills, self-esteem and empowers Indigenous youth to connect to the wider community.

A major focus of the group has been to create performances that promote reconciliation, resilience and respect for Indigenous and non-Indigenous students and the wider community.

Refugee Week 2010 Art Exhibition

This exhibition opened on 22 June 2010 with art and photographs from the Edmund Rice Centre, Aranmore College and North Lake and Balga Senior High Schools. A video commissioned from Filmbites Youth Film School showed the participants discussing their inspiration for the work and choosing pieces for display. It was played throughout the exhibition. The partnership with Save the Children this year added an important focus on rights of the child.

National Youth Week 2010

National Youth Week celebrations were held from 10 to 18 April 2010. For the first time, the state launch was in a regional centre, with Albany hosting a festival of events with a skate and BMX competition, an Indigenous festival, Ministerial launch, multi arts and music events. The launch was coordinated by the department's local youth development officer.

Grants were provided for 73 events and initiatives across WA in National Youth Week 2010 with high levels of regional and local media coverage being achieved.

Indigenous Youth Leadership Program – One Sky Many Paths

Following the successful pilot in 2009 of the Indigenous youth leadership program One Sky Many Paths applications were invited for a revised program in 2010. The program provided young Indigenous men and women with a combination of residential conference-style and on-line training. Participants worked on a community-based project of their own design to help them develop and demonstrate leadership skills.

Mental Wellbeing

Music Feedback Project

The flagship metropolitan event for National Youth Week was the Music Feedback concert. This was a partnership with the Mental Health Commission and beyondblue, with project management by the WA Music Industry Association. The concert was part of a larger project involving production of a music CD and documentary DVD with musicians talking about mental health issues.

Young Carers

The department is working in partnership with Carers WA and the WA Association for Mental Health on two new projects to establish social networks for young carers and a research program to identify those elements of international best practice that could be effectively applied in WA.

Young People with Disabilities

The department has been working with the Disability Services Commission to identify priorities related to young people with

disabilities. As a result, the YMCA mentoring program Big Brother Big Sister has been commissioned to target young people with disabilities. New resources will be developed to ensure best practice in mentoring for this target group.

Drug and Alcohol Awareness

The department has partnered with the National Drug Research Institute at Curtin University to fund a research project on Drug and Alcohol Use at Large Scale Events, and with the University of Wollongong to fund a project on the Nature and Effects of Point of Sale Promotions of Alcoholic Beverages. Progress continues on both.

Partnerships

Mentoring

Following the signing of the National Partnership on Youth Attainment and Transitions by the Federal Minister in March, and subsequent appointment of a project officer in WA, an implementation group was set up to progress the reform priorities. The department is taking the lead on the mentoring reforms with the aim of developing a state youth mentoring framework. It is identifying some priority projects to demonstrate the effectiveness of mentoring as a tool to support young people's transition into employment or further education and training.

Young People and Public Space

The department undertook a major research project on young people and public space using a variety of research methodologies, including academic research and face-to-face interviews. Key findings arising from the research show that young people's use of public space is important to their development. Public space acts as a site for identity development, where young people try out different identities and develop their own sense of autonomy, separate from parental supervision. Researchers believe their participation in public space helps develop young people's social competence, negotiation and conflict resolution skills.

Youth Development Officers

Three Youth Development Officers continued to work with the youth sector and directly with young people in relation to identified priorities from the department. Continued discussion to develop potential regional partnership models is required to expand the scope of this important work.

Non-government Funding and Sector Support

In recognition of its role in strengthening the non government sector, the department provided considerable funding to support and develop the sector in Western Australia. One funded body was the Youth Affairs Council of Western Australia.

In addition the Department provided funding to organisations to support youth development.

Youth Consultation and Information

The department's website provides information and links to youth organisations and services. The website is used by a wide range of government and non-government agencies to provide news and information to young people and to the youth sector.

A key feature of the website is the recently revitalised youth consultation mechanism, The Panel. The Panel is open to all young people aged 12 - 25 in Western Australia who have expressed an interest in being consulted on matters of public policy. Agencies use The Panel to circulate surveys, organise focus groups or seek feedback on policy documents. Members of The Panel are provided with periodic updates indicating the outcomes of consultation and links to reports and other publications to which they have contributed.

CHILDREN AND FAMILIES

The Council of Australian Governments Early Childhood Agenda

A key driver during 2009-10 was the response to the Council of Australian Government's early childhood reform agenda, in particular the development of a National Quality Framework.

Minister McSweeney is a member of the Ministerial Council for Education Early Childhood Development and Youth Affairs, which has carriage of the early childhood reform agenda. The Department for Communities continues to play an active role in supporting this work.

In 2009–10 work focused on raising the quality of services and supporting parents' workforce choices through the development of a National Quality Framework comprising nationally consistent legislation, a National Quality Standard, an Early Years Learning Framework and a National Rating System.

In regard to the implementation of the Early Years Learning Framework, the department, along with WA Professional Support Coordinator, WA Indigenous Professional Support Unit, Department of Education, Department of Education, Employment and Workplace Relations, Catholic Education Office and Association of Independent Schools of Western Australia partnered to develop a statewide plan for this process. The group will focus on coordination of professional learning to avoid duplication and resource wastage.

Sexualisation of Children and Young People in the Media

The department undertook research that identified a range of concerns about the issue of children being affected by inappropriate messages in the media. The department formed a partnership with the Australian Council on Children and the Media. In the next financial year, this partnership will lead to a series of seminars to raise the awareness of parents and professionals about the potential psychological impact on boys and girls; equip parents and professionals to deal with the issues; and generate discussion on the issue in the WA community.

Prisons and Parenting Project

The department explored opportunities to work in partnership with other agencies to deliver better outcomes for families and young children of prisoners while the parent is imprisoned or on release. The department's role involved collating relevant research, mapping parenting services and programs for prisoners and their families, identifying gaps in parenting service provision, and facilitating cooperation between the Department of Corrective Services and parenting services, including Parenting WA

Playgrounds and Play Spaces

The department commissioned a short film, "What Kids Want: Playgrounds and Play Spaces", for *The Nature of Play* Kidsafe Conference 2010. The film was designed to give children a voice to express their own play needs. The DVD was launched by the Minister for Community Services on 19 April in front of 180 conference delegates from the child care, early childhood and education sectors, playground providers, local government, landscape architects, policy and program developers. The film also screened at "An Evening with Richard Louv" (hosted by the Department of Sport and Recreation) at the Perth Concert Hall for 1200 parents, early childhood and education sector and nature enthusiasts.

WOMEN

The department provides whole-of-government strategic advice on the impact of policies and programs on the status of women in Western Australia.

Economic Independence

Women tend to work in lower paid areas and have interrupted working lives, factors which may have serious financial implications leading

women to retire with smaller superannuation balances. Women tend to live longer than men meaning that they require greater financial needs on retirement than men.

The department, in partnership with Security4Women and the National Foundation for Australian Women, held a consultation workshop on the report 'The Impact of the Recession on Women' in November 2009. The recommendations from the consultation formed part of a report back to the Australian Government. Some of the major issues impacting on women in Western Australia included training, education, and child care.

Women in Leadership

Women perform well in the education system but this has not had a significant impact on the numbers of women in positions of leadership. Women are still greatly under-represented in leadership positions in workplaces in most industries, on boards, in the bureaucracy and government, and in the judiciary.

The department held a round table discussion on how to increase women's participation on boards and committees in May 2010. The discussion was held in partnership with the Maureen Bickley Centre for Women in Leadership, Curtin University of Technology.

The department also commissioned a report Women in Leadership: Strategies for Change. The report highlights some of the key data and research regarding women's progress to senior leadership roles in organisations. The aim of the report is to help organisations make a difference by showcasing a range of strategies and resources that are available and that have been shown to be effective in increasing women's representation in senior roles in a range of settings.

The report was completed by the Maureen Bickley Centre for Women in Leadership, Curtin University of Technology.

Policy Development

In 2009-10 the department contributed to state, national and international policy development in a number of key areas.

- The Beijing Platform for Action was adopted at the Fourth United Nations World Conference on Women, held in Beijing in 1995. The department coordinated the WA Government's responses for the Australian Government for the Beijing +15 Questionnaire.
- The department provided input into the Review of the Equal Opportunity for Women in the Workplace Act 1999 and attended a workshop as part of the consultation process.
- The department provided input into the Convention on the Elimination of all forms of Discrimination Against Women.

Women's Report Card

The Western Australian Women's Report Card: Measuring Women's Progress 2009 Update was released at the Ministers Conference on the Status of Women meeting in October 2009. The Report Card outlines key indicators for policy planning and measures progress in areas such as health, work, safety, education and leadership.

International Women's Day Forum

The department hosted a forum on 3 March 2010 to celebrate International Women's Day. The theme for the forum was 'Women Leading and Achieving'. The key note speakers included Ms Liz Harris, Managing Director, Challenger Institute of Technology, Ms Susan Hunt, Chief Executive Officer, Perth Zoo and Ms Maria Saraceni, Chairperson of the Women's Advisory Council. The forum was attended by more than 120 people and feedback from the event was very positive.

Recognition Events

The department undertook the following events:

- The Clare Burton Lecture, in partnership with Curtin University of Technology was held in October 2009. The speaker was Associate Professor Marian Baird who presented on

maternity leave, women and work.

- The Grace Vaughan Memorial Lecture, in partnership with the University of WA and the Australian Association of Social Workers was held in May 2010. The speaker was Dr Philippa Williams who spoke on her research findings of integrating the demands of work with the needs of home and community life.

Women's Grants Program

Grants of up to $5 000 were provided to community organisations to develop projects that strengthen the social and economic wellbeing of women, increase their participation, promote positive images of women in the community, encourage women's leadership and/or encourage women's sense of safety. Thirty one applications were approved for a total of $140 568. Applicants have 12 months to complete their projects.

Women's Advisory Council

The Minister's new Women's Advisory Council met for the first time in December 2009.

The Women's Advisory Council was established for a two year term and is made up of thirteen professional and community women from government and non government backgrounds. Ms Maria Saraceni has been appointed as the Chairperson.

The council hosted a symposium on 14 June 2010 to explore issues directly affecting Western Australian women. The Symposium was supported by the department.

Ministers' Conference on the Status of Women

The annual Australian and New Zealand Ministers' Conference on the Status of Women was held at the Hyatt Regency Perth and hosted by the Minister for Women's Interests, the incoming Chair in October 2009. The department organised the proceedings.

A 'Hosting Report' was compiled by the department after the event highlighting aspects that worked well, and made recommendations for improvements in the management of future Conferences.

Women's Information Service

The Women's Information Service continued to provide a free telephone referral service run by trained volunteers; email distribution services (Women's Information Network and Indigenous Women's Email Network); a calendar of events; and an outreach service.

At the end of 2009-10, Women's Information Service had 12 regular volunteers providing services Monday to Friday from 9 am to 5 pm. They received over 2 000 phone calls or emails covering a wide range of topics, such as legal, health and financial issues.

The Women's Information Service had 724 subscribers and issued 41 alerts during the year, while the Indigenous Women's Email Network service had 463 subscribers and issued 46 alerts.

The department provided training to new Women's Information Service volunteers and also ongoing development to existing ones. Through events such as Thank a Volunteer Day (4 December 2009) and National Volunteer Week 2010 (10 to 16 May 2010) the department arranged for volunteers to attend official events and also provided appreciation certificates and recognition letters.

Women's Services Directory

The Minister for Women's Interests launched the 2010 Women's Services Directory at the Women's Advisory Council Symposium in June 2010. The 218 page directory contains a comprehensive list of services and information for women.

SERVICE 4: REDRESS WA

Established to offer ex gratia payments to people, who as children experienced abuse and/or neglect while in state care, Redress WA commenced making final payment offers to applicants early in 2010. These will continue on a regular basis to all eligible applicants until mid 2011 when it is anticipated that all claims will have been determined.

There are four broad levels of ex gratia payments being offered to applicants that range from a minimum of $5 000 to a maximum of $45 000. As at 30 June 2010, $11 860 500 million had been either paid or committed to applicants.

Since Redress WA began taking applications from 1 May 2008, applicants with either terminal or serious life threatening illnesses have received an interim payment of up to $10 000; an amount that is then deducted from their final payment offer. Additionally, as there are many aged Redress WA applicants, an eligibility payment of $5 000 was introduced for those who pass away prior to receiving an ex gratia payment offer.

After the acceptance of an *ex gratia* payment offer, applicants receive a formal letter of apology from the Premier Colin Barnett and Minister for Community Services Robyn McSweeney. This letter acknowledges the abuse and neglect experienced by claimants in state care as well as the impact this has had on their lives. Many applicants have told Redress WA this formal acknowledgement is a vital part of the healing process and assists them in being able to move forward with their lives.

While some applicants have stated that applying to Redress WA has lifted a weight off their shoulders, others have found the application process distressing. For this reason, support services have been made available to applicants since the scheme opened in May 2008. More than 3 500 people have received support from the 26 Redress WA service providers, and over $3 million has been spent on these services.

The Redress WA Helpdesk, for which there is a freecall number, continues to provide an invaluable service to applicants as they wait to receive their payment offers. Staffed by senior social workers, information can be obtained about the progress of applications and when required, counselling is provided or applicants are directed to other community-based services.

An important part of the Redress WA scheme is the provision of a memorial to acknowledge and honour the strength of more than 56 000 Western Australians who spent part of their childhoods or teenage years in some form of out-of-home care last century. With plans well underway, this memorial will be placed near the entrance of the WA Museum in the Perth Cultural Precinct and is to be launched early in December 2010.

SIGNIFICANT ISSUES IMPACTING THE AGENCY

This section summarises some of the department's current issues and emerging trends:

- In line with the Economic Audit Committee recommendations, the department will continue to strengthen its partnerships with non-government organisations to deliver key cost effective community services, reduce the administrative burden by streamlining funding processes and build sector capacity through collaborative action.
- Cogent research evidence confirms the critical importance of early childhood experiences in lifelong outcomes. The department will intensify its focus on linking parents to high quality child care services which are regularly assessed and licensed to provide important support to parents and developmental opportunities for children.
- The department's recently released Parenting WA Strategic Framework provides a valuable focal point for the department's information and parenting support programs, assisting families to deal with trends such as fly-in/fly-out work environments and grandparents raising grandchildren.
- To meet the implementation date of 1 January 2012 for the Council of Australian Government's National Quality Framework for Early Childhood Education and Care, the department is addressing:
  - system wide issues, such as workforce amendments to legislation
  - establishment of a new regulatory system for children's services
  - specific sector changes, such as the licensing of Family Day Care Schemes rather than individual caregivers.
- In recognition of the trauma caused to people abused in the care of the state as children, Redress WA developed a comprehensive implementation plan to finalise payments to applicants under the scheme in a timely manner and provide much needed community recognition and support.
- With higher levels of marriage breakdown and women living on their own, the issue of economic security for women is an increasing concern. Levels of retirement savings and superannuation, plus housing affordability are issues for many women and were identified as a priority by the Women's Advisory Council, established in late 2009.
- Through its Youth Plan 2009-2011, the department is addressing the overall wellbeing of young people as well as their over-representation in a variety of at risk groups by:
  - partnering with community organisations through recurrent and grant funding around key priorities
  - changing community perceptions through awards and recognition strategies
  - influencing the youth policy agenda across government through work with other agencies on issues such as drug and alcohol awareness, mental health and wellbeing, support for young carers and young people with disabilities, and youth homelessness.
- The recently released Intergenerational Report highlights the importance of social, economic and physical planning to manage the impacts of population ageing. The department is contributing by:
  - promoting the World Health Organisation Age Friendly Cities model to incorporate

the needs of seniors at the state and local government strategic and physical planning level
  - building seniors participation and an active ageing lifestyle
  - addressing financial stresses for seniors by providing financial support through the Seniors Card, the Cost of Living and Safety and Security Rebates.
- As the number of carers of all ages in the Western Australian community continues to grow, the department is:
  - developing policies and programs with a renewed focus on the needs of young carers
  - supporting carer recognition and inclusion in decision making as mandated by the *Carer's Recognition Act 2004*
  - partnering with community organisations to provide practical and emotional support to carers.
- The draft State and Community Volunteering Strategy 2010-2014, developed by the department in consultation with the community, sets out joint goals and strategies to build support for volunteering in Western Australia.
- The transfer of the department's 'transactional functions' to the Office of Shared Services requires a significant body of work in relation to reconfiguring the existing corporate business relationship with the Department for Child Protection and ensuring that appropriate governance and risk management are in place.

DISCLOSURES AND LEGAL COMPLIANCE

INDEPENDENT AUDIT OPINION

Auditor General

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

DEPARTMENT FOR COMMUNITIES
FINANCIAL STATEMENTS AND KEY PERFORMANCE INDICATORS
FOR THE YEAR ENDED 30 JUNE 2010

I have audited the accounts, financial statements, controls and key performance indicators of the Department for Communities.

The financial statements comprise the Statement of Financial Position as at 30 June 2010, and the Statement of Comprehensive Income, Statement of Changes in Equity, Statement of Cash Flows, Schedule of Income and Expenses by Service, Schedule of Assets and Liabilities by Service, and Summary of Consolidated Account Appropriations and Income Estimates for the year then ended, a summary of significant accounting policies and other explanatory Notes.

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

Director General's Responsibility for the Financial Statements and Key Performance Indicators
The Director General is responsible for keeping proper accounts, and the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards and the Treasurer's Instructions, and the key performance indicators. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements and key performance indicators that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; making accounting estimates that are reasonable in the circumstances; and complying with the Financial Management Act 2006 and other relevant written law.

INDEPENDENT AUDIT OPINION continued

An audit does not guarantee that every amount and disclosure in the financial statements and key performance indicators 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 and key performance indicators.

Department for Communities
Financial Statements and Key Performance Indicators for the year ended 30 June 2010

Audit Opinion
In my opinion,

(i) the financial statements are based on proper accounts and present fairly the financial position of the Department for Communities at 30 June 2010 and its financial performance and cash flows for the year ended on that date. They are in accordance with Australian Accounting Standards and the Treasurer's Instructions;

(ii) the controls exercised by the Department provide reasonable assurance that the receipt, expenditure and investment of money, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions; and

(iii) the key performance indicators of the Department are relevant and appropriate to help users assess the Department's performance and fairly represent the indicated performance for the year ended 30 June 2010.

COLIN MURPHY
AUDITOR GENERAL
3 September 2010

CERTIFICATION OF FINANCIAL STATEMENTS

For the Year Ended 30 June 2010

The accompanying financial statements of the Department for Communities have been prepared in compliance with the provisions of the Financial Management Act 2006 from proper accounts and records to present fairly the financial transactions for the financial year ended 30 June 2010 and the financial position as at 30 June 2010.

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.

Jenni Perkins *
Accountable Authority

2 September 2010

Christopher Johnson
Chief Finance Officer

2 September 2010

* Jenni Perkins was appointed to the position of Director General on 16 August 2010

STATEMENT OF COMPREHENSIVE INCOME

For the year ended 30 June 2010

	Note	2010 ($'000)	2009 ($'000)
COST OF SERVICES			
Expenses			
Employee benefits expense	6	19,519	19,568
Supplies and services	7	8,453	10,823
Depreciation and amortisation expense	8	2,370	2,316,
Accommodation expenses	9	2,929	2,687
Grants and subsidies	10	16,618	25,885
Funding for services	11	16,916	16,479
Loss on disposal of non-current assets	16	3	5
Other expenses	12	226	225
Total cost of services		67,034	77,988
Income			
Revenue			
User charges and fees	13	68	0
Commonwealth grants and contributions	14	395	735
Other revenue	15	580	1,610
Total revenue		1,043	2,345
Total income other than income from State Government		1,043	2,345
NET COST OF SERVICES		**65,991**	**75,643**
INCOME FROM STATE GOVERNMENT	17		
Service appropriation		71,980	77,962
Administered appropriation		0	401
Resources received free of charge		2,304	2,385
Total income from State Government		74,284	80,748
SURPLUS/(DEFICIT) FOR THE PERIOD		8,293	5,105
OTHER COMPREHENSIVE INCOME			
Changes in asset revaluation surplus	30	(1,102)	3,679
Gains/losses recognised directly in equity		0	0
Total other comprehensive income		(1,102)	3,679
TOTAL COMPREHENSIVE INCOME FOR THE PERIOD		7,191	8,784

See also the 'Schedule of Income and Expenses by Service'.

The Statement of Comprehensive Income should be read in conjunction with the accompanying notes.

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STATEMENT OF FINANCIAL POSITION

as at 30 June 2010

	Note	2010 ($'000)	2009 ($'000)
ASSETS			
Current Assets			
Cash and cash equivalents	31	16,772	6,199
Restricted cash and cash equivalents	18, 31	276	262
Receivables	19	598	2,586
Other current assets	21	55	62
Total Current Assets		17,701	9,109
Non-Current Assets			
Restricted cash and cash equivalents	18, 31	340	230
Amounts receivable for services	20	10,539	7,877
Property, plant and equipment	22, 26	31,752	32,981
Leasehold improvements	23, 26	2,827	4,407
Work in progress	24, 26	127	237
Intangible assets	25	902	1,162
Total Non-Current Assets		46,487	46,893
TOTAL ASSETS		**64,188**	**56,002**
LIABILITIES			
Current Liabilities			
Payables	28	1,501	1,178
Provisions	29	3,276	3,053
Total Current Liabilities		4,777	4,231
Non-Current Liabilities			
Provisions	29	873	825
Total Non-Current Liabilities		873	825
Total Liabilities		**5,650**	**5,055**
NET ASSETS		**58,538**	**50,947**
EQUITY	30		
Contributed equity		34,397	33,997
Reserves		9,830	10,932
Accumulated surplus/(deficiency)		14,311	6,018
Total equity		**58,538**	**50,947**
TOTAL LIABILITIES AND EQUITY		**64,188**	**56,002**

The Statement of Financial Position should be read in conjunction with the accompanying notes.

STATEMENT OF CHANGES IN EQUITY

for the year ended 30 June 2010

	Note	Contributed Equity ($'000)	Reserves ($'000)	Accumulated surplus ($'000)	Total Equity ($'000)
Balance at 1 July 2008	30	**32,836**	**7,253**	**913**	**41,002**
Total comprehensive income for the year		0	3,679	5,105	8,784
Transactions with owners in their capacity as owners:					
Capital contribution		0	0	0	0
Other contributions by owners		1,293	0	0	1,293
Distribution by owners		(132)	0	0	(132)
Total		1,161	0	0	1,161
Balance at 30 June 2009		**33,997**	**10,932**	**6,018**	**50,947**
Balance at 1 July 2009		33,997	10,932	6,018	50,947
Total comprehensive income for the year		0	(1 102)	8,293	7,191
Transactions with owners in their capacity as owners:					
Capital contribution		0	0	0	0
Other contributions by owners		400	0	0	,400
Distribution by owners		0	0	0	0
Total		400	0	0	,400
Balance at 30 June 2010		**34,397**	**9,830**	**14,311**	**58,538**

The Statement of Changes in Equity should be read in conjunction with the accompanying notes.

STATEMENT OF CASH FLOWS

for the year ended 30 June 2010

	Note	2010 ($'000)	2009 ($'000)
CASH FLOWS FROM STATE GOVERNMENT			
Service appropriation	17	69,318,	76,086
Administered appropriation	17	0,	401
Net cash provided by State Government		69,318,	76,487
Utilised as follows:			
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee benefits		(18,076)	(19,530)
Supplies and services		(5,785)	(8,044)
Accommodation		(2,943)	(2,707)
Grants and subsidies		(16,634)	(25,970)
Funding for services		(16,919)	(16,572)
GST payments on purchases		(3,092)	(3,415)
Other payments		(228)	(235)
Receipts			
User charges and fees		68,	0,
Commonwealth grants and contributions		395,	735,
GST receipts on sales		321,	79,
GST receipts from taxation authority		2,858,	3,356,
Other receipts		1,422,	563,
Net cash provided by/(used in) operating activities	31	(58,613)	(71,740)
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of non-current physical assets		(8)	(1,583)
Net cash provided by/(used in) investing activities		(8)	(1,583)
Net increase/(decrease) in cash and cash equivalents		10,697,	3,164,
Cash and cash equivalents at the beginning of period		6,691,	3,975,
Cash transferred in/(transferred out)		0,	(448)
CASH AND CASH EQUIVALENTS AT THE END OF PERIOD	31	**17,388,**	**6,691,**

The Statement of Cash Flows should be read in conjunction with accompanying notes.

SCHEDULE OF INCOME AND EXPENSES BY SERVICE

for the year ended 30 June 2010

	Community and Family Support		Child Care Services		Strategic Policy and Coordination		Redress Scheme for Children and Young People Abused in the Care of the State		Promotion and Support of Multiculturalism		TOTAL	
	2010 ($'000)	2009 ($'000)	2010 ($'000)	2009 ($'000)	2010 ($'000)	2009 ($'000)	2010 ($'000)	2009 ($'000)	2010 ($'000)	2009 ($'000)	2010 ($'000)	2009 ($'000)
COSTS OF SERVICES												
Expenses												
Employee benefits expense	5,872	4,961	6,300	5,390	3,678	6,314	3,669	1,716	-	1,187	19,519	19,568
Supplies and services	2,381	2,444	1,678	1,864	3,041	5,176	1,353	1,122	-	217	8,453	10,823
Depreciation and amortisation expense	1,237	1,268	1,073	960	57	82	3	2	-	4	2,370	2,316
Accommodation expenses	758	656	824	767	880	906	467	198	-	160	2,929	2,687
Grants and subsidies	233	471	182	239	6,776	24,002	9,427	1,057	-	116	16,618	25,885
Funding for services	11,301	10,960	986	602	3,177	2,576	1,452	1,819	-	522	16,916	16,479
Loss on disposal on non-current assets	1	1	1	2	1	2	-	-	-	-	3	5
Other expenses	77	56	78	53	52	49	19	7	-	60	226	225
Total cost of services	21,860	20,817	11,122	9,877	17,662	39,107	16,390	5,921	-	2,266	67,034	77,988
Income												
User charges and fees	-	-	10	-	58	-	-	-	-	-	68	-
Commonwealth grants and contributions	48	-	292	735	55	-	-	-	-	-	395	735
Other revenue	80	444	25	545	475	435	-	-	-	186	580	1,610
Gain on disposal of non-current assets	-	-	-	-	-	-	-	-	-	-	-	-
Total income other than income from State Government	128	444	327	1,280	588	435	-	-	-	186	1,043	2,345
NET COST OF SERVICES	**21,732**	**20,373**	**10,795**	**8,597**	**17,074**	**38,672**	**16,390**	**5,921**	**-**	**2,080**	**65,991**	**75,643**
INCOME FROM STATE GOVERNMENT												
Service appropriation	19,917	19,008	9,889	8,014	18,146	42,992	24,028	5,772	-	2,176	71,980	77,962
Administered appropriation	-	120	-	56	-	225	-	-	-	-	-	401
Resources received free of charge	736	640	708	666	860	1,079	-	-	-	-	2,304	2,385
Total income from State Government	20,653	19,768	10,597	8,736	19,006	44,296	24,028	5,772	-	2,176	74,284	80,748
Surplus/deficit for the period	**(1,079)**	**(605)**	**(198)**	**139**	**1,932**	**5,624**	**7,638**	**(149)**	**-**	**96**	**8,293**	**5,105**

The Schedule of Income and Expenses by Service should be read in conjunction with the accompanying notes.

The Office of Multicultural Interests transferred to the Department of Local Government and Regional Development in April 2009

SCHEDULE OF ASSETS AND LIABILITIES BY SERVICE

for the year ended 30 June 2010

	Community and Family Support		Child Care Services		Strategic Policy and Coordination		Redress Scheme for Children and Young People Abused in the Care of the State		General - not attributed		TOTAL	
	2010 ($'000)	2009 ($'000)	2010 ($'000)	2009 ($'000)	2010 ($'000)	2009 ($'000)	2010 ($'000)	2009 ($'000)	2010 ($'000)	2009 ($'000)	2010 ($'000)	2009 ($'000)
ASSETS												
Current Assets	3	520	0	0	51	71	0	31	17,647	8,487	17,701	9,109
Non-Current Assets	11,507	12,655	23,841	25,612	1	3	138	,22	11,000	8,602	46,487	46,894
Total Assets	11,510	13,175	23,841	25,612	52	74	138	,53	28,647	17,089	64,188	56,003
LIABILITIES												
Current Liabilities	619	850	869	851	589	801	572	423	2,127	1,306	4,777	4,231
Non-current Liabilities	122	209	207	176	36	183	135	53	373	204	873	825
Total Liabilities	742	1,059	1,076	1,027	625	984	707	476	2,499	1,510	5,650	5,056
NET ASSETS	**10,769**	**12,116**	**22,765**	**24,585**	**(573)**	**(910)**	**(569)**	**(423)**	**26,147**	**15,579**	**58,538**	**50,947**

The Schedule of Assets and Liabilities by Service should be read in conjunction with the accompanying notes.

SUMMARY OF CONSOLIDATED ACCOUNT APPROPRIATIONS AND INCOME ESTIMATES

for the year ended 30 June 2010

	2010 Estimate	2010 Actual	Variance	2010 Actual	2009 Actual	Variance
	$000	$000	$000	$000	$000	$000
DELIVERY OF SERVICES						
Item 99 Net amount appropriated to deliver services	161,409	73,104	(88,305)	73,104	66,979	6,125
Item 100 Contribution to the Western Australian Family Foundation Trust Account	560	385	(175)	385	560	(175)
Section 25 transfer of Service Appropriation from the Department for Child Protection	-	-	-	-	10,169	(10,169)
Section 25 transfer of Service Appropriation to the Department for Child Protection	(1,771)	(1,771)	-	(1,771)	-	(1,771)
Amount authorised by other statutes - Salaries and Allowances Act 1975	262	262	-	262	254	8
Total appropriations provided to deliver services	160,460	71,980	(88,480)	71,980	77,962	(5,982)
GRAND TOTAL	160,460	71,980	(88,480)	71,980	77,962	(5,982)
Details Of Expenses by Service						
Community and Family Support	20,474	21,860	1,386	21,860	20,817	1,043
Child Care Services	8,759	11,122	2,363	11,122	9,877	1,245
Strategic Policy and Coordination	45,717	17,662	(28,055)	17,662	39,107	(21,445)
Redress Scheme for Children and Young People Abused in the Care of the State	89,069	16,390	(72,679)	16,390	5,921	10,469
Promotion and Support of Multiculturalism	-	-	-	-	2,266	(2,266)
Total cost of services	164,019	67,034	(96,985)	67,034	77,988	(10,954)
Less total income	(638)	(1,043)	(405)	(1,043)	(2,345)	1,302
Net cost of services	163,381	65,991	(97,390)	65,991	75,643	(9,652)
Adjustments	(2,921)	5,989	8,910	5,989	2,319	3,670
Total appropriations provided to deliver services	160,460	71,980	(88,480)	71,980	77,962	(5,982)
Capital expenditure						
Purchase of non-current physical assets	-	8	8	8	1,583	(1,575)
Adjustments for other funding sources	-	(8)	(8)	(8)	(1,583)	1,575
Capital appropriations	-	-	-	-	-	-

Adjustments comprise movements in cash balances and other accrual items such as receivables, payables and superannuation. It also includes an adjustment for appropriation provided under DTF Administered.

The 2010 Estimate for the Details of Expenses by Service has been adjusted for comparative purposes to reflect the transfer of services to the Department for Child Protection in 2009-10.

The 'Purchase of non-current physical assets' has been adjusted to only include purchases made from controlled appropriation.

Note 34 'Explanatory statement' provides details of any significant variations between estimates and actual results for 2010

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2010

1 Australian Accounting Standards

General

The Department's financial statements for the year ended 30 June 2010 have been prepared in accordance with Australian Accounting Standards. The term 'Australian Accounting Standards' refers to Standards and Interpretations issued by the Australian Accounting Standard Board (AASB)

The Department has adopted any applicable, new and revised Australian Accounting Standards from their operative dates.

Early adoption of standards

The Department cannot early adopt an Australian Accounting Standard unless specifically permitted by TI 1101 Application of Australian Accounting Standards and Other Pronouncements. No Australian Accounting Standards that have been issued or amended but not operative have been early adopted by the Department for the annual reporting period ended 30 June 2010.

2 Summary of significant accounting policies

a General Statement

The financial statements constitute general purpose financial statements that have been prepared in accordance with Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board as applied by the Treasurer's Instructions. Several of these are modified by Treasurer's Instructions to vary application, disclosure, format and wording.

The *Financial Management Act 2006* and the Treasurer's Instructions are legislative provisions governing the preparation of financial statements and take precedence over Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board.

Where modification is required and has a material or significant financial effect upon the reported results, details of that modification and the resulting financial effect are disclosed in the notes to the financial statements.

b Basis of Preparation

The financial statements have been prepared on the accrual basis of accounting using the historical cost convention, modified by the revaluation of land, buildings and leasehold improvements which have been measured at fair value.

The accounting policies adopted in the preparation of the financial statements have been consistently applied throughout all periods presented unless otherwise stated.

The financial statements are presented in Australian dollars and all values are rounded to the nearest thousand dollars ($'000).

c Reporting Entity

The reporting entity is solely comprised of the Department for Communities.

Mission

The Department's mission is to provide a focal point for policy development, program delivery and community engagement with an over-arching social inclusion framework.

The Department is primarily funded by Parliamentary appropriations. The financial statements encompass all funds through which the Department controls resources to carry on its functions.

Services:
The Department provides the following services:

Service 1: Community and Family Support
To provide services and programs to support and enhance families and communities.

Service 2: Child Care Services
To provide Childcare services and other services to promote quality and safe child care, including licensing.

Service 3: Strategic Policy and Coordination
The provision of policy coordination, programs, policy advice, analysis and information to support and strengthen the Western Australian community.

Service 4: Redress Scheme for Children and Young People Abused in the Care of the State
To manage the Redress Scheme for Children and Young People Abused in the Care of the State.

d Contributed Equity

AASB Interpretation 1038 *Contributions by Owners Made to Wholly-Owned Public Sector Entities* requires transfers in nature of equity contributions, other than as a result of a restructure of administrative arrangements, to be designated by the Government (the owner) as contributions by owners (at the time of, or prior to transfer) before such transfers can be recognised as equity contributions. Capital appropriations have been designated as contributions by owners by TI 955 *Contributions by Owners Made to Wholly Owned Public Sector Entities* and have been credited directly to Contributed Equity.

Transfer of net assets to/from other agencies, other than as a result of a restructure of administrative arrangements, are designated as contributions by owners, where the transfers are non discretionary and non-reciprocal.

e Income

Revenue recognition
Revenue is measured at the fair value of consideration received or receivable. Revenue is recognised for the major business activities as follows:

Sale of goods
Revenue is recognised from the sale of goods and disposal of other assets when the significant risks and rewards of ownership transfer to the purchaser and can be measured reliably.

Provision of services
Revenue is recognised on delivery of the service to the client or by reference to the stage of completion of the transaction.

Service Appropriations
Service appropriations are recognised as revenues at nominal value 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 to the Department's bank account or credited to the 'Amounts receivables for services' (holding account) held at Treasury.

Net Appropriation Determination
The Treasurer may make a determination providing for prescribed receipts to be retained for services under the control of the Department. In accordance with the determination specified in the 2009-2010 Budget Statements, the Department retained $1.043 million in 2010 ($2.345 million in 2009) from the following:
- proceeds from fees and charges;
- Commonwealth specific purpose grants and contributions; and
- other departmental revenue.

Grants, donations, gifts and other non-reciprocal contributions
Revenue is recognised at fair value when the Department obtains control over the assets comprising the contributions which is usually when cash is received.

Other non-reciprocal contributions that are not contributions by owners are recognised at their fair value. Contributions of services are only recognised when a fair value can be reliably determined and the services would be purchased if not donated.

Gains
Gains may be realised or unrealised and are usually recognised on a net basis. These include gains arising on the disposal of non-current assets and revaluations of non-current assets.

f Property, Plant and Equipment and Leasehold Improvements

Capitalisation/Expensing of assets
Items of property, plant and equipment and leasehold improvements costing $5,000 or more are recognised as assets and the cost of utilising assets is expensed (depreciated) over their useful lives. Items of property, plant and equipment and leasehold improvements costing less than $5,000 are immediately expensed direct to the Statement of Comprehensive Income (other than where they form part of a group of similar items which are significant in total).

Initial recognition and measurement
All items of property, plant and equipment and leasehold improvements are initially recognised at cost.

For items of property, plant and equipment and leasehold improvements acquired at no cost or for nominal consideration, the cost is their fair value at the date of acquisition.

Subsequent measurement
Subsequent to initial recognition as an asset, the revaluation model is used for the measurement of land, buildings and leasehold improvements and the cost model for all other property, plant and equipment. Land, buildings and leasehold improvements are carried at fair value less accumulated depreciation (buildings and leasehold improvements only) and accumulated impairment losses. All other items of property, plant and equipment are stated at historical cost less accumulated depreciation and accumulated impairment losses.

Where market evidence is available, the fair value of land, buildings and leasehold improvements is determined on the basis of current market buying values determined by reference to recent market transactions. When buildings and leasehold improvements are revalued by reference to recent market transactions, the accumulated depreciation is eliminated against the gross carrying amount of the asset and the net amount restated to the revalued amount.

Where market evidence is not available, the fair value of land, buildings and leasehold improvements is determined on the basis of existing use. This normally applies where buildings and leasehold improvements are specialised or where land use is restricted. Fair value for existing use assets is determined by reference to the cost of replacing the remaining future economic benefits embodied in the asset, ie. the depreciated replacement cost. Where the fair value of buildings and leasehold improvements is determined on the depreciated replacement cost basis, the gross carrying amount and the accumulated depreciation are restated proportionately.

Independent valuations of land and buildings are provided annually by the Western Australian Land Information Authority (Valuation Services) and recognised annually to ensure that the carrying amount does not differ materially from the asset's fair value at the end of the reporting period.

Fair value of leasehold improvements has been determined by reference to the depreciated replacement cost (existing use basis) as the assets are specialised and no-market based evidence of value is available. Independent valuations are obtained every 3 to 5 years.

The most significant assumptions in estimating fair value are made in assessing whether to apply the existing use basis to assets and in determining estimated useful life. Professional judgment by the valuer is required where the evidence does not provide a clear distinction between market type assets and existing use assets.

Derecognition
Upon disposal or derecognition of an item of property, plant and equipment and leasehold improvements, any revaluation surplus relating to that asset is retained in the asset revaluation surplus.

Asset Revaluation Reserve
The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets as described in note 22 'Property, plant and equipment', note 23 'Leasehold improvements' and note 26 'Reconciliation schedule of non-current assets'.

Depreciation
All non-current assets having a limited useful life are systematically depreciated over their estimated useful lives in a manner that reflects the consumption of their future economic benefits.

Land is not depreciated. Depreciation on other assets is calculated using the straight line method, using rates which are reviewed annually. Estimated useful lives for each class of depreciable asset are:

Buildings	25 years
Office machines, furniture and equipment	5 years
Computer equipment	4 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.

g Intangible Assets

Capitalisation/Expensing of assets
Acquisitions of intangible assets costing $5,000 or more are capitalised. The cost of utilising the assets is expensed (amortised) over their useful life. Costs incurred below this threshold are immediately expensed directly to the Statement of Comprehensive Income.

All acquired and internally developed intangible assets are initially recognised at cost. For assets acquired at no cost or for nominal cost, the cost is their fair value at the date of acquisition.

The cost model is applied for subsequent measurement requiring the asset to be carried at cost less any accumulated amortisation and accumulated impairment losses.

Amortisation for intangible assets with finite useful lives is calculated for the period of the expected benefit (estimated useful life) on the straight line basis using rates which are reviewed annually. All intangible assets controlled by the Department have a finite useful life and zero residual value. The expected useful lives for each class of intangible asset are:

Software	5 years

Computer software
Software that is an integral part of the related hardware is treated as property, plant and equipment. Software that is not an integral part of the related hardware is treated as an intangible asset. Software costing less than $5,000 is expensed in the year of acquisition.

h Impairment of Assets

Property, plant and equipment, leasehold improvements and intangible assets are tested for any indication of impairment at the end of each reporting period. Where there is an indication of impairment, the recoverable amount is estimated. Where the recoverable amount is less than the carrying amount, the asset is considered impaired and is written down to the recoverable amount and an impairment loss is recognised. As the Department is a not-for-profit entity, unless an asset is identified as a surplus asset, the recoverable amount is the higher of an asset's fair value less costs to sell and depreciated replacement cost.

The risk of impairment is generally limited to circumstances where an asset's depreciation is materially understated, where the replacement cost is falling or where there is significant change in useful life. Each relevant class of assets is reviewed annually to verify that the accumulated depreciation/amortisation reflects the level of consumption or expiration of asset's future economic benefits and to evaluate any impairment risk from falling replacement costs.

Intangible assets with an indefinite useful life and intangible assets not yet available for use are tested for impairment at the end of each reporting period irrespective of whether there is any indication of impairment.

The recoverable amount of assets identified as surplus assets is the higher of fair value less costs to sell and the present value of future cash flows expected to be derived from the asset. Surplus assets carried at fair value have no risk of material impairment where fair value is determined by reference to depreciated replacement cost, surplus assets are at risk of impairment and the recoverable amount is measured. Surplus assets at cost are tested for indications of impairment at the end of each reporting period.

i Leases

The Department holds operating leases for motor vehicles, head office and a number of branch office buildings. Lease payments are expensed on a straight line basis over the lease term as this represents the pattern of benefits derived from the leased properties.

The Department has no finance lease commitments at this time.

j Financial Instruments

In addition to cash, the Department has two categories of financial instrument:
- Receivables; and
- Financial liabilities measured at amortised cost.

Financial instruments have been disaggregated into the following classes:

Financial Assets
- Cash and cash equivalents
- Restricted cash and cash equivalents
- Receivables
- Amounts receivable for services

Financial Liabilities
- Payables

Initial recognition and measurement of financial instruments is at fair value which normally equates to the transaction cost or the face value. Subsequent measurement is at amortised cost using the effective interest method.

k Cash and Cash Equivalents

For the purpose of the Statement of Cash Flows, cash and cash equivalents (and restricted cash and cash equivalents) assets comprise cash on hand, which are subject to insignificant risk of changes in value.

l Accrued Salaries

Accrued salaries (refer note 28 'Payables') represent the amount due to staff but unpaid at the end of the financial year, as the pay date for the last pay period for that financial year does not coincide with the end of the financial year. Accrued salaries are settled within a fortnight of the financial year end. The Department considers the carrying amount of accrued salaries to be equivalent to its net fair value.

The accrued salaries suspense account (see note 18 'Restricted cash and cash equivalents') consists of amounts paid annually into a suspense account over a period of 10 financial years to largely meet the additional cash outflow in each eleventh year when 27 pay days occur instead of the normal 26. No interest is received on this account.

m Amounts Receivable for Services (Holding Account)

The Department receives appropriation funding on an accrual basis that recognises the full annual cash and non-cash cost of services. The appropriations are paid partly in cash and partly as an asset (Holding Account receivable) that is accessible on the emergence of the cash funding requirement to cover items such as leave entitlements and asset replacement.

n Receivables

Receivables are recognised and carried at original invoice amount less an allowance for uncollectible amounts (i.e. impairment). The collectability of receivables is reviewed on an ongoing basis and any receivables identified as uncollectible are written-off against the allowance account. The allowance for uncollectible amounts (doubtful debts) is raised when there is objective evidence that the Department will not be able to collect the debts. The carrying amount is equivalent to fair value as it is due for settlement within 30 days.

o Payables

Payables are recognised when the Department becomes obliged to make future payments as a result of a purchase of assets or services. The carrying amount is equivalent to fair value, as they are generally settled within 30 days.

p Provisions

Provisions are liabilities of uncertain timing or amount and are recognised where there is a present legal, equitable or constructive obligation as a result of a past event and when the outflow of resources embodying economic benefits is probable and a reliable estimate can be made of the amount of the obligation. Provisions are reviewed at the end of each reporting period.

Provisions - employee benefits

Annual Leave and Long Service Leave

The liability for annual and long service leave expected to be settled within 12 months after the reporting period is recognised and measured at the undiscounted amounts expected to be paid when the liabilities are settled. Annual and long service leave expected to be settled more than 12 months after the reporting period is measured at the present value of amounts expected to be paid when the liabilities are settled. Leave liabilities are in respect of services provided by employees up to the end of the reporting period.

When assessing expected future payments consideration is given to expected future wage and salary levels including non-salary components such as employer superannuation contributions. In addition, the long service leave liability also considers the experience of employee departures and periods of service.

The expected future payments are discounted using market yields at the end of the reporting period on national government bonds with terms to maturity that match, as closely as possible, the estimated future cash outflows.

All annual leave and unconditional long service leave provisions are classified as current liabilities as the Department does not have an unconditional right to defer settlement of the liability for at least 12 months after the reporting period.

Deferred Leave

The provision for deferred leave relates to Public Service employees who have entered into an agreement to self-fund an additional twelve months leave in the fifth year of the agreement. The provision recognises the value of salary set aside for employees to be used in the fifth year. This liability is measured on the same basis as annual leave. Deferred leave is reported as a non-current provision until the fifth year.

Purchased Leave

The provision for purchased leave relates to Public Service employees who have entered into an agreement to self-fund an additional four weeks leave per calendar year. The provision recognises the value of salary set aside for employees and is measured at the nominal amounts expected to be paid when the liabilities are settled. This liability is measured on the same basis as annual leave.

Superannuation
The Government Employees Superannuation Board (GESB) in accordance with legislative requirements administers public sector superannuation arrangements in WA.

Employees may contribute to the Pension Scheme, a defined benefit pension scheme now closed to new members or the Gold State Superannuation Scheme (GSS), a defined benefit lump sum scheme also closed to new members.

The Department has no liabilities under the Pension or the GSS Schemes. The Liabilities for the unfunded Pension Scheme and the unfunded GSS Scheme transfer benefits due to members who transferred from the Pension Scheme, are assumed by the Treasurer. All other GSS Scheme obligations are funded by concurrent contributions made by the Department to the GESB. The concurrently funded part of the GSS Scheme is a defined contribution scheme as these contributions extinguish all liabilities in respect of the concurrently funded GSS Scheme obligations.

Employees commencing employment prior to 16 April 2007 who were not members of either the Pension or the GSS Schemes became non-contributory members of the West State Superannuation Scheme (WSS). Employees commencing on or after 16 April 2007 became members of the GESB Super Scheme (GESBS). Both of these schemes are accumulation schemes. The Department makes concurrent contributions to GESB on behalf of employees in compliance with the Commonwealth Government's *Superannuation Guarantee (Administration) Act 1992*. These contributions extinguish the liability for superannuation charges in respect of the WSS and GESBS Schemes.

The GESB makes all benefit payments in respect of the Pension and GSS Schemes, and is recouped by the Treasurer for the employer's share.

Provisions - Other
Employment On-Costs
Employment on-costs, including workers' compensation insurance, are not employee benefits and are recognised separately as liabilities and expenses when the employment to which they relate has occurred. Employment on-costs are included as part of 'Other expenses' and are not included as part of the Department's 'Employee benefits expense'. The related liability is included in 'Employment on-costs provision'.

q Superannuation Expense

The superannuation expense in the Statement of Comprehensive Income comprises of employer contributions paid to the GSS (concurrent contributions), the West State Superannuation Scheme (WSS), and the GESB Super Scheme (GESBS).

The GSS scheme is a defined benefit scheme for the purposes of employees and whole-of-government reporting. However, it is a defined contribution plan for agency purposes because the concurrent contributions (defined contributions) made by the agency to GESB extinguishes the agency's obligations to the related superannuation liability.

r Resources Received Free of Charge or For Nominal Cost

Resources received free of charge or for nominal cost that can be reliably measured are recognised as income and as assets or expenses as appropriate, at fair value.

Where assets or services are received from another State Government agency, these are separately disclosed under Income from the State Government in the Statement of Comprehensive Income.

s Comparative Figures

Comparative figures are, where appropriate, reclassified to be comparable with the figures presented in the current financial year.

3 Judgements made by management in applying accounting policies

The preparation of financial statements requires management to make judgements about the application of accounting policies that have a significant effect on the amounts recognised in the financial statements. The Department evaluates these judgements regularly.

Operating lease commitments
The Department has entered into a number of leases for buildings for branch office accommodation. Some of these leases relate to builidings of a temporary nature and it has been determined that the lessor retains substantially all the risks and rewards incidental to ownership. Accordingly, these leases have been classified as operating leases.

Intangible Assets
The Department recognises an internally generated intangible asset for the Regulation Enforcement and Licensing Management system. The amortisation and estimated useful life reflects the pattern in which the asset's future economic benefits are expected to be consumed by the Department.

4 Key sources of estimation uncertainty

The Department makes key estimates and assumptions concerning the future. These estimates and assumptions are based on historical experiences and various other factors that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilties within the next financial year

Long Service Leave
In calculating the Department's long service leave provision, several estimations and assumptions have been made. These include expected future salary rates, salary inflation, discount rates, employee retention rates and expected future payments. Any changes in these estimations and assumptions may impact on the carrying amount of the long service leave provision.

5 Disclosure of changes in accounting policy and estimates

Initial application of an Australian Accounting Standard
The Department has applied the following Australian Accounting Standards and Australian Accounting Interpretations effective for annual reporting periods beginning on or after 1 July 2009 that impacted on the Department:

AASB 101 *Presentation of Financial Statements* (September 2007). This Standard has been revised and introduces a number of terminology changes as well as changes to the structure of the Statement of Changes in Equity and the Statement of Comprehensive Income. It is now a requirement that owners changes in equity be presented separately from non- ower changes in equity. There is no financial impact resulting from the application of this revised Standard.

AASB 2007-10 *Further Amendments to Australian Accounting Standards arising from AASB 101*. This Standard changes the term 'general purpose financial report' to general purpose financial statements', where appropriate in Australian Accounting Standards and the Framework to better align with IFRS terminology. There is no financial impact resulting from the application of this Standard.

AASB 2008-13 *Amendments to Australian Accounting Standards arising from AASB interpretation 17 - Distributions of Non-cash Assets to Owners [AASB 5 & AASB 110]*. This Standard amends AASB 5 *Non-current Assets Held for Sale and Discontinued Operations* in respect of the classification, presentation and measurement of non-current assets held for distribution to owners in their capacity as owners. This may impact on the presentation and classification of Crown land held by the Department where the Crown land is to be sold by the Department of Regional Development and Lands (formerly Department for Planning and Infrastructure). The Department does not expect any financial impact when the Standard is first applied prospecively.

AASB 2009-2 *Amendments to Australian Accounting Standards – Improving Disclosures about Financial Instruments AASB 4, AASB 7, AASB 1023 & AASB 1038*. This Standard amends AASB 7 and will require enhanced disclosures about fair value measurements and liquidity risk with respect to financial instruments. There is no financial impact resulting from the application of this Standard.

Future impact of Australian Accounting Standards not yet operative

The Department cannot early adopt an Australian Accounting Standard or Australian Accounting Interpretation unless specifically permitted by TI 1101 *Application of Australian Accounting Standards and Other Pronouncements*. Consequently, the Department has not applied early any following Australian Accounting Standards that may impact the Department. Where applicable, the Department plans to apply these Australian Accounting Standards from their application date.

		Operative for reporting periods beginning on/after
AASB 2009-11	Amendments to Australian Accounting Standards arising from AASB 9 [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112 118, 121, 127, 128, 131, 132, 136, 139, 1023 & 1038 and Interpretations 10 & 12] The amendment to AASB 7 requires modification to the disclosure of categories of financial assets. The Department does not expect any financial impact when the Standard is first applied. The disclosure of categories of financial assets in the notes will change.	1 January 2013
AASB 1053	Application of Tiers of Australian Accounting Standards This Standard establishes a differential financial reporting framework consisting of two tiers of reporting requirements for preparing general purpose financial statements. The Standard does not have any financial impact on the Department. However it may affect disclosures in the financial statements of the Department if the reduced disclosure requirements apply. DTF has not yet determined the application or the potential impact of the new Standard for agencies.	1 July 2013
AASB 2010-2	Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements This Standard makes amendments to many Australian Accounting Standards, including Interpretations, to introduce reduced disclosure requirements into these pronouncements for application by certain types of entities. The Standard is not expected to have any financial impact on the Department. However this Standard may reduce some note disclosures in financial statements of the Department. DTF has not yet determined the application or the potential impact of the amendments to these Standards for agencies	1 July 2013

	($'000)	($'000)

6 Employee benefits expense

Wages and salaries (a)	15,355	15,461
Superannuation - defined contribution plans (b)	1,554	1,483
Long service leave (c)	733	897
Annual leave (c)	1,419	1,539
Other related expenses	458	188
	19,519	19,568

(a) Includes the value of the fringe benefit to the employee plus the fringe benefits tax component.

(b) Defined contribution plans include West State, Gold State and the GESB Super Scheme (contributions paid).

(c) Includes a superannuation contribution component.

Employment on-costs such as workers' compensation insurance are included at note 12 'Other expenses'. The employment on-costs liability is included at note 29 'Provisions'.

7 Supplies and services

Communications	570	662
Consultants and contractors	3,263	4,061
Consumables	949	1,829
Facilities	27	67
Leased equipment	18	90
Motor vehicle costs	568	596
Resources Received Free of Charge	2,304	2,385
Staffing costs	225	252
Training	140	190
Travel	349	676
Other	40	15
	8,453	10,823

8 Depreciation and amortisation expense

Depreciation		
Buildings (a)	505	434
Office machines, furniture and equipment	24	34
Computer equipment	2	4
Leasehold improvements	1,579	1,844
	2,110	2,316
Amortisation		
Computer software	,260	0
	260	0
Total depreciation and amortisation	2,370	2,316

(a) The 2009 figure has been restated due to the reclassification of restricted assets to controlled assets which occurred during the 2010 year. The 2009 depreciation associated with Restricted Asset - Buildings ($182,000) is now included in Buildings. Depreciation associated with Restricted Asset - Leasehold improvements ($779,000) is now included in Leasehold improvements.

	($'000)	($'000)

9 Accommodation expenses

Lease rentals	1,838	1,720
Repairs and maintenance - buildings	480	192
Insurance - general	123	200
Minor works	261	306
Cleaning, gardening, security, rates and taxes	149	157
Power, water and gas	78	112
	2,929	2,687

10 Grants and subsidies

Grants and subsidies - private bodies	1,254	1,990
Youth/Cadets grants	2,398	2,393
Community service grants	0	1,274
Instructor recognition grants	730	724
Charitable bodies	276	15
Seniors cost of living rebate	1,475	18,397
Capital construction grants	0	1
Youth co-ordinating network grants	0	33
Womans Grants	156	0
Volunteering Grants	100	0
Seniors Security Rebate	802	0
Redress ex-gratia payments (a)	9,427	1,058
	16,618	25,885

(a) Redress WA Scheme are for those adults who, as children, were abused and/or neglected in WA State care in Western Australia

11 Funding for services

Funding to non-government agencies under contract for services provided directly to the community including to organisations such as Anglicare, Centrecare and local government shires.	16,916	16,479

12 Other expenses

Repairs and maintenance - equipment	8	45
Doubtful debts expense	0	5
Employment on-costs (a) [refer to note 6 'Employee benefits expense']	167	127
Audit fees (b)	51	48
	226	225

(a) Includes workers' compensation insurance and other employment on-costs. The on-costs liability associated with the recognition of annual and long service leave liability is included at note 29 'Provisions'. Superannuation contributions accrued as part of the provision for leave are employee benefits and are not included in employment on-costs.

(b) Audit fee, see also note 37 'Remuneration of auditor'.

	($'000)	($'000)

13 User charges and fees

Sale of products	58	0
Child Care Qualification Assessment Fees	10	0
	68	0

14 Commonwealth grants and contributions

Recurrent		
Children's Services Program	0	547
Indian Ocean Territory Service Delivery Programs (a)	149	188
Occasional Care (Funding Cwth Dept for Family and Children)	246	0
	395	735

(a) The Australian Government has a service delivery agreement with the State Government of of Western Australia for the provision of services to Indian Ocean Territory (formally known as Christmas and Cocos (Keeling) Island program). Refer to note 38 'Special Purpose Accounts' for Statement of Receipts and Payments

15 Other revenue

Contributions by officers to the Executive Motor Vehicle Scheme	27	18
Prior period adjustment	0	448
Bad Debt Recovery	2	0
Sponsorship revenue	99	136
Miscellaneous	452	1,008
	580	1,610

Miscellaneous revenue ($ 452k) includes funds for Leeuwin Project Grant in 2010/11

16 Net gain/(loss) on disposal of non-current assets

	Proceeds from disposal		Carrying cost of assets		Net Gain/(Loss) on disposal	
	2010 ($'000)	2009 ($'000)	2010 ($'000)	2009 ($'000)	2010 ($'000)	2009 ($'000)
Office machines, furniture & equipment	0	0	3	5	(3)	(5)
	0	0	3	3	(3)	(5)

	($'000)	($'000)

17 Income from State Government

Appropriations received during the year:		
Cash received from government (a)	69,318	76,086
Cash transferred to the Department of Local Government and Regional Development (c)	0	(448)
Amount receivable for services (a)	2,662	2,324
	71,980	77,962
Administered appropriations	0	401
	71,980	78,363
Resources received free of charge (b)		
Determined on the basis of the following estimates provided by agencies:		
State Solicitor's Office - legal services	37	30
Landgate - land information & valuation services	4	5
Department of Housing and Works - leasing services	16	14
Department for Child Protection - corporate support	2,247	2,336
	2,304	2,385
	74,284	80,748

(a) Service appropriations are accrual amounts reflecting the full cost of services 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.

(b) Where assets or services have been received free of charge or for nominal cost, the Department recognises revenues equivalent to the fair value of the assets and/or the fair value of those services that can be reliably measured and which would have been purchased if they were not donated, and those fair values shall be recognised as assets or expenses, as applicable. Where the contribution of assets or services are in the nature of contributions by owners, the Department makes the adjustment direct to equity.

(c) Service appropriation for the Office of Multicultural Interests transferred to the Department of Local Government and Regional Development.

18 Restricted cash and cash equivalents

Current		
Indian Ocean Territory (a) (b)	44	141
WA Family Foundation (a)	232	121
	276	262
Non-Current		
Accrued salaries suspense account (c)	340	230

(a) Cash held in the controlled trust accounts can only be used for specific designated purposes.

(b) Formerly known as Christmas and Cocos (Keeling) Island program

(c) Amount held in the suspense account is only to be used for the purpose of meeting the 27th pay in a financial year that occurs every 11 years.

	($'000)	($'000)

19 Receivables

Current

	Gross		Provision for Doubtful Debts		Net	
	2010 ($'000)	2009 ($'000)	2010 ($'000)	2009 ($'000)	2010 ($'000)	2009 ($'000)
Receivables						
Salary overpayments	6	10	0	0	6	10
Other	387	2,290	0	5	387	2,285
GST recoverable	205	291	0	0	205	291
Total Current	598	2591	0	5	598	2,586

Reconciliation of changes in the allowance for impairment of receivables:

	($'000)	($'000)
Balance at start of year	5	0
Transfer from the Department for Child Protection	0	0
Doubtful debts expense recognised in the income statement	0	5
Amounts written off during the year	(5)	0
Balance at end of year	0	5

20 Amounts receivable for services

Non-current	10,539	7,877

Represents the non-cash component of service appropriations. It is restricted in that it can only be used for asset replacement or payment of leave liability.

21 Other Assets

Current		
Prepayments	55	62
Total Current	55	62

22 Property, plant and equipment

	Cost or Valuation		Accumulated Depreciation		Written Down Value	
	2010 ($'000)	2009 ($'000)	2010 ($'000)	2009 ($'000)	2010 ($'000)	2009 ($'000)
At cost:						
Office machines, furniture and equipment	100	114	49	44	51	70
Computer equipment	10	9	9	6	1	3
	110	123	57	50	52	73
At fair value:						
Land (a) (b)	19,751	20,315	0	0	19,751	20,315
Buildings (a) (b)	12,072	12,622	123	29	11,949	12,593
	31,823	32,937	123	29	31,700	32,908
	31,933	33,060	180	79	31,752	32,981

(a) Land and buildings were revalued as at 1 July 2009 by the Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2010 and recognised at 30 June 2010. In undertaking the revaluation, fair value was determined by reference to market values for land: $7,222,000; current use for land: $9,033,800; market values for buildings: $3,015,000 and current use for buildings: $6,703,400. For the remaining balance, fair value of land and buildings was determined by reference to depreciated replacement cost.

(b) The 2009 figure has been restated due to the reclassification of restricted assets to controlled assets which occurred during the 2010 year. The 2009 fair value of Restricted Asset - Lands ($9,384,000) is now included in Land under Cost or Valuation. The 2009 fair value of Restricted Asset - Buildings ($4,950,000) is now included in Buildings under Cost or Valuation. Restricted Asset - Land and Restricted Asset - Buildings did not have any associated accumulated depreciation in 2009.

23 Leasehold improvements

	Cost or Valuation		Accumulated Depreciation		Written Down Value	
	2010 ($'000)	2009 ($'000)	2010 ($'000)	2009 ($'000)	2010 ($'000)	2009 ($'000)
At fair value:						
Leasehold improvements (a)(b)	6,619	6,619	3,792	2,212	2,827	4,407

(a) Leasehold improvements were revalued as at 1 July 2007 by the Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2008 and recognised at 30 June 2008. In undertaking the revaluation, fair value was determined by reference to current use for leasehold improvements: $1,873,864. For the remaining balance, fair value of leasehold improvements was determined by reference to depreciated replacement cost.

(b) The 2009 figure has been restated due to the reclassification of restricted assets to controlled assets which occurred during the 2010 year. The 2009 fair value of Restricted Asset - Leasehold improvement ($3,475,000) is now included in the Leasehold improvements under Cost or Valuation. The 2009 Restricted asset - Leasehold improvements accumulated depreciation ($846,000) has been included in the Leasehold improvements Depreciation.

	($'000)	($'000)

24 Work in progress

Work in progress has been included at cost:		
Office accommodation	127	127
Family centres	0	110
	127	237

25 Intangible assets

	Cost or Valuation		Accumulated Depreciation		Written Down Value	
	2010 ($'000)	2009 ($'000)	2010 ($'000)	2009 ($'000)	2010 ($'000)	2009 ($'000)
At cost: Computer software	1,162	1,162	260	0	902	1,162

26 Reconciliation schedule of non-current assets

Reconciliations of the carrying amounts of property, plant, equipment, leasehold improvements, intangible assets and works in progress at the beginning and end of the current financial year are set out below.

	Land	Buildings	Office machines, furniture and equipment	Computer equipment	Leasehold improvements	Intangible Assets	Work in progress (b)	Total
	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000
2010								
Carrying amount at start of year	20,315	12,593	70	3	4,407	1,162	237	38,787
Additions	0	0	8	0	0	0	113	121
Transfers In	400	0	0	0	0	0	0	400
Transfers Out (a)	0	0	0	0	0	0	0	0
Disposals	0	0	(3)	0	0	0	(223)	(226)
Revaluation increments	(964)	(139)	0	0	0	0	0	(1,103)
Depreciation and amortisation	0	(505)	(24)	(2)	(1,580)	(260)	0	(2,371)
Carrying amount at end of year	19,751	11,949	51	1	2,827	902	127	35,608

	Land (c)	Buildings (c)	Office machines, furniture and equipment	Computer equipment	Leasehold improvements (c)	Intangible Assets	Work in progress (b)	Total
	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000
2009								
Carrying amount at start of year	17,505	10,833	83	7	6,007	0	96	34,531
Additions	0	16	48	0	224	1,162	1,713	3,163
Transfers In (d)	535	781	0	0	20	0	0	1,336
Transfers Out (a) (e)	0	(7)	(15)	0	0	0	(1,572)	(1,594)
Disposals	0	0	(12)	0	0	0	0	(12)
Revaluation increments	2,275	1,404	0	0	0	0	0	3,679
Depreciation and amortisation	0	(434)	(34)	(4)	(1,844)	0	0	(2,316)
Carrying amount at end of year	20,135	12,593	70	3	4 407	1,162	237	38,787

(a) The Department of Regional Development and Land (DRDL) is the only agency with the power to sell Crown land. The land is transferred to DRDL for sale and the Department accounts for the transfer as a distribution to owners.

(b) The Work in Progress includes capitalisation of assets.

(c) The 2009 figure has been restated for the reclassification of restricted assets to controlled assets which occurred during the 2010 year.

(d) $1,336,000 represents the transfer of assets from the Department for Child Protection

(e) $7,000 represents buildings transferred to the Department for Child Protection; $15,000 represents Office machines, furniture & equipment transferred to the Department of Local Government and Regional Development; and $1,572,000 represents transfers of expenditure out of work in progress to non-current assets or relevant expenditure accounts

27 Impairment of assets

There were no indications of impairment of property, plant and equipment, leasehold improvements and intangible assets at 30 June 2010.

28 Payables

Payables and accrued expenses		
Current		
Accounts Payables	950	678
Accrued Expenses	295	315
Accrued Salaries (a)	255	186
	1,501	1,178

(a) Amounts owing for four working days from 25 June to 30 June 2010 (2009: three working days)

	($'000)	($'000)

29 Provisions

Current		
Employee benefits provision		
Annual leave (a)	1,066	1,088
Leave loading	177	152
Long service leave (b)	1,939	1,707
Free passes to the coast and travel days	9	9
Time off in lieu	48	57
Purchased leave	6	9
	3,245	3,022
Other provisions		
Employment on-costs (c)	31	31
	31	31
	3,276	3,053
Non-current		
Employee benefits provision		
Long service leave (b)	853	812
Deferred leave	7	0
	860	812
Other provisions		
Employment on-costs (c)	13	13
	873	825
	4,149	3,878

(a) Annual leave liabilities have been classified as current as there is no unconditional right to defer settlement for at least 12 months after the reporting period.

(b) Long service leave liabilities have been classified as current where there is no unconditional right to defer settlement for at least 12 months after the reporting period. Assessments indicate that actual settlement of the liabilities will occur as follows:

Within 12 months of the end of the reporting period	459	424
More than 12 months after the reporting period	2,333	2,095
	2,792	2,519

(c) The settlement of annual and long service leave liabilities gives rise to the payment of employment on-costs including workers' compensation insurance. The provision is the present value of expected future payments. The associated expense is disclosed in note 12 'Other Expenses'.

Movements in Other Provisions

Movements in each class of provisions during the financial year, other than employee benefits, are set out below.

Employee on-cost provision		
Carrying amount at start of year	44	33
Additional provisions recognised	44	44
Payments/other sacrifices of economic benefits	(44)	(33)
Carrying amount at end of year	44	44

	($'000)	($'000)

30 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.

Contributed equity		
Balance at the start of the year	33,997	32,836
Contributions by owners		
Transfer of net assets from other agencies		
Transfer of net assets from the Department for Child Protection	0	1,293
Transfer of net assets from the Department of Regional Development and Lands	400	0
Total contributions by owners	400	1,293
Distributions to owners		
Transfer of net assets to other agencies		
Transfer of assets and liabilities to the Department of Local Government and Regional Development	0	(132)
Total distributions to owners	0	(132)
Balance at the end of the year	34,397	33,997
Reserves		
Asset revaluation surplus		
Balance at the start of the year	10,932	7,253
Net revaluation increments/(decrements)		
Land (a)	(963)	2,275
Buildings (a)	(139)	1,404
Leasehold improvements	0	0
Balance at the end of the year	9,830	10,932
Accumulated surplus/(deficit)		
Balance at the start of the year	6,018	913
Result for the period	8,293	5,105
Balance at the end of the year	14 311	6 018
Total equity	58,538	50,947

(a) The 2009 figure has been restated due to the reclassification of restricted assets to controlled assets which occurred during the 2010 year. The 2009 net revaluation increment of Restricted Asset - Land ($917,000) is now included in the Land and the 2009 net revaluation increment of Restricted Asset - Buildings ($556,000) is now included in Buildings.

	($'000)	($'000)

31 Notes to the Cash Flow Statement

Reconciliation of cash

Cash at the end of the financial year as shown in the Cash Flow Statement is reconciled to the related items in the Statement of Financial Position as follows:

Cash and cash equivalents (see note 2(k))	16,772	6,199
Restricted cash and cash equivalents (see note 2 (k) & 18)	616	492
	17,387	6,691

Reconciliation of net cost of services to net cash flows provided by/(used in) operating activities		
Net cost of services	(65 991)	(75 643)
Non-cash items		
Depreciation and amortisation expense (note 8)	2,370	2,316
Doubtful debts expense	0	5
Resources received free of charge (note 17)	2,304	2,385
Net (gain)/loss on sale of property, plant and equipment (note 16)	3	5
Adjustment for other Non Cash Items	113	0
(Increase)/decrease in assets		
Current receivables	1,901	(2,148)
Current prepayments	8	(13)
Current assets transferred to other sources (a)	0	(37)
Increase/(decrease) in liabilities		
Current payables	322	292
Current provisions	223	623
Current liabilities transferred to other sources (a)	0	251
Non-current provisions	48	125
Other non-current liabilities	0	0
Non-current liabilities transferred to other sources (a)	0	79
Change in GST in receivables/payables	86	20
Net cash provided by/(used in) operating activities	(58,613)	(71,740)

(a) Assets and liabilities transferred from the Department for Child Protection; and to the Department of Local Government and Regional Development.

	($'000)	($'000)

32 Commitments

Capital expenditure commitments

Capital expenditure commitments, being contracted capital expenditure additional to the amounts reported in the financial statements, are payable as follows:

- Within 1 year	50	50
- Later than 1 year and not later than 5 years	0	50
- Later than 5 years	0	0
	50	100

The capital commitments include amounts for:

Office accommodation and relocation	0	0
System Upgrade	0	0
Child care centre upgrade	50	100
	50	100

Lease commitments

Commitments in relation to leases contracted for at the end of the reporting period but not recognised in the financial statements are payable as follows:

- Within 1 year	1,584	1,664
- Later than 1 year and not later than 5 years	2,655	4,269
- Later than 5 years	0	0
	4,240	5,933

Representing:

Cancellable operating leases	2,964	4,496
Non-cancellable operating leases	1,276	1,437
	4,240	5,933

Non-cancellable operating lease commitments

Commitments for minimum lease payments are payable as follows:

- Within 1 year	597	589
- Later than 1 year and not later than 5 years	678	848
- Later than 5 years	0	0
	1,276	1,437

The Department leases its motor vehicle fleet and certain office premises. The lease expenditure is expensed as it is incurred. Motor vehicle leasing arrangements are under the terms of the State Fleet Funding Facility Contract administered by State Fleet - State Supply Commission.

Expenditure - consumables	13	114
Total	4,303	6147

33 Contingent liabilities and Contingent Assets

Contingent liabilities

The Department's policy is to disclose as a contingency any 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:

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:	222	299
There is one legal case pending for which the outcome is not certain. The State Solicitor's Office has estimated that a total amount of $250,000 may be payable as compensation to the claimant at some future point in time. While this is acknowledged as a contingent liability of the Department, it has yet to be determined whether the Department will ultimately be responsible for funding the actual amounts paid as compensation, if any.	250	0
Liability for payments to Riskcover for adjustments in insurance cover in relation to Motor vehicle Performance Adjustments.	24	0
	496	299

34 Explanatory statement

Significant variations between estimates and actual results for income and expense as presented in the financial statement titled 'Summary of Consolidated Account Appropriations and Income Estimates' are shown below. Significant variations are considered to be those greater than 10 percent and $1 million.

Significant variances between estimate and actual for 2010 – Total appropriation to deliver services.

The decrease in expenditure against the appropriation of $88.5m is primarily due to - the carryover of $65m of Redress WA funding to 2010-11 and 2011-12 in line with the expected payment patterns of this scheme - the transfer of budget funds of $25m for payments associated with the Seniors Cost of Living Rebate to 2010-11 in line with the Governments decision to defer payment of this rebate to 2010-11.

Significant variance in service expenditures is as follows:

	2010 Actual $000	2010 Estimate $000	Variance $000
Child Care Services	11,122	8,759	2,363

The increase in estimated actual expenditure for 2009-10 reflects some additional Commonwealth funding for further child care services and additional costs being allocated to this Service in line with a new resource reallocation framework.

	2010 Actual $000	2010 Estimate $000	Variance $000
Strategic Policy and Coordination	17,662	45,717	(28,055)

The primary reason for the reduction in expenditure associated with this service is due to the transfer of budget funds associated with the Seniors Cost of Living Rebate to 2010-11 in line with the Governments decision to defer payment of this rebate to 2010-11.

	2010 Actual $000	2010 Estimate $000	Variance $000
Redress Scheme for Children and Young People Abused in the Care of the State	16,390	89,069	(72,679)

The decrease in expenditure against the appropriation is largely due to the carryover of Redress WA funding to 2010-11 and 2011-12, in line with the expected payment patterns of this scheme.

Significant variances between 2009 actual and 2010 actual – Total appropriation to deliver services

A reduction in the actual appropriation of $5.982m from 2008-09 to 2009-10 is largely due to the transfer of the Office of Multicultural Interests to the Department of Local Government in 2008-09, additional appropriation associated with the first full operational year of the Redress Scheme, offset by the reduced appropriation associated with deferral of the Seniors Cost of Living Rebate to 2010-11.

	2010 Actual $000	2009 Actual $000	Variance $000
Child Care Services	11,122	9,877	1,245

The increase in actual expenditure for 2009-10 reflects some additional Commonwealth funding for further child care services, increased activity levels in 2009-10 and additional costs being allocated to this service in line with a new resource reallocation framework.

	2010 Actual $000	2009 Actual $000	Variance $000
Strategic Policy and Coordination	17,662	39,107	(21,445)

The primary reason for the reduction in expenditure associated with this service is due to the transfer of budget funds associated with the Seniors Cost of Living Rebate to 2010-11 in line with the Governments decision to defer payment of this rebate to 2010-11.

	2010 Actual $000	2009 Actual $000	Variance $000
Redress Scheme for Children and Young People Abused in the Care of the State	16,390	5,921	10,469

The additional expenditure for the financial year ending 2010 reflects the fact that 2009-10 was the first full operational year of the Redress Scheme which included the employment of additional staff and the associated costs of these additional staff.

Significant variances between 2009 actual and 2010 actual – Total Income

	2010 Actual $000	2009 Actual $000	Variance $000
The decrease in total income is due to a lower amount of income received from other State government departments and the Commonwealth government in 2009-10.	1,043	2,345	(1,302)

35 Financial instruments

(a) Financial Risk Management Objectives and Policies

Financial instruments held by the Department are cash and cash equivalents, receivables and payables.

All of the Department's cash is held in the public bank account (non-interest bearing) apart from restricted cash held in a special purpose account. The Department has limited exposure to financial risks.

The Department's overall risk management program focuses on managing the risks identified below.

Credit risk

Credit risk arises when there is the possibility of the Department's receivables defaulting on their contractual obligations resulting in financial loss to the Department.

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. In addition, receivable balances are monitored on an ongoing basis with the result that the Department's exposure to bad debts is minimal. At the end of the reporting period there were no significant concentrations of credit risk.

Liquidity risk

Liquidity risk arises when the Department is unable to meet its financial obligations as they fall due.

The Department is exposed to liquidity risk through its trading in the normal course of business.

The Department has appropriate procedures to manage cash flows including drawdowns of appropriations by monitoring forecast cash flows to ensure that sufficient funds are available to meet its commitments.

Market risk

Market risk is the risk that changes in market prices such as foreign exchange rates and interest rates will affect the Department's income or the value of its holdings of financial instruments.

The Department does not trade in foreign currency and is not materially exposed to other price risks.

The Department is not exposed to interest rate risk because all other cash and cash equivalents and restricted cash are non-interest bearing, and have no borrowings other than the Treasurer's advance (non-interest bearing).

(b) Categories of Financial Instruments

In addition to cash, the carrying amounts of each of the following categories of financial assets and financial liabilities at the end of the reporting period are as follows:

	$'000	$'000
Financial Assets		
Cash and cash equivalents	16,772	6,199
Restricted cash and cash equivalents	616	492
Receivables (a)	10,932	10,171
Financial Liabilities		
Financial liabilities measured at amortised cost	1,501	1,178

(a) The amount of receivables excludes GST recoverable from the ATO (statutory receivable).

(c) Financial Instrument disclosures

Credit Risk and Interest Rate Risk Exposures

The following tables disclose the Department's maximum exposure to credit risk, interest rate exposures and the ageing analysis of financial assets. The Department's maximum exposure to credit risk at the end of the reporting period is the carrying amount of financial assets as shown below. The table discloses the ageing of financial assets that are past due but not impaired and impaired financial assets. The table is based on information provided to senior management of the Department.

The Department does not hold any collateral as security or other credit enhancements relating to the financial assets it holds.

The Department does not hold any financial assets that had to have their terms renegotiated that would have otherwise resulted in them being past due or impaired.

Interest rate exposures and ageing analysis of financial assets (a)

		Interest Rate Exposure		Past due but not impaired							
	Carrying Amount	Variable Interest Rate	Non-Interest Bearing	Up to 3 months	3-12 months	1-2 Years	2-3 Years	3-4 Years	4-5 Years	More than 5 Years	Impaired Financial Assets
	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000
Financial Assets											
2010											
Cash and cash equivalents	16,772		16,772								
Restricted cash and cash equivalents	616		616								
Receivables (a)	393		393	89	242	5					
Amounts receivable for services	10,539		10,539								
	28,320	**-**	**28,320**	**89**	**242**	**5**	**-**	**-**	**-**	**-**	**-**
2009											
Cash and cash equivalents	6,199		6,199								
Restricted cash and cash equivalents	492		492								
Receivables (a)	2,294		2,294	96	121	4					2
Amounts receivable for services	7,877		7,877								
	16,862	**-**	**16,862**	**96**	**121**	**4**	**-**	**-**	**-**	**-**	**2**

(a) The amount of receivables excludes GST recoverable from the ATO (statutory receivable).

Liquidity Risk

The following table details the contractual maturity analysis for financial liabilities. The contractual maturity amounts are representative of the undiscounted amounts at the balance sheet date. The table includes both interest and principal cash flows.

Interest rate exposure and maturity analysis of financial liabilities

		Interest Rate Exposure		Maturity Dates						
	Carrying Amount	Variable Interest Rate	Non-Interest Bearing	Up to 3 months	3-12 months	1-2 Years	2-3 Years	3-4 Years	4-5 Years	More than 5 Years
	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000
Financial Liabilities										
2010										
Payables	1,501		1,501							
	1,501	**-**	**1,501**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
2009										
Payables	1,178		1,178							
	1,178	**-**	**1,178**	**-**	**-**	**-**	**-**	**-**	**-**	**-**

The amounts disclosed are the contractual undiscounted cash flows of each class of financial liabilities.

36 Remuneration of senior officers

Remuneration

The number of senior officers, whose total of fees, salaries, superannuation, non-monetary benefits and other benefits for the financial year, fall within the following bands are:

$	2010	2009
20,001 - 30,000	0	1
30,001 - 40,000	1	0
50,001 - 60,000	1	0
60,001 - 70,000	1	2
80,001 - 90,000	0	1
110,001 - 120,000	1	1
140,001 - 150,000	0	3
150,001 - 160,000	1	0
160,001 - 170,000	3	0
240,001 - 250,000	0	1
The total remuneration of senior officers is:	903	1 029

The total remuneration includes the superannuation expense incurred by the Department in respect of senior officers. No senior officers are members of the Pension Scheme.

37 Remuneration of auditor

Remuneration payable to the Auditor General for the financial year is as follows:

Auditing the accounts, financial statements and performance indicators	51	48

38 Special Purpose Accounts

Special Purpose Account section 16(1)(d) of FMA

Western Australian Family Foundation

The purpose of the special purpose account is to hold funds for development, implementation and administration of initiatives and activities regarding the family and the community.

Balance at the start of the year	121	371
Receipts	571	613
Payments	(461)	(863)
Balance at the end of the year	232	121

Indian Ocean Territory (a)		
Balance at the start of the year	140	0
Receipts	150	188
Payments	(246)	(48)
Balance at the end of the year	44	140

(a) Formerly known as Christmas and Cocos (Keeling) Island program

39 Supplementary financial information

(a) Write offs

During the financial year nil (2009: $0) was written off.

(b) Losses through theft, defaults and other causes

There were no losses of public moneys and, public and other property through theft or default

There were no amounts recovered

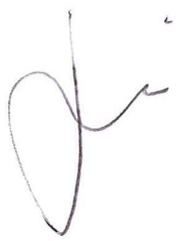
(c) Gifts of public property

There were no gifts of public property provided by the Department

KEY PERFORMANCE INDICATORS

CERTIFICATION OF KEY PERFORMANCE INDICATORS

I hereby certify that the key performance indicators are based on proper records, are relevant and appropriate for assisting users to assess the Department for Communities' performance, and fairly represent the performance of the Department for Communities for the financial year ended 30 June 2010.



Jenni Perkins
Accountable Authority

2 September 2010

INDICATORS OF EFFECTIVENESS

The department's effectiveness indicators are drawn from three main sources: an annual customer perception survey; indicators derived from the department's administrative databases; and surveys of external stakeholders involved in projects undertaken by the department.

OUTCOME 1

Communities are strengthened so that individuals and families are able to better meet their needs.

1.1 Percentage of customers who report they were satisfied with the service

The department promotes children's early learning and development through a range of services designed to support parents and children. This indicator encompasses services delivered to support parents and children including:

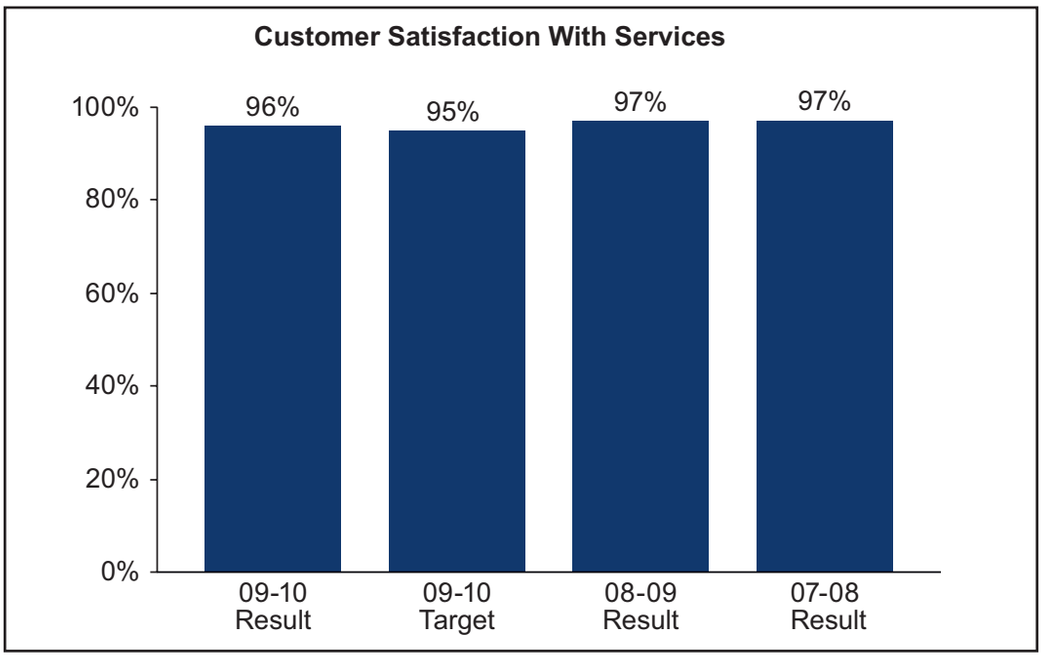
- Aboriginal Early Years
- Parenting Services
- Home Visiting Services
- Occasional Care and
- Family and Community Support Services.

Customers of these services were surveyed as to whether or not they were satisfied with the service provided and whether or not it met their needs.

Table 5

Percentage of customers who report they were satisfied with the service

	2009-10		2008-09	2007-08
	Result	Target		
Customer satisfaction with services	96%	95%	97%	97%



Note:

- This indicator considers customer satisfaction and whether the service met the customers' needs.
- This indicator is calculated by firstly considering the satisfaction question which has a five point response scale with two positive and two negative ratings around a neutral mid point, and calculating the percentage of satisfied respondents by selecting the two positive ratings. Then the data is reviewed to identify the percentage of satisfied respondents who indicated the service also met their needs.
- Sample selection: Customers who received a service during the specified four week survey period were invited to complete a confidential survey form.
- Estimated population size was 24,443.
- Total survey sample size was 3,620.
- Number of respondents was 1,283.
- Response rate was 35.4%.
- Total survey results have a 95 % confidence interval of +/- 2.66%.

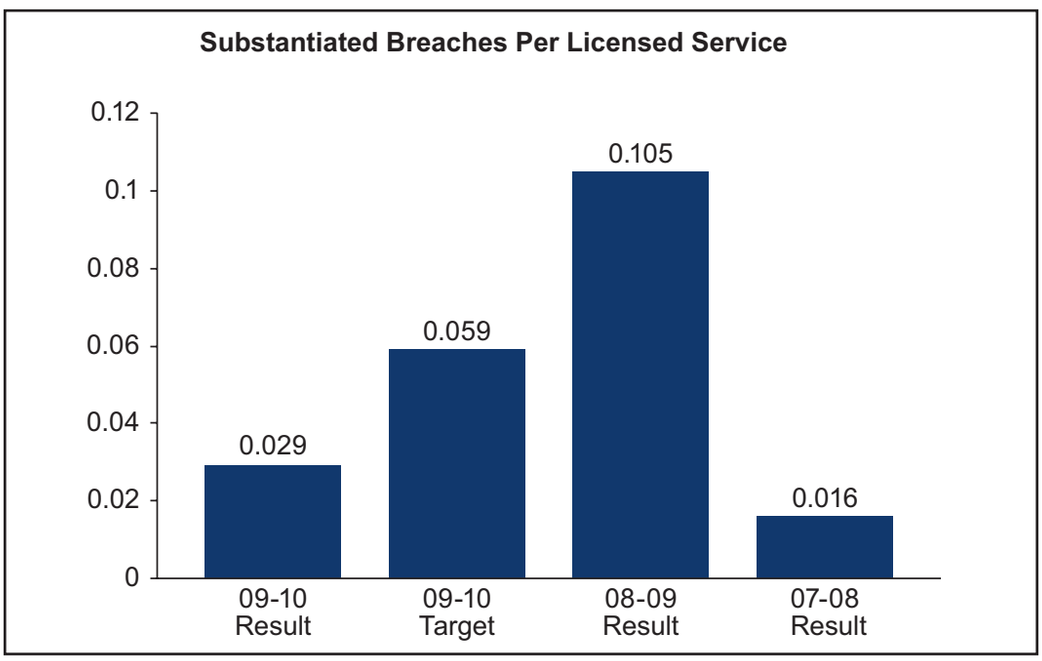
1.2 Number of substantiated breaches of regulations arising from allegations per licensed child care service

Child care services are required to operate in line with legislation and regulations. The department is responsible for licensing child care services and for monitoring their ongoing adherence to licensing conditions through a process of visitation and investigation. The rate of regulation breaches relates to external allegations made about possible breaches and is an indicator of the effectiveness of the licensing and regulatory regime to assist with ensuring the provision of quality child care to the community. This indicator uses data from the Child Care Licensing System.

Table 6

Number of substantiated breaches of regulations arising from allegations made to Child Care Licensing and Standards Unit (CCLSU) per licensed service

	2009-10		2008-09	2007-08
	Result	Target		
Substantiated breaches per licensed service	0.029	0.059	0.105	0.016



Note:

- The decrease in the proportion of substantiated breaches in 2009-10 in comparison to the 2009-10 Target is likely to be due to the sale or closure of a number of services that had a history of non-compliance, combined with a decrease in the number of complaints in the final quarter of the year.
- The increase in the proportion of substantiated breaches between 2007-08 and 2008-09 was due to a change in the methodology used to report non-compliance which allows for more accurate reporting of multiple breaches of a single regulation.

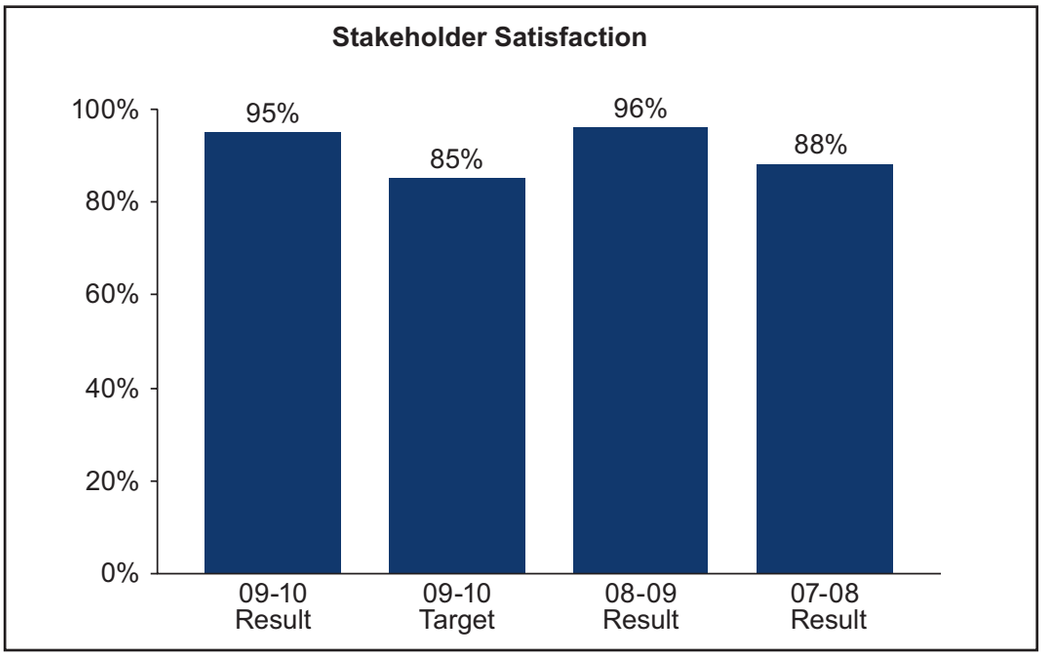
1.3 Percentage of stakeholders who report they were satisfied with policy and coordination projects

The department undertakes a range of strategic policy and coordination projects in relation to children and families; youth; seniors; women; and volunteering. External stakeholders involved with these projects were surveyed as to whether or not they were satisfied with the projects and perceived impact of the project.

Table 7

Percentage of stakeholders who report they were satisfied with policy and coordination projects

	2009-10		2008-09	2007-08
	Result	Target		
Stakeholder satisfaction	95%	85%	96%	88%



Note:

- This indicator considers stakeholder satisfaction and the perceived impact of the project.
- This indicator is calculated by firstly considering the satisfaction question which has a five point response scale with two positive and two negative ratings around a neutral mid point, and calculating the percentage of satisfied respondents by selecting the two positive ratings. Secondly the data is reviewed to identify the percentage of satisfied respondents who perceived there was a positive impact of the project.
- Sample selection: External stakeholders who were involved in strategic policy and coordination projects in relation to the following policy areas: youth; seniors; women; volunteering; and children and families were surveyed throughout the year.
- Estimated population size was 9,018.
- Total survey sample size was 2,802.
- Number of respondents was 1,124.
- Response rate was 40.1%.
- Total survey results have a 95% confidence interval of +/-2.73%.
- The results shown for 2009-10 are based on an adjusted sample of 930 randomly selected respondents (from the 1,124 total respondents) which more accurately reflects the stakeholder numbers across the policy areas and have a 95% confidence interval of +/-3.04%.
- The 2009-10 Result was higher than the 2009-10 Target as the proportion of stakeholders who were satisfied and perceived the project to have a positive impact was greater than expected. Each year stakeholders from a different range of projects are surveyed.

INDICATORS OF EFFICIENCY

The department's efficiency indicators mostly relate to unit costs of its activities. Some of the department's work is unable to be distilled into equivalent units of output, so the average costs of projects and services should be treated as broadly indicative of performance.

SERVICE 1: COMMUNITY AND FAMILY SUPPORT

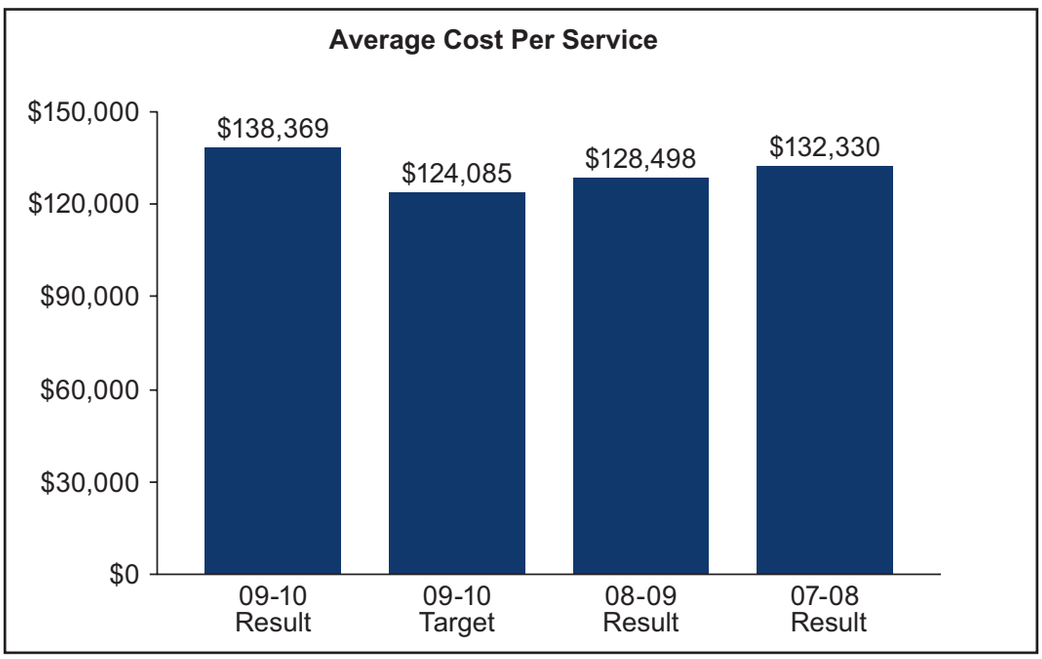
1.1 Average cost per service

The department provides and funds a number of services to support children and families. These include: Parenting Services; Home Visiting Services; Early Years Programs; Aboriginal Early Years and Family Centres.

Table 8

Average cost per service

	2009-10		2008-09	2007-08
	Result	Target		
Total cost	$21,862,260	$20,474,020	$20,816,595	$9,395,430
Number of services	158	165	162	71
Average cost per service	$138,369	$124,085	$128,498	$132,330



Note:

- The 2009-10 average cost is higher than the 2009-10 Target due to an increase in government funding including indexation to non-government services; and a reallocation of employee and other operating expenses as a result of the department's new resource allocation framework.
- The resource allocation framework apportions the department's generic overheads based on FTE allocated to specific services. In 2009-10 this framework was realigned to reflect the department's new structure.
- The increase in total costs in 2008-09 was due to the transfer of non-government services from the Department for Child Protection to the Department for Communities on 1 July 2008.

SERVICE 2: CHILD CARE SERVICES

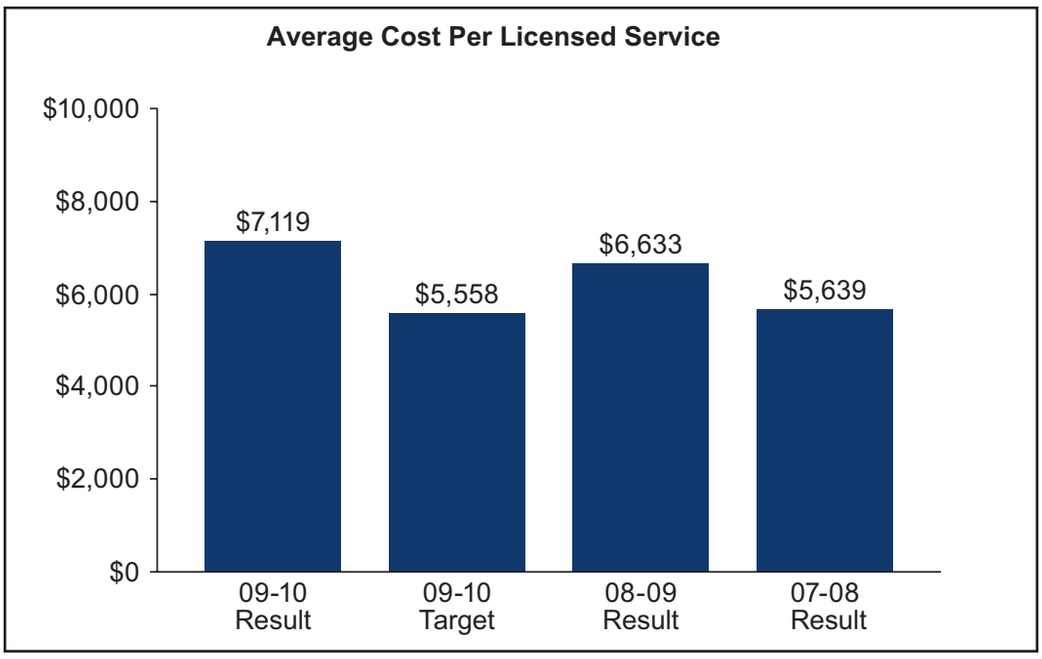
2.1 Average cost per licensed service

As at 30 June 2010 there were 1,562 licensed child care services in Western Australia, consisting of 572 child care centres, 746 family day care services, 239 outside school hours care centres and five outside school hours family day care services. Combined, these services offered 44,684 child care places throughout the state at any one time.

Table 9

Average cost per licensed service

	2009-10		2008-09	2007-08
	Result	Target		
Total cost	$11,120,361	$8,759,094	$9,876,682	$7,968,141
Number of licensed services	1,562	1,576	1,489	1,413
Average cost per licensed service	$7,119	$5,558	$6,633	$5,639



Note:

- The average cost for 2009-10 was higher than the 2009-10 Target due to an increase in the total cost of services related to an increase in Commonwealth Government funding and an increase in employee and other operating expenses under the department's new resource allocation framework.
- The increase in average costs between 2007-08 and 2008-09 was due to increased expenditure for the Child Care Licensing and Standards Unit resulting from the full year filling of positions.

SERVICE 3: STRATEGIC POLICY AND COORDINATION

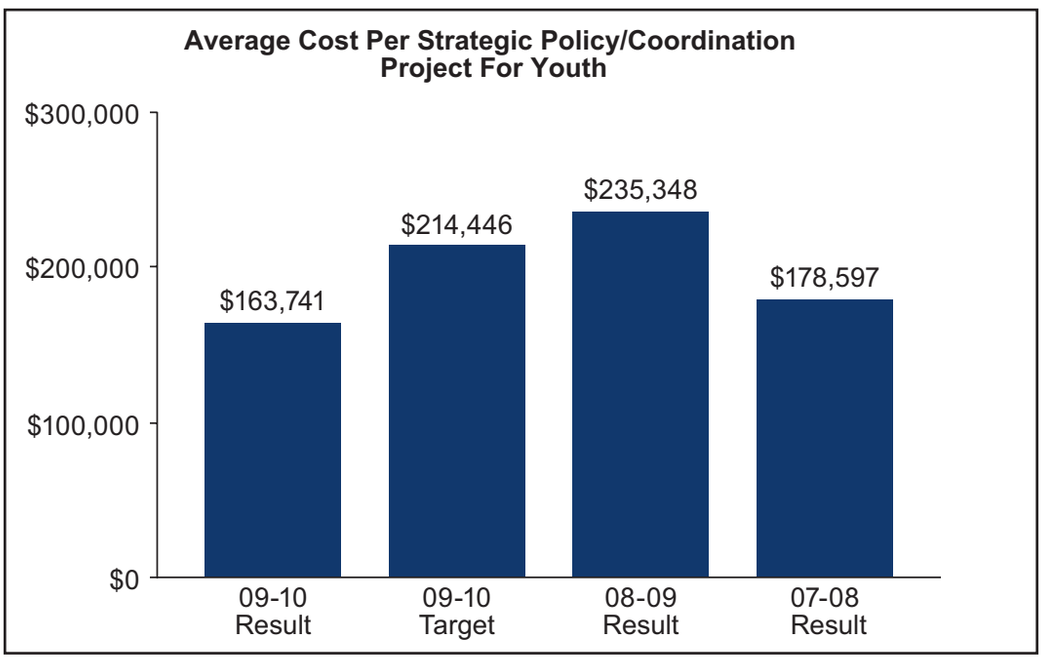
3.1 Average cost per strategic policy/coordination project for youth

The department coordinates policy development across government to improve outcomes for young people. This includes strategic policy advice, research and information dissemination. The department also seeks to empower young people to facilitate their involvement at all levels in the community.

Table 10

Average cost per strategic policy/coordination project for youth

	2009-10		2008-09	2007-08
	Result	Target		
Total cost	$6,058,414	$6,433,386	$7,060,428	$6,250,911
Number of projects	37	30	30	35
Average cost per strategic policy/coordination project for youth	$163,741	$214,446	$235,348	$178,597



Note:

- The 2009-10 average cost is lower than the 2009-10 Target due to the realignment of employee and other operating expenses; a reduction in funding in line with savings initiatives; and an increase in the number of projects undertaken in 2009-10.
- The 2009-10 Target, 2008-09 Result; and the 2007-08 Result have been restated to reflect a change in the counting rule for this indicator for consistency for the calculation of efficiency indicators for Service 3.
- The increase in the average cost for 2008-09 from 2007-08 was due to increased expenditure on Cadets Grants and the transfer of the Youth Development Holiday Program from the Department for Child Protection.

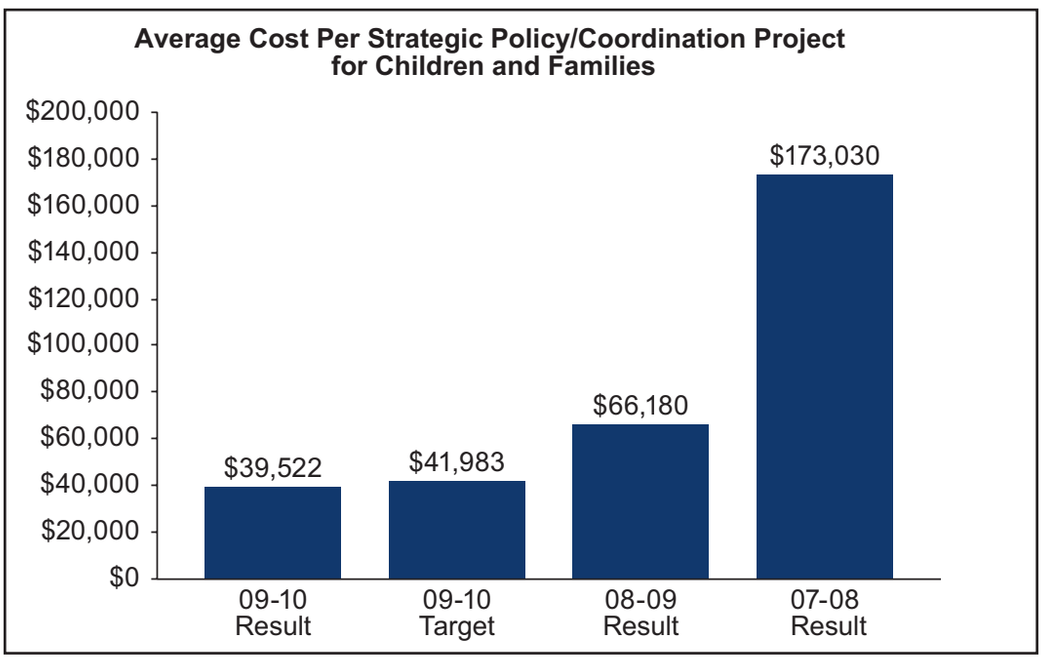
3.2 Average cost per strategic policy/coordination project for children and families

The department supports the development and implementation of the across-government Early Childhood Agenda, in particular the Council of Australian Governments' National Reform Agenda for Early Childhood Education and Care. It also promotes children's early learning and development through a range of projects designed to support parents and to deliver quality children's services.

Table 11

Average cost per strategic policy/coordination project for children and families

	2009-10		2008-09	2007-08
	Result	Target		
Total cost	$1,027,561	$1,217,505	$1,786,866	$1,384,236
Number of projects	26	29	27	8
Average cost per strategic policy/coordination project for children and families	$39,522	$41,983	$66,180	$173,030



Note:

- The total cost for 2009-10 is lower than the 2009-10 Target due to the realignment of employee and other expenses and a reduction in funding in line with savings initiatives.
- The increase in total cost for 2008-09 was due to higher than expected expenditure on the child care regulations project and other projects for children and families.
- The decrease in the average cost for 2008-09 in comparison to the average cost for 2007-08 was due to a larger number of projects being conducted in 2008-09.

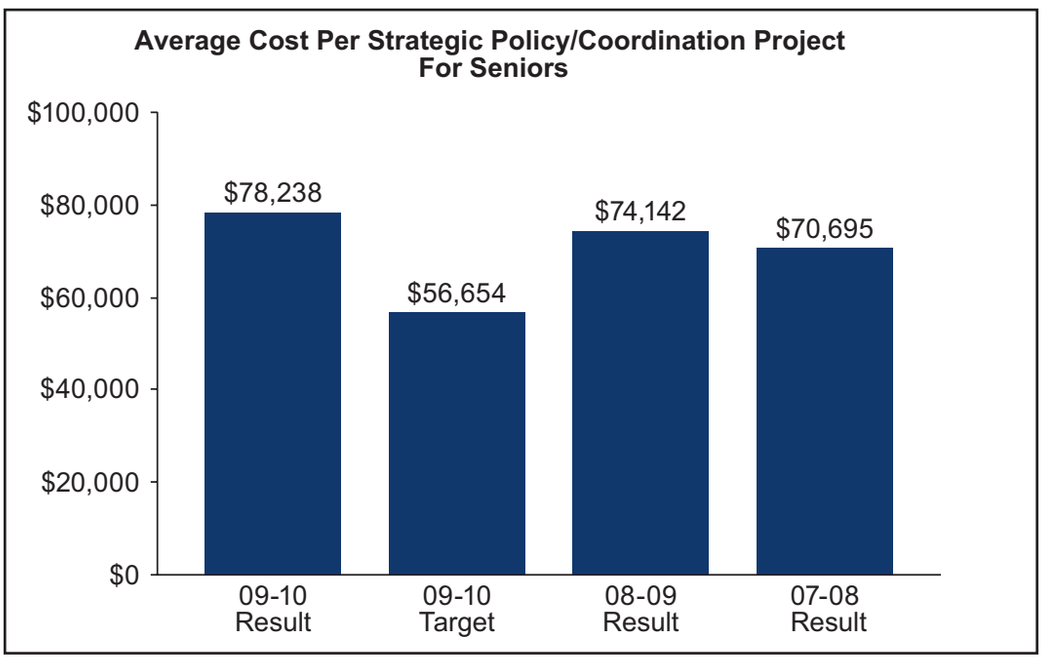
3.3 Average cost per strategic policy/coordination project for seniors

The department promotes positive ageing and encourages across-government planning for the ageing population. It also seeks to improve the community participation of older people and to improve community attitudes towards older people.

Table 12

Average cost per strategic policy/coordination project for seniors

	2009-10		2008-09	2007-08
	Result	Target		
Total cost	$2,973,053	$2,719,383	$3,410,548	$3,464,077
Number of projects	38	48	46	49
Average cost per strategic policy/coordination project for seniors	$78,238	$56,654	$74,142	$70,695



Note:

- The average cost for 2009-10 is higher than the 2009-10 Target due to a decrease in the number of projects as a result of initiatives being combined at a strategic level.
- The total cost for 2009-10 is lower than the 2008-09 total cost due to a reduction in funding in line with savings initiatives.

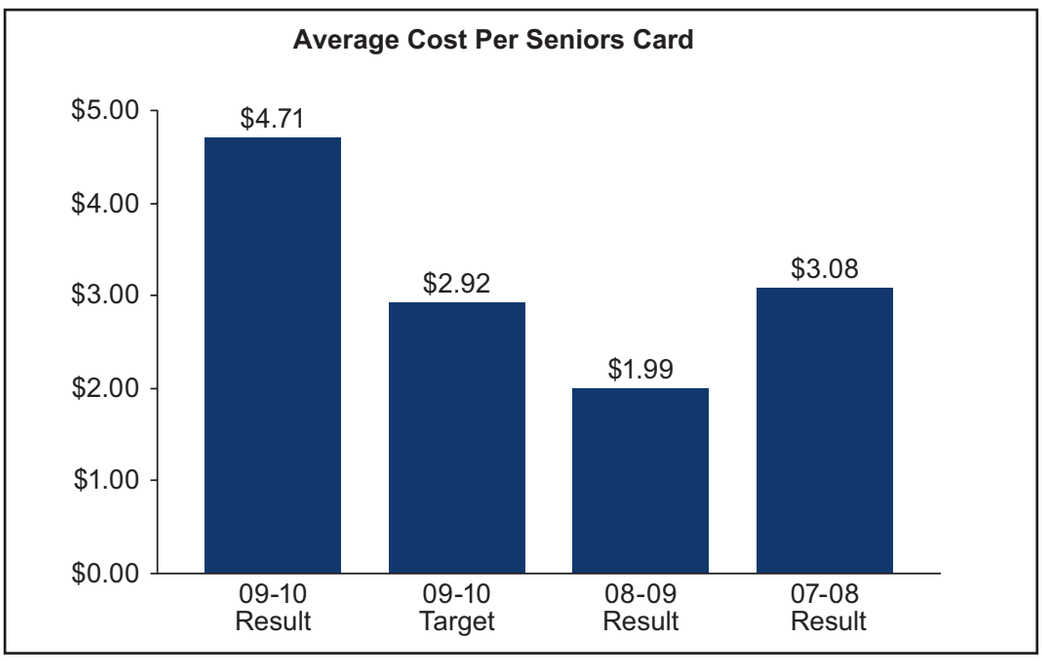
3.4 Average cost to administer a Seniors Card

The Seniors Card is used as a major tool to promote positive ageing. The financial benefits associated with the Seniors Card encourage seniors to actively participate in the community. As at 30 June 2010 there were 299,568 Seniors Card holders in the state, representing 75% of all Western Australians aged 60 years and over and approximately 86% of eligible seniors.

Table 13

Average cost per Seniors Card

	2009-10		2008-09	2007-08
	Result	Target		
Total cost	$1,409,928	$882,205	$571,003	$808,407
Number of Seniors Card holders	299,568	301,749	286,964	262,634
Average cost to administer a Seniors Card	$4.71	$2.92	$1.99	$3.08



Note:

- The average cost for 2009-10 is higher than the 2009-10 Target as the department's new resource allocation framework has resulted in a higher allocation of the department's generic overheads; and all direct costs incurred in running the Seniors Card Centre are now included in this indicator. Prior to 2009-2010 some direct costs, including accommodation, were apportioned across the whole department or included in a broader program. The restructure of the department on 1 July 2009 resulted in the delivery and administration of the Seniors Card Program being undertaken by a single administrative unit and this has allowed refinement in the allocation of these direct costs.
- The decrease in the average cost for 2008-09 was due to an increase in the number of Seniors Cards managed and the biennial publication of the Seniors Card Discount Directory not falling due that year.

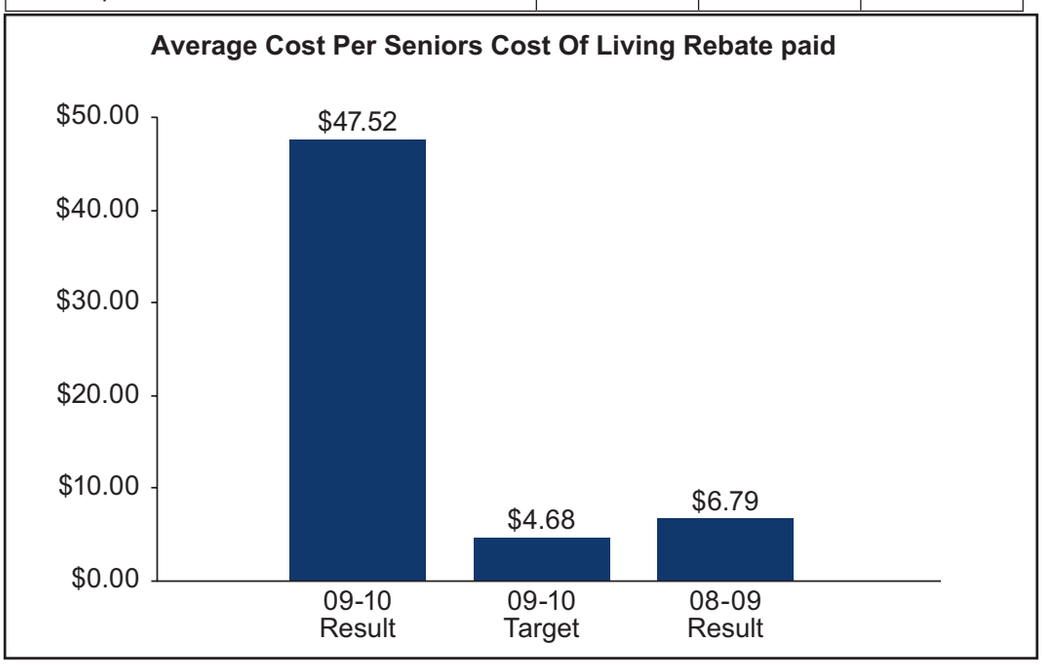
3.5 Average cost to administer each Seniors Cost-of-Living Rebate processed

The department commenced making the Seniors Cost of Living Rebate payments in 2008-09. All Seniors Card holders are eligible to apply for the rebate. In 2009 $100 was paid to single card holders and $150 to couples. Payment for the 2010 Seniors Cost of Living Rebate was deferred from March to July 2010. Therefore, only 17,387 payments were made in 2009/10. These were the finalisation of 2009 payments. In total 231,478 Seniors Card holders received the 2009 Seniors Cost of Living Rebate.

Table 14

Average cost to administer each Seniors Cost of Living Rebate processed

	2009-10		2008-09
	Result	Target	
Total cost	$826,313	$1,197,000	$1,452,763
Number of Seniors Cost of Living Rebate paid	17,387	255,852	214,091
Average cost to administer each rebate processed	$47.52	$4.68	$6.79



Note:

- The total cost for 2009-10 is lower than the 2009-10 target due to the deferment of the 2010 payment from March to July.
- The average cost is higher than the target as only a small number of outstanding 2008-09 payments were made in 2009-10. During 2009-10 a number of ongoing costs were incurred to process the outstanding payments and for enhancements to administrative resources and staffing.

3.6 Average cost to administer each Seniors Safety and Security Rebate processed

The department commenced making the Seniors Safety and Security Rebate payments in October 2009. This is a once-only offer and only one claim per household may be made. Seniors Card holders who purchase and/or install eligible security devices and provide receipts are entitled to claim for the rebate up to a maximum of $200. The offer ends on 30 June 2012. As at 30 June 2010, 4,195 Seniors Card holders had received the Seniors Safety and Security Rebate, 1% of all Seniors Card holders.

There are no additional costs incurred in administering this scheme. All administrative costs are included in the Seniors Cost of Living Rebate administration budget.

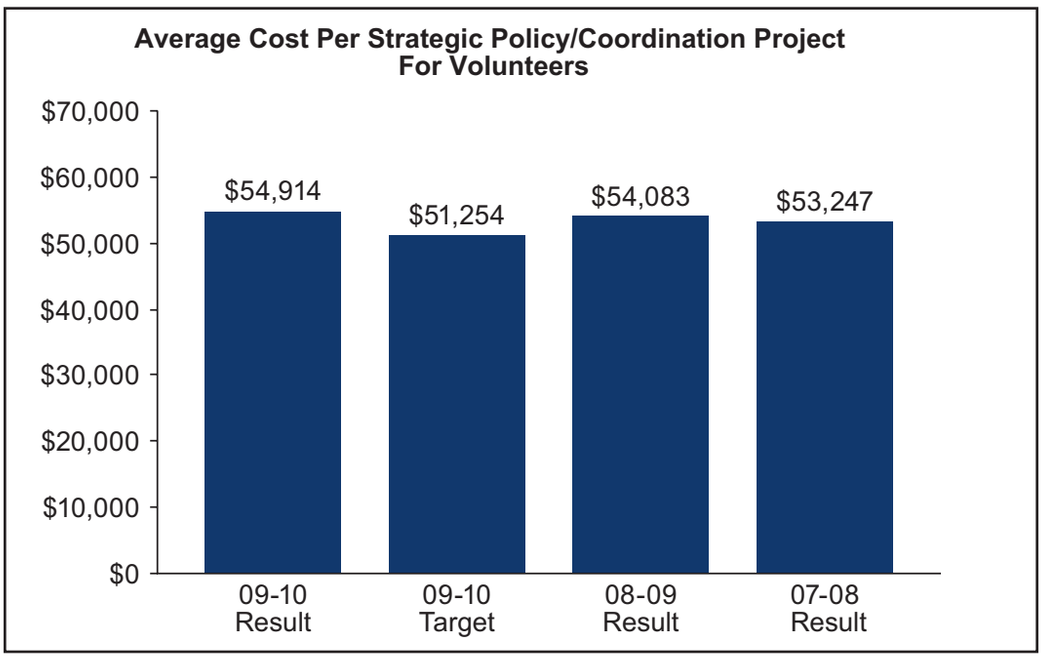
3.7 Average cost per strategic/policy coordination project for volunteers

The department works to develop and implement government policy for volunteering; develop programs and 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 15

Average cost per strategic policy/coordination project for volunteers

	2009-10		2008-09	2007-08
	Result	Target		
Total cost	$1,372,844	$1,383,852	$1,460,254	$1,437,678
Number of projects	25	27	27	27
Average cost per strategic policy/coordination project for volunteers	$54,914	$51,254	$54,083	$53,247



Note:

- The 2009-10 Target; 2008-09 Result; and the 2007-08 Result have been restated to reflect a change in the counting rule for this indicator for consistency for the calculation of efficiency indicators for Service 3.

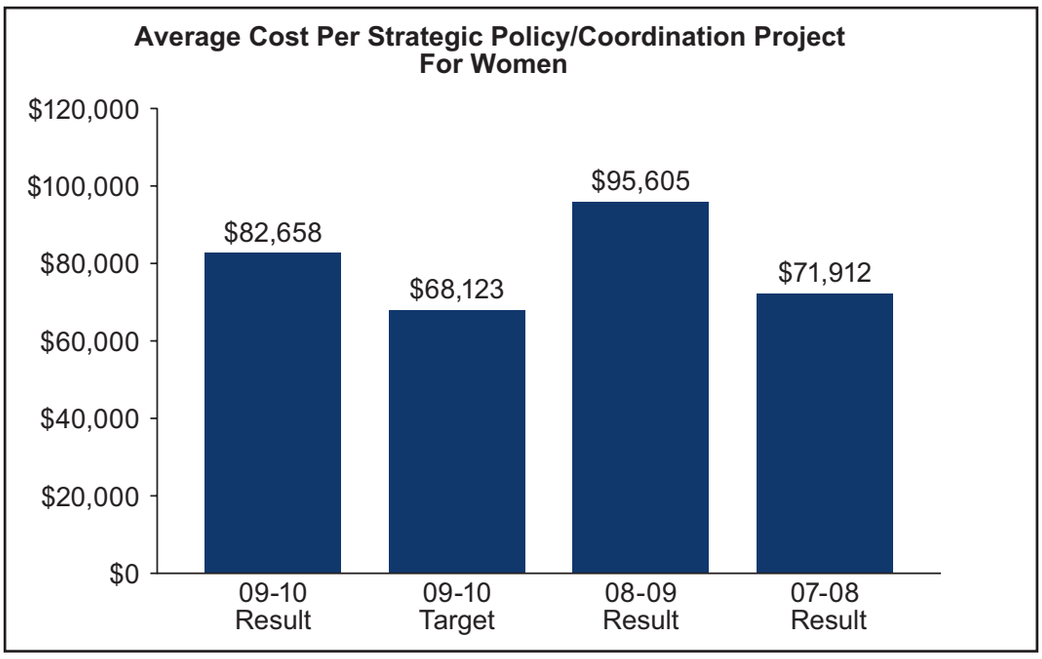
3.8 Average cost per strategic policy/coordination project for women

The department coordinates policy development across government to improve outcomes for women. This includes research, analysis, information and advice on issues affecting women. A range of information services are also provided to women in the community.

Table 16

Average cost per strategic policy/coordination project for women

	2009-10		2008-09	2007-08
	Result	Target		
Total cost	$1,735,826	$1,975,555	$2,772,553	$2,085,434
Number of projects	21	29	29	29
Average cost per strategic policy/coordination project for women	$82,658	$68,123	$95,605	$71,912



Note:

- The increase in the average cost in 2009-10 is due to a smaller number of projects being undertaken than expected.
- The total cost for 2009-10 is lower than the 2009-10 Target due to the realignment of employee and other operating expenses and a reduction in funding in line with savings initiatives.
- The increase in the average cost in 2008-09 was due to higher expenditure on Women's Grants and other initiatives for women.

SERVICE 4: REDRESS SCHEME FOR CHILDREN AND YOUNG PEOPLE ABUSED IN THE CARE OF THE STATE

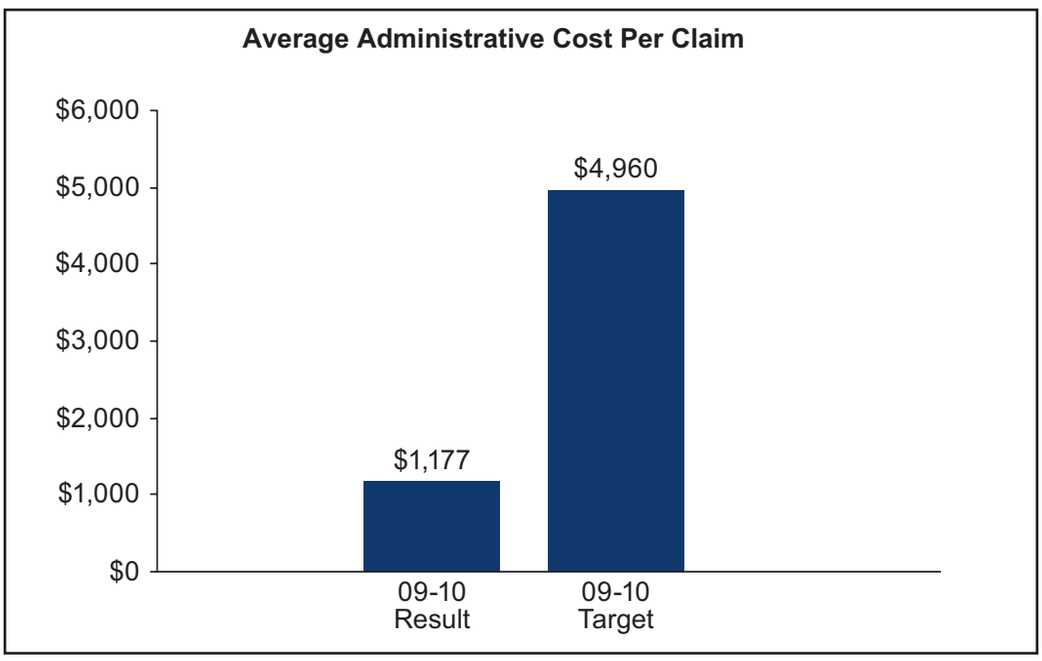
4.1 Average administrative cost per claim

The Redress Scheme aims to assist adults who, as children, were abused and/or neglected in state care in Western Australia. The scheme opened for applications on 1 May 2008. As at 30 June 2010 613 claims had been finalised.

Table 17

Average administrative cost per claim

	2009-10	
	Result	Target
Total cost	$6,962,904	$12,399,000
Number of claims	5,916	2,500
Average administrative cost per claim	$1,177	$4,960



Note:

- The 2009-10 target was based on the actual number of claims that had been received by mid March 2009. The Redress Scheme received the bulk of claims in the last weeks before the close of applications on 30 June 2009. An extension of two months was given to allow agencies and individuals to follow up the registration of names with completed applications.
- The decrease in average cost resulted from a decrease in total costs due to administrative changes as a result of a restructuring of the scheme and an increase in the number of claims estimated in 2009.

MINISTERIAL DIRECTIVES

Treasurer's Instruction 903(12) requires the department to disclose information on any Ministerial directives relevant to the setting of desired outcomes or operational objectives, the achievement of desired outcomes or operational objectives, investment activities and financing activities. No such directives were issued by the Ministers with portfolio responsibility for the department during 2009-10.

OTHER FINANCIAL DISCLOSURES

PRICING POLICIES OF SERVICES PROVIDED

The department receives income from the following services:

- assessing overseas qualifications of persons who wish to work in the child care area
- advertising in the biennally produced Seniors Card Discount Directory.

To assess the overseas qualifications of people wishing to work in the child care sector, the department engages an external contractor with expertise in this area. The total revenue received from this service in 2009—10 was $10 000.

The directory was produced in 2009—10 and $58 000 was received for advertising.

CAPITAL WORKS

The Department for Communities asset portfolio comprises a significant number of building assets including:

- 30 child care centres
- 41 family centres, neighbourhood community centres and other centres.

The department owns and leases out a portfolio of family centres, community houses and neighbour centres as operational assets. The department also owns and leases out child care centre assets that are operated by not-for-profit organisations.

These assets comprise a significant portion of the department's asset base and they are managed with support and advice provided by the Department of Treasury and Finance, Building Management and Works.

Whilst the department did not receive any capital works funding in 2009-10, it expended $250 000 on general maintenance on its 71 centres, to ensure their ongoing suitability for community purposes.

Additional funding of $250 000 was received in 2009-10 for maintenance and improvements at the following specific centres:

- Collie Child Care Centre – replacement of veranda, air-conditioning and security screens and doors
- South Lake Child Care Centre – upgrade of driveway, fencing and garden
- Coolabaroo Family Centre – replace guttering, install additional drainage, paint ceiling
- Willeton Family Service – replace roof and guttering
- Karratha Family Centre – replacement of air-conditioning

EMPLOYMENT AND INDUSTRIAL RELATIONS

As at 30 June 2010, the department employed a total of 289 permanent and fixed term employees. The average full-time equivalent (FTE) usage for the financial year was 248 FTE.

Location	Annual Average FTE Usage 2008/09	Annual Average FTE Usage 2009/10	Number of staff as at 30 June 2010				
			Full time		Part Time		Total
Children and Family Services	120.2	139.8	72	18	40	15	145
Community Engagement	24.6	36.5	28	44	5	0	37
Corporate and Business Support	15.8	25.1	17	4	2	4	27
Office of the Director General	6.2	2.0	1	1	0	0	2
Policy and Planning	35.7	30.5	18	4	6	0	28
Redress WA	16.6	15.0	6	32	2	10	50
Total number of FTE/staff	219.1	248.9	142	63	55	29	289

The Department for Child Protection has led negotiations on behalf of the Department for Communities to enable the transition of Parenting Line consultants employed by the agency, from the Department of Community Development (Family Resource Workers, Welfare Assistants and Parent Helpers) Award 1990, and the Family Resource Employees and Parent Helpers General Agreement 2009, to the Public Service General Agreement 2008.This was actioned in May 2010. There were no other significant industrial relations issues.

STAFF DEVELOPMENT

The Department has a commitment to the development of its employees. It aims to build a highly skilled, professional and fair workforce with the ability to adapt to changing business technology and the environment.

The department continued to implement and consolidate its performance development process – Supporting Staff. The process is designed to facilitate open and honest communication and build solid relationships between managers and employees. The process is interactive and informal. Clear direction is provided on tasks and expectations can be discussed and agreed to and achievements acknowledged and celebrated. A system has been developed to capture statistical information and ensure adherence to process.

EQUAL EMPLOYMENT OPPORTUNITY

The Department consulted heavily with stakeholders both internal to the agency and externally, to develop an Equal Employment Opportunity (EEO) Management Plan, which was ratified by the Office of Equal Employment Opportunity (OEEO) in May 2010. The Management Plan is being progressively rolled out and will set the framework for the department's EEO objectives over the coming years

Table 18

Actual employee numbers in equal opportunity groups

		Number				
Period	Total Workforce FTE	Women	Culturally Diverse	Indigenous Australians	People with Disabilities	Young People (<25 Yrs)
30 June 2009	279	249	28	25	6	9
30 June 2010	359	299	31	29	11	17

Table 19

Comparison of diversity group trends as a percentage of total employees

	Percentage representation				
Period	Women	Culturally Diverse	Indigenous Australians	People with Disabilities	Young People (<25 Yrs)
Interim Target Plan to 30 June 2010	90	8.5	8.0	3.2	3.2
30 June 2010	90.3	8.6	8.3	3.1	4.8
30 June 2009	90.2	10.1	9.1	2.2	3.3

The above table indicated that 8.6per cent of the workforce are employees from culturally and linguistically diverse backgrounds (CaLD).

Table 20

Comparison of diversity groups equity index trends

Period	Equity Index			
	Women	Culturally Diverse	Indigenous Australians	People with Disabilities
Interim Target Plan to 30 June 2010	80	90	60	50
30 June 2010	82	84	50	23
30 June 2009	83	88	61	41

The Equity Index is a measure of the extent to which an EEO group is distributed across all salary levels, in comparison to the total workforce. If the group has a similar distribution to the general workforce, the Equity Index is 100 (ideal).

Table 21

Women in management tiers two and three (staff numbers)

Year	Female Numbers		
	Tier 2	Tier 3	Tier 2 &3 combined
30 June 2010	4	9	13
30 June 2009	3	7	10

Table 22

Women in management tiers two and three (percentage)

Year	Female Percentages		
	Tier 2	Tier 3	Tier 2 &3 combined
30 June 2010	80	69	65
30 June 2009	60	70	67

The above table indicates that women currently occupy 80 per cent of management tiers two and 69 per cent in tier three, representing a total of 65 per cent in tier 2 and tier 3 combined.

GOVERNANCE DISCLOSURES

CONTRACTS WITH SENIOR OFFICERS

At the date of reporting, other than normal contracts of employment of service, no senior officers, or firms of which senior officers are members, or entities in which senior officers have substantial interests, had any interests in existing or proposed contracts with the Department for Communities and senior officers.

INTERNAL AUDIT AND PERFORMANCE REVIEW

Internal Audit and Performance Review is an appraisal activity designed to review appropriate operations as a service to management. It functions by measuring and evaluating the effectiveness of accountability measures. The role of the Internal Audit and Performance Review function is to provide assurance to the Director General and Executive of the Department for Communities as to the effectiveness of policies and procedures in achieving the department's objectives; compliance with legislation, policies and established procedures; the reliability of financial and other management information systems; the adequacy and effectiveness of internal control systems in promoting efficiency, accuracy, effectiveness and reliability and assistance in the identification of strategic risks. The Internal Audit and Performance Review Branch of the Department for Child Protection provides this service to the Department for Communities.

A comprehensive program of internal audit reviews was undertaken during 2009-10. The areas and systems subject to audit were identified via a formal risk assessment that included management requirements and generally accepted governance approaches. The audits for 2009-10 included:

- Compliance with public sector human resource standards
- Seniors Card database
- Personnel and payroll systems
- Occupational safety and health
- Information technology data security
- Government purchasing card
- Follow up audits
- Review of issues raised by the Office of the Auditor General
- Strategic risk management

OTHER LEGAL REQUIREMENTS

COMPLIANCE WITH PUBLIC SECTOR STANDARDS AND ETHICAL CODES

In accordance with section 31(1) of the Public Sector Management Act 1994, the Department for Communities is required to comment on the extent to which it has complied with public sector standards, codes of ethics and any other relevant code of conduct.

These policies and procedures are contained in an Administration Manual, accessible by all employees of the Department for Communities through the department's intranet.

An internal audit was undertaken during 2010, to review and assess the Department for Communities' level of compliance with the Public Sector Standards. Overall, the agency showed a high level of compliance with the Standards. Corrective action has been implemented against notations made in the Audit Report where process, policy or controls were deemed to fall short of the requirements prescribed under the Standards.

The department continues to promote available resources and tools via the intranet to support staff across the agency in maintaining compliance with the Standards, and the Code of Conduct.

Structured training sessions were implemented through the second half of the 2009 - 10 financial year in Accountable and Ethical Decision Making. The department is rolling out an online version of this training to enable regional and field staff members to apply and maintain the highest standards of ethical conduct across the agency.

1. In the administration of the Department for Communities, I have complied with the Public Sector Standards in Human Resource Management, the Western Australian Public Sector Code of Ethics and the department's Code of Conduct.
2. The department has put in place procedures designed to ensure such compliance and conducted appropriate internal assessment to satisfy the Director General that the statement made in 1 is correct.
3. Compliance with the Public Sector Standards and Ethical Codes is assessed by regular internal and external reviews of related procedures and staff feedback. Accountable and Ethical Decision Making training is ongoing. It includes awareness of the Public Sector Code of Ethics, the Code of Conduct and the Public Sector Standards in Human Resource Management.
4. The department has developed its own Code of Conduct and supporting information on standards of conduct. Information is accessible via the intranet.
5. The department did not receive any claims for a breach of the Recruitment Selection and Appointment Standard in the 2009 10 year.

Jenni Perkins
DIRECTOR GENERAL

11 September 2010

ADVERTISING - ELECTORAL ACT 1907 SECTION 175ZE

In compliance with section 175ZE of the Electoral Act 1907, the department is required to report on expenditure incurred during the reporting year on advertising, market research, polling, direct mail and media advertising. The Table below provides the required information together with the names of recipients by category.

Table 23

Advertising and marketing expenditure 2009–10

Category	Total Category Amount	Organisation	Amount
Advertising Agencies	$35 534	Rare Creative Thinking	$33 379
		Film Bites	$2 155
Market Research Organisations	$56 315	Patterson Market Research	$38 133
		Painted Dog Research	$18 182
Polling Organisations	Nil		Nil
Direct Mail Organisations	$78 007	Australia Post	$64 717
		Northside Logistics	$1 024
		Salmat Business Force	$12 266
Media Advertising Organisations	$96 908	Adcorp Australia Ltd	$14 021
		Price Advertising and Consulting	$2 320
		Concept Media	$1 590
		Countrywide Media	$7 500
		Optimum Media Decisions	$49 012
		Have A Go News	$3 244
		Media Monitors	$19 221
Total Expenditure	**$266 764**		

DISABILITY ACCESS AND INCLUSION PLAN OUTCOMES

The Disability Services Act 1993 requires that public authorities develop a Disability Access and Inclusion Plan (DAIP). During 2009–10, the department finalised its DAIP which was submitted to the Disability Services Commission in May 2010. A DAIP Steering Committee was also established with senior representation from across the department, to implement, monitor and report on the plan.

The department provided the Disability Services Commission with a report on its DAIP outcomes for 2009—10. All staff with responsibility for arranging events ensure that departmental events and activities are accessible for people with disabilities as standard practice. A copy of the Accessible Events checklist has been placed on the department's website for easy access.

The Department for Communities makes every endeavour to ensure that its buildings and facilities are accessible to people with disabilities. When buildings are modified or new buildings leased, the department ensures the building adheres to the Building Management and Works policy on leasing of premises and accessibility to people with disabilities. The department has not received any complaints regarding barriers to accessing buildings and facilities.

All new publications and updates to publications inform the public that the publication is available in alternative formats. The www.communities.wa.gov.au web site has achieved full first level compliance with the guidelines for accessibility of the World Wide Web Consortium (W3C), along with second level compliance in some areas.

A communications policy has been developed and Accessible Information guidelines have been made available to all communications staff to ensure publications meet the guideline standards.

The Non Government Funding Unit is in the process of reviewing all its funded program areas. Once this process has been finalised a statement will be included in the new agreements that will direct service providers to implement, where practicable, the Department for Communities' Disability Access and Inclusion Plan. This will also be included in standard templates for use by services as part of the normal reporting requirements.

Although it is not part of current service agreements, all not-for-profit funded services have been requested to provide details of initiatives that have been implemented to improve service delivery to support the inclusion of individuals with a disability as part of the normal six monthly reporting to the Department for Communities. The department will be able to provide a report on these initiatives next year.

Child Care Licensing Exemptions

Senior officers from the Disability Services Commission and the Department for Communities have undertaken considerable work to ensure appropriate safeguards are in place to protect children who are provided with care through small, low cost, family managed options. These options are funded by the Disability Services Commission

The safeguards include the requirement that all carers who provide direct care to children undergo a Working with Children Check and a Police Check. If the required safeguards are in place the Minister has agreed to a permanent exemption from Child Care licensing requirements for DSC funded, family support arrangements.

Supported Work Team

The Department for Communities commenced working with South Metro Personnel in 2009 so that individuals with a disability could be engaged in employment and department staff could be supported in their respective roles. The 'Supported Work Team' (SWT), consisting

of one supervisor who is employed by South West Personnel, and three workers that are employed by the Department for Communities, started on 18 August 2009.

The SWT attends the office for four hours on a Tuesday and a Thursday to provide important support with tasks that include photocopying, filing, folioing, and compiling documents for mail outs. Sometimes these tasks need to be completed urgently and are of high volume in nature. The SWT has become an integral part of the Department for Communities and greatly assists it to meet its organisational goals.

Agency Links

The Department for Communities Corporate Executive has had a series of meetings with their counterparts in the Disability Services Commission, non government organisations and peak bodies to identify areas where the department can strategically support the sector. As a result, the department has renewed its focus on inclusion of carers and people with disabilities across all areas of its policy, programs and grant funding. For example meetings with the Developmental Disability Council have led to a commitment to encourage inclusion of people with intellectual and developmental disabilities in National Youth Week 2011 activities, through targeting grants and communication strategies. In addition, new grant-funded partnerships have been developed with the YMCA Big Brother Big Sister mentoring program, the WA Association for Mental Health and Carers WA.

The Department for Communities Leadership Group held a dedicated session on the department's relationship with Disability Services Commission and its work following a presentation by Commission staff on Count Me In – Disability Future Directions. This was launched by the Premier in December 2009.

RECORD-KEEPING PLANS

The State Records Act 2000, under s19 requires government agencies to have a recordkeeping plan. The State Records Commission (SRC) approved the department's Record Keeping Plan in March 2008 and noted that the plan as tendered demonstrates progress towards better practice in record keeping. The commission also acknowledged that the plan indicated a strong commitment to addressing a range of issues within specific timeframes.

The department uses 'Objective' as its records management system. Staff are provided with training in the application.

At the request of the SRC, the department reviewed its Record Keeping Plan in March 2010 and has committed to amending the plan to address issues identified in the review by December 2011. This work is currently underway

GOVERNMENT POLICY REQUIREMENTS

Public Interest Disclosure

The Public Interest Disclosure Act 2003 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, committing an offence, misuse of public resources, or an act or omission which poses a risk to the public or the environment. Details of the department's Public Interest Disclosure Officer and internal procedures are published on the department's website and intranet. There were no reported cases in 2009–10.

Substantive Equality

The Department for Communities is progressing the Public Sector Substantive Equality Policy Framework and has arranged for the Substantive Equality Unit to provide an information session to all senior staff within the department. Additional training sessions will be developed for other staff and volunteers during 2010.

Occupational Safety, Health and Injury Management

The Department for Communities is committed to providing a safe and healthy work environment for all of its employees. The maintenance of the safety and health standards for all operations and people in their control is a key responsibility for all managers.

The Department for Child Protection and the Department for Communities have a joint Occupational Safety and Health (OSH) Committee made up of ten occupational safety and health members, six management representatives and two consultants. The committee meets every two months to discuss OSH issues as well as ensuring health and safety compliance. The OSH representatives are active in the department and utilised by both management and employees in discussing and resolving of occupational safety and health issues.

OHS compliance is carried out in liaison with the Department for Child Protection which monitors and maintains inspection records. OSH inspections and compliance forms part of the internal audit and review schedule for the department carried out by the Department for Child Protection.

The ongoing inspection of offices has been a priority with numerous visits and inspections carried out. There has been a concerted effort to raise the OSH profile within the department and to promote safe working habits. Information and training for managers to ensure they are aware of their OSH responsibilities is important to the department

Employee Assistance Program

The Employee Assistance Program (EAP) is a confidential counselling service that assists employees to overcome problems that may be causing difficulties in their work or personal lives. This 24-hour state-wide program is a vital component of the health and safety service provide to all departmental employees. The continued use of the service promotes a healthy workplace, reduces work stress and stress-related workers compensation claims.

APPENDICES

APPENDIX 1: GRANT FUNDING

Grants - General

Adcorp Australia Limited

Australia Day Council of WA

Australian Council on Children and the Media

Australian Technology Network

Carers Association of WA

Carers Association of WA

Carers Association of WA

Carers Association of WA

Carers Association of WA

Christmas Island Neighbourhood Centre

City of Melville

Council on the Ageing

Council on the Ageing

Dardanup Community Centre

Leeuwin Ocean Adventure Foundation

Meerilinga Young Children's Foundation Inc.

Northern Suburbs Community Legal Centre

Rainbow Coast neighbourhood Centre

Seniors Recreation Council

Seniors Recreation Council of WA (Inc)

Seniors Recreation Council of WA Inc

Shire of Quairading

Therapy Focus Inc

Therapy Focus Inc

Volunteering WA

WA Association for Mental Health

WA Association for Mental Health

YMCA Perth

Youth Affairs Council of WA

Grants for Facilities Management

Bayswater Drill Hall and Family Centre Inc

Billabong Community CCC

Birra-Lake Child Care Association Inc

East Victoria Park Family Centre Inc

Forest Lakes Thornlie Family Centre Inc

Hudson Road Family Centre Inc

James McCauley House (Heathridge CCC)

Joondalup CCC

Joondalup Family Centre Inc

Kingfisher Park Family Centre Inc

Kulungah Myah Family Centre Inc

Lamington Family Centre

Marangaroo Family Centre Inc

Meerilinga Young Children's Services Inc

Merredin & Districts Childcare & Play School (Madcaps)

Mirrabooka Multicultural CCC

Munchkin Manor Childcare

Newman Day Care Centre

Ngala Community Services

Rostrata Family Centre Inc

Saints Care Limited

Salisbury CCC

Sandalwood Family Centre Inc

South Lake Ottey Family and Neighbourhood Centre

Treasure Island CCC

Treehouse Child Care Centre Inc

Waratah Christian Community Inc

Warnbro Community and Family Centre Incorporated

Westerly Family Centre Inc

Yangebup Family Centre

Thank a Volunteer Day 2009

Albany and Regional Volunteer Service Inc.

Avon Valley Arts Inc

Badgingarra Community Association

Bayswater Drill Hall and Family Centre

Busselton Dunsborough Environment Centre : Busselton Dunsborough Volunteer Centre

Carers WA

City of Cockburn-Cockburn Volunteer Resource Centre

City of Geraldton-Greenough

City of Wanneroo

Esperance Volunteer Resource Centre

City of Fremantle - Fremantle Volunteer Service

Gingin Telecentre

Jerramungup Sports Club Incorporated

Joondalup Volunteer Resource Centre

Kalamunda & Districts Historical Society Inc

Kalannie Community Resource and Telecentre

Loftus Community Centre

Manjimup Volunteer & Resource Centre

Movies by Burswood (Inc)

Nannup Volunteer Resource Centre/Telecentre

Shire of Augusta Margaret River

Shire of Bruce Rock

Shire of Carnarvon

Shire of Corrigin

Shire of Donnybrook-Balingup

Shire of Kondinin

Shire of Merredin

Shire of Pingelly

Shire of Three Springs

Town of Bassendean - Volunteer Centre

Town of Claremont

Town of Kwinana

Volunteer South West Inc

Volunteer South West Inc -Collie

Wester Australian Association of Toy Libraries

Wickepin District Resource and Telecentre Inc

National Volunteer Week

Albany & Regional Volunteer Service

City of Armadale - Armadale Volunteer Resource Service

Town of Bassendean - Bassendean Volunteer Resource/Referral Centre

Busselton-Dunsborough Volunteers

Centacare Family Services

City of Gosnells

City of Wanneroo Volunteers

City of Cockburn - Cockburn Volunteer Resource Centre

Esperance Volunteer Resource Centre

City of Fremantle - Fremantle Volunteer Service

Kalgoorlie Boulder Volunteer Centre

Town of Kwinana - Kwinana Volunteer Resource Centre

Town of Kwinana - Kwinana Volunteer Resource Centre

Manjimup Volunteer & Resource Centre

Nannup Volunteer Resource Centre

Peel Volunteer Referral Agency Inc.

City of Swan - Swan Volunteer Referral Centre

Volunteer South West

Wickepin Volunteer Resource Centre

WA Family Foundation

2010 Regional Achievement and Community Award

Carers Association of WA

Ethnic Communities Council of WA

Learning Centre Link

NAPCAN Inc.

National Foundation for Women

Therapy Focus

WACOSS

Waratah Support Centre

Department of Sport and Recreation

Western Australian Association of Toy Libraries

Women's Legal Service

Women's Community Award

CLAN Ms -Val Gandossini

ISHAR - Ms Manonita Ghosh

Pat Giles Centre

Solid Women's Inc.

WA Grants for Women Program

Boyup Brook Telecentre

Christian Outreach Centre

Collie Family Centre

ConnectGroups-Support Groups Association of WA Inc.

Dumbartung Aboriginal Corporation

Eastern Goldfields Sexual Assault Resource Centre Inc

Eastern Region Domestic Violence Services Network Inc

Esperance Aboriginal Corporation

Garnduwa Amboorny Wirnan

Gascoyne Women's Alliance Aboriginal Corporation

Greenbushes Community Resource Centre Inc.

Jacaranda Community Centre Incorporated

Learning for Life

Manjimup Family Centre Inc

Milligan Community Learning and Resource Centre

Mindibungu Aboriginal Corporation

Mt Barker Progress Association

Nardine Wimmin's Refuge

National Council of Women of P.O. Box 6224

Pingrup District Resource and Telecentre

Relationships Australia (Western Australia)

Shire of Narembeen on behalf of Narembeen Community Resource Centre

Small Business Centre Goldfields

South Coastal Women's Health Services

South Coastal Women's Health Services Inc

South East Premium Wheat Growers' Association

Wanslea Family Service

Women's Law Centre

Wongutha Birni Aboriginal Corporation

Youth Affair Council of WA

Zonta International Perth

Youth Development Holiday Program October 2009

1st Secret Harbour Scout Group

Albany Youth Support Association Incorporated

Anglicare WA Inc.

Armadale, Gosnells & District Youth resources Inc.

Ballajura Youth Community Venture Inc

Bassendean Youth Services

Billy Dowery Youth Centre

Boddington Old School

Boddington Youth Central

Bullsbrook Neighbourhood Centre Inc.

Champion Lakes Boating Club Inc.

City of Bunbury

City of Canning Youth and Family Service

City of Cockburn

City of Joondalup

City of Joondalup

Collie PCYC

Federation of Police & Community Youth Centre -- Albany

Federation of Police and Community Youth Centre -Fremantle Branch

Gumtree Christian Fellowship Inc

Lot 208 Youth Inc

Metropolitan Migrant Resource Centre Inc.

PCYC Broome

Riding for the Disabled Association of WA Collie Group Inc

Riding for the Disabled Association of Western Australia Capricorn Group Inc.

Serpentine Jarrahdale Community Recreation YMCA Perth

Shire of Augusta-Margaret River

Shire of Bridgetown

Shire of Capel - InZone

Shire of Coolgardie

Shire of Corrigin

Shire of Dardanup

Shire of Denmark

Shire of Katanning

Shire of Kulin

Shire of Manjimup

Shire of Merredin

Shire of Moora

Shire of Nannup

Shire of Pingelly

Shire of Serpentine Jarrahdale

Shire of Wyndham-East Kimberley

Shire of York

Southern Edge Arts

Stand by Me Youth Service

Swan City Youth Centre

The Salvation Army Morley

Wagin Youth Centre Inc.

Westonia Telecentre Inc.

Youth Development Holiday Program January 2010

Albany Youth Support Association Incorporated

Anglicare WA Inc.

Armadale, Gosnells & District Youth resources Inc.

Avon Youth Community and Family Services

Ballajura Youth Community Venture Inc

Bassendean Youth Services

Billy Dowery Youth Centre

Boddington Old School

Boddington Youth Centre

Bullsbrook Neighbourhood Centre Inc.

Champion Lakes Boating Club Inc.

City of Bunbury

City of Canning Youth and Family Service

City of Cockburn

City of Joondalup

City of Joondalup

City of Swan

Federation of Police & Community Youth Centre -- Albany

Federation of Police and Community Youth Centre -Fremantle Branch

Gumtree Christian Fellowship Inc

Impact Catholic Ministry trading as Youth Impact

Lot 208 Youth Inc

Metropolitan Migrant Resource Centre Inc.

Revolution Youth

Riding for the Disabled Association of WA Collie Group Inc

Scripture Union WA Inc.

Serpentine Jarrahdale Community Recreation YMCA Perth

Shire of Capel - InZone

Shire of Dardanup

Shire of Denmark

Shire of Goomalling

Shire of Katanning

Shire of Kondinin

Shire of Manjimup

Shire of Murray

Shire of Serpentine Jarrahdale

Shire of Waroona

Shire of Wyndham-East Kimberley

Shire of York

The International Association for Human Values (Australia) Ltd

The Salvation Army Morley

Town of Claremont

Town of Kwinana

Warnbro Community Church of Christ

Youth Grants WA - National Youth Week 2010

Albany Worklink - headspace project

Armadale Community Family Centre

Armadale Gosnells and Districts Youth Resources Inc.

Australian Red Cross

Australian Student Environment Network - Auspice for Emma McIntyre

Australian Trust for Conservation Volunteers

Avon Valley Arts

Ballajura Youth and Community Venture Inc

Bands@Manjimup - Manjimup Family Centre Inc.

Boddington Youth Centre

Broome Youth Support Group

Burdekin Youth in Action

Cannery Arts Centre

Centacare Employment and Training

City of Albany YAC

City of Belmont Youth and Family Services

City of Canning

City of Fremantle - Fremantle Community Youth Service

City of Gosnells

City of Joondalup

City of Kalgoorlie-Boulder Youth Council

City of Perth Youth Advisory Council

City of Subiaco

City of Wanneroo

Collie Family Centre

Crossroads West Transitional Support Service

Eastern Goldfields YMCA Inc

Edmund Rice Camp for Kids

Fremantle Multicultural Centre Inc.

Goomburrup Aboriginal Corporation

Great Southern Employment Development Committee

Harvey Recreation and Cultural Centre Inc

headspace -Kimberley

Jurien Bay Youth Group

Kimberley Land Council

South Lake Ottey Centre

KSP Writers Centre

Kwinana Community Arts Centre Inc

Lancelin Telecentre Inc

Lions Club of Jurien Bay

Perth Basketball Association Inc

Shire of Augusta-Margaret River

Shire of Boyup Brook

Shire of Capel

Shire of Carnarvon

Shire of Denmark

Shire of Goomalling

Shire of Katanning

Shire of Kondinin

Shire of Kulin

Shire of Merredin

Shire of Morawa

Shire of Murray
Shire of Pingelly
Shire of Shark Bay
Shire of Waroona
Shire of Wyndham East Kimberley
Southern Edge Arts
Swan City Youth Service
The Great Southern Factor Inc.
Town of Kwinana
Town of Narrogin
Town of Port Hedland
Town of Vincent
UnitingCare West
Wagin Youth Centre Inc
Warmun Community Inc
Western Australian Federation of Rural Youth
Westonia Telecentre
Wyalkatchem Children and Youth Group
Yarramoup Aboriginal Corporation
YMCA - Albany
YMCA Youth Headquarters

Youth Grants WA - Small Grants

Anglicare WA - Step 1 Street -work Program
Australian Red Cross
Bullsbrook Neighbourhood Centre
Buzz Dance Theatre
City of South Perth
Fairbridge Western Australia
Gumala Aboriginal Corporation
Injury Control Council of Western Australia (ICCWA)
Kids After Dark Inc
Local Drug Action Groups Inc.
Lot 208 Youth Inc
Metropolitan Migrant Resource Centre Inc
Network Warren Blackwood
Parkerville Children and Youth Care Inc
Quad Dreamer Display Team
Shire of Corrigin
Shire of Katanning
Shire of Merredin
Shire of Mundaring
Shire of Pingelly
The Shire of Bridgetown-Greenbushes
Warmun Community Inc
Young Australian Tourism Association

Youth Grants WA - Special Project Grants

Albany Youth Support Association
Australian Asian Association of WA Inc
Ballajura Youth and Community Venture Inc.
Boddington Old School Inc
Edmund Rice Camp for Kids WA
Huntington's WA
Injury Control Council of WA Inc.
Stand By Me Youth Service (WA) Inc
Women's Healthworks
YMCA Perth

Youth Grants WA - Sponsorship Grants

Celebrate WA Inc
Propel Youth Arts WA

Youth Grants WA - Youth Activities Grants - Round 1

Create Foundation
Town of Bassendean
United Nations Youth Association of Australia

Age-Friendly Community Grants Program

City of Bayswater
City of Cockburn
City of Fremantle

City of Perth
City of Subiaco
City of Swan
Shire of Busselton
Shire of Capel
Shire of Carnarvon
Shire of Denmark
Shire of Moora
Shire of Nannup
Shire of West Arthur
Town of Kwinana
Town of Mosman Park

Community Activity

Council on the Ageing
Local Government Managers Australia
Rainbow Coast neighbourhood Centre

Cadets WA

Albany Ed Support Centre
Armadale SHS
Atwell College
Bunbury Cathedral Grammar
Canning Vale College
Carmel Adventist College
Clarkson CHS
Clontarf Aboriginal College
Coodanup CC
Corrigin DHS
Cue PS
Darken DHS
Dale Christian School
Duncraig SHS
Ellenbrook CC
Emmanuel CC
Esperance SHS
Fitzroy Valley DHS
Geographe Ed Support
Goldfields BC
Jerramungup DHS
John Forrest SHS
John Septimus
Kalbarri DHS
Katanning SHS
Kolbe Catholic College
Kununurra DHS
Leonora DHS
Manjimup SHS
Meekatharra DHS
Mercy College
Merredin Senior High School
Mount Lawley SHS
Mount Magnet DHS
Mullewa DHS
Mundaring Christian College
Newton Moore SHS
Northam SHS
Onslow Primary School
Roleystone DHS
Rossmoyne SHS
Thornlie CC
Wagin DHS
Warnbro CHS
Waroona DHS
Wongutha CAPS
Australind DHS
Belridge Ed Support Centre
Beverley DHS
Bridgetown HS
Cannington CC
Cannington Ed Support Unit
Career Enterprise Centre MSC
Catholic Ag College Bindoon

Cecil Andrews SHS
Central Midlands SHS
Clarkson CHS
Esperance SHS
Exmouth DHS
Geraldton SC
Hamilton SHS
John Septimus
Kalamunda SHS
Kingsway CC
Lake Grace District High School
Lake Joondalup Baptist College
Lakeland SHS
Mandurah Senior College
Margaret River SHS
Melville SHS
Mt Barker CC
Northampton DHS
Ocean Reef SHS
Ravensthorpe DHS
Rockingham SHS
Rockingham SHS ESC
Scotch College
Swan CC
Swan View SHS
Tom Price SHS
Toodyay DHS
Tranby College
Warwick SHS
Wongan Hills DHS
Woodvale SHS
York DHS
Yulebrook College
Balga SHS
Ballajura CC
Greenwood SHS
Jurien DHS
Kambalda West DHS
Kinross College
Luurnpa Catholic School
Oombulgurri RCS
Serpentine Jarrahdale Grammar
Swan Valley ACS
PCYC Albany
PCYC Armadale
PCYC Bunbury
PCYC Carnarvon
PCYC Collie
PCYC Gosnells
PCYC Kalgoorlie
PCYC Midland
PCYC Rockingham
PCYC Serpentine
PCYC Subiaco
Armadale CC
Cornerstone CC
Christ Church Grammar School
Maranatha Christian College
Mindarie Senior College
Ocean Reef SHS
Woodvale SHS
St John Ambulance Cadets
T.S. ANZAC
T.S. BROOME
T.S. BUNBURY
T.S. CANNING
T.S. COCKBURN
T.S. GASCOYNE
T.S. KYBRA
T.S. MANDURAH
T.S. MARMION
T.S. MORROW

T.S. PERTH
T.S. PILBARA
T.S. VANCOUVER
50 ACU Guildford
52 ACU Armadale
53 ACU Wanneroo
55 ACU Eastern Goldfields
56 ACU Fremantle
57 ACU Morley
58 ACU Carine
59 ACU Rockingham
501 ACU Como
502 ACU Karrakatta
503 ACU Esperance
504 ACU Mandurah
505 ACU Albany
506 ACU Geraldton
507 ACU Joondalup
508 ACU Karratha
509 ACU Lynwood
510 ACU Merredin
511 ACU Busselton
512 ACU Narrogin
513 ACU Eastern Hills
514 ACU Port Hedland
515 ACU Bunbury
518 Katanning SHS ACU
519 ACU Northam
Christ Church Grammar School CU
Guildford Grammar ACU
HQAAC
701 SQN
703 SQN
704 SQN
705 SQN
707 SQN
709 SQN
710 SQN
711 SQN
712 SQN
713 SQN
714 SQN
715 SQN
719 SQN
721 SQN
722 SQN
723 SQN
Instructor Recognition Grants - Cadets WA

APPENDIX 2: FUNDED SERVICES

Funded Services - Service Group

CDEP Transition Position Program

Community Facilities Support (Family Centres)

Family and Community Support

Occasional Child Care Program

Parenting

Seniors and Carers

Support - Community

Support - Sector

Volunteering Services

Youth Community Service Program

APPENDIX 3: ADVISORY COMMITTEES

SENIORS MINISTERIAL ADVISORY GROUP

(Commenced June 2009)

Terms of reference

- provide seniors and their representative bodies an avenue to directly express their ideas and concerns to the Minister for Seniors
- consult regularly with relevant community organisations and individuals on matters relevant to seniors
- provide advice on government policies and programs relevant to seniors
- provide advice on matters relevant to seniors' interests referred by the Minister or raised as a result of community consultation.

Membership

Mrs June van de Klashorst JP	Chair
Mrs Joy Jeffes OAM	Regional representative
Mrs June Dunstan	Metropolitan representative
Ms Bettine Heathcote	Council of the Ageing
Ms June MacDonald	National Seniors Association
Ms Margaret Thomas	Retirees WA
Mr Thomas Rollo	Association of Independent Retirees (WA)
Ms Ruth Kershaw	Older Women's Network
Mr John Slattery	Seniors Recreation Council
Cr Helen Attrill	Western Australian Local Government Association

CADETS WA REFERENCE GROUP

Terms of Reference

- foster and promote the objectives of the Cadets WA program
- ensure a high level of coordination and cooperation between the host organisations involved in the program
- provide strategic advice on policy issues relating to the promotion and development of the program
- ensure the needs of participating host agencies are met within the objectives and framework of the program
- encourage the development of cadet training and related activities in the state.

Membership

Mr Ray Peters (Chair)	Department for Communities
Mr Shane Bluett	Fire and Emergency Services Authority
Sqn Ldr Rob Caldera	Australian Air Force Cadets
Mr Damian Wallis	Catholic Education Office
Ms Alexandra Treweek	St John Ambulance
Lt. Col Bob Barber	Australian Army Cadets
Ms Hannah Hampson	Department of Environment and Conservation
Mr Kevin Lange	Association of Independent Schools of WA
Lt Cdr Mike Vasey ANC	Australian Navy Cadets
Inspector Andrew Henderson	Western Australia Police Service
Ms Renee McCabe	Surf Life Saving WA
Mr Robert Somerville AM	Department of Education and Training
Ms Barbara Ball	Australian Red Cross
Ms Wendy Yorke	Swan River Trust
Ms Angela Petrow	Swan River Trust
Ms Marline Lee	Department for Communities
Mr Geoff Hurren	Department for Communities (Executive Officer)

CARERS ADVISORY COUNCIL

Terms of reference

- report annually on:
  - the performance by reporting organisations of their obligations under the Carers Recognition Act 2004
  - compliance or non-compliance by reporting organisations with the Act and
  - compliance or non-compliance by reporting organisations with the Carers Charter
- work to advance the interests of carers and promote compliance by applicable organisations with the Carers Charter.
- make recommendations to the Minister on fostering compliance by applicable organisations with the Carers Charter.
- secure the views of carers on issues relating to their caring role and provide ongoing advice to the Minister on matters relating to carers.
- provide information and support to the applicable organisations to assist them to comply with the Carers Charter.
- ensure that all carers groups are represented, including younger carers, Indigenous and culturally and linguistically diverse carers and carers from rural and remote areas
- report to the Minister for Seniors and Volunteering.

Membership

Mrs Ellen Walker (Chair)

Mrs Mary Deschamp (Deputy Chair)

Mr Richard Newman

Ms Rachel McMurray

Ms Melissa Webb

Mr Charlie Rook

Miss Raynar Foldesi

Ms Elaine Karen McCormack

WOMEN'S ADVISORY COUNCIL

(Commenced November 2009)

Terms of Reference

- provide an avenue to directly express ideas and concerns to the Minister for Women's Interests
- consult regularly with relevant women's organisations and individuals on matters pertaining to women
- provide advice on government policies and programs relevant to women
- monitor the impact that relevant government policies, programs and changes implemented have on women
- provide advice on matters referred by the Minister or raised as a result of community consultation.

Membership

Ms Maria Saraceni (Chair)

Ms Penelope Northcott

Ms Anne Deanus

Ms Lily Chen

Professor Lesley Cala

Councillor Julie Brown

Ms Agnes Vacca

Mrs Annette Chivers

Ms Helen McNeair

Mrs Pat Twiss

Ms Amanda Lovitt

APPENDIX 4: OFFICE LOCATIONS

METROPOLITAN OFFICES

Head Office
Department for Communities
Level 7 Dumas House
2 Havelock Street
West Perth WA 6005
Phone 6217 8700
Fax 9324 2408

Child Care Licensing and Standards Unit
1st Floor, 111 Wellington Street
East Perth WA 6004
Phone 6210 3333
Fax 6210 3300

Seniors Card and Seniors Information Service
Level 1 Albert Facey House
469 Wellington Street
Perth WA 60000
Phone 6217 8855
Fax 9226 4745

Parenting WA Centre
28 Alvan Street
Mt Lawley WA 6050
PO Box 786
Mt Lawley 6929
Phone 6279 1222
Fax 6279 1221

Redress WA
Postal Address
Locked Bag 6
West Perth WA 6872
Phone 1800 617 233
Fax 9477 4583

Armadale1
145 Jull Street
Armadale WA 6112
Phone 9497 6555
Fax 9497 6500

Armadale
Champion Centre
76 Champion Drive
Armadale WA 6112
Phone 9498 1933
Armadale

Evelyn Gribble Centre
Lot 94 Ninth Road
Brookdale WA 6112
Phone 9498 2620
Mobile 0409 204 429
Fax 9498 2621

Balcatta
334 Albert Street
Balcatta WA 6021
Phone 9440 0011
Fax 9440 0761

Cannington1
Mason Bird Building
Cnr Lake and Grose Avenue
Cannington WA 6107
Phone 9351 0888
Fax 9351 0877

Cannington
Brookman House
25-27 Brookman Avenue
Langford WA 6147
Phone 9351 8266
Fax 9350 6076

Fremantle1
25 Adelaide Street
Fremantle WA 6160
Phone 9431 8800
Fax 9431 8803

Midland1
281 Great Eastern Highway
Midland WA 6056
Phone 9274 9411
Fax 9250 1779

Midvale
Unit 2
42 Mathoura Street
Midvale
Phone 9274 1666
Fax 9274 1601

Mirrabooka1
6 Ilkeston Place
Mirrabooka WA 6061
Phone 9344 9666
Fax 9349 3074

Rockingham/Kwinana
Port Kennedy Family Activity Centre
5-9 Clipper Drive
Port Kennedy WA 6172
Phone 9524 5658
Fax 9524 5136

Warwick1
Unit 7 Warwick Commercial Centre
8 Dugdale Street
Warwick WA 6024
Phone 9246 6111
Fax 9246 6112

REGIONAL LOCATIONS

Albany
Albany Family House
219 North Road
Albany WA 6330
Phone 9841 0790
Fax 9842 8206

Broome 1
2A, 23 Coghlan Street
PO Box 176
Broome WA 6725
Phone 9191 3507
Fax 9192 8087

Bunbury
Eaton Family Centre
Charter House Street
Eaton WA 6232
PO Box 7074
Phone 9725 2622
Fax 9725 2633

Carnarvon
Shop 3 Correia's Arcade
6 Robinson Street
PO Box 19
Carnarvon WA 6701
Phone 9941 2105
Fax 9941 1270

Dalyellup Community Centre
Gosse Way
Dalyellup WA 6230
Phone 9795 3068
Fax 9795 3069

Donnybrook Community Centre
10 Allnutt Street
PO Box 30
Donnybrook WA 6239
Phone 9731 2586

Geraldton1
SGIO Building
1st Floor
45 Cathedral Avenue
Geraldton WA 6530
Phone 9965 9500
Fax 9921 7421

Geraldton
Spalding Family Centre
75 Mitchell Street
PO Box 694
Spalding WA 6530
Phone 9923 1125
Fax 9923 1126

Kalgoorlie1
Maritana House
Cnr Boulder Road and Cheetham Street
Kalgoorlie WA 6403
Phone 9022 0700
Fax 9021 6917

Kalgoorlie
Kerspien House
127 Piesse Street
Boulder WA 6430
Phone 9093 2573
Fax 9093 4986

Kununurra1
Cnr Konkerberry Drive and Messmate Way
Kununurra WA 6743
Phone 9168 0333
Fax 9168 3607

Mandurah/Peel
63 Ormsby Terrace
Mandurah WA 6210
Phone 9583 9800
Fax 9534 7628

Moora
Resource Centre
41 Clinch Street
Moora WA 6510
Phone 9651 1294
Fax 9651 1666

Moora
49 Dandaragan Street
PO Box 212
Moora WA 6510
Phone 9651 1124
Fax 9651 1666

Mount Magnet
Laurie Street
PO Box 438
Mt Magnet WA 6638

Mullewa
Cnr Jose and Moster Streets
PO Box 104
Mullewa WA 6630

Narrogin1
Government Building
Park Street
PO Box 335
Narrogin WA 6312
Phone 9881 0123
Fax 9881 2040

Northam
26 Gordon Street
Cnr. Gordon and Chidlow Streets
PO Box 396

Northam WA 6401
Phone 9622 0000
Fax 9622 3635

South Hedland
Jibson House
2 Jibson Close
South Hedland WA 6722
Phone 9172 3155
Fax 9172 2577

1 DfC staff co-located with Department for Child Protection staff at this location

APPENDIX 5: PUBLICATIONS

Department for Communities Who We Are, What We Do

Seniors, Carers and Volunteering

Active Ageing: your passport to a better life Topic Sheet 8

Carer Recognition-Progressing Compliance Book 2008

Carers Recognition Act 2004 -What does it Mean for me?

Culturally and Linguistically Diverse Seniors: Community Participation Research Project 2006 Overview

Culturally and Linguistically Diverse Seniors: Community Participation Research 2006 Report

Family Agreements

Grandfamilies A Resource Guide for Western Australian Grandparents Raising Grandchildren

Living Histories: Volume 2 – A compilation of stories by seniors remembering Western Australia in the 1950s

Older People's Rights

Recognition - Bringing Carers Into Focus – Report 2007Safety Advice for Seniors

Seniors Week – celebrating life, WA Seniors Awards 2009

Staying Mentally Healthy: Depression is not a normal part of ageing Topic Sheet 7

The Economic Value of Volunteering in Western Australia Report

There is No Excuse For Elder Abuse Topic Sheet

Transitions in Ageing Research Project Overview 2006

WA Seniors Discount Directory 2008-2010

Wellbeing in Older Age

Western Australia's Seniors Active Ageing Benchmark Indicators 2006 Summary

Western Australia's Seniors Population Characteristics and Trends Topic Sheet 1

Western Australia's Seniors An Asset, Not a Burden Topic Sheet 9

Women

Gender Analysis – Making Policies, Programs and Services Gender Aware

Good practices in the assessment, skills gap training and employment of overseas trained nurses – project report

Indigenous Womens Report Card 2005

Indigenous Womens Report Card 2006 Summary

Superwomen – Women and Superannuation Securing Your Future

Women's Information Service Pocket Directory

Women in Science and Technology

Women's Report Card 2004

Women's Report Card Measuring Women's Progress Update 2006

Women's Report Card Measuring Women's Progress 2009 Update

Women's Services Directory

Children and Families

Services for Parents, Families, Carers and Children

Report on Qualifications of the Child Care Sector Western Australia 2008

What about child care series – Babies & Toddlers, 3+ year olds, School-aged, Employing a nanny Guides and Checklist

Early Years Activities Money

Register of Child Care, Family Day Care and OSCH providers

Unlicensed Crèche Factsheet and Self-Assessment

CCLSU Enforcement Actions Register

Child Care Services Support Factsheets

Support for Mum when Dad works away

Children and Families Update Newsletter

Parenting WA Courses Guide

Parenting WA Strategic Framework and Summary

Parenting WA Background Literature Review

Parenting WA Line and Library

Parenting WA Coordinators

Parenting WA Home Visiting

Babies break if you shake them – Tips for parents choosing babysitters

Integrated Service Development Discussion Paper

Child Care, Family Day Care, Out School Hours Care and Outside School Hours Care License Application Kits

Assessment of Interstate and International Qualifications

Best Start: Support for Families

Best Start: Support for Community Service Providers

Redress WA

Redress WA Newsletter February 2010

Youth

Cadets Better Than You Imagine Pack

CadetsWAY Cadets Better Than You Imagine

Ethical Guidelines for Body Piercing – online only

Feeling Winyarn

Fit Mind - Fit Body & Soul Kit

Information and Support Pack for those concerned about someone who is distressed or suicidal

One Sky Many Paths Indigenous Youth Leadership Program

The Met Metropolitan Youth Services Guide Z Card

Wellbeing Indicators of WA's Children & Youth

Young People and Alcohol – Advice for Parents

APPENDIX 6: MEMORANDUM OF UNDERSTANDING

The Department for Child Protection (DCP) provides the department with a range of corporate support services. In regard to the provision of these support functions the two departments have entered into a formal service level agreement (SLA) and a Memorandum of Understanding (MoU). The agreement articulates the need for the parties to the agreement to work cooperatively to achieve both the government's objectives and the service needs of the Department for Communities (DfC).

The agreement sets out, in specific and measurable terms, the services to be provided by the Provider (DCP). It also sets out the obligations of the Client (DfC) to support the delivery of those services.

The SLA seeks to:

- facilitate a spirit of partnership and cooperation between the Client and the Provider
- recognise that the parties have a mutual obligation to support the successful delivery of business services
- build a commitment to maintaining a strong long-term relationship
- define the corporate and business services to be supplied by the Provider to support the strategic direction of the Client.
- provide mechanisms for the prompt resolution of issues and problems.

DCP provides a range of support services to DfC to enable it meet its objectives. These include:

- human resource support services covering:
- personnel and payroll processing
- occupational health and safety
- workers compensation
- recruitment and establishment support
- labour relations management.
- financial and management accounting
- building and asset support services
- procurement support
- information communication technologies support services.

APPENDIX 7: GLOSSARY OF TERMS AND ACRONYMS

Accountable Authority	Director General of the Department for Communities
AEDI	Australian Early Development Index
ASeTTS	Association for Services to Torture and Trauma Survivors Inc.
ATSI	Aboriginal and Torres Strait Islanders
CAC	Carers Advisory Council
CaLD	Culturally and Linguistically Diverse
CCL	Carers Counselling Line
CCLSU	Child Care Licensing Standards Unit
CCRCC	Child Care Regulations Consultative Committee
CGP	Community Grants Program
CHARP	Carer Health Awareness and Retreats Program
COAG	Council of Australian Governments
CRIO	Community Relations Integration Officer
CSIA	Community Services Industry Awards
DAIP	Disability Access and Inclusion Plan
DCD	Former Department for Community Development
DCP	Department for Child Protection
DG	Director General
DEC	Department of Environment and Conservation
DET	Department of Education and Training
DfC	Department for Communities
DIAC	Department of Immigration and Citizenship
DoH	Department of Health
DPC	Department of the Premier and Cabinet
DPI	Department of Planning and Infrastructure
DSR	Department of Sport and Recreation
EAP	Employee Assistance Program
EECS	Extra Edge Community Services
EEO	Equal Employment Opportunity
FaHCSIA	Department of Families, Housing, Community Services and Indigenous Affairs
FASD	Foetal Alcohol Spectrum Disorder
FINWA	Family Inclusion Network of Western Australia
FTE	Full-time equivalent
ICF	Indigenous Children and Family Centre

ICT	Information Communication Technologies
IIAP	Inclusion and Integration Action Plan
IIGP	Inclusion and Integration Grants Program
KPI	Key Performance Indicator
LGA	Local Government Area
LHMU	Liquor Hospitality and Miscellaneous Union (Australia)
MLC	Member of the Legislative Council
MoU	Memorandum of Understanding
NAP	National Action Plan
NGO	Non-Government Organisation
OAG	Office of the Auditor General
OBM	Output Based Management
OEEO	Office of Equal Employment Opportunity
OSH	Occupational Safety and Health
OSRG	Outcome Structure Review Group
PASACS	Professional Association of School Aged Children Services
SLA	Service Level Agreement
SMAC	Seniors Ministerial Advisory Council
SRC	State Records Commission
TAFE	Tertiary and Further Education
UWA	University of Western Australia
WAC	Women's Advisory Council
WACOSS	Western Australia Council of Social Services
WHO	World Health Organisation
WIS	Women's Information Service
WOCS	Wheatbelt Organisation of Children's Services

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