



# Department for Family and Children's Services

Annual Report  
2000/2001

2000/2001



# Contents

In this report	1
Foreword from the Director	
General	2
Portfolio agencies	4
Portfolio structure and management	6
Summary of portfolio outcomes, outputs, achievements 2000/2001 and future directions 2001/2002	8
Population trends and issues	17
Human resources	19
Corporate governance	22
Family and Children's Services	25
Customer profile	26
Ways of working	27
Responding to customers	33
Report on outputs	36
Family & Children's Policy Office	50
Customer profile	51
Ways of working	51
Report on output	52
Office of Seniors Interests	55
Customer profile	56
Ways of working	57
Report on output	60
Women's Policy Office	62
Customer profile	63
Ways of working	64
Report on output	66
Office of Youth Affairs	70
Customer profile	71
Ways of working	71
Report on outputs	72
Output based management measures	78
Performance indicators	85
Financial statements	107
Appendices	
1 Acts administered by other authorities	133
2 Office locations	134
3 Funded services 2000/2001	138
4 Advisory committees	146
5 Sponsors	151
6 Awards	153
7 Publications	157
8 Evaluations and research projects	160
List of figures	163

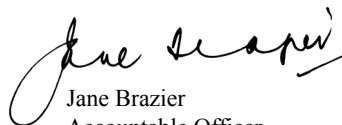
# Letter to the Minister

The Hon Sheila M<sup>c</sup>Hale MLA  
Minister for Community Development,  
Women's Interests, Seniors and Youth;  
Disability Services; Culture and the Arts  
12th Floor Dumas House  
2 Havelock Street  
West Perth WA 6005

Dear Minister

On behalf of the Department for Family and Children's Services and in accordance with section 62 of the Financial Administration and Audit Act 1985, I have pleasure in submitting for your information and presentation to Parliament the Annual Report of the Department for Family and Children's Services for the financial year ended 30 June 2001.

The report has been prepared in accordance with provisions of the Financial Administration and Audit Act 1985.



Jane Brazier  
Accountable Officer  
31 August 2001

# In this report

This 2000/2001 annual report presents the year's work within the Department for Family and Children's Services.

It covers the work of the five agencies namely Family and Children's Services, Family & Children's Policy Office, Office of Seniors Interests, Women's Policy Office and as of 9 March 2001 the Office of Youth Affairs.

The terms 'Department for Family and Children's Services', 'Department' and 'portfolio' are used in this report to refer to the five agencies as a whole.

Individual agencies are referred to by their individual names as well as 'department' for Family and Children's Services and 'office' for the other four agencies.

## Directory

### **Family and Children's Services (central office)**

189 Royal Street  
East Perth WA 6004  
**Tel** (08) 9222 2555  
**Tel** 1800 622 258 (freecall STD)  
**Fax** (08) 9222 2776  
**TTY** (08) 9325 1232  
**Website** [www.fcs.wa.gov.au](http://www.fcs.wa.gov.au)

### **Family & Children's Policy Office**

Level 13 Dumas House  
2 Havelock Street  
West Perth WA 6005  
**Tel** (08) 9322 8922  
**Tel** 1800 100 205 (freecall STD)  
**Fax** (08) 9322 8983  
**TTY** (08) 9321 7608  
**Website** [www.familyone.wa.gov.au](http://www.familyone.wa.gov.au)

### **Office of Seniors Interests**

4th Floor May Holman Centre  
32 St Georges Terrace  
Perth WA 6000  
**Tel** (08) 9220 1111  
**Fax** (08) 9221 2247  
**Seniors Telephone Information Service**  
1800 671 233 (freecall STD)  
1800 555 677 (National Relay Service and TTY)  
**Website** [www.osi.wa.gov.au](http://www.osi.wa.gov.au)

### **Women's Policy Office**

1st Floor Hartley Poynton Building  
141 St Georges Terrace  
Perth WA 6000  
**Tel** (08) 9264 1920  
**Fax** (08) 9264 1925  
**Women's Information Service**  
**Tel/TTY** (08) 9264 1900  
1800 199 174 (freecall STD and TTY)  
**Websites** [www.wa.gov.au/wpdo](http://www.wa.gov.au/wpdo)  
[www.freedomfromfear.wa.gov.au](http://www.freedomfromfear.wa.gov.au)

### **Office of Youth Affairs**

7th Floor Albert Facey House  
469 Wellington Street  
Perth WA 6000  
**Tel** (08) 9476 2000  
**Fax** (08) 9322 6544  
**Websites** [www.youthaffairs.wa.gov.au](http://www.youthaffairs.wa.gov.au)  
[www.dotu.wa.gov.au](http://www.dotu.wa.gov.au)  
[www.cadetswa.wa.gov.au](http://www.cadetswa.wa.gov.au)

# Foreword from the Director General

This is the final report for the Department for Family and Children's Services.

The Department was renamed the Department for Community Development on 1 July 2001 as a result of recommendations made by the machinery of government taskforce.

## Cooperation and collaboration

Cooperation and collaboration have again been priority areas for the portfolio, in particular engaging the community and working across government.

The signing of the Supported Accommodation Assistance Program (SAAP) IV agreement in June 2001 confirmed the continuing partnership until 2005 between the state and commonwealth governments on the provision of support through this program to people who are homeless or at risk of homelessness.

Through the Building Blocks initiative two home visiting programs were established during the year. A cooperative program between the Health Department and Family and Children's Services, Building Blocks services are based on the most recent international findings in the area of early childhood development.

Strong Families, an initiative developed by Safer WA to bring about better outcomes for families, was implemented during the year. The pilot program promoted the streamlining and coordination of government services to families at risk of experiencing difficulties.

Creating Connections 2000-2005, a five year plan for families and communities in Western Australia, forged new partnerships between government agencies, local government authorities, community and business organisations.

Through the Family & Children's Policy Office the *FamilyOne* ambassador scheme was launched. High profile community leaders pledged to support the *FamilyOne* business strategy as role models to others.

The Office of Seniors Interests coordinated across a range of state government agencies the development of a comprehensive concessions package for seniors. The package will come into effect in the new financial year and provide an additional \$10 million in state government concessions.

In response to community need, the Women's Policy Office developed an information kit to help young women make informed decisions about issues impacting on their financial independence. *FYI: female, young and independent* involved considerable collaboration across government and community organisations.

In support of young people throughout Western Australia, the Office of Youth Affairs worked in partnership with an array of state government agencies to develop Action: A State Government Plan for Young People, 2000-2003.

## Volunteering

Volunteers continued to play a major role across the portfolio. Over 600 people volunteered their time, skills and expertise to support services delivered by the Department. In addition many staff, like others in the community, volunteered to work for organisations in a wide range of roles.

In recognition of the International Year of Volunteers 2001, a special 'Valuing Volunteers' category was included in the Community Services Industry Awards 2001. This category will recognise best practice in managing programs or services delivered to the community by volunteers when it is awarded in November 2001.

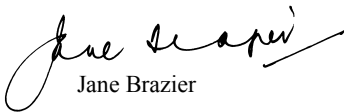
## Future directions

The creation of the new Department for Community Development will reflect the government's vision to improve the social wellbeing of Western Australians.

Greater emphasis will be placed on developing the capacity of individuals, families and communities to shape their own lives positively. This will be facilitated by effective collaboration within government, building networks and developing partnerships with local government, the community and business sectors.

This policy shift is the government's response to complex social issues which are emerging not only in this state but throughout Australia and the developed world.

I look forward to working with staff and the wider community over the next year to make this vision a reality. We have an exciting opportunity to make a valuable difference to the quality of life in Western Australia.



Jane Brazier

31 August 2001

# Portfolio agencies

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## Family and Children's Services

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The prime responsibilities of Family and Children's Services are to promote responsibility and growth in family and community life, and to contribute to the care and protection of those children who are unable to be cared for by their families or other guardians.

The department provides a range of services from those designed to meet the specific needs of vulnerable families and children to those which benefit the whole community. The department provides services directly as well as through purchasing services from the not for profit sector.

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## Family & Children's Policy Office

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A key function of the Family & Children's Policy Office is to develop strategies to improve the quality of life and promote the interests of all Western Australian families and children. This is achieved through alliances with government agencies, businesses and the community to facilitate development and implementation of projects to improve the wellbeing of families and children.

The office provides executive support to the Family & Children's Advisory Council.

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## Office of Seniors Interests

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The Office of Seniors Interests is a specialist policy, research and communications office, the primary focus of which is Western Australian seniors (people aged 60 years and over). The office also works with future seniors (the baby boomers, people aged 45 years plus) to identify their needs and help government and the community plan to meet these emerging needs.

The office works across government and the community as a catalyst for change, a knowledge networker, ideas broker, enabler and advocate for older people.

Key functions include developing policy including advice to government; research, analysis and evaluation; providing services such as the Seniors Card; funding non government organisations to provide services to improve the quality of life of older people; and community education and consumer advocacy.

## Women's Policy Office

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The Women's Policy Office provides advice, analysis, coordination, policy development and implementation on a broad range of matters affecting the status of women in Western Australia. The office has a particular focus on addressing domestic violence as it affects women, men and children in the community.

Priorities for the office include greater representation of women in decision making; coordination of an across government response to domestic violence; better community understanding of gender issues and family and domestic violence; consultation and liaison with service delivery agencies and those affected by domestic violence; and working with and supporting women in regional areas and regional organisations including domestic violence groups.

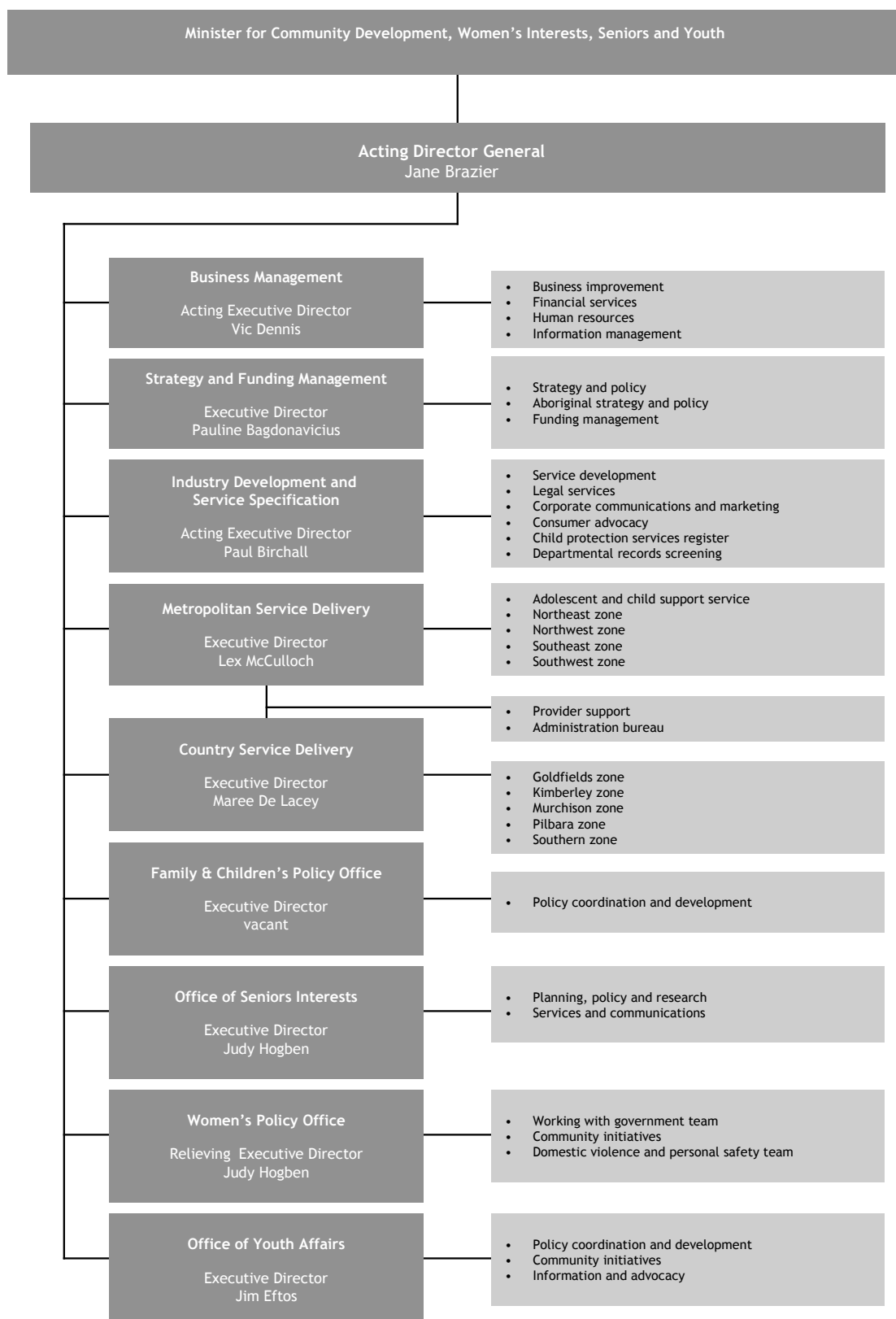
## Office of Youth Affairs

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The Office of Youth Affairs was established in 1996 to develop, coordinate and implement youth policy initiatives and programs across the government and non government sectors, improve access to information and links to community resources for youth, and advocate on behalf of young people.

The office encourages society to value young people and recognise their achievements, contributions and potential. A core function is to develop programs and improve coordination and consultation which will lead to more efficient use of resources within the youth sector and allow young people to have their say in decision making processes.





# Portfolio structure and management

## Administrative structure

The Department for Family and Children's Services continued to integrate the administration for its five agencies.

The five agencies were Family and Children's Services, Family & Children's Policy Office, Office of Seniors Interests, Women's Policy Office and Office of Youth Affairs.

The Family & Children's Policy Office was set up as part of the portfolio when it was established in June 1999. The Office of Seniors Interests and Women's Policy Office came into the portfolio in July 1999.

The Office of Youth Affairs was established in April 1996 and became part of the portfolio in March 2001 following the change of government in February.

## Ministerial responsibilities

The Hon June van de Klashorst MLA was appointed Minister for Family and Children's Services; Seniors; Women's Interests on 22 December 1999 and held these portfolios until the general election on 10 February 2001.

The Hon Sheila M<sup>c</sup>Hale MLA was appointed Minister for Community Development, Women's Interests, Seniors and Youth on 16 February 2001.

## Method and term of appointment of chief executive officer

The accountable officer of the Department for Family and Children's Services is the director general.

Robert Fisher was director general from 9 June 1994 to 8 June 2001 prior to taking up the appointment of Western Australia's Agent General in London.

Jane Brazier commenced as acting director general on 9 June 2001 for a period of 12 months.

## Executive members at 30 June 2001

Jane Brazier  
Acting Director General

Pauline Bagdonavicius  
Executive Director  
Strategy and Funding Management

Paul Birchall  
Acting Executive Director  
Industry Development and Service Specification

Bill Budiselik was executive director prior to leaving Family and Children's Services in June 2001.

Maree De Lacey  
Executive Director  
Country Service Delivery

Danny Ford  
Director  
Aboriginal Strategy and Policy

Tara Gupta  
Director  
Legal Services

Lex McCulloch  
Executive Director  
Metropolitan Service Delivery

Vic Dennis  
Acting Executive Director  
Business Management

Graeme Watt was executive director prior to leaving Family and Children's Services in June 2001.

Judy Hogben  
Executive Director  
Office of Seniors Interests  
Relieving Executive Director  
Women's Policy Office

Jim Eftos  
Executive Director  
Office of Youth Affairs

# Summary of portfolio outcomes, outputs, achievements 2000/2001 and future directions 2001/2002

## Family and Children's Services

### Outcome 1

Family and individuals achieve self reliance and are skilled to care for their children

### Output 1

Family and individual support

#### Aims

- To assist community members achieve self reliance
- To assist community members develop knowledge and skills about parenting
- To help young people effectively manage their lives

#### Strategies

- Support services for disadvantaged families
- Support services for Aboriginal communities
- Assessment of child concern reports
- Relationship counselling
- Parenting information, courses and advice
- Information about families of origin for Aboriginal people, adoptees and children unable to live with their birth parents
- Drop in centres, mentoring and recreational activities for young people

#### Achievements

- Commenced implementation of the joint Health Department and Family and Children's Services Building Blocks program and introduced Best Beginnings, an intensive home visiting program for parents with children aged up to two years, in Albany and Midland
- Continued to play an active role in Safer WA and introduced the Strong Families initiative to improve service coordination to young people and families with complex needs
- Reviewed services which support young people including drop in centres, counselling and supported accommodation—results informed the department's service planning and development
- Reviewed financial counselling and assistance services—results informed the department's service planning and development
- Worked to increase Aboriginal access to services by ensuring services were culturally appropriate, planned in conjunction with Aboriginal communities and addressed local needs in a holistic manner—significant achievements included development and distribution of Aboriginal parenting materials including *Growing up kids* for use in all departmental offices and parenting information centres; amendment of the department's funding of services to place greater emphasis on the need for Aboriginal input into the design of services and active encouragement of Aboriginal organisations to submit tenders for advertised services; and expansion of occasional child care services with an emphasis on services in Aboriginal communities
- Developed and released a department reconciliation policy which acknowledged past practices involving the removal of Aboriginal children and gave a commitment to enhance the relationship between the department and Aboriginal people
- Implemented initiatives in response to recommendations of the review into family and parent support services for men including establishment of small one off grants for Men Too to funded non government family and parent support services to assist these agencies enhance service provision to men; review of training programs for department and community agency staff to ensure men's issues were included; and Working Effectively With Men training

#### Future directions

- Promote the role of volunteers in Western Australia through the development of strategies which support volunteering and volunteering organisations
- Increase funding to Volunteering WA to extend strategies which provide support for students to become volunteers
- Develop services which support families and children in the early years as part of the Family Strength policy
- Extend funding to the family information records bureau to enhance the existing database to improve information provision

## Family and Children's Services

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### Outcome 2

Individuals and children are protected from abuse in families and are supported through crisis and where possible children remain with their families

### Output 2

Child and family safety

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#### Aims

- To support families and individuals in crisis
- To reduce the occurrence and effects of abuse within families
- To ensure the safety of children

#### Strategies

- Supported accommodation for homeless people and victims of domestic violence
  - Financial assistance and counselling
  - Assistance to communities and their members to cope with the aftermath of natural or human made disasters
  - Intensive support for parents in families where abuse has occurred
  - Counselling and treatment to alleviate the effects of abuse within families
  - Investigation of child maltreatment allegations
  - Assessment of the ability of families to care for children's safety
  - Lodgement of care and protection applications through the Children's Court
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#### Achievements

- Commenced implementation of six new rural and remote Aboriginal family violence services at Looma, Oombulgurri, Kalumburu, Wirrimaru, Beagle Bay and Jigalong
- Reviewed existing Aboriginal family violence support and prevention service models in consultation with local communities
- Completed negotiations for the fourth agreement of the Commonwealth/State Supported Accommodation Assistance Program (SAAP) for the period to 30 June 2005
- Completed protocols to improve coordination and linkages between SAAP services and the mental health division of the Health Department and Centrelink—protocols were well advanced for the department's service delivery officers and SAAP; held regional forums to promote the protocols to key agencies in government and non government
- Reviewed the joint department and WA Police Service response to certain cases of child maltreatment—this partnership was expanded through co-location of police and departmental staff, and the inclusion of Princess Margaret Hospital in the joint response
- Implemented a joint approach to child abuse training across the state in conjunction with the WA Police Service staff and including Princess Margaret Hospital
- Developed and piloted a new risk assessment and risk management framework to assist with assessment of children who are at risk and their families

#### Future directions

- Improve domestic violence services recognising the impact of domestic violence on the whole family including additional support for women in crisis; enhance follow up services for women leaving refuges; expand services for children exposed to domestic violence; and establish a domestic violence helpline
- Seek accreditation for the training course developed jointly with the WA Police Service on responding to certain cases of child maltreatment
- Implement revised standards for the delivery of services through SAAP for people who are homeless and in crisis
- Consolidate and further develop protocols between SAAP services and government departments to enhance the provision of services to SAAP clients
- Enhance services to young people who are homeless through increased crisis accommodation services to homeless young people
- Contribute to the development of a state homelessness strategy through participation and support of the State Homelessness Taskforce in conjunction with the Ministry of Housing and other government departments and community representatives

## Family and Children's Services

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### Outcome 3

Children whose placement has been approved by the department or who are under the guardianship of the director general, or who are in child care, receive quality care

### Output 3

Care for children

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#### Aims

- To provide quality care for children placed in care
- To ensure safe and good quality child care

#### Strategies

- Recruitment, assessment and support of foster carers
- Provision of foster care or group care for children and young people unable to live at home
- Services to maintain relationships of children and young people with their families while in care
- Services to prepare children and young people to leave care
- Regulations which set standards for operating child care services
- Advice, support and funding for child care service providers

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#### Achievements

- Increased the clothing allowance by 10 percent and direct subsidies by four percent to ensure department foster carers were not disadvantaged by the impact of the GST
- Commenced refurbishment of the Adolescent and Child Support Services emergency accommodation hostel in Bedford, due for completion in September 2001
- Provided a report on the department's hostel accommodation for children and young people
- Published and widely distributed information to support parents and providers of quality child care including a guide entitled *Setting up a creche* for groups establishing and running creche services, and a magazine entitled *Choosing quality care for your children*
- Drafted regulations for out of school hours care in consultation with an industry consultative committee—a discussion document including an implementation plan was released for public comment

#### Future directions

- To ensure quality care for children placed in the department's care, implement Looking After Children, an internationally recognised system designed for children in care which provides an information and recording system to identify and support the needs and potential of a child, and ensures significant people in a child's life are included in planning processes
  - Enhance responses to meet increased demand for out of home care
  - Extend support to foster carers through additional funding to the Foster Care Association of WA Inc
  - Enhance services to young people in department hostel care through establishment of a community reference committee for each metropolitan residential hostel to build and maintain strong positive relationships between the management of the facilities and near neighbours; planning for two new facilities in the metropolitan area to replace facilities in Bedford and Mt Lawley; and progressing legislative amendments to enable restraining of children and young people in hostels
  - Enhance quality child care services through implementation of regulations and minimum standards for services providing outside school hours care
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## Family & Children's Policy Office

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### Outcome 4

Improve the wellbeing and promote the interests of Western Australian families and children

### Output 4

Family and children's policy development and coordination

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#### Aim

- To strengthen families and their links with communities and improve access to family friendly government, business and community services

#### Strategy

- Policy research, advice, coordination and information services to government, business and community organisations regarding the health and stability of families and children in Western Australia, their links with neighbourhoods and communities, and access to family friendly government, business and community services
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### Achievements

- Delivered and launched in December 2000 Creating Connections, the government's first five year plan for families and children, designed to improve health and stability, links with neighbourhoods and communities, and to make government, business and community services more family friendly
- Developed and began to implement the *FamilyOne* business strategy by launching the *FamilyOne* ambassadors scheme
- Established the family research network linking policy makers and researchers including the launch of the Family Strengths Community global internet discussion group with 400 subscribers
- Released a report of findings from the first Western Australian family attitudes survey 2000 in the first two issues of a new publication *Research news* and conducted the second family attitudes survey 2001
- Developed and launched a new publication, the *FamilyOne* newsletter
- Coordinated a range of Family Week initiatives including the conference Making Families Matter
- Developed and implemented a range of policy information services across government, business and the community through the internet and publications
- Provided executive support to the Family & Children's Advisory Council to enable the Minister to receive independent advice about issues of importance to Western Australian families and children, and published the council's newsletter
- Provided support to progress the restructure of the Department into a new Department for Community Development

### Future directions

- Implement the *FamilyOne* accreditation scheme under the *FamilyOne* business strategy to create a positive response to families in the business sector and communicate the importance of families in creating a strong and vibrant Western Australian community, complementing the *FamilyOne* ambassador scheme
  - Coordinate a wide range of community based activities for families during Family Week 2002
  - Expand the activities of the family research network
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## Office of Seniors Interests

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### Outcome 5

A community where seniors are valued and respected, where ageing is seen as a positive and productive stage of life and where the community appropriately plans for the ageing of its population

### Output 5

Positive ageing

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#### Aims

- To identify trends and encourage planning for an ageing population
- To provide policy, advice, strategic analysis and information about ageing to the Minister and organisations in all sectors of the community
- To undertake promotional, educational and community initiatives to improve attitudes towards older people
- To initiate strategies and facilitate the provision of goods and services, including management of the Seniors Card and Seniors Telephone Information Service, to enhance positive ageing

#### Strategies

- Assistance to local government to plan for the ageing of their populations
- Organisation of the 6th Global Conference on Ageing in Perth in October 2002
- Research the needs, aspirations and attitudes of emerging seniors
- Consultation and planning with the business sector to better meet the needs of the ageing population
- Seniors recognition programs including Seniors Week, Seniors Awards and Seniors Media Awards
- Administration of the Seniors Card program and work towards increasing the number of businesses, discounts and concessions linked to the card
- Seniors information service including telephone information, volunteer speakers and display programs

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#### Achievements

- Assisted local government to plan for the ageing of their populations—a report *Time on our side: Grants for local government* was released in Seniors Week 2000 highlighting local government projects funded through seeding grants by the Office of Seniors Interests
- Completed research on the needs, aspirations and attitudes of emerging seniors and used this to inform strategies to assist individuals and the community better plan for ageing, including retirement
- Completed a multigenerational strategy and commenced its implementation
- Undertook consultation and planning with the business sector to encourage them to provide services and products to better meet the needs of the ageing population
- Supported the development and implementation of computer and internet training for seniors
- Launched the Western Australian Carers' Policy and commenced implementation of carers' initiatives
- Increased the number of Seniors Card members to over 200,000 and undertook a promotional drive which resulted in an increase in the number of businesses providing business discounts to Seniors Card holders
- Formed a working group with representatives from multicultural community groups to assist and advise the office in its service delivery, including the volunteer speakers program
- Commenced detailed preparation for the 6th Global Conference on Ageing to be held in Perth in October 2002
- Compiled and distributed a report *Accent on seniors* which recorded state government agency initiatives to respond to the long term planning needs of the ageing population
- Consulted with metropolitan and regional seniors to inform the office and the Seniors Ministerial Advisory Committee of current ageing issues
- Expanded the seniors awards and recognition programs including Seniors Week and the Seniors Awards
- Successfully completed the second Universal Design competition
- Commenced the Age Friendly Standards Project in conjunction with the Positive Ageing Foundation
- Worked with government agencies to develop the guide *Mature employment in the Western Australian public sector*
- Developed a state government concessions package for seniors—this provided for an additional \$10 million in state government concessions to Seniors Card members

**Future directions**

- Support the Active Ageing Taskforce
  - Research the prevalence of elder abuse in the Western Australian community and identify service delivery needs
  - Promote multigenerational initiatives which encourage greater contact between generations
  - Continue to support businesses to better provide services and products to meet the needs of the ageing population
  - Increase the number of Seniors Card members to 210,000 and expand the number of businesses providing discounts through the Discount Directory to increase the value and usefulness of the Seniors Card
  - Complete planning, organisation and promotion of the 6th Global Conference on Ageing to be held in Perth in October 2002
  - Support strategies and initiatives which encourage seniors to participate in community activities, thereby improving their health and wellbeing and reducing social isolation
  - Promote the role of carers in Western Australia and initiatives to support them in their work
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## Women's Policy Office

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### Outcome 6

Improvement in the status of women and a reduction in domestic violence

### Output 6

Policy advice, strategic initiatives and coordination to make a positive difference for WA women and reduce domestic violence

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#### Aim

- To work with government and the community for a measurable improvement in opportunities and outcomes for Western Australian women and a reduction in domestic violence

#### Strategies

- Across government coordination and collaboration
  - Provision to government and the community of advice on key issues affecting women as well as women, men and children experiencing domestic violence
  - Initiation and participation in research and inquiries on matters affecting the status of women and those experiencing domestic violence
  - Capacity building initiatives to assist non government and community organisations provide services, enhance participation and increase community recognition of the contribution made by women and the impact of domestic violence on women, men and children
- 

#### Achievements

- Held consultations with women across Western Australia to assist in determining priority issues for women; special consultations were also held to examine the particular needs of Aboriginal women, women from culturally and linguistically diverse backgrounds, women with disabilities, older women and young women—these consultations were informed by the evaluation of the second government plan for women
- Continued to promote community awareness of International Women's Day across Western Australia
- Undertook research to develop a framework for gendered social indicators to underpin the evaluation of progress in advancing the status of women and reducing domestic violence, and examined retirement incomes for women
- Improved information services for women through the launch of a *Pocket directory of services for women* developed by the Women's Information Service and the initial phase of the redevelopment of the Women's Policy Office website, and production of an information kit *FYI: Female young and independent* to assist young women become more financially independent
- Completed the Women and Motor Vehicle Industry Project, a partnership between women's policy offices and fair trading agencies in each state; a final report was launched on 16 January 2001
- Established a women's conference centre in Perth, providing office accommodation and meeting space for women's organisations
- Convened an Aboriginal women's network which will continue to meet on an ongoing basis
- Continued to develop and evaluate the *Freedom from fear* campaign against domestic violence
- State and commonwealth government agencies continued to progress collaborative arrangements to identify and consolidate measures to address domestic violence, including *Partnerships against domestic violence*
- Provided funding and high level support to 16 regional domestic violence committees to enhance the coordination of the state's response to domestic violence
- Undertook consultations with community and government agencies to develop a planned, collaborative response to Aboriginal family violence
- Evaluated the effectiveness of regional domestic violence coordination strategies



**Future directions**

- Continue to coordinate a whole of government approach to support the choices made by women and the priorities identified through consultation with stakeholders
  - Contribute to research and policy development and facilitate community engagement to address issues of discrimination against women in the workplace
  - Continue to enhance collaboration and information dissemination strategies to build the capacity of organisations working in the area of women's interests
  - Continue to promote women's leadership, particularly that of Aboriginal women
  - Convene an interdepartmental committee on sexual assault to review and improve service delivery for victims and develop mechanisms for prevention through long term social reform
  - Promote an increased focus on domestic violence prevention in regional and remote areas
  - Continue to implement the commonwealth *Partnerships against domestic violence* initiatives
  - Continue to implement the *Freedom from fear* campaign
-

## Office of Youth Affairs

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### Outcome 7

Enable young people to make more considered decisions about matters that affect and influence their lives and development

### Output 7

Youth policy development and coordination

### Output 8

Youth programs and initiatives

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#### Aims

- To develop, coordinate and implement youth policy initiatives and programs across the government and non government sectors
- To improve access to information and links to community resources for youth
- To advocate on behalf of young people
- To develop, implement and evaluate programs and initiatives which address the needs of young people

#### Strategies

- Across sector coordination and collaboration
  - Information dissemination to young people
  - Continued development of the positive image of young people
  - Provision of policy advice and research for the Minister
  - Involvement of young people in decision making on youth policy and programs
  - Expansion and consolidation of youth development programs, initiatives and services
  - Evaluation to ensure programs and initiatives are effective, efficient and meet the needs of young people
- 

#### Achievements

- Developed Action: A State Government Plan for Young People, 2000-2003
- Consolidated youth consultative mechanisms including Youth Advisory Councils
- Developed an interagency policy in response to the Auditor General's report *Accommodation and support services provided to young people unable to live at home*
- Consolidated and expanded youth development opportunities including the Cadets WA program and conference and a statewide skate championship.
- Improved dissemination of information to young people and those with an interest in youth matters through further development of '.U', a youth information homepage on the internet, and the production of resources including the *Youth suicide prevention information kit*, *Youth facts WA* and the *Youth services directory*
- Continued work in the area of youth suicide prevention including distribution of information and the awarding of five tenders to pilot community and peer support programs in three metropolitan and two regional areas
- Continued management of service agreements with community based organisations which provide youth development services on behalf of the Office of Youth Affairs
- Continued work in the area of promoting the positive image and achievements of young people, a nationally endorsed youth priority, through a range of activities including the staging of the third WA Youth Awards Showcase and National Youth Week
- Continued to support coordinating and networking mechanisms to increase the flow of information in the sector, to maximise opportunities and minimise duplication of services including support to the youth coordinating networks
- Managed the Millennium Sign In 2000 program, coordinating the collection, collation and firing of over 288,000 signatures of school children on to tiles for installation in Barrack Square precinct
- Transferred Leadership WA to Challenger TAFE

#### Future directions

- Staging the Centenary of Federation National Youth Conference and Festival centrepiece event
  - Contribute to the development of appropriate youth oriented cultural venues and public spaces in the city and rural and regional areas
  - Revise and implement Action: A State Government Plan for Young People, 2000-2003
  - Continue to promote the positive achievements of young people through the WA Youth Awards Showcase and by supporting National Youth Week activities
  - Continue to provide opportunities for young people through a range of advisory and funding mechanisms
  - Continue to enhance coordination, collaboration and information dissemination through broad consultation
-

# Population trends and issues

Western Australia is the largest state in Australia, has the fourth largest population and the second greatest population growth rate. In June 2000 the population was 1.857 million and increasing at the rate of 1.4 percent per year. There are slightly fewer females than males. The population is projected to grow to at least 2.3 million in the next 20 years.

Almost three quarters of the state's population lives in Perth, a balance which is expected to remain constant. The strongest population growth has been around the city fringe in areas such as Wanneroo and Swan. Also growing rapidly have been regions along the state's coast such as Broome and Busselton.

Western Australia has a diverse population comprising many different cultural groups. More than a quarter of the population was born overseas and in 1999/2000 there were nearly 13,000 overseas immigrants. While those born in the United Kingdom and Ireland still predominate, an increasing proportion of recent arrivals are from east and south Asia. Immigrants have tended to be younger than the Western Australian population in general. Young people aged 15 to 24 years who were born overseas are more likely to have completed secondary school than their Australian born counterparts.

Aboriginal people comprise a small proportion (three percent) of the Western Australian population. In contrast to the non Aboriginal population, Aboriginal people have a lower life expectancy (approximately 20 years less), different patterns of causes of death and a lower median age. Much of this pattern is associated with their considerable social disadvantage shown in relatively lower incomes and school retention rates.

Western Australia has an ageing population as exemplified by the median age of the population which has risen from 28 years in 1980 to 34 years in 2000. This trend is expected to continue with the population size in all age groups growing and a steadily increasing proportion of the total who are over 65 years old. Population ageing is a worldwide

trend. Seniors are projected to comprise 23 percent of Western Australia's population by 2021 due to the ageing of the post war baby boomers, reductions in infant mortality and improvements in longevity.

One of the consequences of the ageing population has been a focus on changing values and work. An example is volunteering. The estimated contribution of volunteering services in Western Australia is \$460 million per year. About one quarter of Western Australia's 260,000 volunteers is aged 55 years and over.

Women's changing roles have had a significant impact on the community in recent years. Young women have been more likely than young men to complete high school and they comprise more than half (56 percent) of higher education students aged 15 to 24 years in Western Australia. Between 1980 and 2000 women's employment rates rose substantially across all age groups, however their pattern of employment has been very different to men. For example, nearly half (47 percent) of all employed women work part time, a much greater proportion than men (13 percent), and women comprise nearly three quarters of all part time workers.

These social changes are demonstrated also in patterns of family formation. Family sizes have fallen significantly since the 1960s and the median age at which a woman has her first child has risen. The Australian Bureau of Statistics predicts that within 20 years the most common family type will be a couple without children. While children are still more likely to be raised in couple families, one parent families are an increasingly significant proportion of the community. Nearly one fifth (18 percent) of all children under 15 years old live in sole parent households, usually with mothers.

## **Issues to consider**

Population trends for Western Australia depict a diverse and growing community which is undergoing dynamic social change. This presents challenges and opportunities for a community development approach. In particular it calls for responsiveness and flexibility to the nature of change so that all members of the community can have their needs equitably met.

The scale of population and social change means government agencies operating within relatively fixed budgets must use a greater leverage of collaboration to achieve broader outcomes. Communities must be supported so they have the capacity to respond positively to change in a way which enhances the wellbeing of their members.

# Human resources

The Department for Family and Children's Services employs over 1,400 staff in metropolitan, regional and remote locations throughout the state across the five portfolio agencies.

## Development

During the year over 200 training and development programs were offered to assist Department staff and workers in the not for profit sector. These programs provided opportunities for staff and workers to increase their knowledge and skill levels for consistently high quality service and to meet legislative requirements.

Family and Children's Services continued to provide training to its staff in core program and specialist skill development areas including foundation case practice and child protection.

During the year the Community Skills Training Centre conducted training for the Department and the not for profit sector, resulting in a range of joint training opportunities.

In August 2000 all staff of the Women's Policy Office attended an Aboriginal cultural awareness training program.

The Office of Youth Affairs engaged the Centre for Business Solutions to conduct the Frontline Management Initiative (FMI) program for staff training in managerial competencies which are nationally recognised. One employee gained the necessary accreditation to attain a Diploma in Frontline Management and a number of other staff are expected to be assessed in August and September 2001.

An eight day management development training program provided aspiring and new managers across the portfolio with the opportunity to increase management skills and develop leadership potential.

## Equal opportunity and valuing diversity

The portfolio continued to implement its equal employment opportunity policy and management plan which ensured equity in employment practices and contributed towards eliminating harassment in the workplace.

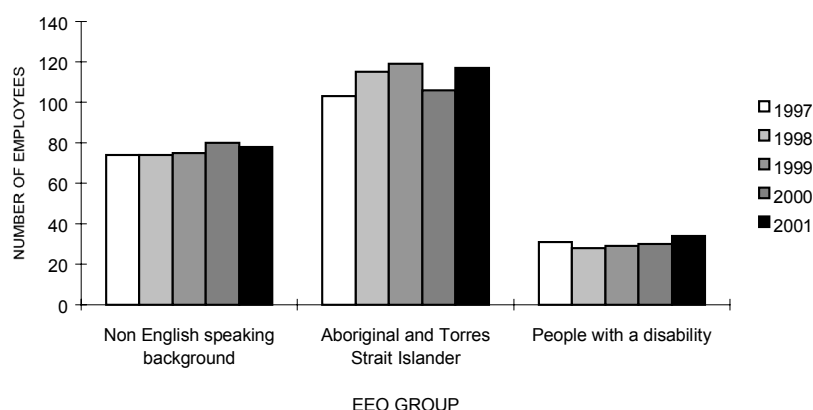
Equal opportunity contact officers continued to provide information to employees.

Scholarships and service delivery officer traineeships continued to form part of Family and Children's Services Aboriginal employment and career development strategy. A review of this strategy commenced during the year to ensure Aboriginal staff continued to be recruited and retained across the portfolio. The review incorporated the development of innovative approaches to working in partnership with Aboriginal people, communities and organisations.

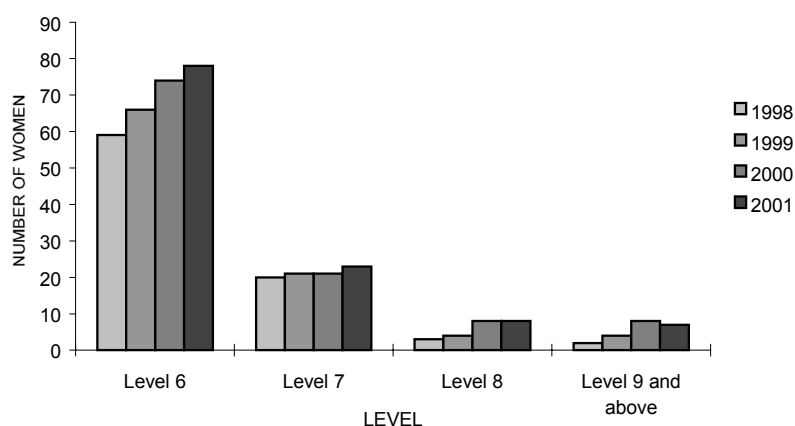
Figure 1 shows the number of employees in equal employment opportunity groups over the past five years.

Figure 2 reflects progress toward further improving the representation of women in senior management. During the year there was an increase in the representation of women at level six and seven across the agencies.

**Figure 1**  
Employees within  
equal employment  
opportunity (EEO)  
groups at 30 June  
1997 to 2001



**Figure 2**  
Number of women  
in senior  
management roles  
at 30 June 1998  
to 2001



## Workplace reforms

The Department's most recent workplace and enterprise bargaining agreements were registered in May and June 2000 respectively for the period 2000 to 2002. The agreements provided employees with an initial up front salary increase of three percent along with improvements in working conditions.

A further three percent salary increase, conditional on achieving specified productivity and performance targets, was approved by the Department of Productivity and Labour Relations on 6 June 2001 in light of demonstrated success in these areas.

## Occupational safety and health

During the year the Department revised its safety management systems, updated its best practice policies and set up new reporting systems.

An external contract for occupational safety and health functions and obligations of the portfolio was ceased during the year.

Training and information sessions were held for safety representatives which enhanced the awareness of safety in the workplace and assisted the implementation of new reporting systems.

The external contract for workers' compensation and rehabilitation functions was ceased during the year. In the latter half of the financial year, the number of workers' compensation claims fell significantly as did the Department's liability in this area. Proactive claim management processes were implemented, processes fast tracked and alternative options were developed for rehabilitation.

Claim values, time lost and the Department's liability were all significantly reduced. Figure 3 shows occupational safety and health indicators for the last two years.

	1999/2000*	2000/2001
Workers compensation claims	77	73
Stress claims	13	8
Lost time injuries/diseases	40	29
Lost time frequency rate	21.81	13.45
Duration rate	116.99	40.56
Liability (Riskcover assessed)	\$5.41 million	\$2.18 million

\*1999/2000 figures have been recalculated since last year's report due to normal carryover of incidents and lost time which were submitted after 1999/2000 but occurred in that year.

**Figure 3**  
Occupational safety and health performance indicators 1999/2000 and 2000/2001

Agency	Actual average FTE usage		Number of staff employed at 30 June 2001						
			Full time			Part time			Total
	1999/2000	2000/2001	P	F	C	P	F	C	
Family and Children's Services	1,125	1,127	892	185	24	218	66	3	1,388
Family & Children's Policy Office	7	7	6	-	-	1	-	-	7
Women's Policy Office	27	30	22	4	-	6	-	-	32
Office of Seniors Interests	27	25	21	2	-	2	-	-	25
Office of Youth Affairs	n/a	21	12	9	-	1	2	-	24
<b>Total</b>	<b>1,186</b>	<b>1,210</b>	<b>953</b>	<b>200</b>	<b>24</b>	<b>228</b>	<b>68</b>	<b>3</b>	<b>1,476</b>

**Figure 4**  
Employment levels at 30 June 2001

**Key**

P=Permanent

F=Fixed term

C=Casual

## Employment levels

The Department for Family and Children's Services employed 1,476 people at 30 June 2001 or an average 1,210 full time equivalents (FTE).

Figure 4 (above) shows details across the agencies.

## Contribution of volunteers

Approximately 600 volunteers provided unpaid work across the portfolio, primarily in parenting information centres, Parent Link home visiting services, Crisis Care, Keith Maine Youth and Family Centre, Seniors Telephone Information Service, Senior Volunteer Speakers Program and the Women's Information Service.

# Corporate governance

## Financial overview

Figure 5 shows a summary of the Department for Family and Children's Services actual and budget appropriations from the consolidated fund, commonwealth specific purpose grants and other revenues.

Appropriations exceeded budget for 2000/2001 as a result of supplementary funding received for cost increases of \$2.5 million and a transfer of \$2.3 million from the Department of Training and Employment for the Office of Youth Affairs.

Increases in revenues over budget related to additional funding from the commonwealth for the Supported Accommodation Assistance Program, the receipt of additional funds for Building Blocks, Stronger Families and rural counselling programs of approximately \$1.1 million, Office of Youth Affairs revenue totalling \$300,000 and other revenues such as disaster relief funds.

The Western Australian Drug Abuse Strategy Office was transferred to the Ministry of the Premier and Cabinet on 1 July 2000.

## GST implementation

The commonwealth's new tax system incorporating the Goods and Services Tax (GST) was successfully implemented across the Department.

A smooth transition was achieved due to the efforts of staff and the cooperation of trading partners and funded not for profit organisations.

Administrative procedures were streamlined to reduce the impact on the portfolio and trading partners, including a system of recipient tax created invoices for funded charities to simplify their dealings with the Department.

**Figure 5**  
Department for  
Family and  
Children's Services  
funding 1999/2000  
and 2000/2001

	<b>Budget 2000/2001</b>	<b>Actual 2000/2001</b>	<b>Actual 1999/2000</b>
	\$'000	\$'000	\$'000
<b>Recurrent funds</b>			
Appropriations	137,503	142,125	148,883
Commonwealth specific purpose grants	14,175	17,507	17,072
Other revenues	1,032	3,523	1,979
<b>Total recurrent funds</b>	<b>152,710</b>	<b>163,155</b>	<b>167,934</b>
<b>Capital funds</b>			
Appropriations	7,781	7,781	2,348
Capital funds carried over		2,302	8,170
<b>Total capital funds</b>	<b>7,781</b>	<b>10,083</b>	<b>10,518</b>
<b>Total funds</b>	<b>160,491</b>	<b>173,228</b>	<b>178,452</b>



## Capital projects

Major capital projects completed in 2000/2001 are shown in figure 6. Five capital projects were completed with a further five in progress. Works in progress are shown in figure 7.

Community centres were opened across the state. For example, the Port Kennedy Family Activity Centre opened in February 2001. As the only facility of its kind within five kilometres, it quickly became a valuable community asset. It offered easy access to courses, programs and activities to enhance community and family life.

## Advertising and marketing expenditure

As required under the Electoral Act, figure 8 shows the portfolio's total expenditure and names of recipients under the categories of advertising agencies, market research organisations, media advertising organisations and direct mail organisations. There was no expenditure in the category of polling organisations.

Project	Estimated cost	Actual cost
Broome Community House	\$756,000	\$728,670
Port Kennedy Community House	\$540,000	\$562,000
Port Kennedy Youth Camp Upgrade	\$250,000	\$194,208
Toodyay Community Centre	\$600,000	\$633,876
Halls Creek Community Centre	\$900,000	\$912,000

**Figure 6**  
Completed capital projects 2000/2001

Project	Estimated cost	Estimated year of completion
Bedford Hostel Upgrade	\$650,000	2001
Jurien Bay Community Centre and Child Care	\$900,000	2002
Bunbury Community House	\$550,000	2002
Waroona Community Centre	\$600,000	2002
Dunsborough Community Centre	\$600,000	2002

**Figure 7**  
Capital works in progress

Category	Organisation	Total category amount
Advertising agencies	Vinten Browning	\$320,468
Market research organisations	Donovan Research Patterson Market Research The Boshe Group	\$328,297
Media advertising organisations	Marketforce Productions Media Decisions	\$562,867
Direct mail organisations	Northside Distributors Salmat Laser Printing and Mailing Services	\$92,976

**Figure 8**  
Advertising and marketing Expenditure 2000/2001

## Recycling

Paper recycling boxes continued to be located in all offices across the state. The portfolio recycled all discarded paper through Paper Recycling Industries which also provided specialised security shredding and disposal services on request.

## Purchasing general services

During the year the Department commenced developing a statewide panel contract for a range of support services. The contract will include services for supervising children, tutoring, residential care and assessing group home carers and foster carers. The panel will make it easier to contract services and ensure that probity and equity standards are met.

Senior officers had no conflicting interests in existing or proposed contracts with the Department.

## Freedom of information

Freedom of information applications decreased significantly over the past two years as less formal processes were encouraged. This also reduced the average number of days for processing applications.

The number of applications for non personal information decreased from 30 to 26 and there were 39 applications for personal information.

Figure 9 shows the number of applications over the last three years.

**Figure 9**  
Freedom of  
information  
applications  
1998/1999  
to 2000/2001

	1998/1999	1999/2000	2000/2001
Applications received	104	94	65
Applications withdrawn	22	29	30
Personal applications	96	64	39
Non personal applications	8	30	26
Average days	38	34	23

## Information technology planning

Planning commenced to replace the Department's computing infrastructure. During the year the network was upgraded from ISDN to frame relay in preparation for the new infrastructure. The new network provided an immediate improvement in response times and reliability.

## Compliance with public sector standards and ethical codes

In accordance with section 31(1) of the Public Sector Management Act 1994, the Department for Family and Children's Services is required to comment on the extent to which public sector standards, codes of ethics and any relevant code of conduct have been complied with.

The Department adopted policies and procedures supporting public sector standards in human resource management. These policies and procedures were contained in the best practice manual which was accessible by all employees through the intranet.

The number of applications for breach of standard review and corresponding outcomes for the reporting period were:

Number lodged	1
Breaches found	0
Applications under review	0

# Family and Children's Services

## **Vision, purpose, objectives and statutory authority**

### **Vision**

Family and Children's Services will be an innovative, effective and responsive leader in contributing to the quality of family life in Western Australia.

### **Purpose**

To promote caring, responsible families and communities and to contribute to the protection and care of children and young people.

### **Goal and supporting objectives**

The goal of Family and Children's Services is to work collaboratively with the community to plan and provide services in Western Australia.

In achieving this corporate goal, the department pursues the following supporting objectives:

- to enhance the wellbeing and development of families, individuals and their communities
- to promote parental care and responsibility
- to protect children and young people from harm and provide them with quality care.

### **Statutory authority**

Family and Children's Services is established and operates under the Community Services Act 1972. Administration of the act and control of the department is vested in the Minister for Community Development.

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

- |                                  |  |
|----------------------------------|--|
| • Adoption Act 1994              | • Community Services (Child Care) Regulations 1988 |
| • Adoption Regulations 1995      | • Community Welfare Organisations Regulations 1980 |
| • Child Welfare Act 1947         | • Welfare and Assistance Act Regulations 1962      |
| • Child Welfare Regulations 1977 |  |

The department also has varying responsibilities under acts administered by other authorities (see appendix 1).

# Customer profile

In 2000/2001 Family and Children's Services provided one to one services to 43,544 customers through its offices across the state. In addition there were 120,718 short contacts where customers received some form of assistance, information or referral.

Non government services funded by Family and Children's Services provided services to an estimated 71,613 people from July to December 2000.

An estimated 21 percent of customers of the department and its non government funded services were children under 12 years old. A further 11 percent were young people between 12 and 18 years old.

Women, Aboriginal people and country residents were over represented among the department's customers compared to their respective proportions of the Western Australian population, while people of culturally and linguistically diverse backgrounds were under represented. An estimated 64 percent of customers were women, 31 percent were Aboriginal, 43 percent were country residents and five percent were of culturally and linguistically diverse backgrounds.

An estimated 69 percent of customers were adults with dependent children. Of these approximately half were the adult caregivers of one parent families.

The most common reasons for contact with Family and Children's Services in 2000/2001 were financial problems, family problems and concerns about the welfare of children. People who needed assistance because of crises including homelessness, domestic violence, substance abuse and trauma accounted for 1,864 contacts.

# Ways of working

## Continuous improvement

As part of continuous improvement in services, a number of operational reviews were undertaken during the year. For example, the Parent Help Centre customer contact system was redeveloped and this improved administrative efficiencies and reporting.

The department's workers' compensation system was restructured resulting in significant benefits to staff and the department. This initiative was complemented by the development of a new workplace risk management framework.

There were ongoing improvements and enhancements to the department's best practice manual which is accessible by all staff via the intranet. A new online delegations manual was commissioned during the year and is expected to enhance approval processes.

## Delivering services

Services continued to be delivered across the state by four metropolitan and five country zones. In the metropolitan area, zone services were provided through specialist teams while in the country, teams were generally based on geographical locations. Appendix 2 lists all offices and services and figure 10 shows the zones and major office locations across the state.

The case practice manual, the department's major guide to case management, is being comprehensively overhauled to reflect structural, operational and technological changes. It is due to be completed in late 2001. Metropolitan team specifications were also rewritten to strengthen across team connections.

Responding to local needs continued to be a characteristic of service delivery. The development of a transitional supported accommodation service in Kalgoorlie and the establishment of community centres and houses in Broome, Halls Creek, Toodyay

and Port Kennedy all reflected effective partnerships with the community.

## Customer service

The department continued to maintain its focus on customer service. Through the consumer advocacy service it ensured the voices of customers were heard and their concerns addressed. Most contacts were received from parents concerned about issues relating to their children being in care such as contact, reunification and a desire to more fully understand the process of decision making in relation to their children.

In 2000/2001 the service received 2,800 contacts. It provided customers with information and advice which in many cases resolved the concerns raised.

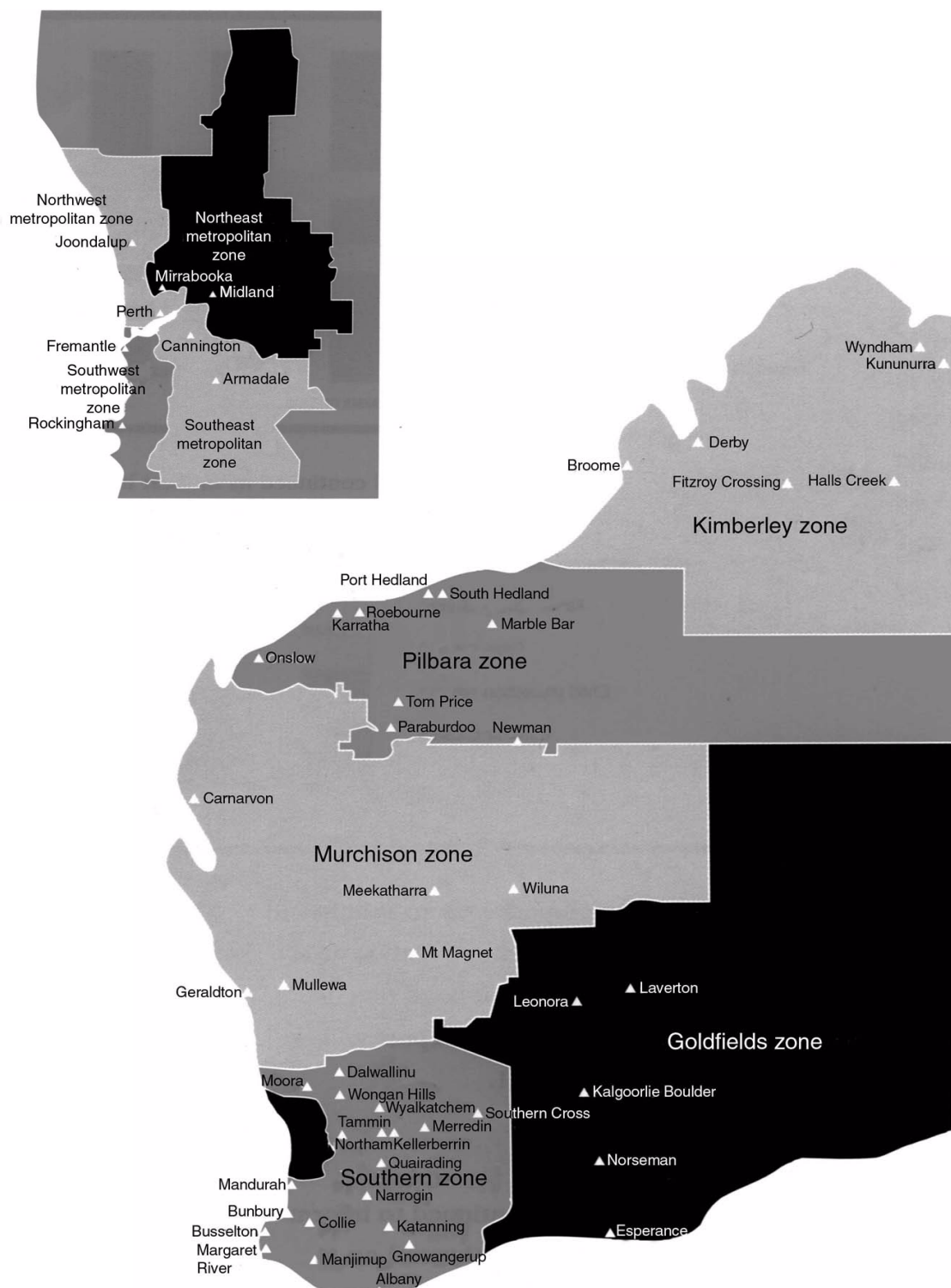
The case review board continued as an independent avenue of appeal regarding case conference decisions.

During 2000/2001, 21 applications for appeals were lodged with the case review board, an increase of 29 percent on the previous year. Of the appeals lodged, three were not heard as they were withdrawn, placed on hold or did not meet eligibility guidelines. Of the remaining 18, 12 were upheld in favour of the department and five in favour of the appellant.

The largest single reason for appeal was the decision to cease reunification and embark on a plan for long term permanent care (31 percent). The second most frequently appealed decision was contact (29 percent) either in relation to the frequency or length of contact or dispute over the need for supervised contact.

Other appeals were against parent treatment decisions (16 percent), placement decisions (18 percent) and relocation of children to another part of the state or interstate.

**Figure 10**  
Family and Children's Services  
zones and major office locations



Fifteen of the appeals lodged during 2000/2001 included either substance abuse or mental illness issues, representing 68 percent of cases appealed. Eight situations involved substance abuse related to one of the parents, in nine situations mental health problems were present, and in 13 cases both issues were present.

## Criminal record checks

As part of an ongoing commitment to the safety of children, the department conducted regular criminal record checks on its staff, contractors, volunteers, foster carers and adoption applicants.

In 2001/2002 the department will investigate the development of a policy to enable it to check its own child protection records. This will be in addition to undertaking criminal record checks when assessing a person's suitability to care for or work with children.

The Community Services (Child Care) Regulations were amended in February 2001 to require all child care staff and all adults in family day care households to provide a criminal record check as part of the staff selection process.

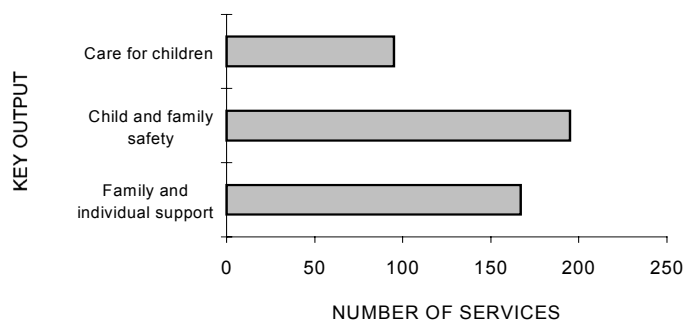
## Funding of services

During the year the department fully implemented a purchasing quality services (PQS) strategy for funding social welfare services. PQS was designed to promote continuity of service delivery while supporting open and accountable funding arrangements with the not for profit sector.

A pilot of the PQS strategy was completed in December 2000 with the signing of new service agreements with 19 services involved in the pilot. Service development reviews were completed in the areas of youth services, day centres and financial assistance and counselling. For these groups of services it is expected that by September 2001 approximately 120 new service agreements will be signed for the same or similar services.

As a result of discussions with the State Supply Commission and the Crown Solicitor's Office, the Commission revised the department's Partial Exemption Authority, confirming the State Supply Commission Act 1991 does not apply to the department's funding arrangements with the not for profit sector. The recognition of this status came into effect from 8 January 2001.

Figure 11 shows the number of services funded by Family and Children's Services during the year in each output. A list of the services can be found in appendix 3.



**Figure 11**  
Number of funded services by output 2000/2001 (includes commonwealth/state funded SAAP services)

Service development reviews commenced at the beginning of 2001 in the areas of family and individual support, child protection, care for children, parent services, keeping families together and family reunification. The reviews, which seek involvement from the community and key stakeholders, will be completed before the end of 2001.

## Advisory committees

Advisory committees continued to inform the Minister and director general on matters relating to families and children in Western Australia. Appendix 4 lists members and terms of reference for these committees.

In June 2000 the Supported Accommodation Assistance Program (SAAP) State Advisory Committee endorsed a work program for its 2000/2001 term of office. Priorities reflected the committee's concern for a number of groups particularly vulnerable to homelessness and its negative effects.

The groups were:

- people whose many and complex needs require responses beyond the usual SAAP service capability
- Aboriginal people who are at risk of homelessness or have difficulty obtaining and keeping tenancies
- young people who are homeless or are at risk of homelessness
- children who accompany users of supported accommodation.

Four subcommittees were formed with the following general terms of reference:

- identify key issues for the customer group
- identify current problems which occur in delivering services to the group
- identify ways in which the needs of the group might be better met.

The subcommittees met regularly and reported their findings to the State Advisory Committee.

The Western Australian Child Protection Council continued to work on key strategies to enhance existing child protection mechanisms within the state.

A child death review report was completed and a recommended course of action is currently under consideration.

Community consultation throughout the state was undertaken to inform the development of a best practice framework for child protection in Western Australia.

The council maintained its interest in Family and Children's Services and WA Police Service joint response to certain cases of child maltreatment. It supported involvement of Princess Margaret Hospital's child abuse unit in the training curriculum for staff of key agencies.

The Care for Children Advisory Committee continued to provide advice on ways to promote good quality outcomes for children and young people in out of home care, moving from care or at risk of entering into care.

A number of activities were undertaken during the year:

- A good practice forum held in Bunbury in September 2001 examined the reunification of young children to their family of origin and highlighted the importance of considering all family options for reunification, including fathers.
- In March 2001 a good practice forum focused on an interagency approach to working with an Aboriginal family.
- Strategies were implemented to improve case management including a pilot traineeship for department and non government staff working in the area of care for children, and Dispelling the Myths workshops were held to enhance case management and promote partnerships between agencies.
- The need was identified for people who have been in care to have access to a uniform system of information. The department is developing a



Children in Care index and accompanying protocol to assist people who were placed by the department with other agencies and identify where their records may be located.

- Research was commissioned in regard to reunification of children with parents who have or have had drug use issues.
- Planning commenced for a forum in a country region on identifying practice issues and ways of enhancing collaboration and capacity building.

The department's Aboriginal Advisory Committee continued to monitor progress against the strategic plan for Aboriginal services.

An interagency group analysed the current mix of programs and resources across government and provided advice on how these might be linked to improve services to Aboriginal people.

## Promotions and marketing

Family and Children's Services continued to promote its services and programs to communities across Western Australia.

The sixth Community Services Industry Awards were held during 2000. An increase in corporate support for the awards resulted in two new major sponsors, namely CSC and Nortel Networks. The presentation evening showcased the work of the industry and acknowledged the excellence of 36 finalists and winners. Appendix 5 lists sponsors while appendix 6 details winners, finalists and judges.

A variety of initiatives throughout the year from positive parenting to special weeks resulted in an increase in positive media coverage from 85 percent in 1999/2000 to 94 percent in 2000/2001.

In April the department organised the second annual journalists' information day for reporters from *The West Australian* and *The Sunday Times*. Journalists who attended reported an increase in their understanding of the role of the department and the range of issues with which it deals. Two media

training courses were run for staff working in the Pilbara.

Ongoing development of the website continued to increase the information available to the community. A new section was developed for Aboriginal families as part of the department's *Growing up kids* campaign and a subsite for the department's procurement activities was also added. All tenders and expressions of interest were advertised on the site since it became live in October 2000.

During 2000/2001 the website received 145,000 visits overall, an increase of 44 percent over the previous year. It reached finalist stage in both the Asia Pacific IT&T Awards 2001 and the prestigious Financial Review Australian Internet Awards 2000 amidst a field of 1,100 entries across 16 categories.

Special weeks provided opportunities throughout the state for the department to engage the community. The weeks included Children's Week, Family Week (WA), Reconciliation Week and National Child Protection Week.

A range of publications was available during the year and these are listed in appendix 7.

The department continued to seek support from the corporate sector to add value to its work (see appendix 5).

## Industry support

The Community Skills Training Centre, the registered training organisation of Family and Children's Services, continued to increase the number of courses delivered to workers in the not for profit sector in country and metropolitan areas. Two hundred and seventy three courses were delivered with 3,653 participants attending during the year, an increase of 1,019 participants.

This increase was accompanied by greater integration of training delivery to the SAAP sector, not for profit sector and department staff. Training specific to the

role of foster carers was also provided, with greater accessibility being offered to foster carers to attend CSTC training.

About 60 percent of courses delivered to the not for profit sector were from nationally accredited training packages. In the second part of the financial year this included the Certificate IV in Community Services and the self accredited Intentional Helping package.

The focus of training in the not for profit sector was skills development in delivering services. It included skills in communication, customer care, case management and administrative and organisational skills.

The department continued to support the community services industry through an agreement with the Western Australian Council of Social Service (WACOSS).

Under this agreement WACOSS provided industry support, advocacy, training and information services to the not for profit sector. The current agreement provided for additional work in the areas of Aboriginal issues, regional development and children's services.

## **Legislation**

Family and Children's Services is governed by various acts, the first of which dates back to 1947. Work continued during the year on developing new legislation to consolidate three of these acts. This will ensure Western Australians have modern child welfare and community development legislation.

# Responding to customers

## Managing the past

In December 2000 the family information records bureau launched a state of the art computer system to assist in fast tracking the research process and preserving deteriorating records. To date in excess of 1.7 million pages from Native Welfare and Community Services files are held on the database.

The number of applications received by the bureau from former child migrants, Aboriginal families and past department wards increased each month, reflecting the effectiveness of the services provided to customers. The department's turnaround time for providing this information greatly reduced from previous years.

Identifying, preserving and storing adoption records continued and all record holding agencies were identified.

The department delivered to the British government a computer index of information about the background of 2,950 child migrants who left Britain and Malta for Western Australia between 1913 and 1968. This provided a long awaited link to the past for former child migrants.

## Supported accommodation

The department continued to implement the commonwealth/state Supported Accommodation Assistance Program (SAAP) agreement.

During the year:

- a project was completed to assist Aboriginal services in the Kimberley with culturally appropriate case management
- funding was provided for the third year to continue developing protocols between SAAP services and government agencies—protocols were completed to promote coordination and linkage between SAAP services and the mental

health division of the Health Department and Centrelink, and protocols were well advanced for the department's service delivery offices and SAAP

- 12 24 hour/extended hours services were provided with additional funding to meet additional costs associated with the Crisis Assistance Supported Housing (CASH) Award
- standards for delivering services were revised and rewritten.

A major achievement was the signing of the fourth SAAP agreement between commonwealth and state ministers to continue SAAP to June 2005.

## Safer WA

Safer WA continued to involve state government, local government, police and communities working together to reduce crime.

In 2000/2001:

- the director general continued as a member of the chief executive officers working group
- Family and Children's Services was represented on the 14 Safer WA interagency working groups across the state
- the department took part in community activities working towards a safer environment for all Western Australians.

Family and Children's Services took the lead in establishing a new Strong Families pilot program in Albany and Midland to help families facing difficulties receive better service from government.

Based on the New Zealand program Strengthening Families, the primary agencies involved were Family and Children's Services, WA Police Service, Ministry of Housing, Safer WA, Education Department, Health Department, Aboriginal Affairs Department and the Department of Local Government.

## Aboriginal customers

Family and Children's Services continued to support the priority outcomes of Western Australia's Aboriginal justice plan. It chaired an interagency family focus group established to analyse the current mix of programs and resources across government and provide advice on how these might be better linked.

The multidisciplinary focus group included members representing government and non government agencies, Aboriginal organisations and academia. It also included the commonwealth Department of Family and Community Services and the Aboriginal and Torres Strait Islander Commission.

The department amended its funding of services process to place greater emphasis on the need for Aboriginal input into the design of services. Aboriginal organisations were also actively encouraged to submit tenders for advertised non government services. Occasional child care services were expanded in Aboriginal communities.

The development of six new Aboriginal family violence services in Looma, Oombulgurri, Kalumburu, Wirramaru, Beagle Bay and Jigalong commenced.

Family and Children's Services developed and released a reconciliation policy to acknowledge past practices involving the removal of Aboriginal children. It committed to enhancing the relationship between the department and Aboriginal and Torres Strait Islanders.

## Women

Family and Children's Services implemented commitments in line with the government's two year plan for women. This included maintaining an employment and career development strategy to improve representation of women in senior management and decision making roles.

## Seniors

In support of the major objectives of *Time on our side*, during 2000/2001 the department recruited senior volunteers in parenting information centres. It also considered strategies to attract seniors, men, Aboriginal people and people from culturally and linguistically diverse backgrounds as volunteers.

## Cultural and linguistic diversity

In 2000/2001 Family and Children's Services continued implementing its cultural and linguistic diversity plan with five priority outcomes. It:

- established a working group to focus on better outcomes for culturally and linguistically diverse customers in service delivery areas
- contributed to the work of the State Settlement Planning Committee for better coordination of services to migrants and refugees
- provided settlement support services to the increasing number of refugee minors arriving in Australia without their parents or other adult caregivers
- provided, as part of the language services strategy, ongoing cultural diversity training to staff for working with diverse customers, including training in the use of interpreters.

## Disability services

Significant achievements under the disability services plan included:

- executive approval of the department's second disability service plan 2000-2005 which was distributed widely throughout the department
- commencing development of procedures for providing information in alternative formats and for disability access to consultation processes, grievance mechanisms and decision making processes
- ensuring staff training reflected the needs of people with disabilities by amending the services specifications for training courses to ensure trainers include references to people with disabilities in role plays and course content.

The department ensured services were adapted to meet the needs of people with disabilities by:

- developing a protocol with the mental health division of the Health Department to improve linkages between mental health services and SAAP agencies
- providing telephone and TTY contact through Crisis Care in the national *Partnerships against domestic violence* campaign targeting women with disabilities concerned about domestic violence
- completing a service agreement between the Disability Services Commission and Crisis Care for after hours response to its customers.

## Refugee minors

Discussion commenced with the Department of Immigration and Multicultural Affairs (DIMA) concerning development of a memorandum of understanding to clarify roles and responsibilities regarding allegations of maltreatment of children in detention.

The department also provided settlement services to refugee children without parents on release from detention in Australia. Field staff linked these children with Centrelink, appropriate education and training facilities, and assisted them to find accommodation.

Discussion occurred with other state and territory governments and DIMA to establish a memorandum of understanding regarding commonwealth funding for support to released refugee children.

One off funding of \$40,000 was provided to the Coalition Assisting Refugees after Release from Detention for support to refugee families settling in Western Australia.

## Youth policy

Family and Children's Services committed to promoting the broad social health, safety and wellbeing of young people as identified in Action: A State Government Plan for Young People, 2000-2003. The department:

- assisted the WA Drug Abuse Strategy Office to implement protocols between SAAP services and alcohol and drug services
- undertook a stocktake of services for homeless young people
- continued to implement and monitor (via the Aboriginal suicide prevention steering committee) recommendations of the government's Aboriginal youth suicide prevention policy
- improved supports and services to young people who are parents to improve their parenting skills
- worked with other services to support vulnerable young people living with their parents and ensured family links were maintained
- examined new ways of bringing services to young people who may be at risk of crisis because of family conflict, alcohol or drug abuse, and poor social skills.

# Family and Children's Services report on outputs

## Output 1: Family and individual support

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### Aims

- To assist community members achieve self reliance
- To assist community members develop knowledge and skills about parenting
- To help young people effectively manage their lives

### Strategies

- Support services for disadvantaged families
  - Support services for Aboriginal communities
  - Assessment of child concern reports
  - Relationship counselling
  - Parenting information, courses and advice
  - Information about families of origin for Aboriginal people, adoptees and children unable to live with their birth parents
  - Drop in centres, mentoring and recreational activities for young people
- 

### Support services for disadvantaged families

The department worked with community organisations and individuals to plan and provide services for families and individuals to achieve self reliance and increase skills to care for their children. Services provided directly by the department included counselling, support and advice, the Family Helpline, family information services and Aboriginal student accommodation services.

The department also worked with not for profit organisations to provide services to individuals, families and groups. In 2000/2001 the department funded 58 family support services including community and neighbourhood houses, 12 counselling services, six home visiting services and one metropolitan Aboriginal family support and development service.

The No Interest Loan Scheme provided families and individuals on low incomes with the opportunity to apply for a loan to purchase essential items without the burden of interest charges or fees. The WA No Interest Loan Network Inc established a minimum loan limit of \$200 and a maximum limit of \$1,000. During 2000/2001 the service issued 841 loans to a total value of \$651,491.

The department commissioned research in response to findings of the review of family and parent support services for men which reported in December 1999.

The research provided information about fathers' attitudes and experiences in relation to parenting and recommended strategies and messages to effectively reach fathers.

During the year there was steady development to increase involvement by fathers in services which support families and children. Forums and meetings were held to increase awareness of the changing role of fathers and the corresponding need for services to rethink their responses to fathers. Training programs were reviewed to ensure they contained elements on the importance of including fathers in discussions and activities involving their children.

Sixty six funded services were provided with small grants through the Men Too program to improve services to men. Reports indicated that services were increasingly more inclusive of fathers and some zones initiated and supported self help groups for fathers.

Family and Children's Services once again sponsored Meerilinga Young Children's Foundation to coordinate Children's Week in October and the department organised over 60 activities across the state.

Family Week (WA) was a popular community event in May 2001. In conjunction with the Family & Children's Policy Office and Family & Children's Advisory Council a number of events and functions were held to celebrate the theme 'Time to Talk'.

In response to the International Decade for the Eradication of Poverty, Family and Children's Services funded Churchill Fellowships to investigate ways to eradicate poverty. The 2000 fellowship was awarded to Lynn Christie. Lynn travelled to the United States, Canada, Belgium and Britain to study policy, service delivery and educational outcomes for young children and their families trapped in the poverty cycle. Her report was made available on the department's website.

## **Support services for Aboriginal communities**

For the first time the department developed a community education program specifically for Aboriginal families.

The *Growing up kids* radio and press campaign encouraged families to visit their local Family and Children's Services office for information to help strengthen their families. The media campaign was supported by educational resources designed in consultation with Aboriginal staff and communities including regional specific videos, tipsheets and a website.

Two phases of advertising were conducted. The first aired in August/September 2000 and the second coincided with Reconciliation Week in May/June 2001. Feedback from Family and Children's Services offices across the state indicated the program was well received in the community.

During Reconciliation Week a range of merchandise was produced and used to develop and maintain relationships with Aboriginal communities. Local level activities were also undertaken throughout Western Australia.

## **Family Court counselling**

The Family Court counselling service provided primary dispute resolution services to families experiencing problems at the time of separation, in particular helping to resolve disputes involving residence and contact with children.

A review of the Family Court counselling service was completed in 2000/2001 by the Ministry of Justice. Comment was sought from stakeholders and the review steering committee is examining the recommendations.

The service made the transition from producing 'children's wishes' reports for the court to 'whole of family' reports. This was well received by the Family Court judiciary with a 25 percent increase in requests by judicial officers. As a result there was an increase in family report interviews conducted by counsellors from 307 in 1999/2000 to 559 in 2000/2001 and a corresponding decrease in conciliation conferences from 3,331 in 1999/2000 to 3,050 in 2000/2001. A total of 4,117 telephone counselling sessions were conducted during the year.

The Family Court counselling service started developing case practice guidelines for addressing child abuse and family violence.

## **Parenting information, courses and advice**

A new initiative during the year was the development of Best Beginnings services as part of the Health Department and Family and Children's Services joint Building Blocks initiative. Best Beginnings is a professional home visiting program for parents of children aged up to two years. The program is based on strong evidence of the benefits of professional home visiting from literature, and on models of service delivery which have proven effective. Services commenced in Midland and Albany in October 2000. The TVW Telethon Institute for Child Health Research is evaluating Building Blocks in collaboration with Family and Children's Services and the Health Department.

Parent skilling services included 18 Best Start services to improve life opportunities for Aboriginal children up to five years old and 13 Parent Link home visiting services for parents needing support in their parenting of young children.

During the year two new Parent Link home visiting services commenced. The services were provided by Community Link and Network WA in Rockingham and Meerilinga Young Children's Foundation in Midland. A total of 1,603 families were assisted during the year by Parent Link services.

Best Start was evaluated during the year and was found to have promoted positive parent-child interaction, school readiness, parent skill development, participation in early education programs by young children and adult education programs by parents. It also enhanced more positive relationships between families and the department.

Nineteen parenting information centres continued to provide services to parents and carers across the state. There were 110,388 contacts through parenting information centres in 2000/2001.

The mobile parenting information centre model was redesigned during the year to address occupational health and safety issues.

A new mobile parenting information centre was developed based on this model and will start in the Murchison area early next year.

Funding from Building Blocks enabled Aboriginal staff to be employed in parenting information centres in Midland and Albany to encourage more Aboriginal people to visit.

The popular *Living with...* series of videos was updated during the year to reflect changes made to the magazines of the same names in their second editions. A male presenter was included in the videos to make them more appealing to fathers.

During the year the Strong Families program was implemented to encourage government agencies and

business organisations to focus on families by ensuring that families with children who are at a high risk of experiencing difficulties received a streamlined response from government services.

Strong Families is a 12 month pilot project initiated by Safer WA to bring about a better outcome for families receiving services from a number of different agencies through a more coordinated and collaborative case management approach.

Funding was contributed by Safer WA agencies and the commonwealth Department of Family and Community Services.

Pilot sites in Midland and Albany commenced in November 2000 and local coordinators were appointed. At 30 June 2001, 18 families were participating in the program and feedback was extremely positive.

## Youth services

In 2000/2001 the department funded 56 services for young people at risk and eight youth counselling services. These services assisted young people to achieve goals by helping them develop skills, knowledge and supportive links in the community. They helped young people build self esteem to improve their resilience in difficult times.

Family and Children's Services conducted a service development review into services for young people provided by funded not for profit organisations and the department. The aims of the review were to consider new models of service, suggest priorities for new services and make recommendations to enhance service delivery.

The review resulted in an increased focus on designing services to support young people at a high level of risk. It is expected this will occur gradually to take into account local priorities and the availability of skilled staff.

Negotiations commenced to sign funded services to new three year agreements.



During the year the HYPE program was implemented at Hillarys Marina, Galleria Morley, Ocean Keys and Woodvale Boulevard shopping centres.

HYPE is a collaboration between Family and Children's Services, police, local government and local businesses.

Workers supported young people who were acting inappropriately in the vicinity of shopping centres and provided them with information to help address personal issues resulting in unacceptable behaviour.

Young people responded positively to the program and there was a decrease in antisocial behaviour and property damage in shopping precincts.

## Output 2: Child and family safety

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### Aims

- To support families and individuals in crisis
- To reduce the occurrence and effects of abuse within families
- To ensure the safety of children

### Strategies

- Supported accommodation for homeless people and victims of domestic violence
- Financial assistance and counselling
- Assistance to communities and their members to cope with the aftermath of natural or human made disasters
- Intensive support for parents in families where abuse has occurred
- Counselling and treatment to alleviate the effects of abuse within families
- Investigation of child maltreatment allegations
- Lodgement of care and protection applications in the Children's Court

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## Supported accommodation

The commonwealth/state Supported Accommodation Assistance Program (SAAP) enables accommodation and support services to be provided to families and individuals who are homeless or at risk of homelessness.

In June 2001 the Minister signed an agreement with the commonwealth to extend SAAP to June 2005 on behalf of the government of Western Australia. In this time joint funding will be provided to non government and local government organisations to provide services to help people who are homeless or at risk of homelessness.

During the second year of the SAAP interdepartmental protocols project, a protocols monitoring forum was set up to implement the protocols and monitor their effectiveness.

Forums were held in all zones to promote protocols developed last year with the WA Drug Abuse Strategy Office, Ministry of Housing and Family and Children's Services' Crisis Care.

Forums were well attended by local SAAP services, Family and Children's Services, other government services providers and their funded services. New protocols were developed between SAAP services and the mental health division of the Health Department. Protocols were well advanced for the department's service delivery offices.

Recognising that Aboriginal women and children are significant users of domestic violence crisis accommodation services, the department purchased an Aboriginal managed and staffed service in the metropolitan area. Funding of \$375,000 was made available for the service which was open to both Aboriginal and non Aboriginal women escaping domestic violence and their children.

## Financial assistance and counselling

Assistance with budgeting, debt negotiation, bill paying and financial counselling continued to be provided by 51 funded non government financial counselling services.

During the year this group of services was subject to the service development review process which examined the scope and need for the services. Negotiations commenced to sign funded services to new three year service agreements.

The department's family crisis service continued to provide emergency assistance to people experiencing financial hardship. In 2000/2001, 10,759 people were assisted compared with 12,073 in 1999/2000 and 14,905 in 1998/1999.

Eighty nine percent of people applying for assistance in 2000/2001 met the department's criteria and were assisted compared with 87 percent in 1999/2000 and 88 percent in 1998/1999.

During the year the main areas of assistance were food and medical requirements. A breakdown of the types of assistance is shown in figure 12. Compared to 1999/2000 there was an increase in the number of people assisted with accommodation. The No Interest Loan Scheme commenced in January 2000 and this is the reason for the drop in furniture provided.

## Crisis response

Family and Children's Services' Crisis Care responded to a number of commonwealth campaigns during 2000/2001. These included a campaign targeting people with disabilities and the *Partnerships against domestic violence* campaign which sought to reach children visiting McDonald's family restaurants.

Crisis Care was contracted by the Office of Seniors Interests to manage responses to a campaign developed by Centrelink targeting elder abuse. It also supported the commonwealth campaign *Walking into doors* which targeted Aboriginal people.

Crisis Care also started providing a contracted service as the statewide after hours contact for the Disability Services Commission.

Family and Children's Services provided support to victims of seven different natural disasters during the year. The two most significant crises which required immediate response as well as longer term recovery activities from the department were the evacuation of the Bidyadanga Aboriginal community as a result of cyclone Sam in December 2000 and the Kiwirrkurra flooding in March 2001.

The department provided emergency accommodation for the Bidyadanga community for seven days before people could return home.

The Kiwirrkurra Aboriginal community was evacuated on 5 March 2001, initially to Alice Springs for a period of four weeks, then to longer term facilities at Morapoi Station near Menzies.

Family and Children's Services will continue to support the community until people are able to return to their homes at the end of 2001.

## Intensive family support

The department purchased and provided intensive family support and reunification services to work with families to prevent children entering care and return them home when safe to do so. Four services were funded to provide services to a total of \$1.7 million.

During the year the department commenced a high level review of these services and the characteristics and needs of customers accessing them.

The 2000/2001 financial year marked the first full reporting year of operation for the intensive family casework and treatment teams located in the north and south metropolitan areas. The teams provided treatment to children who have been abused, therapeutic services to help reunify children with their families and therapeutic services to prevent family breakdown.

Outcomes	Number of people			Instances of service provision		
	1998/99	1999/00	2000/01	1998/99	1999/00	2000/01
Food for family	10,593	8,926	7,966	18,403	14,086	12,908
Essential services provided	1,537	911	796	1,926	1,066	983
Medical requirements	1,958	1,619	1,512	2,046	1,682	1,571
Furniture provided	811	422	8	870	455	9
Transport	482	347	308	639	467	381
Accommodation provided	590	521	632	803	721	985
Clothing/linen/blankets	672	85	92	757	96	107
Funeral assistance	611	636	507	611	636	720
Financial counselling	392	299	157	530	366	198
Other	858	758	755	1,119	933	971

**Figure 12**  
Family crisis  
service  
1998/1999 to  
2000/2001

Feedback received by other teams in the department indicated the teams were a highly valued intervention for customers and staff. The teams helped a considerable number of families achieve positive changes to their lives and in many instances resulted in children returning to their parents' care.

## Family abuse treatment and domestic violence services

Family abuse treatment services continued to address effects of abuse and violence experienced in families. Services were provided through the department and funded non government organisations.

Thirteen domestic violence counselling and support services were funded for \$978,299. Of this total four services with funding of \$352,051 were provided for children and two services with funding of \$207,644 were provided for men.

Sixteen domestic violence advocacy and support services were funded for \$1,366,440. Of this total \$748,155 was for six SAAP domestic violence outreach services.

Thirty four women's refuges and safe houses were provided with SAAP funding of \$10,518,379.

Through the commonwealth's *Partnerships against domestic violence* initiative and with additional resources from Family and Children's Services, the department implemented a community development strategy to work with six remote Aboriginal communities, five in the Kimberley and one in the Pilbara zone. The strategy aimed to develop culturally appropriate responses to family violence and improve family and community safety.

The strategy entailed close working between staff of the department and commonwealth officials. Collaborative relationships with communities were forged and community awareness of safety issues was raised and family safety action groups were established to develop local plans.

As part of a strategy to purchase four Aboriginal family violence prevention and support services, consultations were conducted in four target areas with community representatives and local providers. The consultations informed the development of service specifications and a procurement strategy. Requests for proposals were called for services in Port Hedland, Northam and Mirrabooka and further work is occurring to support the establishment of a service in the Goldfields.

## Child protection

The department has statutory responsibility to ensure children are protected from maltreatment. Figure 13 shows the department's response to child maltreatment allegations in 2000/2001. Figure 14 shows responses to maltreatment allegations by nature of maltreatment over the last three years.

The number of child maltreatment allegations rose by eight percent from 2,609 in 1999/2000 to 2,828 in 2000/2001. The most notable features of the data compared with 1999/2000 were:

- a significant increase in the number of allegations of emotional abuse (up by 22 percent)
- a significant increase in the number of allegations of neglect (up by 20 percent)
- sexual abuse increased by eight percent after falling in 1999/2000.

For all allegations where an investigation was finalised, harm to the child was substantiated in 49 percent of cases in 2000/2001. This continued a downward trend in the substantiation rate from 50 percent in 1999/2000 and 52 percent in 1998/1999.

During the year Family and Children's Services and the WA Police Service joint child abuse investigation initiative consolidated recent achievements and examined options for service improvements. The initiative aimed to ensure that children who are the victims of abuse were protected and not unduly stressed through the investigative process.

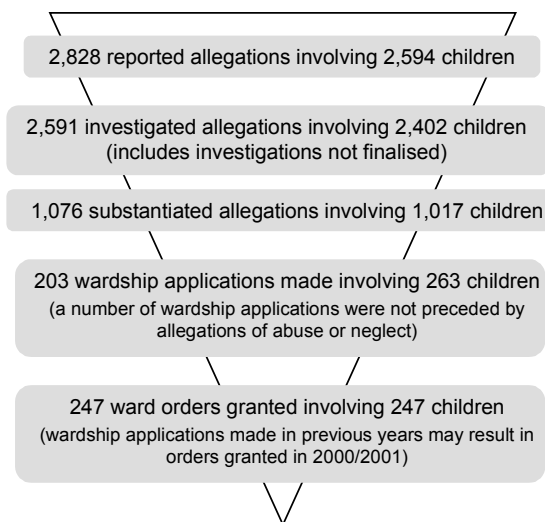
The department undertook a number of activities during National Child Protection Week in September 2000. These ranged from staff organising professional development sessions for teachers and a successful march in Kalgoorlie to raise awareness about child protection issues to the release of 500 white balloons in Hedland to help break the silence on child abuse.

Planning commenced for the development and implementation of a tripartite specialist interview model involving the Health Department, WA Police Service and Family and Children's Services.

Joint assessment in child abuse training was offered to staff of the department, WA Police Service staff and Princess Margaret Hospital. This intensive course provided an approach to working jointly to respond to child abuse, how to interview children and record statements.

A number of training courses in the risk assessment and risk management framework for casework were held throughout the state during the year. These

courses increased the skill and competence of 160 service delivery staff in assessing and managing risk and informing professional judgement in case practice. The next round of training will include representatives from Princess Margaret Hospital, Mofflyn and Wanslea.



**Figure 13**  
Response to  
child  
maltreatment  
allegations  
2000/2001

Response	Year	Nature of allegation <sup>a</sup>					Total
		Neglect	Emotional abuse	Physical abuse	Sexual abuse	Unknown <sup>b</sup>	
Substantiated	1998/1999	279	49	436	389	13	1,166
	1999/2000	280	79	429	303	3	1,094
	2000/2001	336	62	367	307	4	1,076
Unsubstantiated	1998/1999	126	21	415	511	13	1,086
	1999/2000	132	20	418	515	9	1,094
	2000/2001	170	22	387	526	19	1,124
Investigation not possible	1998/1999	3	2	11	38	1	55
	1999/2000	8	2	12	11	0	33
	2000/2001	6	7	4	14	0	31
Investigation not undertaken	1998/1999	2	1	32	31	0	66
	1999/2000	7	0	7	18	0	32
	2000/2001	2	4	13	34	1	54
In process	1998/1999	15	13	33	101	0	162
	1999/2000	63	5	46	80	1	161
	2000/2001	105	37	152	244	5	543
Total allegations	1998/1999	425	86	927	1,070	27	2,535
	1999/2000	490	117	952	1,036	14	2,609
	2000/2001	619	132	923	1,125	29	2,828

<sup>a</sup> In a small number of cases the nature of the alleged maltreatment may differ from the type of maltreatment identified during investigation.

<sup>b</sup> Where the nature of allegation was recorded as unknown, the harm may not have occurred as yet but a high level of risk is considered to exist.

**Figure 14**  
Responses to  
child  
maltreatment  
allegations by  
nature of  
allegation  
1998/1999 to  
2000/2001

## Care applications and ward orders

One of the strategies used by the department to protect children from harm is to make applications to the Children's Court for care and protection orders. In 2000/2001, 263 children were apprehended and 263 applications made to the court. This compares to 273 applications in 1999/2000.

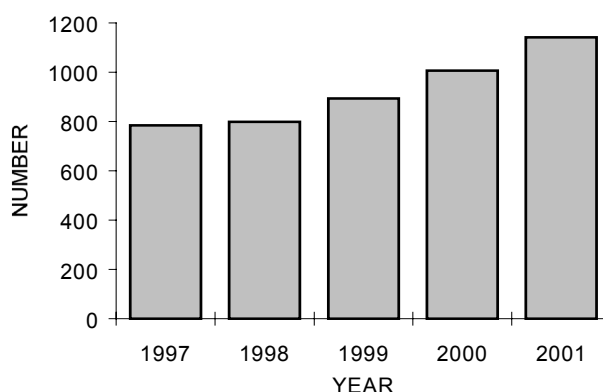
In 2000/2001 the Children's Court granted 247 orders, some of which resulted from applications in 1999/2000. In 1999/2000, 222 orders were granted. The 247 orders granted brought the number of wards in the care of the department to 1,141 at 30 June 2001. Figure 15 shows the trend in ward numbers over the last six years. This year saw a continued rise in the number of wards in the care of the department.

On 30 June 2001, 36 percent of wards were living in the care of family or extended family members, over half of whom were registered by the department as foster carers for a particular child. Forty four percent were placed with department foster carers who were not relatives and six percent were placed with funded service foster carers.

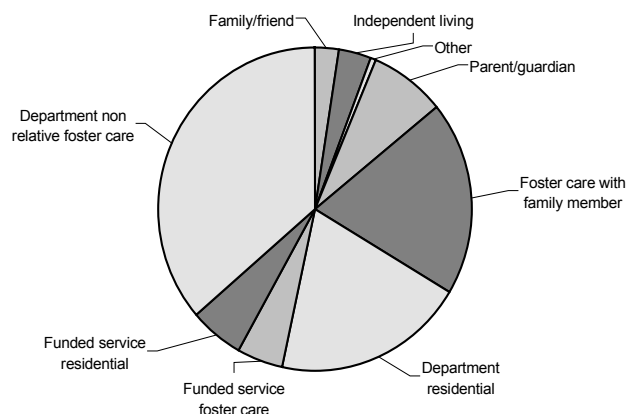
In all 86 percent of wards in care lived in a home based situation with either relatives or foster carers. Nine percent lived in residential/group care type facilities and four percent were being supported in independent living.

Figure 16 shows the type of care placements of wards at 30 June 2001.

**Figure 15**  
Number of wards in the care of Family and Children's Services at 30 June 1997 to 2001



**Figure 16**  
Placement of wards at 30 June 2001



## Output 3: Care for children

### Aims

- To provide quality care for children placed in care
- To ensure safe and good quality child care

### Strategies

- Recruitment, assessment and support of foster carers
- Provision of foster care or group care for children and young people unable to live at home
- Services to maintain relationships of children and young people with their families while in care
- Services to prepare children and young people to leave care
- Regulations which set standards for operating child care services
- Advice, support and funding for child care service providers

## Children in care

Where it is not possible for children and young people to live with their parents, the department ensures that wherever possible children are placed with their extended family network.

Research was carried out during the year to explore the issues associated with supporting the placement of children with relative carers. The research looked at current policies and practices worldwide and identified key themes in the literature. The outcomes of the research will inform the care for children service development review in 2001.

Family and Children's Services provided and funded services to care for children and young people (wards and non wards) unable to live at home and support their transition back to the care of the family.

Eight not for profit organisations were funded to provide 10 services for a total of 240 placements. Young people were also placed in funded SAAP services where appropriate.

During the year there were 2,482 children and young people in the care of the department. Several funded services provided short term private placements to children not placed by the department and these children are included in this data.

In 2000/2001, 1,031 children started a period of care with the department. Sixty nine percent were aged 10 years or less and 17 percent were aged 14 to 18 years.

Of children entering care, 19 percent did so as a result of maltreatment, 16 percent because of caregiver illness, 17 percent because the caregiver could not care adequately, 11 percent because of behavioural problems or conflict with the child and 15 percent to give parents temporary respite.

There was an increase in the percentage of children placed within the extended family network. Twenty seven percent of department managed placements (wards and non wards) were with extended family at 30 June 2001 compared with 24 percent at 30 June 2000 and 22 percent at 30 June 1999.

**Figure 17**  
Census of children and young people in out of home care at 30 June 2001

	Wards	Non wards	Total placed
Department group care	27	24	51
Department foster care <sup>1</sup>	507	170	677
Extended family network <sup>2</sup>	307	144	451
Non government group care (including young people placed in SAAP by the department)	75	33	108
Non government foster care	65	48	113
Parents/guardians	105	51	156
Other placements	55	22	77
Total placed	1,141	492	1,633

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

1 Only includes non relative foster carers

2 Includes relative foster carers

At 30 June 2001 there were 1,633 children and young people in placements compared with 1,486 at the same time last year (see figure 17). This census no longer includes children placed in Aboriginal student accommodation for educational reasons.

Following the previous year's trend, 2000/2001 saw a rise in the number of children in department supported care compared with the previous year. This trend is due to more children entering care than leaving care and an increasing carry over from year to year. During the year 1,031 children started a period of care while 883 children left care.

The adolescent and child support service continued to develop programs to help young people with challenging behaviours. Training programs were provided to staff working in the emergency accommodation service and Innamincka House, a medium term accommodation option for children. This training increased staff skills in working with young people in residential care with challenging behaviour.

A peer support training program was undertaken with 15 staff to provide support to colleagues who have dealt with a critical incident. This program will be provided to other staff during 2001/2002.

An education officer was employed to work at the Kath French Centre and an on site education program was developed for children residing in the centre. Refurbishment of residential facilities commenced and will continue during 2001/2002.

## Adoption services

Following a review in 1999, the adoption service was restructured in 2000/2001 to reflect the department's aim to improve services. Significant changes included:

- creation of a past adoption services team within the information management directorate to deal with access to adoption information
- creation of two pre adoption teams for local and step parent adoptions and intercountry adoptions

- establishment of a management service team to handle legislative, policy and operational manuals for adoptions
- establishment of a policy coordinating group to ensure all sections of the department were aware of and had input into the strategic policy issues of adoptions.

Within the teams considerable attention was paid to streamlining procedures and improving processing times.

The numbers of children placed declined in the last financial year. In 2000/2001 there were fewer local children who required adoption and fewer children were made available by overseas countries for placement in Western Australia. Internal events in Romania, Ethiopia and India resulted in a decline in the number of children placed with Western Australians this year.

During the year there were 68 adoption orders granted by the Family Court. Figure 18 shows the number of orders granted over the last two years and the types of adoption.

Figure 19 shows orders granted for overseas born children. In addition, two adoptions were completed in China and there were three children who came to Western Australia during the year whose adoption orders were completed overseas under the terms of the Hague convention.

Type of adoption	1999/ 2000	2000/ 2001
Local	10	6
Overseas	22	20
Carer	3	3
Adult	5	6
Step parent	35	39
<b>Total</b>	<b>75</b>	<b>74</b>

**Figure 18**  
Adoption orders granted by the Family Court and country of origin 1999/2000 and 2000/2001



**Figure 19**  
Adoption orders granted by the  
Family Court and country of  
origin for overseas born children  
1998/1999 to 2000/2001

Country of origin	1998/ 1999	1999/ 2000	2000/ 2001
China	0	0	2
Ethiopia	3	5	2
Hong Kong	3	2	2
India	5	4	5
Korea	7	8	5
Philippines	1	0	1
Poland	0	2	0
Romania	0	0	2
Taiwan	1	0	0
Thailand	0	1	1
<b>Total</b>	<b>20</b>	<b>22</b>	<b>20</b>

## Foster carers

When children are unable to live with their family or extended family the preferred placement is for home based care through a foster carer program. The department has its own foster carers and also funds foster care services through not for profit organisations.

At 30 June 2001 there were 1,032 children in department foster care (including department relative and non relative foster care) and 113 children in funded foster care services.

The work of foster carers was rewarded during Children's Week. In conjunction with the Foster Care Association of WA Inc, Family and Children's Services negotiated with major recreation and tourist operators across the state to provide to foster carers and children in care free entry to attractions on the Sunday of Children's Week.

The day was overwhelmingly successful with foster carers appreciating the recognition and operators willing to support such a worthwhile initiative. A list of sponsors is provided in appendix 5.

Six foster carers were honoured in the 2000 Gwyn Lamb Awards. The awards, run by the Foster Care Association, recognised the valuable contribution of carers in Western Australia.

Another foster carer who had cared for more than 100 children since 1979 was awarded a prestigious Medal of the Order of Australia in the 2001 Australia Day Honours List.

Evaluation of a pilot foster care internet service was completed during the year. The evaluation showed the service enhanced the support available to carers and access to information via the internet was valued by carers, children in care and the Foster Care Association.

The department started implementing a number of recommendations from the evaluation including donating computers to the Foster Care Association and the 15 carers involved in the pilot.

Clothing allowance for department foster carers was increased by 10 percent and direct subsidies by four percent to ensure foster carers were not disadvantaged by the introduction of the GST.

## Leaving care

Twelve young people who had overcome difficult backgrounds to begin the road to achieving their goals were awarded Ida Curtois scholarships and special awards in 2001.

The scholarships and awards provided financial assistance and encouragement to these young people who had been in long term departmental care and were enrolled in their first year of post secondary study.

## Child care regulations and standards

The Child Care Services Board continued to monitor standards in child care service through administration of the Community Services (Child Care) Regulations 1988 and Amendment Regulations 2001.

The Amendment Regulations 2001 were gazetted and came into effect in February 2001. Information sessions were provided to the child care industry on implementing the amendments and a *Regulations review handbook* was developed to assist licensees and child care staff understand and interpret the amendments.

The development of minimum standards for outside school hours care services concluded with a three month community consultation on the proposed standards. Unanimous support for the move to regulate the sector was received and a final report was presented to the Minister.

In 2000/2001 the board approved 39 new licenses for centre based services, including licenses for newly established services and where a centre changed ownership (licenses are not transferable). Ten new long day care centres were licensed and six relinquished their licenses. In addition, two new occasional care centres opened and two relinquished their licenses.

The board approved 163 family day care licenses. The total number of family day care services decreased by two percent over the year.

There were 137 licenses for centres and 314 family day care licenses renewed during the year (licenses are renewed every two years). At 30 June 2001 there were 349 long day care, 1,061 family day care, 82 occasional care and 11 family centre licensed services in place.

There were no prosecutions during the year and one family day care license was cancelled or suspended as a result of breaches of the regulations discovered during monitoring visits. On one occasion the board

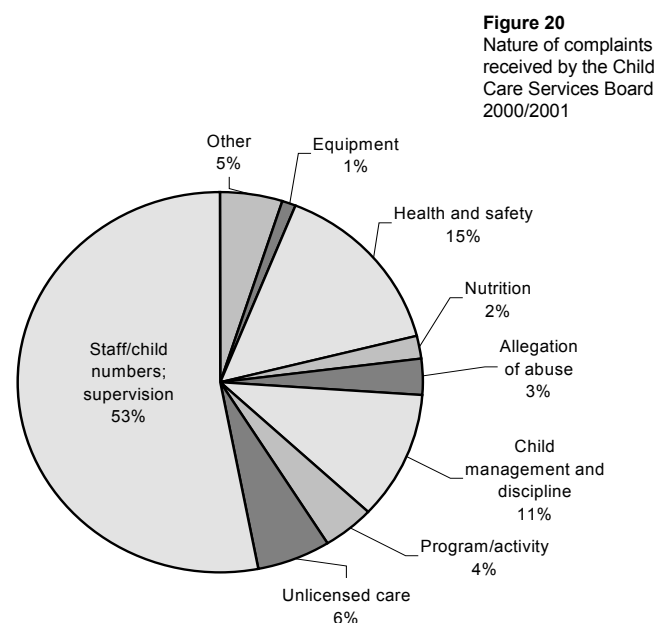
did not grant a license when ownership was transferred as the centre failed to meet requirements.

During the year 191 complaints were investigated, a decrease of 12 percent from the previous year. Breaches of the regulations confirming all or part of the complaint were found in 87 of those investigated. The percentage of confirmed breaches was slightly higher at 45 percent compared with 39 percent in 1999/2000.

Figure 20 shows the nature of complaints received by the board during 2000/2001.

The proportion of complaints received about centre based services and family day care services reflected the proportion of places within each sector. At 30 June 2001 approximately 80 percent of licensed child care places were in centres and 20 percent in family day care.

Eighty five percent of complaints were about centre based services and 15 percent about family day care services. In relation to the number of licensed services the number of complaints remained low.



## Advice and support

A new rural playgroup support service commenced during the year in the Murchison and Pilbara. The service was delivered by the Resource Unit for Children with Special Needs and provided support to geographically and socially isolated families to access playgroups. The service also provided advice and assistance on establishing new playgroups where there was identified need.

An informative new publication, *Choosing quality care for your children* was produced during the year to help parents choose appropriate childcare. It included information on the types of child care, what to look for when choosing care and settling children into care.

The publication was translated into a number of other languages recommended by the Ethnic Child Care Resource Unit and the Translating and Interpreting Service.

# Family & Children's Policy Office

## **Vision, mission and goals**

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### **Vision**

To encourage a holistic view of Western Australian families and children in public policy making and coordination across all levels of government, and to promote more family friendly government, business and community services.

### **Mission**

To improve the wellbeing and promote the interests of Western Australian families and children.

### **Goals**

- To promote the development and implementation of policies which support and strengthen family life.
- To promote the interests of families and children with other government, non government agencies, business and the community.
- To facilitate whole of government initiatives which impact on families and children in the community.

These goals are achieved by working with others to:

- improve the health and stability of families and children in Western Australia
- strengthen links with their neighbourhoods and communities
- increase access to family friendly government, business and community services.

# Customer profile

The office's customers include all Western Australian families and children and the Minister. Government, business and community sector organisations are the stakeholders.

While most children live with their natural parents, more children than before are living in one parent, step or blended families. Many couples are choosing not to have children or are delaying starting a family.

Changes to employment patterns and workplace practices particularly affect those caring for others. With an ageing population more seniors will require some form of support. Increased mobility has led to many families living far from their families of origin.

Technological improvements have enhanced access to services and information for some while leaving others without access. The complex range of government, business and community services can make it difficult for families to identify and access the services available to them.

# Ways of working

The Family & Children's Policy Office worked in collaboration with the Family & Children's Advisory Council to promote the interests of families and children.

The office pursued partnerships with other organisations—government, business and community—in the interests of families and children.

It provided a channel for communication between families and government. It promoted the coordination of policies and practices across government and encouraged organisational outcomes designed to support and strengthen family life.

## Reporting against plans

Although the office was not established when most of the existing government plans were developed, the intent of these plans was reflected in the office's major initiatives and the inclusive way in which the office worked.

The five year plan for families and children, *Creating Connections* contained a range of government, community and business sector initiatives which accord with the principles of inclusiveness.

For example, some initiatives described in *Creating Connections* had a special focus on women, including those dealing with domestic violence, encouraging the family friendliness of workplaces and services, child care, home visiting for new mothers and research into the contribution of women and mothers to families.

Initiatives in *Creating Connections* also targeted families and children living in rural and remote communities, young people, families from culturally and linguistically diverse backgrounds, families with a member with a disability, people aged 50 years and over, and Aboriginal families.

In addition, policy information was offered and provided in a variety of formats including TTY, via email, website, telephone and print media.

*Creating Connections* included a range of initiatives designed to create lively, inclusive communities and, through Safer WA, safer living environments.

## Promotions and marketing

The Family & Children's Policy Office launched and disseminated its major plan, *Creating Connections 2000-2005: A Five Year Plan for Families and Children* in December 2000.

The office organised activities for Family Week (WA) in May 2001 and launched the *FamilyOne* ambassadors scheme.

# Family & Children's Policy Office report on output

## Output 4: Family and children's policy development and coordination

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### Aim

- To strengthen families and their links with communities and improve access to family friendly government, business and community services

### Strategy

- Policy research, advice, coordination and information services to government, business and community organisations regarding the health and stability of families and children in Western Australia, links with their neighbourhoods and communities, and access to family friendly government, business and community services

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### Policy coordination

Creating Connections 2000-2005, a Five Year Plan for Families and Children was prepared in response to key priorities identified in a statewide consultation involving almost 1,500 individuals and groups.

The Family & Children's Advisory Council participated with office staff in a workshop to develop a vision for the plan. The vision related to three areas: individual families and children; families, neighbourhoods and communities; and families, government and business.

The plan raised awareness in communities and organisations of key issues of importance to families and children. It publicised steps already taken by government to address these important family and community issues.

The plan forged new partnerships, particularly between government agencies and non government organisations in the metropolitan area and rural Western Australia. Staff worked with 54 state government agencies to generate more than 80 initiatives for the plan. Local government authorities, community and business organisations contributed to the process by identifying innovative current projects which were instigated either independently or in partnership with state or commonwealth government agencies.

The five year plan and profile of current initiatives were released in December 2000. The new government will consider implementation of this plan.

The *FamilyOne* business strategy involved a number of activities to encourage a positive response to families and children.

Awareness of the importance of family friendliness was raised by distributing *FamilyOne* promotional materials, supporting two existing awards schemes (the Community Services Industry Awards 2000 and Premier's Awards for Excellence in public sector management) and arranging for events organised as part of Family Week (WA) 2001 to carry the *FamilyOne* logo.

The office publicised the launch of the *FamilyOne* ambassadors scheme, under which high profile community leaders adopted the pledge to support the *FamilyOne* business strategy as role models to others. Regular updates on the strategy were provided through the website and newsletters.

Further awareness of the *FamilyOne* concept and recognition of the logo was achieved through a number of different channels.

Important partnerships were formed with government, business and community organisations around the business strategy, including Advanced

Personnel Management and Hollywood Private Hospital, overall winner of the Australian Chamber of Commerce and Industry Corporate Work and Family Award 2000.

Managing directors from both organisations were recognised as *FamilyOne* ambassadors and their organisations were accredited to use the *FamilyOne* logo.

A paper on children, work and community in public policy was presented to a large national audience at the Family and Work: Listening to Our Children conference in Sydney in May 2001. The paper presented the views of children and young people about their working parents and drew on information received from children and young people in the community consultation last year.

## Policy advice

The office provided executive support to the Family & Children's Advisory Council. The council aimed to provide high quality and timely advice to the Minister on issues of importance to families and children in Western Australia.

The council's third term commenced on 1 July 2000 with six new members, including two young people and eight existing members who were reappointed for a further term. Appendix 4 lists members and terms of reference for the committee.

The council's strategic plan for 2000/2001, developed in August 2000, included priorities to ensure:

- the Minister was well informed about key issues which impact on families and children
- the importance of families and children was highly valued in community, business and government sectors
- the wellbeing of families and children in Western Australia was enhanced by promoting their interests
- cultural difference, intergenerational connections and special needs in families were respected and promoted.

## Policy information

The Family & Children's Advisory Council published a newsletter in October 2000 and coordinated Family Week (WA) in May 2001. In collaboration with Young Media Australia and Meerilinga Young Children's Foundation Inc, the council developed and produced a brochure *Families, children and the internet* which was launched in May 2001.

By publishing the findings of the family attitudes survey 2000 in *Research news* and on the *FamilyOne* website, the office raised stakeholders' awareness of the strength of family and community connections and the importance of family friendly services and workplaces.

## Policy research

Important partnerships were forged between the office and researchers regarding the development of collaborative projects through the office's family research network in Western Australia, other states and overseas.

Family Strengths Community, a global internet discussion group based on the strengths perspective, was a key strategy of the family research network. It was established jointly by the office with the Family Action Centre at the University of Newcastle in New South Wales. After five months of operation it had attracted 400 members worldwide.

The importance of listening directly to the community in developing policy was highlighted to a large audience of family researchers and practitioners in a paper presented at the Australian Institute of Family Studies conference in Sydney in July 2000.

The paper described the strategies the office had undertaken earlier in 2000 to ensure the community consultation process was as inclusive and engaging as possible and key themes emerged from community input. The paper was later made available to an even wider audience through the institute and *FamilyOne* websites (see appendix 7).

By publicising the work of the office in this way the interests of families and children were promoted and new strategic alliances developed.

A second family attitudes survey was conducted in May 2001 to inform further development of the *FamilyOne* strategy. Findings will be available in July 2001 (see appendix 8 for further details).



# Office of Seniors Interests

## Vision, mission and goals

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### Vision

A society where age is no barrier, where there is acceptance and respect between people of all ages, where seniors are valued and where ageing is a positive and rewarding stage of life.

### Mission

To promote a community where seniors are valued and respected, to enhance the lifestyles of seniors by promoting positive ageing and to encourage the community to plan for its ageing population.

### Goals

**Informed community planning:** To ensure organisations and community groups are informed, actively plan and are prepared to meet the challenges and opportunities of an ageing population.

**Positive ageing:** To assist older people to live fulfilling lives through their ability to optimise choices for their lifestyle and by feeling valued within the community.

**Heightened status and awareness:** To promote improved community attitudes towards older people and acceptance of the various stages of ageing, and to increase the positive perceptions of ourselves in later years.

# Customer profile

Seniors (people aged 60 years and over) numbered approximately 266,246 and made up 14.3 percent of Western Australia's population as at 30 June 2000. Western Australia has the lowest proportion of seniors in any state in Australia.

Western Australia is the most culturally diverse of all Australian states and territories for seniors. Increasing attention must be given to the needs of seniors in culturally and linguistically diverse communities.

More than two in five (40.3 percent) seniors were born overseas with almost half (49 percent) from the United Kingdom and about one in eight (12 percent) from Italy.

While seniors comprise 14.3 percent of Western Australia's population overall, their proportion is as high as 23 percent in some areas such as long established inner metropolitan suburbs and Southwest coastal towns favoured as retirement destinations.

The senior population in the Pilbara and Kimberley is correspondingly low at about three percent.

Population ageing is a worldwide trend. Seniors are projected to comprise 23 percent of Western Australia's population by 2021 due to the ageing of the post war baby boomers, reduction in infant mortality and greater longevity.

There are more female than male seniors in all age groups from 65 to 69 years onwards as a result of differences in life expectancies.

Women who reach 60 years of age today can expect to live to about 84 and men aged 60 years can expect to live to about 80.

It is expected that by 2026 there will be more people aged 60 years and older than children and young people under 19 years of age. This makes it

necessary to revise attitudes to work, retirement and retention of older people in the labour force.

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

Older people contribute their knowledge, experience and labour to all sectors of the community. The growing number of seniors means there has never been such a large group of active, skilled and experienced older people. One third of primary caregivers caring for an adult or child with a disability or chronic illness are seniors. More than 50,000 Western Australian seniors are involved in volunteer work.

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

With increased longevity, Western Australians now have as much as a third of their lives to live beyond what is now thought of as 'retirement' age.

# Ways of working

## Policy development and planning

The office worked in partnership on a number of projects with local, state and commonwealth government agencies, community organisations and the private sector to develop strategic plans and services to address the current and emerging needs of the ageing population. Research was undertaken to better inform this planning process.

The consultation and planning which took place with the business sector were a new way of working for the office this year. They culminated in a publication identifying different ways the office could work collaboratively with the private sector to assist in service targeting and development.

The office worked in partnership with government and non-government agencies to develop the Western Australian Carers Policy. This was launched in October 2000 and the implementation of the first initiative, a Carers Symposium, began.

The Universal Design Competition was an innovative way of working to encourage planners and designers to consider the needs of all members of the community including seniors in the design process.

As part of its policy and planning function, the office reviewed progress towards achieving a number of goals set across government related to meeting the needs of seniors in a publication entitled *Accent on seniors*.

## Responding to customers

The office continued to deliver direct services to senior customers through the Seniors Card program, Seniors Telephone Information Service and Senior Volunteer Speakers Program.

By 30 June 2001 there were 203,520 Seniors Card members in Western Australia. The office worked with other government departments to ensure the

card became more valuable in 2000/2001 with the introduction of a range of new state government concessions linked to the card. The office sourced considerably more business discounts for seniors, particularly in the areas of travel and tourism, for publication in the *Discount directory*.

The Seniors Telephone Information Service continued to respond to requests for information from seniors, with 38,117 calls handled in the year (up 41 percent from the previous year). The speakers program gave 102 presentations to 3,707 seniors, a rise of 29 percent over 1999/2000.

The office also provided services to the seniors sector indirectly by funding non government services. The office assisted the Council on the Ageing WA, Anglicare, Wesley Mission, Positive Ageing Foundation and Silver Chain to provide various services during the year.

## Promotions and marketing

The office continued its multifaceted communications strategy to raise community awareness about the positive and productive contribution of older people to society. This strategy incorporated the successful Seniors Awards and Seniors Week, Seniors Media Awards, a display and outreach program and use of the media.

Promotion of services and policy continued through the publication and distribution of a number of documents (see appendix 7) and launches and public events such as the 2001 *Discount directory* and the 200,000th Seniors Card celebration. The website was well used by customers to access information and was steadily enhanced throughout the year.

Sponsorship from the corporate sector for activities such as the Seniors Card, Seniors Awards, Seniors Week and Universal Design Competition increased the ability to deliver high quality services and promote awareness about ageing and ageing issues.

Supporting this sponsorship was an important part of the promotions and marketing program (appendix 5).

## **Seniors Ministerial Advisory Committee**

The Seniors Ministerial Advisory Committee provided the Minister with feedback on specific issues related to the interests of seniors.

A major achievement during 2000/2001 was regional consultations in Bunbury and Kalgoorlie. These consultations resulted in a number of actions to be progressed by the office including setting up a culturally and linguistically diverse working group and plans to provide retirement planning for pre-seniors. The committee's term concluded on 30 June 2001.

Appendix 4 shows the Seniors Ministerial Advisory Committee members and terms of reference.

## **Cultural and linguistic diversity**

The office provided a service to meet the language and communication needs of seniors who required assistance in English by:

- providing callers to the Seniors Telephone Information Service with a link to a translating and interpreting service at no cost to the caller if needed
- providing information in 12 different languages in the Seniors Card Discount Directory on how to contact the translating and interpreting service
- using translators provided by an ethnic seniors group to translate material presented as part of the Volunteer Speakers program
- providing information to multicultural seniors' organisations about new concessions, Seniors Week events and general seniors information.

The office worked actively to assist service and communications planning by recording whether Seniors Card applicants came from a culturally and linguistically diverse background. A working group was set up to improve government provision of

services for seniors from multicultural backgrounds. Multicultural groups were engaged in the planning and participation of Seniors Week events, with a representative being a member of the Seniors Week Advisory Committee.

The office started to involve culturally and linguistically diverse people as speakers, presenters and volunteers for the 6th Global Conference on Ageing in 2002 in Perth.

## **Disability services**

The office encouraged a whole of government/whole of community response to people with ageing and varying physical capabilities. It undertook a review of physical access to its building. Lifts in the building were refurbished to ensure call buttons, floor destination panels and other facilities in the lift cars were easily accessible.

Publications were produced by the office in accordance with best practice principles to maximise visual clarity and ease of reading. Publications were made available in alternative formats when requested.

Seniors with a speech or hearing impairment were able to contact the Seniors Telephone Information Service through the National Relay Service.

## **Domestic violence**

As the proportion of older people in Western Australia, and particularly those aged 75 years and over, continues to grow, the issue of elder abuse (physical, psychological, financial or sexual) is anticipated to increase in magnitude. International research indicates that the very old (over 75 years old) are those most vulnerable to abuse with the most commonly identified risk factors being dependency and isolation.

During the year specifications were developed for a research project which will establish baseline data on the prevalence of elder abuse in Western Australia and the forms it takes. The study will particularly

focus on determining the prevalence of elder abuse of competent seniors living in their own homes or with relatives or friends rather than in institutional care. The project will commence next financial year.

## **Women**

The office took an active role in the development of the second government two year plan for women 1999-2001 with representatives on the customer focus and personal safety working groups.

The office identified and promoted positive role models of older women through the production and display of photographic material portraying older women in positive roles within the community, and the inclusion of five women as members of the Seniors Ministerial Advisory Committee.

## **Safer WA**

During 2000/2001 the office continued to work collaboratively with Safer WA. The office provided advice to the Safer WA council through the safer seniors working group and the Safer WA burglary implementation working group.

The office provided representation on the working group which developed the first edition of the *Western Australian older road users' handbook*.

The office attended meetings of a working group convened by the City of Perth examining ways to make women (including older women) feel safe and secure in the City of Perth and attract more women to the city.

# Office of Seniors Interests

## report on output

### Output 5: Positive ageing

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#### Aims

- To identify trends and encourage planning for an ageing population
- To provide policy, advice, strategic analysis and information about ageing to the Minister and organisations in all sectors of the community
- To undertake promotional, educational and community initiatives to improve attitudes towards older people
- To initiate strategies and facilitate the provision of goods and services, including management of the Seniors Card and Seniors Telephone Information Service, to enhance positive ageing

#### Strategies

- Assistance to local government to plan for the ageing of their populations
  - Organisation of the 6th Global Conference on Ageing in Perth in October 2002
  - Research the needs, aspirations and attitudes of emerging seniors
  - Consultation and planning with the business sector to better meet the needs of the ageing population
  - Seniors recognition programs including Seniors Week, Seniors Awards and Seniors Media Awards
  - Administration of the Seniors Card program and work towards increasing the number of businesses, Seniors Card discounts and concessions linked to the card
  - Seniors' information service including telephone information, volunteer speakers and display programs
- 

### Global Conference on Ageing 2002

The office started detailed preparations for the 6th Global Conference on Ageing to be held in Perth in October 2002. As part of this planning the conference program, themes and streams were developed, a sponsorship strategy was initiated and keynote speakers contacted.

Research into issues impacting on the health of older people focused on those specific to men and to women. This information will be used as a basis for planning to address health needs, social isolation and seniors' wellbeing.

Recognising the growing role of information technology, the office supported the development of training programs and the establishment of an internet lounge specifically targeting seniors.

### Planning for retirement

As part of its research program, the office completed research into the needs, aspirations and attitudes of emerging seniors, focusing on the motivators and barriers to individuals undertaking planning for retirement and later life. This research will be used to develop strategies to encourage individuals to plan for and take responsibility for their own healthy ageing.

### Seniors Card

The Seniors Card offered a range of discounts and concessions on public and private sector products and services. The number of Seniors Card members rose to over 200,000 in 2000/2001 stimulated by the introduction of extended state government concessions and increased business discounts. GIO continued as the major sponsor of the card.

Administration of the card involved processing new and renewed applications, data matching with other government departments and ongoing maintenance of customer details.

The office undertook a promotional drive in collaboration with the Western Australian Tourism Commission to inform all tourism operators in the state about the Seniors Card *Discount directory* and invite them to make a listing. The office also increased regional listings significantly in the Bunbury and Albany areas through regional visits and promotional activities with business. Over 200 new tourism listings were added and general listing increased by over 200.

A 2001 national edition of *Get up and go*, a travel guide for seniors was published in collaboration with seniors and Seniors Card managers in all states.

The office played an active role in coordinating the development of a range of new state government concessions for seniors for 2001/2002 linked to the Seniors Card. Concessions covered rebates for air conditioning in the northwest, water and local government rates, and drivers' and vehicle licences.

Seniors were provided with information about the new concessions through direct mailouts, Seniors Telephone Information Service, Senior Volunteer Speakers Program and promotions in the media.

# Women's Policy Office

## **Vision, mission and goal**

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### **Vision**

A just and non violent society enriched by the full participation of women.

### **Mission**

To provide leadership to advance the status of women and eliminate domestic violence.

### **Goal and strategic priorities**

The goal of the office is a measurable improvement in the status of women and a reduction in domestic violence.

It achieves this through strategic priorities including:

- improved policy, services and resources for women and all those affected by family and domestic violence
- effective consultative arrangements between government and women
- greater representation of women in decision making
- coordination and implementation of across government initiatives to improve the status of women and reduce domestic violence
- promotion of a better community understanding of gender issues and of family and domestic violence
- research and information provision on women and family and domestic violence.



# Customer profile

The Women's Policy Office provides advice and analysis to the Minister for Women's Interests.

Stakeholders include women's organisations, networks and agencies; business and industry; chief executive officers and government agencies; women, men and children affected by domestic violence; and the women of Western Australia.

Priority is currently given to all those affected by domestic violence, and to improving women's lives in the areas of economic independence, personal safety, leadership and decision making, health and wellbeing, access to services and community participation.

The representation of women on Western Australian government boards and committees was 26 percent at 31 March 2001. While the long term trend indicates a slight increase, continued under representation is evident and progress requires acceleration. The office had input into a review which recommended strategies to improve the diversity of representation on decision making bodies.

Women's participation in employment continued to increase. Women in Western Australia participate in the labour force at a higher rate than the national average, with 53.4 percent in 2001. This is the highest rate recorded.

Approximately 49 percent of all employed women are in full time employment compared with 81 percent of employed men. However, the major growth in jobs for women has been in full time employment, contrasting with considerable growth in part time employment for men. If this trend continues the predominance of women in part time employment should eventually decline.

Women in Western Australia experienced strong earnings growth of seven percent in 2000 (compared with 4.9 percent for men). Despite this, the pay gap between men and women continues. Females in WA earn about 78.9 percent of the average male weekly

earnings. Nationally, women earn 84.3 percent of the average weekly earnings of their male counterparts. This issue continues to receive government attention.

Relative income disadvantage continues for women into retirement. Record participation of women in the labour market will not produce adequate retirement incomes for many. The average accumulated superannuation of women who retire in the next 10 years is estimated to be around \$80,000.

Overall women are healthier and living longer than ever before, and women continue to live longer than men. Life expectancy for women is now 81.9 years compared with 76.1 years for men. The life expectancy for Aboriginal females is over 20 years less than for non Aboriginal females at 61.7 years.

Women continue to be the victims of family and domestic violence and sexual assault. Although police reports of sexual assault in Western Australia have remained relatively stable for the last five years, the Sexual Assault Resource Centre has reported a substantial increase in customers over approximately the same period (84 percent increase since 1994/1995), some of which relates to previously unreported cases.

The effects of domestic and family violence on particularly vulnerable groups including children, Aboriginal people and people from culturally and linguistically diverse backgrounds are areas for increased focus. This includes community education and service delivery strategies.

# Ways of working

The office continued to work in partnership with other government agencies, community organisations and women's groups to improve the range and quality of services available to women in Western Australia.

Across government coordination and collaboration were also features of the work of the office in responding to the needs of the women, men and children experiencing domestic violence.

## Women's Advisory Council

The office continued to support the Women's Advisory Council, an avenue for all women to have a voice in the future direction for Western Australian women.

The priority areas for the council included a continued focus on women and information technology together with issues for women in prison and women's health.

A comprehensive examination of issues impacting on the lives of women prisoners was undertaken by council members, with a subsequent report being prepared for the Minister.

A workshop Women's Health: A Conversation was held in partnership with the Women's Health Care House in June 2001 to explore and document current and future environments for women's health services in Western Australia.

The council held consultations with women in regional Western Australia in 2000.

The Women's Advisory Council Domestic Violence Committee was established in October 2000 to provide independent advice to the Minister on issues pertaining to family and domestic violence. The first meeting was held in January 2001.

Appendix 4 lists the members and terms of reference of the council.

## Promotions and marketing

The office organised, coordinated and assisted public activities throughout the year. These included the annual Grace Vaughan Memorial Lecture, recognition of the International Day for the Elimination of Violence Against Women and celebrations for International Women's Day. Women's Information Service products were used at over 400 International Women's Day activities and events involving an estimated 18,000 women.

These activities and others throughout the year promoted community awareness of issues and services for women and gave public recognition to the many contributions made by women. A roll of honour recognising these contributions was published on the website and copies were circulated to libraries across the state.

Throughout the year the office's domestic violence prevention unit worked with regional domestic violence committees to promote both the men's domestic violence helpline and local services. This was achieved by assisting regional coordinators to develop and schedule advertisements in local print media.

## Responses to customers

### Women

In response to recommendations contained in the evaluation of the government plan for women, an extensive consultation and feedback process was undertaken in remote, rural, regional and metropolitan areas.

Regional consultations were conducted in conjunction with regional development commissions and in metropolitan areas partnerships were formed with local authorities. A number of additional consultations were held with Aboriginal women, women from culturally and linguistically diverse

backgrounds, women with disabilities, senior women and young women.

Input was also received through questionnaires distributed as part of the consultation process and via the office's website.

Feedback indicated the key issues for women included:

- economic security and access to flexible employment
- access to leadership and decision making positions
- violence against women
- equal access to services in rural and remote areas
- access to specific women's services, especially women's health services
- recognition of women's community participation and leadership.

These issues formed the basis for community forums with the office working collaboratively with women's organisations to provide opportunities to discuss and debate issues of concern. Wise Women Wednesdays covered issues such as postnatal depression, and women and prostitution. Online forums provided opportunities for follow up on leadership and work and family issues raised at the Millennium Conference last financial year.

### **Domestic violence**

State government agencies continued to progress collaborative arrangements to identify and consolidate measures to address domestic violence.

Members of the action plan implementation committee continued to develop further strategies to coordinate the state government response to domestic violence.

### **Volunteers**

Women continued to be the primary volunteers in the health, education and community services sectors and volunteered in increasing numbers in emergency services, professional, and sport and recreation services.

During 2000/2001 the office continued to work to gain greater recognition for unpaid work, both in the community and within the home. Submissions were presented to the Australian Bureau of Statistics encouraging a greater commitment to the measurement of unpaid work in the General Social Survey. This followed on from previous submissions made regarding the inclusion of unpaid work in the 2001 Census.

The office provided support to the many women's organisations making significant voluntary contributions to the women's sector and the broader community. Of note was the support provided to the Women's Centre which houses a number of women's organisations and provided a low cost meeting place, and International Women's Day 2001 which was celebrated by more than 400 organisations using resources provided by the office.

The capacity of the Women's Information Service was enhanced through volunteer contributions which allowed staff to conduct more outreach activities within the community.

## **Women's plan**

The office was responsible for coordinating the across government plan for women. The office met its own commitments under this plan and provided significant support to other agencies.

## **Disability services**

The office reviewed internal arrangements for clients and visitors as well as physical access to the building.

The Women's Information Service provided a telephone typewriter service for those with a hearing impairment.

# Women's Policy Office report on output

## Output 6: Policy advice, strategic initiatives and coordination to make a positive difference for WA women and reduce domestic violence

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### Aim

- To work with government and the community for a measurable improvement in opportunities and outcomes for Western Australian women and a reduction in domestic violence

### Strategies

- Across government coordination and collaboration
- Provision to government and the community of advice on key issues affecting women as well as women, men and children experiencing domestic violence
- Initiation and participation in research and inquiries on matters affecting the status of women and those experiencing domestic violence
- Capacity building initiatives to assist non government and community organisations provide services, enhance participation and increase community recognition of the contribution made by women and the impact of domestic violence on women, men and children

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### Across government coordination and collaboration

As part of the commitment to involve women and women's organisations in consultation on key policy issues for women, a variety of consultation mechanisms were adopted by the office throughout the year.

Forums and activities included:

- feedback from the 1999 Edith Cowan Western Australian Women's Fellowship recipients Eileen Hull and Victoria Wardlaw—Eileen presented findings from her study of programs to assist older women return to the workplace and Victoria provided feedback on her examination of more flexible care options for women with disabilities
- regular outreach activities to women's groups promoting the Women's Information Service
- Wise Women Wednesdays monthly information sharing and networking at the Women's Centre
- feedback session for government agencies following the completion of statewide consultations with women.

The Women's Information Service provided a free information and referral service for visitors at the Perth Royal Show. Through the display, information and products, the service also promoted the work of the Women's Policy Office to a broad range of visitors. A similar information booth was provided at the Women's Expo in May 2001.

The Women's Information Service received 5,554 telephone calls during 2000/2001, an increase of eight percent over the previous year. Up to 100 calls each month were from women in rural areas accessing the service through a freecall number. The service also catered to people with hearing impairments.

Calls were on subjects as varied as legal matters, domestic violence, health issues and relationships. The service ensured all callers were directed to appropriate sources of help.

The service expanded its information services with the publication of a *Pocket directory of services for women*.

This directory, widely distributed to women and women's organisations in metropolitan and country areas, provided ready access to the Women's Information Service and about 100 other services.

The Women's Information Service was further enhanced by the significant contribution of a small number of dedicated volunteers. The involvement of these volunteers increased the capacity of staff to conduct community outreach.

A particularly successful information and communication strategy was *Winfo*, a monthly calendar of community events for women. Circulation increased by approximately 1,000 over last year, with 6,500 copies per month being distributed to individuals, community groups, libraries and community centres by 30 June 2001. Information was also included on the website.

To enhance information sharing and help build the capacity of women's groups, the office started developing a 'women's portal' website. Groups with a common interest in improving conditions for women in Western Australia were invited to be part of the planning for an online community serving women's interests.

The *Freedom from fear* website continued to receive local, national and international requests for copies of campaign materials.

*FYI: Female young and independent*, a guide for young women wanting economic independence, was developed in response to community need. This kit, providing young women with information on options available in areas of education, employment, money management and relationships and finance, was extremely well received.

The domestic violence prevention unit updated information products on the effects of family and domestic violence on women, men and children, and developed a media kit for regional domestic violence committees.

## Family and domestic violence

The government committed significant resources to respond to domestic violence and its impact on all members of families.

The office's domestic violence prevention unit continued with responsibility for coordinating an across government response to family and domestic violence.

The domestic violence prevention unit was responsible for the across government coordination of the response on domestic violence. The unit provided executive support to the action plan implementation committee and continued to coordinate a range of strategies to enhance collaboration between committee agencies.

During 2000/2001 this included participation on the taskforce for the commonwealth *Partnerships against domestic violence* and project management groups. The evidence based research emerging from *Partnerships* is contributing to the development of policies and services for those affected by domestic violence.

Members of the Action Plan Implementation Committee (APIC) continued to identify areas for further attention, including the strengthening of central and regional structures, improved sharing of information and increased collaboration to ensure victims are protected.

Committee member agencies also assisted with statewide consultations for the development of the draft Aboriginal family violence strategy. The committee initiated a public forum on research based learning and its impact on policy and planning.

A significant outcome in 2000/2001 was continuation of the successful long term *Freedom from fear* campaign against domestic violence.

The campaign targeted male perpetrators and those at risk of perpetrating domestic violence with the aim of getting them to change their behaviour. Research

guided the campaign's implementation and future directions. Early evaluations indicated some considerable success in changing community attitudes to family and domestic violence.

Television, radio and print advertisements encouraged men at risk of perpetrating domestic violence to seek help from the men's domestic violence helpline which received 3,052 calls during 2000/2001.

An evaluation was undertaken to maximise the effectiveness and coordination of regional domestic violence strategies, currently provided through 16 regional domestic violence committees (see appendix 8).

The office undertook statewide consultations with Aboriginal communities and representatives to inform the development of an Aboriginal family violence strategy. This was based on recognition of the need for government and non government organisations and communities to work together to address family violence.

## Research

During 2000/2001 topics progressed by the Australian and New Zealand advisers for women's interests included the economic status of women, impact of microeconomic reform, women in leadership, balancing work and family, women as consumers (why women pay more), violence against women and women's information needs.

Jennifer Barnard and Mescal Stephens were jointly awarded the Edith Cowan Western Australian Women's Fellowship in 2000 enabling them to undertake study tours to benefit Western Australian women.

Jennifer investigated practice models and research dealing with early intervention recovery work with traumatic stress survivors and their families. Her work has application for people working with victims of domestic violence and those working with refugees.

Mescal studied workplace bullying and best practice strategies to deal with the issue on an individual and organisational level.

The office commissioned the Women's Economic Policy Analysis Unit at Curtin University of Technology to conduct research into retirement incomes for women. The research highlighted the inadequacies of the current system with its focus on superannuation to fund women's retirement. Further work will be done in collaboration with key stakeholders to examine implications of the research in terms of policy development, changes to the current system and implementation of new strategies to take into account women's broken work patterns.

As part of the process of developing better gauges of progress, Curtin University of Technology was contracted to further investigate the development of gendered social indicators suitable for Western Australia. A series of affinity groups was held to determine what people in the community thought were key areas of concern where indicators of progress could be developed.

The domestic violence prevention unit began a collaborative project with Edith Cowan University and the Centre for Research for Women to look at workplace responses to domestic violence. The project will investigate the needs of employers and employees with regard to domestic violence in the workplace, and develop strategies to meet these needs.

Research was commissioned to investigate barriers and enablers for country men seeking help to change their behaviour with regard to domestic violence. It sought to identify the impact of the *Freedom from fear* campaign against domestic violence on Aboriginal and culturally and linguistically diverse communities.

Consultants were contracted to identify tools for evaluating behaviour change programs and how to use these tools to evaluate perpetrator programs in the metropolitan area.

## Capacity building initiatives

The Women's Policy Office continued to adopt a collaborative approach in working with government and non government agencies to improve the status of women and reduce family and domestic violence.

The support and assistance of regional development commissions enhanced regional consultations. This ensured local ownership of issues and solutions.

The 16 regional domestic violence committees, with membership from government and non government agencies, were critical to ensuring the regional coordination of domestic violence services.

A partnership with the Office of Aboriginal Economic Development resulted in a series of seminars in remote areas for Aboriginal women interested in exploring business options.

The office worked in conjunction with women's organisations to ensure success of the new Women's Centre in Irwin Street. The office also collaborated with its counterparts in other states and territories on a range of projects to improve the status of women across Australia.

A key area of concern was the representation of women in positions of leadership and authority. The office collected information on the effectiveness of strategies implemented in other states to improve the representation of women in such positions. Reports on this work were provided to the review of government boards and committees.

# Office of Youth Affairs

## **Vision, mission and goals**

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### **Vision**

A community that acknowledges and values young people.

The office encourages society to value young people and to recognise their achievements, contributions and potential. It acknowledges the challenges that young people face in a complex world and strives to provide as many opportunities as possible for them to become active, involved and responsible citizens.

### **Mission**

To promote the development and potential of young people.

### **Goals**

- To develop, coordinate and implement youth policy initiatives and programs across the government and non government sectors.
- To improve access to information and links to community resources for youth.
- To advocate on behalf of young people



# Customer profile

Young people aged between 12 and 25 years constitute 21 percent of the population of Western Australia. They come from a diverse range of cultural backgrounds, with four percent being of Aboriginal origin and 19 percent born overseas.

Surveys conducted by the office indicate they are better informed than previous generations and want to have their say and be involved in decisions. They believe they are entitled to have a voice on issues which directly affect them.

Today's young people have concerns about a range of issues including the environment, youth suicide, drug and alcohol issues and the breakdown of the family unit.

Young people want recognition that there are many outstanding young citizens in the community and the vast majority have a very optimistic view of the future and how they can contribute.

# Ways of working

The office applied the following principles to underpin its work:

## **Access and opportunity**

Young people should have access to a range of opportunities, services and resources which will assist them in reaching their full potential.

## **Participation**

Young people are encouraged to actively participate in positive and meaningful ways, especially in relation to decision making on issues significant to them.

## **Respect, rights and responsibilities**

Young people are valued and respected as individuals who should be treated fairly and with integrity, and given the opportunity to further develop their potential to contribute to society in a responsible way.

## **Coordination**

Better coordination of services for young people throughout the community.

# Office of Youth Affairs report on outputs

## Output 7: Youth policy development and coordination

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### Aim

- To develop, coordinate and implement youth policy initiatives and programs across the government and non government sectors
- To improve access to information and links to community resources for youth
- To advocate on behalf of young people

### Strategies

- Across sector coordination and collaboration
  - Information dissemination to young people
  - Continued development of the positive image of young people
  - Provision of policy advice and research for the Minister
  - Involvement of young people in decision making on youth policy and programs
- 

### Coordination and collaboration

In December 2000 the office launched *Action: a state government plan for young people, 2000-2003*. The plan provided a whole of government perspective on young people, their issues and concerns, and enhanced the coordination and delivery of services to young people in the community.

Regional youth development officers assisted with the promotion and coordination of youth programs and issues in regional Western Australia.

The role of the officers was to increase awareness of youth issues in local communities and promote a positive image of young people at the local level.

Officers provided the regions with a point of reference for disseminating information on youth related issues and ensured a cohesive and coordinated approach to youth services. The three regions serviced by the officers were Goldfields/Esperance, South West (two part time officers) and the Kimberley.

Metropolitan and country youth coordinating networks continued to be established to support existing service providers through access to a statewide coordination and information network. Twenty three networks were established under 21 service agreements to facilitate better communication and coordination at the local level.

### WA Youth Awards Showcase

The annual showcase continued to enable young Western Australians to receive recognition for their achievements and contribution to the community. The program had three streams of awards:

- Youth Minister's Positive Image Award for secondary school students
- WA Youth Media Awards recognising excellence in media reporting on youth issues
- WA Youth Awards offering recognition to young achievers in seven categories.

The showcase attracted widespread publicity and significant sponsorship support. Appendices 5 and 6 show sponsors and winners respectively.

### Youth media survey

In a statewide survey of young Western Australians respondents identified the three major issues of concern as being drugs and alcohol, the environment and the future of the family. The 13,000 respondents helped determine the main themes for *Action: A State Government Plan for Young People, 2000-2003*.

## Youth consultation

In partnership with local government, the office continued to establish a network of youth advisory councils throughout the state. At 30 June 2001 there were 98 councils operating and another seven local governments had indicated an interest in establishing councils.

Youth advisory councils were hosted and supported by local government in their area which provided meeting facilities and some secretarial support. Councils met monthly and forwarded information through the Office of Youth Affairs to the Minister.

Regional youth advisory council coordinator conferences were held throughout Western Australia. Workshops dovetailed with corresponding youth coordinating network meetings, maximising the exchange of information and coordination of programs and resources in the regions.

Youth advisory council regional workshops were conducted to bring together members of youth advisory councils within a region to discuss issues relevant not only to their particular area but to other councils. Guest speakers and practical exercises were included to ensure young people benefited from the workshops and took ideas back to their councils.

A youth advisory council conference called YAC Attack was held in Perth in December 2000. Twenty five coordinators and 150 Youth Advisory Council members gathered to workshop the eight major issues identified in the Youth Media Survey conducted in April 2000.

## Output 8: Youth programs and initiatives

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### Aim

- To develop, implement and evaluate programs and initiatives which address the needs of young people

### Strategies

- Expansion and consolidation of youth development programs, initiatives and services
  - Evaluation to ensure programs and initiatives are effective, efficient and meet the needs of young people
- 

### Cadets WA

Cadets WA continued as a major youth development initiative to provide young people with an opportunity to develop self esteem, teamwork, self confidence, leadership and a sense of community service.

At 30 June 2001 more than 160 cadet units were operating throughout Western Australia involving over 7,500 cadets and 500 adult instructors.

In October 2000 the office staged the third annual Youth Training Scheme (Cadets WA) Conference. Approximately 125 adult instructors participated in the two day conference which showcased best practice and innovation.

### Leadership WA

Leadership WA was developed as a college of excellence promoting the development of leadership skills in young people and those adults involved in the youth sector. Certificate courses were targeted at young people and those involved in youth development activities through secondary schools and youth organisations. Additionally, a national framework for the formal recognition of leadership competencies across the Naval Reserve Cadets was negotiated. In December 2000 Leadership WA was transferred to Challenger TAFE.

### Youth development service

Grants totalling \$1.2 million were provided to 23 community based organisations for the provision of services to young people. The services offered

opportunities for young people to develop leadership, lifeskills and teamwork through activities, events and experiences.

### Youth Grants WA program

Funding was made available for innovative projects which encouraged youth participation and provided services and facilities for young Western Australians. The program consisted of three different types of grants.

Youth participation and service grants of up to \$5,000 were offered to individuals and eligible community organisations to encourage young people to participate in innovative and challenging community projects and activities. The grants were also for developing services and facilities to achieve these outcomes.

Priority was given to proposals where the grant was not the sole source of funding and where the local youth advisory council had been involved in developing the proposal.

Skate facilities grants were designed to assist local governments provide well designed, safe and accessible skate park facilities. Grants of up to \$10,000 per facility were available towards construction costs.

In December 2000 the Gurd Extreme Games, a state skate competition, was held in conjunction with Rockingham Police and Citizens Youth Club and partly funded by the Office of Youth Affairs.

Roadsmart (Youth Road Safety Initiatives) grants were newly established as a pilot program to engage

young people in road safety efforts at the local level. The vision of the Young Road Users Taskforce was to minimise road crashes as a major cause of death and injury to young people in Western Australia.

## **Centenary of Federation**

In 2000 the office applied to the National Council for the Centenary of Federation for funding to hold the only 'youth focused' Centenary of Federation centrepiece event in the nation. The office was successful in acquiring funding for this purpose.

The Centenary of Federation National Conference of Young People will be held in September 2001 along with a series of week long Youth Festivals in Art, Music, Science and Technology, Environment, Sport and Film.



# Reporting

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Output based management measures	78
Performance indicators	85
Financial statements	107
Appendices	133

# Output based management measures

## Family and Children's Services

### Output 1: Family and individual support

	2000/01 Target	2000/01 Actual
<b>Quantity</b>		
Customer contacts for parenting information	189,375	206,002 <sup>a</sup>
Parent skilling cases	5,085	5,566 <sup>b</sup>
Youth lifeskills case equivalents	6,520	10,451 <sup>c</sup>
Family and individual support case equivalents	9,895	9,283
Child concern reports	4,320	3,747 <sup>d</sup>
<b>Quality</b>		
Customers satisfied with parenting information provided	95%	100%
Customers satisfied with parent skilling services	95%	100%
Customer satisfaction with youth lifeskills services	90%	99%
Customer satisfaction with family and individual support services	95%	99%
See timeliness for child concern report quality		
<b>Timeliness</b>		
Customers satisfied with timeliness of provision of parenting information services	95%	100%
Customers satisfied with timeliness of provision of parent skilling services	80%	98%
Customers satisfied with timeliness of youth lifeskills services provided	80%	91%
Customers satisfied with the timeliness of family and individual support services provided	80%	93%
Child concern reports where assessment began within priority timeframes	100%	95%
<b>Cost</b>		
Average cost per parenting information contact	\$22	\$27
Average cost per parent skilling case	\$1,783	\$1,415
Average cost per youth lifeskills case equivalent	\$1,502	\$850
Average cost per family and individual support case equivalent	\$2,995	\$3,240
Average cost per child concern report assessment	\$1,218	\$1,850
<b>Key effectiveness indicators</b>		
Customers who have increased their knowledge and skills	95%	93%
Customers who indicate they are confident they will manage well in the future	90%	95%

#### Notes

- a Variation is due to increased activity in some parenting information centres.
- b Variation is due to two new Parent Link home visiting services and two new Best Beginnings intensive home visiting services.
- c Variation is due to expansion and refinement of data collection processes.
- d Variation is due to a number of factors including changes to data collection methodology which is being reviewed and the impact of the department's increased focus on prevention services.



## Output 2: Child and family safety

	2000/01 Target	2000/01 Actual
<b>Quantity</b>		
Child maltreatment allegations	2,490	2,828 <sup>a</sup>
Care and protection applications	265	263
Intensive family support and treatment cases	6,257	7,492 <sup>b</sup>
Supported accommodation cases	12,270	13,234 <sup>ab</sup>
Financial assistance and counselling case equivalents	14,950	15,683 <sup>a</sup>
Disaster responses	25	17 <sup>c</sup>
<b>Quality</b>		
Cases where interagency contact occurred following facilitation by the Child Protection Services Register	100%	<sup>d</sup>
Successful care and protection applications	100%	99%
Customer satisfaction with intensive family support and treatment services	95%	95%
Customer satisfaction with supported accommodation services	95%	96%
Customer satisfaction with financial assistance and counselling services	95%	98%
Participant satisfaction with disaster response training	80%	77% <sup>e</sup>
<b>Timeliness</b>		
Investigations of allegations of child maltreatment which began within priority timeframes	100%	91%
Cases where care and protection applications were lodged with the Court within three working days of the apprehension of a child	95%	89%
Customers satisfied with the timeliness of intensive family support and treatment services	95%	93%
Customers satisfied with the timeliness of financial assistance and counselling	80%	98%
Emergencies responded to within set time frames	100%	100%
<b>Cost</b>		
Average cost per child maltreatment allegations	\$2,039	\$2,485
Average cost per care and protection application	\$10,768	\$10,846
Average cost per intensive family support and treatment case	\$1,522	\$1,517
Average cost per supported accommodation case	\$1,912	\$1,762
Average cost per financial assistance and counselling case equivalent	\$682	\$653
Average cost per disaster response	\$164,723	\$106,951
<b>Key effectiveness indicators</b>		
Customers who have increased their knowledge and skills	95%	91%
Customers who indicate they are confident they will manage well in the future	80%	92%
Children with a substantiated report of maltreatment who do not have a further substantiated incident of abuse within 12 months	90%	88%

### Notes

- a Variation is due to higher than expected demand.
- b Variation is due to refinement of data collection processes.
- c Variation is due to a lower than expected demand.
- d This quality measure is no longer used
- e This quality measure is based on a small sample.

## Output 3: Care for children

	2000/01 Target	2000/01 Actual
<b>Quantity</b>		
Child placement weeks	75,000	79,540 <sup>a</sup>
Children's services supported	1,720	1,719
<b>Quality</b>		
Children departmentally placed who have had a total of three or fewer placements	90%	91%
Aboriginal children placed with Aboriginal carers or services which employ Aboriginal carers	85%	87%
Customer satisfaction with supported provided to children's services	80%	80%
<b>Timeliness</b>		
Quarterly case reviews for children in care available on time	90%	88%
Customer satisfaction with the timeliness of support provided to children's services	80%	81%
<b>Cost</b>		
Average cost per child placement week	\$557	\$537
Average cost per supported service	\$3,182	\$2,654
<b>Key effectiveness indicators</b>		
Children abused in care by carers	0%	0.52%
Substantiated complaints per licensed child care service	0.09%	0.06%
Substantiated complaints against which action was taken	100%	100%

### Notes

a Variation is due to a higher than expected demand.

## Family & Children's Policy Office

### Output 4: Family and children's policy development and coordination

	2000/01 Target	2000/01 Actual
<b>Quantity</b>		
Policy development and coordination projects	20	19 <sup>a</sup>
<b>Quality</b>		
Satisfaction of policy development and coordination project sponsors with the predetermined quality standards met	95%	100% <sup>bcd</sup>
<b>Timeliness</b>		
Policy development and coordination projects completed on time	95%	100% <sup>fg</sup>
<b>Cost</b>		
Average cost per policy development and coordination project	\$52,400	\$55,203
<b>Key effectiveness indicators</b>		
Customer satisfaction with service policies and practices	80%	78%
Customer satisfaction with workplace policies and practices	80%	64%

### Notes

- a Several planned projects relating to the implementation of the five year plan for families and children were not implemented after a change in government policy in early 2001. Resources not used in these projects (~\$49,360 salaries) were put towards the establishment of the new Department for Community Development, which was not directly related to this output.
- b Required quality standard: assessed to meet 12 or more of 17 predetermined quality standards at least substantially. For 2000/2001 projects were required to meet 17 quality standards, three more standards than the previous year. This year is the first full year of operation of the project management system.
- c Quality standards with the highest average rating were monitored appropriately and on budget.
- d Quality standards with the lowest average rating were approved budget, customer satisfaction and clearly stated objectives.
- e The mean rating across all quality project management standards and projects was 3.7, indicating that, on average, projects at least substantially met quality standards. Average quality ratings for individual projects ranged from 3.1 to 4.0.
- f Completed on time if project is assessed to have at least substantially met timeliness standard.
- g Four point rating scale: fully met, substantially met, partly met, did not meet. Project directors assessed the degree to which the 17 project management standards were met using this rating scale and giving reasons for each rating.

## Office of Seniors Interests

### Output 5: Positive ageing

	2000/01 Target	2000/01 Actual
<b>Quantity</b>		
Research projects conducted, topic sheets and policy and discussion papers produced	43	30 <sup>a</sup>
Ministerial items actioned	1,200	818 <sup>b</sup>
Seniors Cards managed	200,000	197,409 <sup>c</sup>
Services and activities provided	4	4
Organisations in all sectors who receive funding	1	3 <sup>d</sup>
Issues addressed through joint ventures and partnerships	18	13 <sup>e</sup>
Promotional, educational and other initiatives including Seniors Week	8	12 <sup>f</sup>
<b>Quality</b>		
Satisfaction of key stakeholders with research projects conducted, topic sheets and policy and discussion papers provided	85%	53% <sup>g</sup>
Ministerial satisfaction	5 of 5	5 of 5 <sup>h</sup>
Client satisfaction with Seniors Card	80%	85% <sup>i</sup>
Participant satisfaction with delivery of services and events	80%	94% <sup>j</sup>
Client satisfaction with funding administration	80%	100% <sup>k</sup>
Satisfaction of partners with their working relationship with the office	80%	100% <sup>l</sup>
Extent to which the initiatives improve awareness of the value of older persons	75%	78% <sup>m</sup>
<b>Timeliness</b>		
Research projects, topic sheets and policy and discussion papers provided within the prescribed time schedule	100%	95% <sup>n</sup>
Ministerials provided within the agreed time schedule	95%	95%
Seniors Cards issued within specific timelines	100%	70% <sup>o</sup>
Services and events delivered within contracted timelines	100%	100%
Organisations who receive funding within agreed timelines	100%	67% <sup>p</sup>
Promotional, educational and other initiatives completed within specified timeframe	100%	100%
<b>Cost</b>		
Average cost of providing policy, advice, research and information per item	\$19,039	\$31,247 <sup>q</sup>
Average cost of Ministerial item actioned	\$362	\$166 <sup>r</sup>
Cost of supporting the Seniors Ministerial Advisory Committee	\$98,334	\$94,657 <sup>s</sup>
Average cost of managing Seniors Card program per card	\$3.65	\$2.87 <sup>t</sup>
Average cost of services and activities	\$30,003	\$25,079 <sup>u</sup>
Average cost of funding program per organisation	\$120,505	\$119,873
Average cost of developing joint ventures and partnerships	\$11,654	\$15,852 <sup>v</sup>
Average cost of promotional, educational and other initiatives	\$128,164	\$101,436 <sup>w</sup>

#### Key effectiveness indicators

Proportion of seniors who report that they feel valued and/or respected by the community	78% <sup>x</sup>
Proportion of people who consider ageing to be a positive and/or productive stage of life	64% <sup>x</sup>
Proportion of stakeholder organisations that report that an Office of Seniors Interests initiative has assisted them to appropriately plan to meet the needs of the ageing population	82% <sup>y</sup>

#### Notes

- a Decrease in the number of research projects conducted, topic sheets and policy and discussion papers produced was due to greater resources being required to undertake more intensive, larger scale projects.
- b Number of ministerial items actioned more accurately reflects post International Year of Older Persons activity and is line with prior years.
- c Total number of Seniors Card holders at 30 June 2001 was 203,520. The total number of cards shown is based on the average number of cards managed throughout the year.
- d Increase in the number of organisations funded was due to one funded organisation being more appropriately classified as a funded organisation rather than a joint venture and a new government initiative for carers as a result of the strategies outlined in the Carers Policy.
- e Several joint ventures that were expected to continue from the previous year did not and this resulted in a decrease in numbers.
- f Increase in the number of promotional and educational initiatives is due to a refinement of the definition of what constitutes a project.
- g This figure is based on 60 respondents who provided feedback on the document *A new age for business*. The survey of respondents was conducted six months after the document was launched. The low percentage reflects the fact that many respondents could not remember reading the document or remember it clearly enough to comment on it. Members of the Seniors Ministerial Advisory Committee were also surveyed to measure their satisfaction with the office's provision of information and policy advice. All respondents were very satisfied or satisfied.
- h Level of Ministerial satisfaction in the form of policy advice, preparation of briefing notes and other ministerial correspondence, provision of information and research, promotion of positive ageing, development and implementation of new initiatives, delivery of programs and services, public communication tools, and extent of community liaison. All of these were rated five out of five.

- i Information for this measure was obtained by mailing out questionnaires to 1,600 Western Australian Seniors Card holders. Eighty five percent of card holders who responded (45 percent response rate) reported they were satisfied with the card.
- j Information for this measure was obtained by surveying both senior volunteers and participants in the Helping Hands program funded by the office and run by Anglicare. Ninety four percent of volunteers reported they were very satisfied or satisfied with how the program was run. Eighty four percent of the individuals receiving the service reported they were very satisfied or satisfied with the service they received.
- k Information was based on feedback from two of the three non government organisations which were funded in this period. Both were satisfied with the way the office administered their funding.
- l Feedback was sought from 15 partners (for 13 activities) regarding their satisfaction with their working relationship with the office. All of the partners were satisfied with their working relationship with the office. Four were very satisfied and nine were satisfied.
- m Measure was obtained from the 2001 Community Attitudes Survey and also refers to information gathered in Seniors Week 2000 survey.
- n Priorities for some projects were changed during the year and completion dates for low priority projects were extended into 2001/2002.
- o January, February and June 2001 were times of increased activity due to the new Seniors Card concessions. The normal turn around period of seven days was not met for these months. No additional resources were provided.
- p One of the three services was not funded on time as a result of protracted discussions regarding service specification details.
- q Greater resources were required to undertake projects of a more intensive and larger scale.
- r Decrease in the cost of Ministerials was due to streamlining of Ministerial processes.
- s Decrease in the cost of supporting the Seniors Ministerial Advisory Committee was due to the ceasing of operations prior to the end of the financial year.
- t Decrease in expenditure was due to the delay in the launch of the *Seniors Card discount directory*.
- u Decrease in expenditure was due to a renegotiation of a contract and a change in funding structure.
- v Greater resources were required to undertake projects of a more intensive and larger scale.
- w Scope of the projects required less resources, therefore decreased costs.
- x Information was obtained from the 2001 Community Attitudes Survey. Only the seniors (N=256) were asked this question. Seventy eight percent said they felt respected and/or valued. All respondents (N=509) were asked the question whether they felt ageing was a productive and/or positive stage of life. Sixty four percent said it was positive and/or productive.
- y This information was obtained from the Grants for Local Councils evaluation report 2000. Eighty two percent of respondents reported they were assisted to a large or a reasonable extent to plan. The remaining 18 percent stated they were assisted in planning to some extent.

## Women's Policy Office

### Output 6: Policy advice, strategic initiatives and coordination to make a positive difference to WA women and reduce domestic violence

	2000/01 Target	2000/01 Actual
<b>Quantity</b>		
Number of advice and information services provided	4	4
Number of strategic initiatives undertaken	4	4
Number of capacity building initiatives administered	5	5
<b>Quality</b>		
Extent to which the Minister, other government agencies and key women's groups are satisfied with the services received	75%	75%
Extent to which the Minister and other government agencies and key women's groups are satisfied with the office's contribution to advancing the status of women and coordination of the Domestic Violence Action Plan	75%	76%
Extent to which grant and funding recipients are satisfied with the office's administration according to criteria	70%	60%
<b>Timeliness</b>		
Proportion of requests for information and advice from the Minister provided on time	100%	91%
Milestones completed within agreed timeframes	70%	85%
Proportion of payments provided to domestic violence service agreements on time	75%	98%
<b>Cost</b>		
Cost per information/advice service		\$309,646
Cost per strategic initiative		\$470,627
Average cost of capacity building initiatives		\$344,268
<b>Key effectiveness indicators</b>		
Extent to which the office assisted government agencies to respond to the needs of their women customers		63%
Extent to which the office has assisted selected government agencies to respond to the needs of women, men and children affected by domestic violence		50% <sup>a</sup>
Extent to which the office has assisted selected non government agencies to respond to the needs of women, men and children affected by domestic violence		63% <sup>b</sup>
<b>Notes</b>		
a Satisfaction of chief executive officers of lead government agencies with the contribution of the domestic violence prevention unit's coordination of the domestic violence action plan.		
b Satisfaction by selected non government agencies with the contribution of the domestic violence prevention unit to the elimination of family and domestic violence.		

## Office of Youth Affairs

### Output 7: Youth policy development and coordination

	2000/01 Target	2000/01 Actual
<b>Quantity</b>		
Youth policies developed	5	5
Units of strategic policy advice	1,000	745
<b>Quality</b>		
Quality of policy developed and coordination as assessed by stakeholders	80%	75%
Quality of policy advice assessed by Minister	80%	78%
<b>Timeliness</b>		
Policies and programs developed or coordinated within the agreed timeframes	100%	100%
Policy advice provided within timeframes set by Minister	85%	94%
<b>Cost</b>		
Average cost per policy developed and coordinated	\$126,000	\$120,000
Average cost per unit of strategic policy advice	\$1,020	\$1,020
<b>Key effectiveness indicator</b>		
The level of client satisfaction with the quality of youth policy provided and programs developed or delivered as assessed by survey	80%	75%

### Output 8: Youth programs and initiatives

	2000/01 Target	2000/01 Actual
<b>Quantity</b>		
Youth grant applications processed	315	250
Youth programs and initiatives developed, implemented and evaluated	12	13
<b>Quality</b>		
Satisfaction with grants program in promoting the development and potential of young people	80%	<sup>a</sup>
Satisfaction with youth programs and initiatives as assessed by stakeholders	80%	70%
<b>Timeliness</b>		
Applications processed within timeframes as specified in the application guidelines	80%	<sup>b</sup>
Programs and initiatives developed within agreed timeframes	100%	100%
<b>Cost</b>		
Average cost of administering the Youth Grants Program	\$1,090	\$1,090
Average cost per youth program developed, implemented and evaluated	\$472,000	\$490,629
<b>Key effectiveness indicators<sup>c</sup></b>		
The level of client satisfaction with the quality of youth programs developed and initiatives as assessed by survey - relevance		78%
The level of client satisfaction with the quality of youth programs developed and initiatives as assessed by survey - programs developed are appropriate to young people's needs		76%

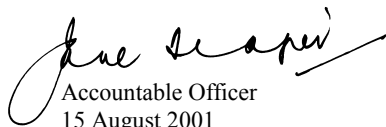
#### Notes

- <sup>a</sup> No specific question was asked regarding the grants program in 2000/2001 therefore no measure is available.
- <sup>b</sup> Applications processed by the Office of Youth Affairs within the timeframe as specified in the application guidelines. Immediately prior to, during and post the election period, there was a batch of grant recommendations that did not meet the timelines stipulated in the application guidelines. This was beyond the control of the office.
- <sup>c</sup> Level of client satisfaction with the quality of youth programs developed and initiatives as assessed by survey (and in particular the relevance to young people and the appropriateness of programs developed) were specific questions asked in the client survey for the first time in 2000/2001, therefore estimates are not available from the previous financial year.

# Performance indicators

## Certification of performance indicators

I hereby certify that the indicators are based on proper records and fairly represent the performance of the Department for Family and Children's Services for the financial year 2000/2001.



Accountable Officer  
15 August 2001

## Opinion of the Auditor General

To the Parliament of Western Australia

### DEPARTMENT FOR FAMILY AND CHILDREN'S SERVICES PERFORMANCE INDICATORS FOR THE YEAR ENDED JUNE 30, 2001

#### Scope

I have audited the key effectiveness and efficiency performance indicators of the Department for Family and Children's Services for the year ended June 30, 2001 under the provisions of the Financial Administration and Audit Act 1985.

The Director General is responsible for developing and maintaining proper records and systems for preparing and presenting performance indicators. I have conducted an audit of the key performance indicators in order to express an opinion on them to the Parliament as required by the Act. No opinion is expressed on the output measures of quantity, quality, timeliness and cost.

My audit was performed in accordance with section 79 of the Act to form an opinion based on a reasonable level of assurance. The audit procedures included examining, on a test basis, evidence supporting the amounts and other disclosures in the performance indicators, and assessing the relevance and appropriateness of the performance indicators in assisting users to assess the Department's performance. These procedures have been undertaken to form an opinion as to whether, in all material respects, the performance indicators are relevant and appropriate having regard to their purpose and fairly represent the indicated performance.

The audit opinion expressed below has been formed on the above basis.

#### Audit Opinion

In my opinion, the key effectiveness and efficiency performance indicators of the Department for Family and Children's Services are relevant and appropriate for assisting users to assess the Department's performance and fairly represent the indicated performance for the year ended June 30, 2001.



K O O'NEIL  
ACTING AUDITOR GENERAL  
October 15, 2001

# Indicators of effectiveness

## Outcome 1

Families and individuals *achieve self reliance* and are *skilled to care for their children*.

### Indicators of effectiveness

1.1 Percentage of customers who indicate they are confident they will manage well in the future

1.2 Percentage of customers who have increased knowledge and skills

This indicator encompasses the following services delivered to customers:

- parent skilling services
- parenting information services
- family and individual support services
- services for young people.

### 1.1 Percentage of customers who indicate they are confident they will manage well in the future

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

**Table 1.1.1**  
Percentage of customers who indicate they are confident they will manage well in the future

Survey details (2000/01)			Confidence (%)		
Survey name	Response rate	Number of respondents	1998/99	1999/00	2000/01
Family and individual support services	45.5%	898	88%	89%	95%

#### Notes

- Estimated population size 168,755.
- Sample selection: customers who received a service in March to April 2001 were invited to complete a confidential survey form which was forwarded to an independent market research company for analysis.
- Total survey sample size 1,291.
- The total survey results have a 95% confidence interval of  $\pm 2.72\%$ .
- Survey demographics: mean age 34; Aboriginal respondents 11% of sample; non English speaking background respondents 4% of sample; male respondents 19% of sample.

### 1.2 Percentage of customers who have increased knowledge and skills

These services aim to assist families to gain the knowledge and skills to provide optimal care for their children. Customers of these services are surveyed and report if they have increased their knowledge and skills as a result of receiving the service.

**Table 1.2.1**  
Customers who have increased knowledge and skills

Survey details (2000/01)			Confidence (%)		
Survey name	Response rate	Number of respondents	1998/99	1999/00	2000/01
Family and individual support services	45.5%	898	94%	96%	93%

#### Notes

- Estimated population size 168,755.
- Sample selection: customers who received a service in March to April 2001 were invited to complete a confidential survey form.
- Total survey sample size: 1,291.
- The total survey results have a 95% confidence interval of  $\pm 2.72\%$ .



## Outcome 2

Individuals and children are *protected from abuse in families* and are *supported through crisis* and where possible children remain with their families.

### Indicators of effectiveness

#### 2.1 Extent to which children are protected from abuse in families

##### a Rate of maltreatment in the population

##### b Percentage of children who are not the subject of resubstantiated maltreatment in 12 months

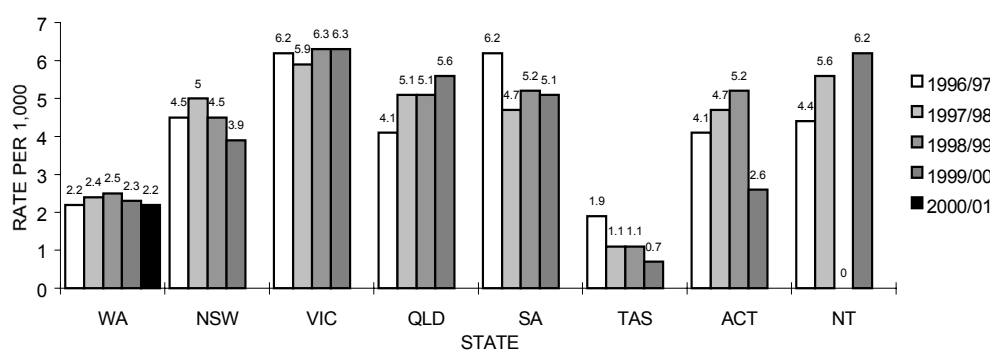
#### 2.2 Extent to which customers are supported through crisis

#### 2.3 Extent to which children remain with their families

### 2.1 Extent to which children are protected from abuse in families

#### a Rate of maltreatment in the population

Family and Children's Services seeks to impact the extent of child maltreatment occurring in the community through a range of preventive and protective services. An indicator of the level of child maltreatment is the rate of substantiated allegations of child maltreatment per 1,000 children.



**Figure 2.1.1**  
Rate of children aged zero to 16 years who were the subject of substantiated allegations of abuse per 1,000 children in the general population

#### Sources

AIHW Child Protection Australia 1999/2000

ABS Publication Population by Age and Sex June 2000 All States

ABS Publication Population by Age and Sex June 2000 WA

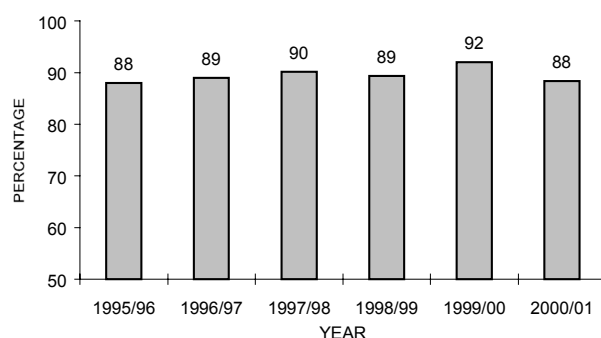
Report on Government Service Provision 1999 Volume 2 Table 13A.8; 2000 Volume 3 Table 14.3

#### Notes

- Rates are calculated by dividing the number of children aged zero to 16 years by the estimated resident population aged zero to 16 years at 31 December of each year multiplied by 1,000.
- Some of the differences between the states and territories are due to variations in policies and practices.

#### b Percentage of children who are not the subject of resubstantiated maltreatment in 12 months

The department is the government agency responsible for ensuring the safety of children who are the subject of allegations of child maltreatment. An indicator of how successfully the department is able to protect children from abuse in families is the extent to which substantiated abuse reported to the department is not followed by further substantiated abuse within the ensuing 12 month period.



**Figure 2.1.2**  
Percentage of children who are not the subject of resubstantiated maltreatment in 12 months

#### Note

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

## 2.2 Extent to which customers are supported through crisis

This indicator encompasses the following services delivered to customers:

- intensive family support and treatment
- supported accommodation
- financial assistance and counselling.

**Table 2.2.1**  
Percentage of customers receiving a crisis service who report feeling supported

Survey details (2000/01)			Felt supported (%)		
Survey name	Response rate	Number of respondents	1998/99	1999/00	2000/01
Crisis support services	31%	337	96%	97%	98%

### Notes

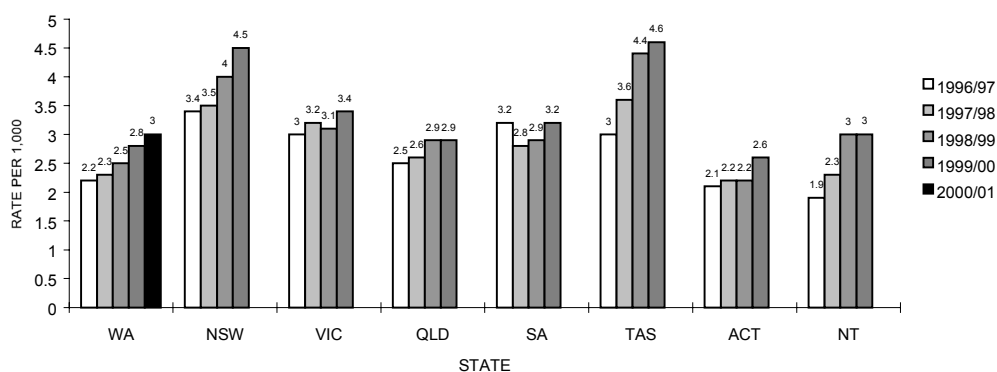
- Estimated population size 168,755.
- Sample selection: customers who received a service in March to April 2001 were invited to complete a confidential survey form.
- Total survey sample size 1,291.
- The total survey results have a 95% confidence interval of  $\pm 2.72\%$ .

## 2.3 Extent to which children remain with their families

### Rate of children in supported placements

Wherever possible Family and Children's Services and funded non government services work to prevent children being separated from their families. There are some circumstances, however, where children are placed in supported placements for reasons of safety or family crisis. Family and Children's Services seeks to reduce the proportion of children in the population who are in supported placements.

**Figure 2.3.1**  
Rate of children aged zero to 17 years in supported placements



### Sources

ABS Publication Population by Age by Sex 30 June 2000, All States  
ABS Publication Population by Age by Sex 30 June 2000, Western Australia  
AIHW Child Protection Australia 1999/2000

### Notes

- This data includes children placed with extended family but not with parents or guardians.
- Children in youth refuge accommodation are not included in the data.
- The data is based on a census on 30 June each year.
- Northern Territory data for 1999 which was not available at the time of publication of the 1999/2000 performance indicators was subsequently made available and is included here.
- Data for other states for 2000/2001 will not be available until February 2002

## Outcome 3

Children whose placement has been approved by the department or who are under the guardianship of the director general, or who are in child care, *receive quality care*.

### Indicator of effectiveness

#### 3.1 Extent to which quality care is provided

- a Percentage of children in supported placements with extended family members
- b Stability of placements of children in care
- c Cultural appropriateness of children in care
- d General appropriateness of care: rate of substantiated maltreatment of children in care by carers
- e General appropriateness of care: number of substantiated complaints per licensed child care service

### 3.1 Extent to which quality care is provided

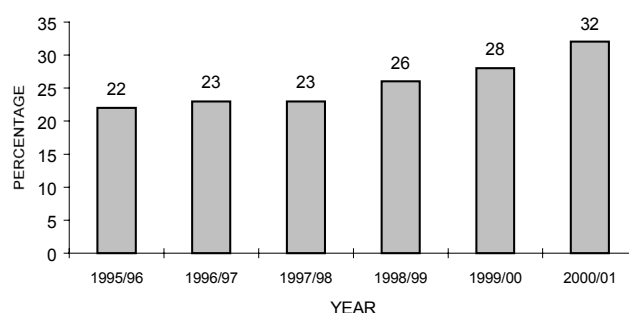
Quality care is defined as having three key elements:

- maintenance of contact with family
- stability of placement
- cultural and general appropriateness of care.

Evidence of performance in each of the three key elements is provided below.

#### a Percentage of children in supported placements with extended family members

When children need to be placed away from their parents or guardians Family and Children's Services seeks to maintain children within their family context by placing them with extended family members where possible and appropriate.



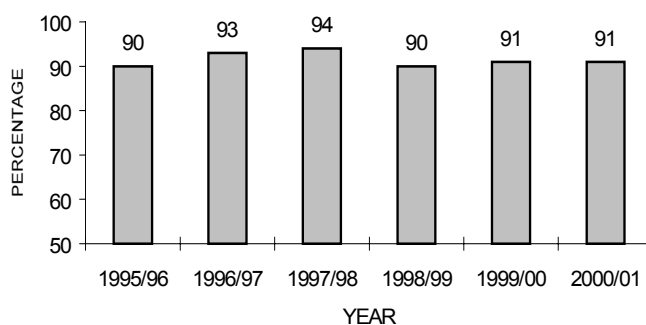
**Figure 3.1.1**  
Percentage of those children aged zero to 17 years in supported placements on 30 June with extended family members

#### Note

- This data includes children placed with extended family but not with parents or guardians.

#### b Stability of placements of children in care

Stability of placement for all children in care is important for their emotional wellbeing. Three placements within a year of entering care is the national benchmark as often an emergency placement is made followed by a short term placement while family options are considered. When longer term alternative care is necessary a third placement may be required. For some children additional placements are unavoidable to enable them to access specialised services such as therapeutic, education and medical services.



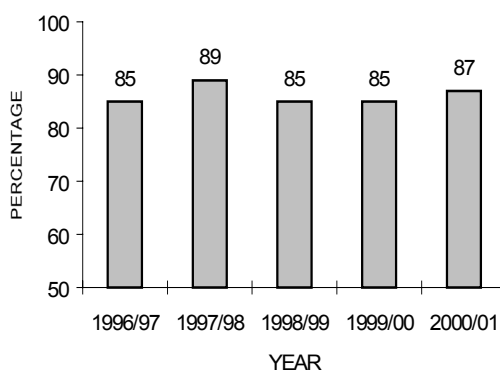
**Figure 3.1.2**  
Percentage of children entering department care with three or fewer placements in the following 12 months

**c Cultural appropriateness of care: rate of placement of Aboriginal children with family members or Aboriginal carers**

Placing children in an environment which values their cultural background is important for the development of a child's sense of self and family origins. The department has developed Aboriginal child placement principles to achieve this for Aboriginal children and their families.

If an Aboriginal child is unable to be placed with a family member or an appropriate Aboriginal carer, the director general of the department must grant approval for the placement.

**Figure 3.1.3**  
Percentage of  
Aboriginal children  
in care on 30 June  
who were placed  
with family  
members or  
Aboriginal carers



**Notes**

- The Aboriginal child placement principles recommend placement with extended family or, where this is not possible, with Aboriginal carers.
- A large number of Aboriginal placements with non Aboriginal carers or non relatives approved by the director general are emergency/short term placements.

**d General appropriateness of care: rate of substantiated maltreatment of children in care by carers**

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

**Table 3.1.1**  
Percentage  
of children  
abused by carers

	1995/96	1996/97	1997/98	1998/99	1999/00	2000/01
Children abused in care	0.89%	0.48%	0.34%	0.34%	0.13%	0.52%

**e General appropriateness of care: number of substantiated complaints per licensed child care service**

The department endeavours to ensure quality care for all children in licensed child care services. One measure of the quality of that care is the rate of substantiated complaints per child care service.

**Table 3.1.2**  
Number of  
substantiated  
complaints per  
licensed service

	2000/01
Substantiated complaints per service	0.0574

**Note**

- This is a new indicator.

## Outcome 4

Improve the wellbeing and promote the interests of Western Australian families and children

### Indicators of effectiveness

4.1 Extent to which families and children are satisfied with customer service in business, government and community sectors

4.2 Extent to which families and children are satisfied with workplace policies and practices

These indicators are intended to reflect the impact of *family friendly policies and practices*, that is in the interests of families and children. The Family & Children's Policy Office has worked towards the implementation of policies which promote services which families experience as better meeting their needs as customers; and workplaces which are more responsive to the family care responsibilities of their employees. These changes in customer services and workplaces will benefit the wellbeing of families and children in Western Australia.

Effectiveness is measured by the extent to which families and children are satisfied with workplace policies and practices and customer service in business, government and community sectors.

### 4.1 Extent to which families and children are satisfied with customer service in business, government and community sectors

Sector	Survey details (2000/01)		1999/00		2000/01		Table 4.1.1 Satisfaction with overall family friendliness of customer services
	Response rate	Number of respondents	Very satisfied	Satisfied	Very satisfied	Satisfied	
Business	51%	507	33%	52%	25% <sup>1</sup>	53% <sup>1</sup>	
Government (includes both state and commonwealth services)	48%	483	29%	39%	21% <sup>1</sup>	45% <sup>1</sup>	
Local government	48%	482	38%	46%	30% <sup>1</sup>	52% <sup>2</sup>	
Community	36%	358	49%	41%	40% <sup>2</sup>	47% <sup>2</sup>	

#### Notes

- These figures were obtained from a statewide telephone survey (N=1,000) of Western Australians aged 20 years and over (population size approximately 1.216 million at 1996 census). The sample was selected by computer generated random digit dialling. Proportional quotas were imposed for age, gender and country/metro residence. All respondents had either lived in WA at least six months and had at least one family member in WA for five years or they had lived in WA for five years.
- Figures reported above exclude those who responded that the question was not applicable to them. Due to deliberate differences between sampling criteria for 2000/01 and 1999/00, the previous year's sample was re-weighted for gender, age and location to ensure the comparability of the two samples. This has resulted in minor differences between the 1999/00 satisfaction levels reported here and those reported last year.
- Satisfaction level was assessed using a six point scale from very satisfied to very dissatisfied. The third and fourth points (slightly satisfied and slightly dissatisfied) were taken to indicate a neutral response. The number rating each service sector varied because some respondents did not consider that type of service relevant to them.

<sup>1</sup> This result has a confidence interval of  $\pm 4\%$

<sup>2</sup> This result has a confidence interval of  $\pm 5\%$

### 4.2 Extent to which families and children are satisfied with workplace policies and practices

	Survey details (2000/01)		1999/00		2000/01		Table 4.2.1 Satisfaction with family friendliness of workplace policies and practices
	Response rate	Number of respondents	Very satisfied	Satisfied	Very satisfied	Satisfied	
Employer flexibility regarding changing work arrangements (employed carer's perception)	27%	269	53%	17%	48% <sup>1</sup>	17% <sup>2</sup>	
Employer flexibility regarding carer changing their work arrangements (dependent's perception)	Not asked in 2000/01						
Family care facilities at the workplace (carer's perception)	16%	161	32%	31%	19% <sup>1</sup>	34% <sup>3</sup>	
Employer encourages employee to meet family responsibilities (carer's perception)	24%	243	45%	30%	39% <sup>1</sup>	30% <sup>1</sup>	

#### Notes

- Data in this table comes from the same survey of Western Australians referred to in the table above.
- Due to differences between sampling criteria for 2000/2001 and 1999/2000, the previous year's sample was re-weighted for gender, age and location to ensure the comparability of the two samples. This has resulted in minor differences between the 1999/00 satisfaction levels reported here and those reported last year.
- The first measure in the table has been converted from a six point rating scale from very easy to very difficult. Other measures used a six point satisfaction scale as described in the table above.

<sup>1</sup> This result has a confidence interval of  $\pm 6\%$ .

<sup>2</sup> This result has a confidence interval of  $\pm 5\%$ .

<sup>3</sup> This result has a confidence interval of  $\pm 8\%$ .

## Outcome 5

A community where seniors are valued and respected, where ageing is seen as a positive and productive stage of life and where the community appropriately plans for the ageing of its population.

### Indicators of effectiveness

- 5.1 Proportion of seniors who report that they feel valued and/or respected by the community
- 5.2 Proportion of people who consider ageing to be a positive and/or productive stage of life
- 5.3 Proportion of general community members which report that they have already done or are doing something about planning for their own senior years
- 5.4 Proportion of stakeholder organisations which report that an Office of Seniors Interests initiative has assisted them to appropriately plan to meet the needs of the ageing population

The Office of Seniors Interests developed a new outcome statement during 2000/2001 to more accurately reflect the purpose of the office and its impact on the community. Therefore this new outcome has been used for the reporting of performance indicators in the 2000/2001 reporting year.

### 5.1 Proportion of seniors who report that they feel valued and/or respected by the community

The Office of Seniors Interests takes a lead role in advocating improvements in the lives of Western Australian seniors. The office promotes the concept of positive ageing and improved community attitudes towards older people in line with the priorities outlined in the state government's election commitments.

While responsibility for changing community attitudes towards older people and increasing the status of seniors rests with the whole of government and the community, the office considers it is the appropriate authority to collate and report such data.

**Table 5.1.1**  
Proportion of

seniors who  
report that they  
feel valued and  
respected by the  
community

Proportion of seniors who report that they feel valued or very valued  
by the community

2000/01

56%

Proportion of seniors who report that they feel respected or very  
respected by the community

73%

### Source

2001 Community Attitudes Survey 2001, Office of Seniors Interests

### Notes

- Population for this indicator is all people in WA aged 60 years and over, 273,255.
- Sample selection: an independent market research company was instructed to randomly draw names from the White Pages telephone book until a sample of approximately 500 people that met the preset stratification requirements for the sample were met. Sample size was exceeded as several interviewers were operating at the same time and would not have known target had been reached until after the event. The sample was to be stratified to achieve a sample that had 25% from each of four age groups (16-39, 40-59, 60-69 and 70+); 70% from the metropolitan area and 25% from the country; and 50% male and 50% female.
- This process ensured that approximately 50% of the sample were of seniors age.
- The overall survey interviewed 500 adults aged 16 and over. However, this result is drawn from the responses of 256 senior respondents who were asked the extent to which they felt (a) valued and (b) respected by the community.
- Sample size for this indicator is 256 people.
- Response rate was 100 percent as the company kept contacting individuals until the required sample of 250 people aged over 60 was reached.
- For the whole survey at a confidence level of 95 percent there is a margin of sampling error of  $\pm 4.4\%$ .
- This is a new measure and will be obtained every year.
- Proportion of respondents who felt valued and/or respected was 78 percent.

## 5.2 Proportion of people who consider ageing to be a positive and/or productive stage of life

The office's role is to work with government agencies and the community to promote positive ageing and improved community attitudes towards ageing so that ageing is seen as a positive and/or productive stage of life.

The more positive the attitudes the community holds towards ageing the more likely it is that today's seniors and future seniors will have an improved quality of life.

	2000/01	Table 5.2.1 Proportion of people who consider ageing to be a positive and productive stage of life
Proportion of respondents who consider ageing to be a very or fairly positive stage of life	47%	
Proportion of respondents who consider ageing to be a very or fairly productive stage of life	51%	

### Source

Community Attitudes Survey 2001, Office of Seniors Interests

### Notes

- Population is all people in WA aged 16 years and over, 1,458,370. The indicator asks for the proportion of the community but market research ethical practice precludes surveying people under 16 years.
- Sample selection: an independent market research company was instructed to randomly draw names from the White Pages telephone book until a sample of approximately 500 people that met the preset stratification requirements for the sample was obtained.
- Sample size is 509.
- Response rate was 100 percent as the company kept contacting individuals until the required sample of 500 people aged over 16 was reached.
- For the whole survey at a confidence level of 95 percent there is a margin of sampling error of  $\pm 4.4\%$ .
- Results indicate the proportion of respondents who thought that ageing was a very or fairly positive stage of life and the percentage of respondents who thought that ageing was a very or fairly productive stage of life. All respondents were asked these questions.
- The results showed no significant differences in the responses from seniors and others.
- Proportion of respondents who consider ageing to be a positive and/or productive stage of life was 64 percent.
- This is a new measure and will be obtained every year.

## 5.3 Proportion of general community members who report that they have already done or are doing something about planning for their own senior years

The office promotes the importance of planning for Western Australia's ageing population and instigates and coordinates a range of initiatives to encourage stakeholders to plan for the ageing population. In 2000/2001 the initiatives included encouraging local government to plan for the seniors in their local communities. Eleven local government projects received seeding funding for this purpose under the then State Plan on Ageing. Some councils worked together and 17 councils were involved in the 11 projects.

The office does not claim the results presented are a direct result of its activities but that the office's strategies have an *impact* on the extent to which community members plan for their senior years.

	1998/99	2000/01	Table 5.3.1 Proportion of general community members who report that they have already done or are doing something about planning for their own senior years.
Proportion of a respondents who report that they have already done or are doing something about planning for their senior years	35%	35%	

### Source

1998 Community Attitudes Survey and 2001 Community Attitudes Survey, Office of Seniors Interests

### Notes

- 1998/1999 was the last time this question was asked in this form.
- Population is all people in WA aged 16-69 years, 1,317,898. The indicator refers to planning for retirement. As most people aged 70 or more have already retired and any planning has already been undertaken, they have been excluded from the population.
- Sample selection: an independent market research company was instructed to randomly draw names from the White Pages telephone book until a sample of 500 people that met the preset stratification requirements for the sample was obtained. The stratification ensured that 75 percent of the sample of 500 were aged 16-69 years.
- Sample size for this indicator is 381.
- Response rate was 100% as the company kept contacting individuals until the required sample of 381 people aged 16-69 years was reached.
- For the whole survey at a confidence level of 95 percent there is a margin of sampling error of  $\pm 4.4\%$ .
- These results represent the number of respondents who stated that they have already done or are already doing something about planning, - not just financial but in all areas of life - for their senior years (70 years and over).
- This measure looks for long term attitudinal change throughout the state.

#### 5.4 Proportion of stakeholder organisations which report that an Office of Seniors Interests initiative has assisted them to plan appropriately to meet the needs of the ageing population

<b>Table 5.4.1</b> Proportion of stakeholder organisations who report that an Office of Seniors Interests initiative assisted them to plan appropriately to meet the needs of the ageing population.		2000/01
	Proportion of a respondents who report that an Office of Seniors Interests initiative was helping them to a large extent, or reasonable extent to plan to meet the needs of the ageing population	82%

#### Source

Grants for Local Government - Follow up Survey Evaluation Report 2000/2001, Office of Seniors Interests

#### Notes

- This survey reported on grant funding to 17 local councils across the state. Eleven projects were undertaken and all 11 responded.
- The remaining 18 percent of respondents reported that they were assisted to some extent.
- This is a new measure and will be obtained every year.



## Outcome 6

Improvement in the status of Western Australian women and a reduction in domestic violence

### Indicators of effectiveness

- 6.1 Extent to which the office has assisted government agencies to respond to the needs of their women customers
  - a Satisfaction with the extent to which the office has assisted agencies to respond to the needs of their women customers
  - b Extent to which agencies respond to women customers as a separate customer group and target services appropriately
- 6.2 Extent to which the office has assisted selected government and non government agencies to respond to the needs of women, men and children affected by domestic violence

The Women's Policy Office seeks to contribute to an *improvement in the status of women* and a *reduction in domestic violence*. The office seeks to have an *impact* on these outcomes through the provision of strategic initiatives, advice, information and coordination services to government departments and the community.

To assist an *improvement in the status of women*, services must be appropriately targeted to their needs. This is measured by a) the extent to which the office has assisted agencies in responding to the needs of women and b) the extent to which agencies respond to women customers as a separate customer group and target services appropriately.

In order to contribute to a *reduction in domestic violence*, the office coordinates the across-government response to family and domestic violence. The effectiveness of the office's contribution is measured by the extent to which the office has assisted agencies to respond to the needs of those affected by domestic violence.

The office uses an independently conducted survey to measure effectiveness. The groups surveyed were chief executive officers, government agencies and instrumentalities, non government women's organisation and domestic violence groups and domestic violence grant recipients.

### 6.1 Extent to which the office has assisted government agencies to respond to the needs of their women customers.

- a Satisfaction with the extent to which the office has assisted agencies to respond to the needs of their women customers.

	1996/97	1998/99	1999/00	2000/01	
Percentage of respondents satisfied with the extent to which the office has assisted them to respond to the needs of their women customers	47%	43%	53%	63%	<b>Table 6.1.1</b> Extent to which the office has assisted government agencies to respond to the needs of their women customers

#### Notes

- Survey population 83 government agencies.
- Sample selection: all 83 government agencies were asked to take part in the survey either via telephone interview or written questionnaire.
- Response rate 64 percent (53 agencies participated).
- Sampling error of 8.09 percent at 95 percent confidence level.
- There has been a 10 percent increase in the satisfaction of chief executive officers with the office's performance since last year, and a 20 percent increase over 1998/1999.
- 1997/1998 data has not been provided as it is not compatible with the series.

**b Extent to which agencies respond to women customers as a separate customer group and target services appropriately**

This is the percentage of departments with the ability to analyse gender, consider women as a discrete group, tailor their services to women and analyse customer satisfaction by gender (time series). The office does not claim the results presented are a direct result of its activities but that the office's strategies have an *impact* on the extent to which agencies respond to women as a customer group.

**Table 6.1.2**

Percentage of departments with ability to analyse customers by gender, consider women as a discrete customer group, and tailor their services to women

	1996/97	1997/98	1998/99	1999/00	2000/01
Percentage of departments able to analyse customers by gender	47%		54%	52%	57%
Percentage of departments which consider women customers as a discrete group	58%		26%	27%	13%
Percentage of departments which tailor services to fit the needs of women customers	73%		30%	25%	20%

**Notes**

- Survey population: 83 government agencies.
- Sample selection: all 83 government agencies were asked to complete a written questionnaire.
- Response rate: 59 percent (49 agencies participated).
- Sampling error of 8.96 percent at 95 percent confidence level.

**6.2 Extent to which the office has assisted selected government and non government agencies to respond to the needs of women, men and children affected by domestic violence**

**Table 6.2.1**

Extent to which the office has assisted government and non government agencies to respond to the needs of those affected by domestic violence

	1997/98	1998/99	1999/00	2000/01
Percentage of chief executive officers satisfied <sup>1</sup>	80%	100%	89%	50%
Percentage of non government organisations satisfied <sup>2</sup>	-	-	-	63%

**Notes**

- 1 Satisfaction of chief executive officers of lead government agencies with the contribution of the domestic violence prevention unit's coordination of the domestic violence action plan
  - Survey population eight chief executive officers who are members of the domestic violence action plan implementation committee.
  - Sample selection: all eight chief executive officers were surveyed.
  - Response rate 100 percent.
- 2 Satisfaction of selected non government agencies with the contribution of the domestic violence prevention unit to the elimination of family and domestic violence
  - Survey population: 141 non government organisations who deal with women's issues.
  - Sample selection: questionnaires were sent to all 141 organisations.
  - Response rate 33 percent (47 organisations responded).
  - Sampling error of 11.67 percent at 95 percent confidence level

## Outcome 7

Enable young people to make more considered decisions about matters that affect and influence their lives and development

### Indicator of effectiveness

#### 7.1 Level of client satisfaction with the relevance and appropriateness of activities developed or delivered by the Office of Youth Affairs

To enable young people to make considered decisions they need access to information, advice and support that is *relevant* and *appropriate*. The Office of Youth Affairs seeks to provide information, advice and support to young people through direct and indirect program funding, and through collaboration with government and non government organisations that have contact with youth.

#### 7.1 Level of client satisfaction with the relevance and appropriateness of activities developed or delivered by the Office of Youth Affairs

The client satisfaction survey seeks to determine from client agencies and organisations (who represent or work with young people) their satisfaction with the relevance and appropriateness of the programs and initiatives that aim to assist young people in making informed decisions about their lives.

	2000/2001	<b>Table 7.1.1</b> Level of client satisfaction with the relevance and appropriateness of activities developed or delivered by Office of Youth Affairs
Number of survey responses	292	
Number of responses rating Office of Youth Affairs activities as "relevant to young people" as satisfactory to excellent (equating to 6–10 on a 10 point scale)	227	
Percentage of respondents satisfied with relevance	77.7%	
Number of responses rating Office of Youth Affairs activities as "appropriate to the needs of young people" as satisfactory to excellent (equating to 6–10 on a 10 point scale)	223	
Percentage of respondents satisfied with "appropriateness"	76.4%	

#### Notes

- The scale used 1-very poor to 10-very well done.
- The level of client satisfaction with the quality of youth programs developed and initiatives as assessed by survey (and in particular the relevance to young people and the appropriateness of programs developed) were specific questions asked in the client survey for the first time in 2000/2001, therefore estimates are not available from the previous financial year.
- Survey population 779 organisations that represent or have an interest in all young people in the state (362,000 - 1996 Census).
- Sample selection: survey forms were sent to all 779 organisations.
- Response rate 37.5 percent.
- Sample size: 292 surveys were returned.
- At a confidence level of 95 percent, sampling error is  $\pm 5.73$  percent.

# Indicators of efficiency

## Output 1: Family and individual support

### Indicators of efficiency

- 1.1 Average total cost per funded non government parenting service
- 1.2 Average total cost per parent skilling case
- 1.3 Average total cost per parenting information contact
- 1.4 Average total cost per funded non government family, youth and individual support service
- 1.5 Cost per family, youth and individual support casework service
- 1.6 Cost per child concern report assessment

### 1.1 Average total cost per funded non government parenting service

Family and Children's Services funds a range of non government services to assist parents in their parenting role.

Table 1.1.1 Average total cost per funded non government parenting service		1999/00 <sup>1</sup>	2000/01
Total cost <sup>2</sup>		\$2,343,670	\$2,543,434
Total funded services		10	13
Average total cost per funded service		\$234,367	\$195,648 <sup>3</sup>

#### Notes

- 1 A new costing model has been introduced for 2000/01. Costs allocated to the former Community Development and Education output have been reallocated to other outputs. The costs for 1999/2000 have been recalculated using this model to enable comparison with 2000/2001 data.
- 2 Total cost includes cost of administering and supporting funded services as well as monies provided for the purchase of services.
- 3 Two new services were funded for only six months of this financial year.

### 1.2 Average total cost per parent skilling case

The department provides a range of services aimed at developing parenting skills including in home parenting advice and parenting courses.

Table 1.2.1 Average total cost per parent skilling case		1999/00 <sup>1</sup>	2000/01
Total cost		\$5,853,302 <sup>2</sup>	\$5,439,438
Number of cases		2,854	2,310
Average total cost per case		\$2,051	\$2,355

#### Notes

- 1 A new costing model has been introduced for 2000/2001. Costs allocated to the former Community Development and Education output have been reallocated to other outputs. The costs for 1999/2000 have been recalculated using this model to enable comparison with 2000/2001 data. 1999/2000 was the first year for reporting on this indicator.
- 2 One service did not report on data for January to June 2000. The costs of this service for the period have been deducted from the total cost.

### 1.3 Average total cost per parenting information contact

Services include the department's parenting information centres, telephone helplines and parenting information on the department's website.

Table 1.3.1 Average total cost per parenting information contact		1999/00 <sup>1</sup>	2000/01
Total cost		\$4,374,079	\$5,362,727 <sup>2</sup>
Number of parenting information contacts		159,650	155,328
Average total cost per contact		\$27	\$35

#### Notes

- 1 A new costing model has been introduced for 2000/2001. Costs allocated to the former Community Development and Education output have been reallocated to other outputs. The costs for 1999/2000 have been recalculated using this model to enable comparison with 2000/2001 data. 1999/2000 was the first year for reporting on this indicator.
- 2 This year's costs include a media campaign and costs of developing new materials.

### 1.4 Average total cost per funded non government family, youth and individual support service

The department funds a range of non government family, youth and individual support services. These include youth drop in centres, streetwork services, family support agencies, neighbourhood houses, counselling services, youth counselling services and day centres.

	1999/00 <sup>1</sup>	2000/01	<b>Table 1.4.1</b> Average total cost per funded non government family, youth and individual support service
Total cost <sup>2</sup>	\$14,205,231	\$14,186,346	
Total funded services	192	190	
Average total cost per funded service	\$73,986	\$74,665	

#### Notes

- 1 A new costing model has been introduced for 2000/2001. Costs allocated to the former Community Development and Education output have been reallocated to other outputs. The costs and number of funded services for 1999/2000 have been recalculated using this model to enable comparison with 2000/2001 data.
- 2 Total cost includes the cost of administering and supporting funded services as well as monies provided for the purchase of services.

### 1.5 Cost per family, youth and individual support casework service

Officers of the department provide a casework service to disadvantaged, socially isolated families and individuals to assist them develop knowledge, skills and links to community resources which will enhance their personal development and maintain supportive relationships.

	1999/00 <sup>1</sup>	2000/01	<b>Table 1.5.1</b> Cost per family, youth and individual support casework service
Total cost	\$23,048,713	\$24,778,251	
Number of casework services <sup>2</sup>	6,230	5,634	
Cost per casework service	\$3,699	\$4,398	

#### Notes

- 1 A new costing model has been introduced for 2000/2001. Costs allocated to the former Community Development and Education output have been reallocated to other outputs. The costs for 1999/2000 have been recalculated using this model to enable comparison with 2000/2001 data.
- 2 The number of services figure for 1999/2000 has been corrected following an error and therefore differs from previously published figures.

### 1.6 Cost per child concern report assessment

Family and Children's Services receives reports from the public where concern is registered about the wellbeing of children. When these reports are received, staff assess what services are required to assist these families.

	1999/00 <sup>1</sup>	2000/01	<b>Table 1.6.1</b> Cost per child concern report assessment
Total cost	\$6,293,457	\$6,932,163	
Number of child concern reports	4,209	3,747	
Cost per child concern report	\$1,495	\$1,850	

#### Note

- 1 A new costing model has been introduced for 2000/2001. Costs allocated to the former Community Development and Education output have been reallocated to other outputs. The costs for 1999/2000 have been recalculated using this model to enable comparison with 2000/2001 data.

## Output 2: Child and family safety

### Indicators of efficiency

- 2.1 Average total cost per funded non government family safety service
- 2.2 Average total cost per department family safety casework service
- 2.3 Average total cost per funded non government crisis support service
- 2.4 Average total cost per application for financial assistance
- 2.5 Average total cost per crisis response contact
- 2.6 Cost per child maltreatment allegation
- 2.7 Percentage of investigations that meet required timeframes

This output provides services which aim to help families develop the knowledge and skills to enable them to care for their children safely and deal with the effects of abuse within the family, including domestic violence. Services include intensive family support for parents plus counselling and treatment to alleviate the effects of abuse within the family. Crisis services assist families and individuals overcome the immediate circumstances of a crisis and gain knowledge and skills to prevent or better manage future crises.

### 2.1 Average total cost per funded non government family safety service

Family and Children's Services funds a range of non government services which provide support to people experiencing domestic violence, including children who have witnessed violence, and families requiring counselling and treatment as a result of child sexual abuse.

Table 2.1.1		1999/00 <sup>1</sup>	2000/01
Average total cost per funded non government family safety service	Total cost <sup>2</sup>	\$5,307,891	\$5,272,526
	Total funded services	44	47
	Average total cost per funded service	\$120,633	\$112,181

#### Notes

- 1 A new costing model has been introduced for 2000/2001. Costs allocated to the former Community Development and Education output have been reallocated to other outputs. The costs for 1999/2000 have been recalculated using this model to enable comparison with 2000/2001 data.
- 2 Total cost includes the cost of administering and supporting funded services as well as monies provided for the purchase of services.

### 2.2 Average total cost per department family safety casework service

Department family safety services include intensive family support and treatment services to deal with the effects of abuse, delivered through local offices or specialist teams and services such as the men's domestic violence helpline.

Table 2.2.1		2000/01
Average cost per department family safety casework service	Total cost	\$6,093,420
	Total family casework services	802
	Average cost per casework service	\$7,598

#### Note

- This is a new indicator.

### 2.3 Average total cost per funded non government crisis support service

Funded non government crisis support services include supported accommodation services for women and children escaping domestic violence, homeless adults and young people, and financial counselling services.

Table 2.3.1		1999/00 <sup>1</sup>	2000/01
Average total cost per funded non government crisis support service	Total cost <sup>2</sup>	\$25,997,534	\$25,151,110
	Total funded services	152	150
	Average total cost per funded service	\$171,036	\$167,674

#### Notes

- 1 A new costing model has been introduced for 2000/2001. Costs allocated to the former Community Development and Education output have been reallocated to other outputs. The costs for 1999/2000 have been recalculated using this model to enable comparison with 2000/2001 data.
- 2 Total cost includes the cost of administering and supporting funded services as well as monies provided for the purchase of services.

## 2.4 Average total cost per application for financial assistance

The department provides financial assistance to customers experiencing a crisis. Services include budgeting advice, debt negotiation, development of customer personal plans, referral to a non government financial counsellor and financial assistance. Each application for assistance is assessed to determine customer eligibility and need for assistance.

	1999/00 <sup>1</sup>	2000/01	<b>Table 2.4.1</b> Average total cost per application for financial assistance
Total cost <sup>2</sup>	\$8,659,009	\$7,529,063	
Total application	25,200	21,991	
Average total cost per application	\$344	\$342	

### Notes

- 1 A new costing model has been introduced for 2000/2001. Costs allocated to the former Community Development and Education output have been reallocated to other outputs. The costs for 1999/2000 have been recalculated using this model to enable comparison with 2000/2001 data.
- 2 Total cost includes the cost of administering and supporting funded services as well as the funds used to support customers in crisis.

## 2.5 Average total cost per crisis response contact

The department provides a crisis care service to respond 24 hours a day, seven days a week to people experiencing crises.

	1997/98	1998/99	1999/00	2000/01	<b>Table 2.5.1</b> Average total cost per crisis response contact
Total cost	\$2,513,928	\$2,501,139	\$2,652,425	\$2,759,789	
Total crisis response contacts	45,778	48,882	55,107	54,480	
Average total cost per crisis response contact	\$55	\$51	\$48	\$51	

### Note

- Previous reports included the cost of natural disasters in the total cost figures. As these costs do not relate to the provision of the contacts included in this measure, they have been excluded from the total cost. Data for previous years therefore differs from previously published figures.

## 2.6 Cost per child maltreatment allegation

The department has a statutory responsibility to investigate allegations of child maltreatment. This may involve contact with a number of people who have information about the care and safety of the children involved, interviewing children and meeting with other professionals (for example, medical staff). In some instances the result of the investigation will lead to the department making care and protection applications. The indicator of efficiency used is the total cost to the department of responding to a child maltreatment allegation.

	1999/00 <sup>1</sup>	2000/01	<b>Table 2.6.1</b> Cost per child maltreatment allegation
Total cost	\$7,175,506	\$9,879,312	
Number of child maltreatment allegations	2,609	2,828	
Cost per child maltreatment allegation	\$2,750	\$3,493	

### Note

- 1 A new costing model has been introduced for 2000/2001. Costs allocated to the former Community Development and Education output have been reallocated to other outputs. The costs for 1999/2000 have been recalculated using this model to enable comparison with 2000/2001 data.

## 2.7 Percentage of investigations that meet required timeframes

Timeliness of response to referrals about possible maltreatment of children is an important component of efficient service delivery. Referrals are assessed and, where an investigation is warranted, priorities and timeframes of up to five working days are allocated.

Priority	1996/97	1997/98	1998/99	1999/00	2000/01	<b>Table 2.7.1</b> Percentage of investigations that meet required time frames
1 Within 24 hours	69%	67%	89%	97%	99%	
2 Two to five working days	69%	74%	87%	90%	86%	
Overall	69%	71%	88%	93%	91%	

## Output 3: Care for children

### Indicators of efficiency

3.1 Cost of providing one week of supported care per child

3.2 Average total cost of regulating and supporting the children's services industry per licensed/supported service

### 3.1 Cost of providing one week of supported care per child

To ensure quality placements and support to children in supported placements the department assesses, registers and reviews carers and organisations funded to provide care for children. The indicator of efficiency of ensuring quality placements and support is the cost of one week of supported care for a child.

**Table 3.1.1**

Total cost of one week of supported care per child

	1999/00 <sup>1</sup>	2000/01
Total cost of care for children	\$38,674,794	\$42,743,230
Total number of placement weeks	74,474	79,540
Total cost of one week of supported care per child	\$519	\$537

#### Note

- 1 A new costing model has been introduced for 2000/2001. Costs allocated to the former Community Development and Education output have been reallocated to other outputs. The costs for 1999/2000 have been recalculated using this model to enable comparison with 2000/2001 data.

### 3.2 Average total cost of regulating and supporting the children's services industry per licensed/supported service

Family and Children's Services has an important role in licensing and supporting a wide variety of children's services. The measure of efficiency calculated is the total cost of this support per supported/licensed service.

**Table 3.2.1**

Average total cost of supporting the children's services industry

	1999/00 <sup>1</sup>	2000/01
Total cost	\$4,606,275	\$4,562,346
Number of licensed/supported services <sup>2</sup>	1,700	1,719
Average cost per licensed/supported service	\$2,710	\$2,654

#### Notes

- 1 A new costing model has been introduced for 2000/2001. Costs allocated to the former Community Development and Education output have been reallocated to other outputs. The costs for 1999/2000 have been recalculated using this model to enable comparison with 2000/2001 data.
- 2 The licensed/supported services include all children's services for which Family and Children's Services, through its staff, provides licensing, funding, support, advisory or other services.



## Output 4: Family and children's policy development and coordination

### Indicator of efficiency

#### 4.1 Average total cost per project promoting the interests of families and children

#### 4.1 Average total cost per project promoting the interests of families and children

Type of policy project completed	1999/00	2000/01	<b>Table 4.1.1</b> Average cost per project promoting the interests of families and children
Policy advice projects	2	4	
Policy research projects	7	6	
Policy coordination projects	2	5	
Policy information projects	3	4	
Total	14	19	
Total cost	\$1,134,263	\$1,041,958	
Average cost per policy project	\$81,019	\$54,840	

#### Notes

- Includes all costs, including salary, depreciation, contingency expenditure, accrued amounts. Excludes 2.33 FTE of salaries amounting to \$49,364 for officers working on the establishment of the new Department for Community Development during May and June 2001.
- A smaller number of policy projects was completed in this year (19) than had been estimated (20). Even so the number of projects completed in 2000/01 represents an increase on the previous year, both in number and efficiency.
- Several planned projects relating to the implementation of the five year plan for families and children were not implemented after a change in government policy in early 2001. Resources not used on these projects (see note above) were put towards the establishment of the new Department, work which was not directly related to output 4.

## Output 5: Positive ageing

### Indicators of efficiency

5.1 Number and average cost of strategic initiatives and activities implemented (excluding Seniors Card program)

5.2 Number and average cost of Seniors Cards managed

### 5.1 Number and average cost of strategic initiatives and activities implemented (excluding Seniors Card program)

The Office of Seniors Interests undertakes and administers strategic initiatives and activities to promote positive ageing, improve community attitudes towards older people and encourage planning for the ageing population in line with the state government's election commitments.

These strategic initiatives and activities include ensuring the Minister, government agencies and the community are kept fully informed of issues relating to the ageing population; statewide or across government initiatives intended to contribute to long lasting change; and initiatives to assist non government and community organisations provide services, enhance community participation and increase community recognition of the contribution made by seniors.

**Table 5.1.1**

Number and average cost of strategic initiatives and activities implemented (excluding Seniors Card program)

	1999/00	2000/01
Total cost	\$6,966,490	\$3,051,463
Number of strategic initiatives and activities implemented (excluding the Seniors Card program)	76	63
Average cost per item	\$91,664	\$48,436

#### Notes

- This is a new measure and will be reported annually. Comparative results are available based on previous year's information.
- Strategic initiatives and activities include Seniors Week 2000, concessions and rebates, Seniors Awards and Seniors Media Awards 2000, Greatlife Expo 2000, development of age friendly standards, carers' policy, elder protection strategy, multigenerational strategy, private sector strategy, ministerials, International Year of Volunteers, Volunteer Speakers program, Telephone Information Service, planning for 6th Global Conference, supporting healthy ageing concepts, development of local government strategy, and planning for later life.
- Decrease in the average cost is a result of a significant decrease in funding from the previous year. Establishment funds were provided to a non government organisation in 1999/2000 and in 2000/2001 these funds were provided for ongoing expenditure.

### 5.2 Number and average cost of Seniors Cards managed

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

As at 30 June 2001 there were 203,520 Seniors Card holders throughout the state representing 74 percent of all Western Australians aged 60 years and older, and 83 percent of eligible seniors.

**Table 5.2.1**

Number and average cost of Seniors Cards managed

	1997/98	1998/99	1999/00	2000/01
Number of new Seniors Cards issued	25,397	20,703	20,686	19,032
Number of renewals	8,015	2,713	6,805	36,161
Total number of Seniors Cards issued	33,412	23,416	27,491	55,193
Average number of Seniors Cards managed	154,997	171,855	182,289	197,409
Total cost of Seniors Cards managed	\$313,000	\$309,000	\$661,892	\$584,153
Average cost per Seniors Card	\$2.02	\$1.80	\$3.63	\$2.96

#### Notes

- There was a significant increase in the number of renewals in 2000/2001 due to the continuing introduction of the five year renewal period (being due for renewal for the first time in 1999/2000) for Seniors Cards together with the introduction of new government concessions for seniors which encouraged many lapsed members to renew their cards.
- The total number of Seniors Card holders as at 30 June 2001 was 203,520. The total number of Seniors Cards shown in the table is based on the average number of Seniors Cards managed throughout the year
- The cost of managing the Seniors Card includes new cards, renewals, deletions to the database and maintaining existing Seniors Card members.
- According to the Australian Bureau of Statistics 1997 survey Usage and Uptake of the Seniors Card, approximately 90 percent of all seniors in WA are eligible for the card.
- The increase in the cost of managing the Seniors Card for 1999/2000 is a result of including overheads and salaries in the total cost. These costs were not included in previous years.
- Decrease in expenditure was due to the delay in the launch of the *Seniors Card discount directory*.

## Output 6: Policy advice, strategic initiatives and coordination to make a positive difference for WA women and reduce domestic violence

### Indicators of efficiency

6.1 Average cost per information and advice service

6.2 Average cost per strategic initiative

6.3 Average cost of administering capacity building initiatives

### 6.1 Average cost per information and advice service

	1999/00	2000/01
Total cost of information and advice services	\$1,271,816	\$1,238,584
Number of advice and information services provided	4	4
Average cost per head of population of WA women	\$317,954	\$309,646

**Table 6.1.1**  
Average cost per  
information and  
advice service

### 6.2 Average cost per strategic initiative

	1999/00	2000/01
Total cost of strategic initiatives	\$1,701,960	\$1,882,508
Number of strategic initiatives	4	4
Average cost per strategic initiative	\$425,490	\$470,627

**Table 6.2.1**  
Average cost per  
strategic initiative

### 6.3 Average cost of administering capacity building initiatives

	1999/00	2000/01
Total cost of administering capacity building services	\$1,833,655	\$1,721,340
Number of capacity building initiatives administered	5	5
Average cost of administering capacity building initiatives	\$366,731	\$344,268

**Table 6.3.1**  
Average cost of  
administering  
capacity building  
services

## **Output 7: Youth policy development and coordination**

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Responsibility for the Office of Youth Affairs was transferred to the Department for Family and Children's Services in March 2001. Therefore, it is not practicable to report on the efficiency indicators this year. A total of \$126,717 has been expended on this output since the transfer took effect. The efficiency indicators for this output will be reported on a full year basis next year.

## **Output 8: Youth programs and initiatives**

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Responsibility for the Office of Youth Affairs was transferred to the Department for Family and Children's Services in March 2001. Therefore, it is not practicable to report on the efficiency indicators this year. A total of \$2,142,461 has been expended on this output since the transfer took effect. The efficiency indicators for this output will be reported on a full year basis next year.

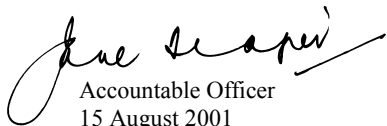
# Financial Statements

for the year ended 30 June 2001

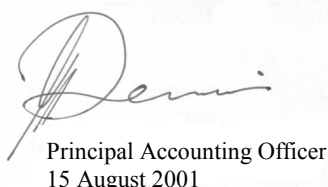
## Statement of Certification

The accompanying financial statements of the Department for Family and Children's Services have been prepared in compliance with the provisions of the Financial Administration and Audit Act 1985 from proper accounts and records to present fairly the financial transactions for the 12 months ending 30 June 2001 and the financial position as at 30 June 2001.

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.



Accountable Officer  
15 August 2001



Principal Accounting Officer  
15 August 2001

## Opinion of the Auditor General

To the Parliament of Western Australia

### DEPARTMENT FOR FAMILY AND CHILDREN'S SERVICES FINANCIAL STATEMENTS FOR THE YEAR ENDED JUNE 30, 2001

#### Scope

I have audited the accounts and financial statements of the Department for Family and Children's Services for the year ended June 30, 2001 under the provisions of the Financial Administration and Audit Act 1985.

The Director General is responsible for keeping proper accounts and maintaining adequate systems of internal control, preparing and presenting the financial statements, and complying with the Act and other relevant written law. The primary responsibility for the detection, investigation and prevention of irregularities rests with the Director General.

My audit was performed in accordance with section 79 of the Act to form an opinion based on a reasonable level of assurance. The audit procedures included examining, on a test basis, the controls exercised by the Department to ensure financial regularity in accordance with the legislative provisions, evidence to provide reasonable assurance that the amounts and other disclosures in the financial statements are free of material misstatement and the evaluation of accounting policies and significant account estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial statements are presented fairly in accordance with Accounting Standards, other mandatory professional reporting requirements and the Treasurer's Instructions so as to present a view which is consistent with my understanding of the Department's financial position, the results of its operations and its cash flows.

The audit opinion expressed below has been formed on the above basis.

#### Audit Opinion

In my opinion,

- (i) the controls exercised by the Department for Family and Children's Services provide reasonable assurance that the receipt and expenditure of moneys and the acquisition and disposal of property and the incurring of liabilities have been in accordance with legislative provisions; and
- (ii) the Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows, Output Schedule of Expenses and Revenues and Summary of Consolidated Fund Appropriations and Revenue Estimates and the Notes to and forming part of the financial statements are based on proper accounts and present fairly in accordance with the applicable Accounting Standards, other mandatory professional reporting requirements and the Treasurer's Instructions, the financial position of the Department at June 30, 2001 and the results of its operations and its cash flows for the year then ended.



K O O'NEIL  
ACTING AUDITOR GENERAL  
OCTOBER 15, 2001

# Department for Family and Children's Services

## Statement of Financial Performance for the year ended 30 June 2001

	Note	2000/01 (\$'000)	1999/00 (\$'000)
<b>COST OF SERVICES</b>			
Expenses from ordinary activities			
Employee expenses	4	69,419	64,711
Contracts and services	5	14,193	15,214
Depreciation and amortisation	6	4,096	4,761
Doubtful debt expenses		312	796
Operating expenses	7	10,472	13,376
Accommodation expenses	8	8,777	8,810
Grants and subsidies		17,056	19,127
Funding for services		50,554	58,941
Net loss on disposal of non current assets	9	80	263
Total cost of services		<u>174,959</u>	<u>185,999</u>
Revenues from ordinary activities			
User charges and fees	10	288	273
Revenues from Commonwealth Government	11, 21	17,507	17,072
Other revenues	12	3,235	1,706
Total revenues from ordinary activities		<u>21,030</u>	<u>19,051</u>
<b>NET COST OF SERVICES</b>		<b>153,929</b>	<b>166,948</b>
<b>REVENUES FROM GOVERNMENT</b>			
Appropriations	13	149,906	151,231
Liabilities assumed by the Treasurer	14	5,688	5,195
Resources received free of charge	15	192	234
Total revenues from Government		<u>155,786</u>	<u>156,660</u>
<b>CHANGE IN NET ASSETS BEFORE RESTRUCTURING</b>		<b>1,857</b>	<b>(10,288)</b>
Net revenues/(expenses) from restructuring	16	(3,531)	600
<b>CHANGE IN NET ASSETS AFTER RESTRUCTURING</b>		<b>(1,674)</b>	<b>(9,688)</b>
Net increase/(decrease) in asset revaluation reserve	30	5,558	-
<b>TOTAL CHANGES IN EQUITY OTHER THAN THOSE RESULTING FROM TRANSACTIONS WITH OWNERS AS OWNERS</b>		<u><b>3,884</b></u>	<u><b>(9,688)</b></u>

# Department for Family and Children's Services

## Statement of Financial Position as at 30 June 2001

	Note	2000/01 (\$'000)	1999/00 (\$'000)
<b>CURRENT ASSETS</b>			
Cash assets	17	8,026	6,656
Restricted cash assets	18	3,156	3,681
Receivables	19	1,932	662
Prepaid expenses	20	6,458	5,179
Total current assets		19,572	16,178
<b>NON CURRENT ASSETS</b>			
Property, office machines, furniture and equipment	21,25	29,089	28,203
Leasehold improvements	22,25	4,550	5,217
Restricted assets	23,25	20,374	18,445
Work in progress	24,25	3,550	2,188
Total non current assets		57,563	54,053
<b>Total assets</b>		<b>77,135</b>	<b>70,231</b>
<b>CURRENT LIABILITIES</b>			
Payables	26	2,083	944
Accrued salaries	27	1,755	1,336
Provisions	28	10,603	7,879
Lease incentive liability	29	6	6
Total current liabilities		14,447	10,165
<b>NON CURRENT LIABILITIES</b>			
Provisions	28	3,693	4,949
Lease incentive liability	29	339	339
Total non current liabilities		4,026	5,288
<b>Total liabilities</b>		<b>18,473</b>	<b>15,453</b>
<b>EQUITY</b>			
	30		
Accumulated surplus		21,140	22,814
Asset revaluation reserve		37,522	31,964
<b>Total equity</b>		<b>58,662</b>	<b>54,778</b>
<b>Total liabilities and equity</b>		<b>77,135</b>	<b>70,231</b>

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

# Department for Family and Children's Services

## Statement of Cash Flows for the year ended 30 June 2001

	Note	2000/01 (\$'000) Inflows (Outflows)	1999/00 (\$'000) Inflows (Outflows)
<b>CASH FLOWS FROM GOVERNMENT</b>			
Recurrent appropriations	13	142,125	148,883
Capital appropriations	13	7,781	2,348
Net cash provided by government		149,906	151,231
Utilised as follows:			
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Payments			
Employee expenses		(61,815)	(56,545)
Contracts and services		(14,220)	(14,575)
Operating expenses		(9,818)	(18,326)
Accommodation		(8,736)	(6,134)
Grants and subsidies		(16,984)	(19,861)
Funding for services		(50,950)	(57,949)
GST payments on purchases		(9,360)	-
Receipts			
User charges and fees		288	156
Revenues from Commonwealth Government		17,507	16,821
Other revenues		1,947	1,773
GST receipt on sales		85	0
GST received from taxation authority		8,628	0
Net cash (used in)/from operating activities	31	(143,428)	(154,640)
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Payments for purchase of non current assets		(3,785)	(4,682)
Proceeds from the sale of non current assets		0	13
Net cash (used in)/from investing activities		(3,785)	(4,669)
<b>Net increase/ (decrease) in cash held</b>		2,693	(8,078)
Cash at the beginning of the reporting period		10,337	16,804
Cash transferred from/(to) other sources		(1,848)	1,611
<b>Cash at the end of the reporting period</b>	17,18	<b>11,182</b>	<b>10,337</b>



# Department for Family and Children's Services

## Output Schedule of Expenses and Revenues for the year ended 30 June 2001

	Family and individual support		Child and family safety		Care for children		Family and children's policy development and coordination		Positive ageing	
	2000/01 (\$'000)	1999/00 (\$'000)	2000/01 (\$'000)	1999/00 (\$'000)	2000/01 (\$'000)	1999/00 (\$'000)	2000/01 (\$'000)	1999/00 (\$'000)	2000/01 (\$'000)	1999/00 (\$'000)
<b>COST OF SERVICES</b>										
Expenses from ordinary activities										
Employee expenses	26,935	24,520	17,148	17,144	20,333	18,122	550	525	1,785	1,585
Contracts and services	5,950	5,560	3,065	3,638	3,250	3,051	270	244	683	1,270
Depreciation and amortisation	1,851	2,125	1,086	1,275	1,044	1,098	38	37	32	43
Doubtful debts expense	-	7	295	672	17	114	-	-	-	1
Operating expenses	4,276	4,779	2,312	3,089	2,384	2,391	110	243	530	828
Accommodation expenses	3,888	3,862	2,122	2,320	2,101	1,966	57	69	300	234
Grants and subsidies	2,102	1,822	2,026	2,826	11,488	9,870	4	4	89	3,635
Funding for services	14,206	13,375	28,545	27,199	6,669	6,583	12	12	215	32
Net loss on disposal of non current assets	35	117	24	82	20	63	1	-	-	-
<b>Total cost of services</b>	<b>59,243</b>	<b>56,167</b>	<b>56,623</b>	<b>58,245</b>	<b>47,306</b>	<b>43,258</b>	<b>1,042</b>	<b>1,134</b>	<b>3,634</b>	<b>7,628</b>
<b>Revenues from ordinary activities</b>										
User charges and fees	182	234	80	32	11	7	-	-	7	-
Revenues from Commonwealth Government	2,056	1,778	14,131	11,360	872	845	-	-	-	2,400
Other revenues	1,404	358	1,027	374	217	44	-	-	241	490
<b>Total revenues from ordinary activities</b>	<b>3,642</b>	<b>2,370</b>	<b>15,238</b>	<b>11,766</b>	<b>1,100</b>	<b>896</b>	<b>-</b>	<b>-</b>	<b>253</b>	<b>2,890</b>
<b>NET COST OF SERVICES</b>	<b>55,601</b>	<b>53,797</b>	<b>41,385</b>	<b>46,479</b>	<b>46,206</b>	<b>42,362</b>	<b>1,042</b>	<b>1,134</b>	<b>3,381</b>	<b>4,738</b>
<b>REVENUES FROM GOVERNMENT</b>										
Appropriations	52,324	51,715	42,226	37,476	44,531	38,750	987	1,002	3,146	4,092
Liabilities assumed by the Treasurer	2,309	2,047	1,739	1,223	1,305	1,502	-	41	131	128
Resources received free of charge	86	103	71	67	35	64	-	-	-	-
<b>Total Revenues from Government</b>	<b>54,719</b>	<b>53,865</b>	<b>44,036</b>	<b>38,766</b>	<b>45,871</b>	<b>40,316</b>	<b>987</b>	<b>1,043</b>	<b>3,277</b>	<b>4,220</b>
<b>CHANGE IN NET ASSETS BEFORE RESTRUCTURING</b>	<b>(882)</b>	<b>68</b>	<b>2,651</b>	<b>(7,713)</b>	<b>(335)</b>	<b>(2,046)</b>	<b>(55)</b>	<b>(91)</b>	<b>(104)</b>	<b>(518)</b>
Net revenues/(expenses) from restructuring	-	-	-	-	-	-	-	-	-	516
<b>CHANGE IN NET ASSETS AFTER RESTRUCTURING</b>	<b>(882)</b>	<b>68</b>	<b>2,651</b>	<b>(7,713)</b>	<b>(335)</b>	<b>(2,046)</b>	<b>(55)</b>	<b>(91)</b>	<b>(104)</b>	<b>(2)</b>

## Output Schedule of Expenses and Revenues for the year ended 30 June 2001

	Policy advice, strategic initiatives and coordination to make a positive difference for WA women and reduce domestic violence		Youth policy development and coordination		Youth programs and initiatives		Drug abuse strategy coordination		Drug abuse treatment and prevention		TOTAL
	2000/01 (\$'000)	1999/00 (\$'000)	2000/01 (\$'000)	1999/00 (\$'000)	2000/01 (\$'000)	1999/00 (\$'000)	2000/01 (\$'000)	1999/00 (\$'000)	2000/01 (\$'000)	1999/00 (\$'000)	
<b>COST OF SERVICES</b>											
<b>Expenses from ordinary activities</b>											
Employee expenses	2,137	1,699	89	-	442	-	585	-	531	69,419	64,711
Contracts and services	769	717	4	-	202	-	51	-	683	14,193	15,214
Depreciation and amortisation	43	49	-	-	2	-	9	-	125	4,096	4,761
Doubtful debts expense	-	1	-	-	-	-	-	-	1	312	796
Operating expenses	725	1,146	3	-	132	-	75	-	825	10,472	13,376
Accommodation expenses	251	237	6	-	52	-	30	-	92	8,777	8,810
Grants and subsidies	169	142	24	-	1,154	-	6	-	822	17,056	19,127
Funding for services	748	814	1	-	158	-	20	-	10,906	50,554	58,941
Net loss on disposal of non current assets	-	1	-	-	-	-	-	-	-	80	263
<b>Total cost of services</b>	<b>4,842</b>	<b>4,806</b>	<b>127</b>	<b>-</b>	<b>2,142</b>	<b>-</b>	<b>776</b>	<b>-</b>	<b>13,985</b>	<b>174,959</b>	<b>185,999</b>
<b>Revenues from ordinary activities</b>											
User charges and fees	-	-	-	-	8	-	-	-	-	288	273
Revenues from Commonwealth Government	193	250	-	-	250	-	-	-	439	17,507	17,072
Other revenues	16	130	-	-	330	-	1	-	309	3,235	1,706
<b>Total revenues from ordinary activities</b>	<b>209</b>	<b>380</b>	<b>-</b>	<b>-</b>	<b>588</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>748</b>	<b>21,030</b>	<b>19,051</b>
<b>NET COST OF SERVICES</b>	<b>4,633</b>	<b>4,426</b>	<b>127</b>	<b>-</b>	<b>1,554</b>	<b>-</b>	<b>775</b>	<b>-</b>	<b>13,237</b>	<b>153,929</b>	<b>166,948</b>
<b>REVENUES FROM GOVERNMENT</b>											
Appropriations	4,282	3,977	114	-	2,296	-	796	-	13,423	149,906	151,231
Liabilities assumed by the Treasurer	164	168	7	-	33	-	47	-	39	5,688	5,195
Resources received free of charge	-	-	-	-	-	-	-	-	-	192	234
<b>Total Revenues from Government</b>	<b>4,446</b>	<b>4,145</b>	<b>121</b>	<b>-</b>	<b>2,329</b>	<b>-</b>	<b>843</b>	<b>-</b>	<b>13,462</b>	<b>155,786</b>	<b>156,660</b>
<b>CHANGE IN NET ASSETS BEFORE RESTRUCTURING</b>	<b>(187)</b>	<b>(281)</b>	<b>(6)</b>	<b>-</b>	<b>775</b>	<b>-</b>	<b>68</b>	<b>-</b>	<b>225</b>	<b>1,857</b>	<b>(10,288)</b>
Net revenues/(expenses) from restructuring	-	84	24	-	161	-	(219)	-	(3,497)	-	600
<b>CHANGE IN NET ASSETS AFTER RESTRUCTURING</b>	<b>(187)</b>	<b>(197)</b>	<b>18</b>	<b>-</b>	<b>936</b>	<b>-</b>	<b>68</b>	<b>(3,497)</b>	<b>225</b>	<b>(1,674)</b>	<b>(9,688)</b>

## Department for Family and Children's Services

### Summary of Consolidated Fund Appropriations and Revenue Estimates for the year ended 30 June 2001

	2001 Estimate \$'000	2001 Actual \$'000	Variance \$'000	2000 Estimate \$'000	2000 Actual \$'000	Variance \$'000
<b>RECURRENT</b>						
Amount required to fund outputs for the year	161,828	167,625	5,797	159,687	166,916	7,229
Less Retained Revenue - Section 23A Financial Administration and Audit Act	(25,007)	(28,527)	(3,520)	(14,322)	(18,763)	(4,441)
Section 25 transfer - recurrent services	-	2,278	2,278	-	-	-
Item 115 amount provided to fund outputs for the year	136,821	141,376	4,555	145,365	148,153	2,788
Amount authorised by other statutes - Salaries and Allowances Act 1975	122	189	67	122	170	48
<b>Sub total</b>	<b>136,943</b>	<b>141,565</b>	<b>4,622</b>	<b>145,487</b>	<b>148,323</b>	<b>2,836</b>
Item 116 Contribution to Western Australian Family Foundation Trust Account	560	560	-	560	560	-
Total recurrent services	137,503	142,125	4,622	146,047	148,883	2,836
<b>CAPITAL</b>						
Item 191 amount provided for capital services for the year	7,781	7,781	-	8,348	2,348	(6,000)
<b>TOTAL</b>	<b>145,284</b>	<b>149,906</b>	<b>4,622</b>	<b>154,395</b>	<b>151,231</b>	<b>(3,164)</b>
<b>DETAILS OF EXPENDITURE</b>						
<b>RECURRENT</b>						
<b>Outputs</b>						
Family and individual support	55,379	57,589	2,210	53,105	51,538	(1,567)
Child and family safety	54,327	56,767	2,440	47,245	54,518	7,273
Care for children	46,404	47,005	601	38,699	39,460	761
Family and children's policy development and coordination	1,055	984	(71)	1,002	980	(22)
Positive ageing	3,597	3,552	(45)	3,985	7,619	3,634
Policy advice, strategic initiatives and coordination to make a positive difference for WA women and reduce domestic violence	4,603	4,469	(134)	3,732	4,726	994
Youth policy development and coordination	296	23	(273)	-	-	-
Youth programs and initiatives	1,979	1,565	(414)	-	-	-
Drug abuse strategy coordination	-	-	-	760	707	(53)
Drug abuse treatment and prevention	-	-	-	13,874	13,857	(17)
Recurrent expenditure	167,640	171,954	4,314	162,402	173,405	11,003
Less retained revenue	(25,007)	(28,527)	(3,520)	(14,322)	(18,763)	(4,441)
Commonwealth revenue received in advance	-	-	-	-	(1,025)	(1,025)
Adjustment for cash balances and other funding sources	(5,130)	(1,302)	3,828	(2,033)	(4,734)	(2,701)
	137,503	142,125	4,622	146,047	148,883	2,836
<b>CAPITAL</b>						
Capital expenditure	5,071	3,784	(1,287)	15,027	4,682	(10,345)
Adjustment for cash balances and other funding sources	2,710	3,997	1,287	(6,679)	(2,334)	4,345
	7,781	7,781	-	8,348	2,348	(6,000)
<b>TOTAL OF APPROPRIATIONS</b>	<b>145,284</b>	<b>149,906</b>	<b>4,622</b>	<b>154,395</b>	<b>151,231</b>	<b>(3,164)</b>

The Summary of Consolidated Fund Appropriations and Revenue Estimates should be read in conjunction with note 34.

# Department for Family and Children's Services

## Notes to the Financial Statements 30 June 2001

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### 1 Department's objectives and funding

Each agency within the Department for Family and Children's Services has a separate mission.

- Family and Children's Services' mission is to promote responsibility and growth in family and community life and contribute to the protection and care of children.
- The Family & Children's Policy Office's mission is to improve the wellbeing and promote the interests of Western Australian families and children.
- The Women's Policy Office's mission is to provide leadership to advance the status of women and eliminate domestic violence in Western Australia.
- The Office of Seniors Interests' mission is to enhance the lifestyles of seniors by promoting positive ageing and encouraging the community to plan for its ageing population.
- The Office of Youth Affairs' mission is to promote the development and potential of young people.

The Department for Family and Children's Services is predominantly funded by Parliamentary appropriations whilst also having a net appropriation arrangement. A determination by the Treasurer, pursuant to Section 23A of the Financial Administration and Audit Act, provides for the retention of moneys received by the Department.

The financial statements encompass all Funds through which the Department for Family and Children's Services controls resources to carry on its functions. The Department assumed responsibility for the Office of Youth Affairs from 9 March 2001.

### 2 Significant accounting policies

#### a General statement

The financial statements constitute a general purpose financial report which has been prepared in accordance with Australian Accounting Standards and UIG (Urgent Issues Group) Consensus Views as applied by the Treasurer's Instructions. Several of these are modified by the Treasurer's Instructions to vary the application, disclosure, format and wording. The Financial Administration and Audit Act and the Treasurer's Instructions are legislative provisions governing the preparation of financial statements and take precedence over Australian Accounting Standards and UIG Consensus Views. The modifications are intended to fulfil the requirements of general application to the public sector together with the need for greater disclosure and also to satisfy accountability requirements.

If any such modification has a material or significant financial effect on the reported results, details of that modification and, where practicable, the resulting financial effect is disclosed in individual notes to these financial statements.

#### b Basis of accounting

The financial statements have been prepared in accordance with Australian Accounting Standard AAS 29 as modified by Treasurer's Instruction 1101A.

The statements have been prepared on the accrual basis of accounting using historical cost convention with the exception that certain non current physical assets which subsequent to initial recognition, have been measured on the fair value basis in accordance with the option under AAS 38(5.1). Land and buildings controlled by the agency and revalued by an independent valuation by the Valuer General's Office as at 30 June 2001 are included in the financial statements at their revalued amount. Increments and decrements to the value of these assets have been brought to account in accordance with AAS38 "Accounting for the Revaluation of Non Current Assets".

#### c Appropriations

Appropriations in the nature of revenue, whether recurrent or capital, are recognised as revenues in the period in which the Department gains control of the appropriated funds. The Department gains control of appropriated funds at the time those funds are deposited into the Department's bank account.

#### d Net appropriation determination

Pursuant to section 23A of the Financial Administration and Audit Act, the net appropriation determination by the Treasurer provides for retention of the following moneys received by the Department:

- proceeds from fees and charges, and
- proceeds from training courses provided.

Retained revenues may only be applied to the outputs specified in the 2000/2001 budget statements.

Details of the retained revenues are disclosed in the Summary of Consolidated Fund Appropriation and Revenue Estimates.

**e Operating accounts**

Amounts appropriated are deposited into the operating account and any revenues which are the subject of net appropriation determinations are also deposited into the operating account. All payments of the Department are made from the operating account.

**f Valuation of non current assets**

Non current assets controlled by the Department have been included either at cost or at valuation. The revaluation of land and buildings was performed in June 2001 with an independent valuation by the Valuer General's Office.

The transitional provisions in AAS38 (10.9) (b) have been applied to leasehold improvements and restricted assets.

**g Depreciation of non current assets**

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

Depreciation is provided for on the straight line basis, using rates which are reviewed annually. Major depreciation periods are:

Buildings	25 years
Furniture	
Fabric furniture	5 years
Wood furniture	10 years
Metal furniture	15 years
Office equipment	5 years
Electrical equipment	5 years
Computer equipment	4 years
Computer software	3 years

Leasehold improvements are depreciated on a straight line basis over the life of the lease or the life of the asset, whichever is less.

**h Employee entitlements**

*Annual leave*

This entitlement is recognised at current remuneration rates and is measured at the amount unpaid at the reporting date in respect to employees service up to that date.

*Long service leave*

A liability for long service leave is recognised and is measured as the present value of expected future payments to be made in respect of services provided by employees up to the reporting date. Consideration is given when assessing expected future payments, to expected future wage and salary levels including relevant on costs, experience of employee departures and periods of service. Expected future payments are discounted using interest rates to obtain the estimated future cash outflows.

This method of measurement of the liability is consistent with the requirements of the AAS 30 "Accounting for Employee Entitlements" and was determined by an independent actuarial valuation in 1999/2000 by Price Waterhouse Coopers.

In 2000/2001, the measurement of liability for long service leave included superannuation on costs.

*Superannuation*

Staff contribute to the Superannuation and Family Benefits Act Scheme, a defined benefits pension scheme now closed to new members, or to the Gold State Superannuation Scheme, a defined benefit and a lump sum scheme now also closed to new members. Staff who do not contribute to either of these schemes become members of the West State Superannuation Scheme, an accumulation fund complying with the Commonwealth Government's Superannuation Guarantee (Administration) Act 1992. The employer's portion of liability under all these schemes is assumed by the Treasurer.

The superannuation expense comprises the following elements:

- change in the unfunded employer's liability in respect of current employees who are members of the Superannuation and Family Benefits Act Scheme and current employees who accrued a benefit on transfer from that scheme to the Gold State Superannuation Scheme; and
- notional employer contributions which would have been paid to the Gold State Superannuation Scheme and West State Superannuation Scheme if the Department had made concurrent employer contributions to those schemes.

The superannuation expense does not include payment of pensions to retirees as this does not constitute part of the cost of services provided by the Department in the current year.

**i Leases**

The Department has entered into a number of operating lease arrangements for buildings and motor vehicles where the lessor effectively retains all of the risks and benefits incident to ownership of the items held under the operating leases. Equal instalments of the lease payments are charged to the operating statement over the lease term as this is representative of the pattern of benefits to be derived from the leased property.

Where lease incentive benefits have been received, they have been recognised as a liability which will be reduced by the amount by which the lease rental payment made during any reporting period is greater than the rental expense for that period (note 30). The Department's commitments in respect of operating leases is disclosed in note 32. The Department has no finance lease commitments at this time.

**j Accounts receivable, accounts payable, accrued expenses and accrued salaries**

Accounts receivable are recognised at the amounts receivable as they are due for settlement no more than 30 days from the date of recognition, unless otherwise negotiated. Collectability of accounts receivable is reviewed on an ongoing basis. Debts which are known to be uncollectable are written off. A provision for doubtful debts is raised for debts which are unlikely to be collectable.

Accrued salaries suspense account consists of amounts paid annually into a suspense account to largely meet the additional cash outflow in the year when 27 pay days occur instead of the normal 26. No interest is received on this account.

Accounts payable and accrued expenses are recognised when the Department becomes obliged to make future payments as a result of the purchase of goods and services. These amounts are generally settled within 30 days.

Accrued salaries represents the amount due to staff but unpaid at the end of the financial year, as the end of the last pay period for that financial year does not coincide with the end of the financial year. Accrued salaries are settled within a few days of the financial year end. The Department considers the carrying amount of accrued salaries to be equivalent to the net fair value.

**k Net fair values of financial assets and liabilities**

Net fair values of financial instruments are determined on the following basis:

Monetary financial assets and liabilities not traded in an organised financial market - cost basis carrying amounts of debtors, accounts payable and accruals (note 35).

**l Revenue**

As from 1999/2000, the Department's accounting treatment for Commonwealth revenue has been amended such that grant instalments are recognised as revenue in the period of receipt as required by AAS 15, rather than being allocated to a future period for which they may have been granted.

**m Comparative figures**

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

**3 Outputs of the Department for Family and Children's Services**

The budget for 2000/2001 was framed in terms of activities/outputs, consequently financial reporting for the year is also analysed in terms of activities/outputs.

Information about the Department's outputs and the expenses and revenues which are reliably attributable to those outputs is set out in the Output Schedule.

The key outputs of the Department and its objectives are:

**Output 1: Family and individual support**

The objective of this output is to assist community members achieve self reliance and develop knowledge and skills about parenting; and to help young people effectively manage their lives.

**Output 2: Child and family safety**

The objective of this output is to support families and individuals in crisis, reduce the occurrence and effects of abuse within families, and ensure the safety of children.

**Output 3: Care for children**

The objective of this output is to provide quality care for children placed in care; and to ensure safe and good quality child care.

**Output 4: Family and children's policy development and coordination**

The objective of this output is to strengthen families and their links with communities and improve access to family friendly government, business and community services.

**Output 5: Positive ageing**

The objective of this output is to identify trends and encourage planning for an ageing population; provide policy, advice, strategic analysis and information to the Minister and organisations in all sectors of the community; undertake promotional, educational and community initiatives to improve attitudes towards older people; and initiate strategies and facilitate the provision of goods and services, including management of the Seniors Card and Telephone Information Service, to enhance positive ageing.

**Output 6: Policy advice, strategic initiatives and coordination to make a positive difference for WA women and reduce domestic violence**

The objective of this output is to work with government and the community for a measurable improvement in opportunities and outcomes for Western Australian women and a reduction in domestic violence.

**Output 7: Youth policy development and coordination**

The objective of this output is to develop, coordinate and implement youth policy initiatives and programs across the government and non government sectors.

**Output 8: Youth programs and initiatives**

The objective of this output is to develop, implement and evaluate programs and initiatives which address the needs of young people.

	2000/01 (\$'000)	1999/00 (\$'000)
<b>4 Employee expenses</b>		
Wages and salaries	50,925	48,903
Superannuation	5,688	5,195
Leave accruals and other salary costs	9,948	8,703
Workers Compensation premiums	2,127	1,165
Fringe Benefits Tax	731	745
	<u>69,419</u>	<u>64,711</u>
<b>5 Contracts and services</b>		
Contractors and consultants	9,717	10,631
Leased equipment	435	565
Repairs and maintenance - equipment	477	350
Motor vehicle costs	3,399	3,379
Facilities	165	289
	<u>14,193</u>	<u>15,214</u>
<b>6 Depreciation and amortisation</b>		
<b>Depreciation</b>		
Buildings	623	606
Furniture and equipment	474	558
Computer equipment	1,007	1,353
Motor vehicles	0	1
Restricted assets - buildings	214	238
	<u>2,318</u>	<u>2,756</u>
<b>Amortisation</b>		
Leasehold improvements		
Controlled assets	759	823
Restricted assets	1,019	1,182
	<u>1,778</u>	<u>2,005</u>
	<u>4,096</u>	<u>4,761</u>
<b>7 Operating expenses</b>		
Communications	2,747	2,934
Consumables	3,812	5,589
Staffing Costs	1,666	1,699
Training	784	592
Travel	1,215	1,471
Other	248	1,102
	<u>10,472</u>	<u>13,376</u>

# Notes to the Financial Statements 30 June 2001

	2000/01 (\$'000)	1999/00 (\$'000)
<b>8 Accommodation expenses</b>		
Lease rentals	4,980	4,892
Repairs and maintenance - buildings	847	1,414
Insurance - general	323	338
Construction materials	65	189
Minor works	1,028	584
Cleaning, gardening, security, rates and taxes	726	658
Power, water and gas	808	735
	<u>8,777</u>	<u>8,810</u>
<b>9 Net loss on disposal of non current assets</b>		
Motor vehicles	0	3
Land and buildings	0	128
Furniture and equipment	1	0
Computer equipment	19	22
Leasehold improvements - restricted	65	110
Other	(5)	0
	<u>80</u>	<u>263</u>
Proceeds on sale of non current assets	<u>0</u>	<u>24</u>
<b>10 User charges and fees</b>		
Hostels - board and allowances	5	5
Adoption fees	78	61
Family centre revenue	69	206
Rent/hire of facilities	43	0
Criminal records screening	11	0
Training	81	0
Freedom of information	1	1
	<u>288</u>	<u>273</u>
<b>11 Revenues from Commonwealth Government</b>		
Recurrent		
Children's Services Program	251	251
Family Law Court	1,190	1,084
Supported Accommodation Assistance Program	15,394	12,240
Unattached Refugee Children	35	18
Natural Disaster Relief	0	123
Aboriginal Childcare Training Programs	40	39
Aboriginal and Torres Strait Islander Employment Strategy	36	99
Christmas/Cocos Island Service Delivery Programs	112	129
National Campaign Against Drug Abuse	0	439
Strategy for Positive Ageing	0	2,400
Domestic Violence Partnerships	194	250
Centenary of Federation	250	0
Promotional Initiatives	5	0
	<u>17,507</u>	<u>17,072</u>
*In accordance with AAS 15, Commonwealth revenue is recognised in the period of receipt.		
The Commonwealth Government has a service delivery agreement with the State Government of Western Australia for the provision of services to Christmas Island and Cocos-Keeling Island.		
Opening balance	117	36
Funding from the Commonwealth	<u>112</u>	<u>129</u>
	229	165
Payments by program		
Administration costs	<u>112</u>	<u>48</u>
Balance carried forward	<u>117</u>	<u>117</u>
<b>12 Other revenues</b>		
Contributions by officers to the Executive Motor Vehicle Scheme	54	49
Rebates and reimbursements	409	336
Bad debt recovery	16	20
Miscellaneous	<u>2,756</u>	<u>1,301</u>
	<u>3,235</u>	<u>1,706</u>



	2000/01 (\$'000)	1999/00 (\$'000)
<b>13 Appropriations from Consolidated Fund</b>		
Recurrent	142,125	148,883
Capital		
Community centres	2,253	350
Computing hardware and software	2,450	1,252
Long day care facilities	578	0
Adolescent and child support service	1,318	596
Furniture and office equipment	150	150
Office accommodation and relocation	167	0
Hostels/group homes	865	0
	<u>149,906</u>	<u>151,231</u>
<b>14 Liabilities assumed by the Treasurer</b>		
Superannuation	<u>5,688</u>	<u>5,195</u>
<b>15 Resources received free of charge</b>		
Operating expenses	<u>192</u>	<u>234</u>
Resources received free of charge has been determined on the basis of the following estimates provided by agencies:		
Office of the Auditor General		
- external audit services	75	75
Crown Solicitor's Office		
- legal services	71	51
Department of Land Administration		
- land information	1	5
Treasury		
- leasing services	34	35
Valuer General's Office		
- property valuation	8	27
Health Department of WA		
- health services	3	39
Education Department of WA		
- education services	0	2
	<u>192</u>	<u>234</u>
<b>16 Net revenues from restructuring</b>		
The Department assumed the responsibility of Office of Youth Affairs on 9 March 2001.		
On 1 July 2000 the functions of Western Australian Drug Abuse Strategy Office were transferred to the Office of Premier and Cabinet.		
During 1999/2000 the Department assumed the responsibility for the Office of Senior Interests and Women's Policy Office.		
<b>Western Australian Drug Abuse Strategy Office</b>		
Assets		
- Current	(1,848)	0
- Non current	(2,123)	0
Liabilities		
- Current	161	0
- Non current	94	0
Net assets transferred out	<u>(3,716)</u>	<u>0</u>
<b>Office of Youth Affairs</b>		
Assets		
- Current	357	0
- Non current	20	0
Liabilities		
- Current	( 128)	0
- Non current	( 64)	0
Net assets taken up	<u>185</u>	<u>0</u>

	2000/01 (\$'000)	1999/00 (\$'000)
<b>Office of Seniors Interests</b>		
Assets		
- Current	0	827
- Non current	0	110
Liabilities		
- Current	0	(342)
- Non current	0	(79)
Net assets taken up	<u>0</u>	<u>516</u>
<b>Women's Policy Office</b>		
Assets		
- Current	0	961
- Non current	0	88
Liabilities		
- Current	0	(555)
- Non current	0	(410)
Net assets taken up	<u>0</u>	<u>84</u>
Total net assets taken up/(Total net assets transferred out)	<u>(3,531)</u>	<u>600</u>

**17 Cash assets**

Accrued salaries suspense account	1,581	1,310
Operating bank account at Commonwealth Bank	6,412	5,313
Cash advances	33	33
	<u>8,026</u>	<u>6,656</u>

**18 Restricted cash asset**

Child Welfare Benevolent Fund	4	4
Community Services Trust Account	27	31
Office of Seniors Interests Sponsorship	0	5
GEHA Rental	0	16
WA Family Foundation	877	1,132
Supported Accommodation Assistance Program	2,196	2,099
Children's Services Program	43	14
Unattached Refugee Minor Program	9	5
Community Education	0	149
Commonwealth Partnerships Projects	0	226
	<u>3,156</u>	<u>3,681</u>

The above cash held in the controlled trust accounts can only be used for specific designated purposes.

**19 Receivables**

	Gross		Provision for doubtful debts		Net	
	2000/01 (\$'000)	1999/00 (\$'000)	2000/01 (\$'000)	1999/00 (\$'000)	2000/01 (\$'000)	1999/00 (\$'000)
Furniture loans scheme	0	546	0	546	0	0
Foster subsidy	93	110	60	75	33	35
Salary overpayments	14	26	2	18	12	8
Burials	147	129	78	83	69	46
Workers compensation	47	53	0	0	47	53
Other	543	24	0	0	543	24
GST recoverable	1,228	496	0	0	1,228	496
	<u>2,072</u>	<u>1,384</u>	<u>140</u>	<u>722</u>	<u>1,932</u>	<u>662</u>

	2000/01 (\$'000)	1999/00 (\$'000)
<b>20 Prepaid expenses</b>		
Operating costs	725	631
Funding for services	5,733	4,548
	<u>6,458</u>	<u>5,179</u>

**21 Property, office machines, furniture and equipment**

	<b>Cost or valuation</b>		<b>Accumulated depreciation</b>		<b>Written down value</b>	
	2000/01 (\$'000)	1999/00 (\$'000)	2000/01 (\$'000)	1999/00 (\$'000)	2000/01 (\$'000)	1999/00 (\$'000)
<b>At cost:</b>						
Land	0	37	0	0	0	37
Buildings	0	5,864	0	260	0	5,604
Office machines, furniture and equipment	3,064	2,943	1,956	1,723	1,108	1,220
Computer equipment and software	6,080	6,295	4,758	4,203	1,322	2,092
	<u>9,144</u>	<u>15,139</u>	<u>6,714</u>	<u>6,186</u>	<u>2,430</u>	<u>8,953</u>
<b>At valuation:</b>						
Land	12,571	10,712	0	0	12,571	10,712
Buildings	14,083	9,971	0	1,450	14,083	8,521
Office machines, furniture and equipment	415	521	410	504	5	17
Computer equipment and software	1,780	1,899	1,780	1,898	0	0
	<u>28,849</u>	<u>23,103</u>	<u>2,190</u>	<u>3,852</u>	<u>26,659</u>	<u>19,250</u>
<i>Property, office machines, furniture and equipment</i>	<u>37,993</u>	<u>38,242</u>	<u>8,904</u>	<u>10,038</u>	<u>29,089</u>	<u>28,203</u>

**22 Leasehold improvements**

	<b>Cost or valuation</b>		<b>Accumulated depreciation</b>		<b>Written down value</b>	
	2000/01 (\$'000)	1999/00 (\$'000)	2000/01 (\$'000)	1999/00 (\$'000)	2000/01 (\$'000)	1999/00 (\$'000)
<b>At cost:</b>						
Leasehold improvements	0	2,267	0	1,359	0	908
<b>At valuation:</b>						
Leasehold improvements	4,550	4,775	0	466	4,550	4,309
<i>Leasehold improvements</i>	<u>4,550</u>	<u>7,042</u>	<u>0</u>	<u>1,825</u>	<u>4,550</u>	<u>5,217</u>

**23 Restricted assets**

These assets are restricted due to limitations being placed on the purpose and functions for which the assets can be used, in either lease documents, land vested in the Minister's name or agreements made with the Commonwealth.

	<b>Cost or valuation</b>		<b>Accumulated depreciation</b>		<b>Written down value</b>	
	2000/01 (\$'000)	1999/00 (\$'000)	2000/01 (\$'000)	1999/00 (\$'000)	2000/01 (\$'000)	1999/00 (\$'000)
<b>At cost:</b>						
Land	0	28	0	0	0	28
Buildings	0	202	0	34	0	168
Leasehold improvements	0	3,650	0	1,164	0	2,486
	<u>0</u>	<u>3,880</u>	<u>0</u>	<u>1,198</u>	<u>0</u>	<u>2,682</u>
<b>At valuation:</b>						
Land	9,460	6,413	0	0	9,460	6,413
Buildings	5,486	5,734	0	806	5,486	4,928
Leasehold improvements	5,428	4,785	0	363	5,428	4,422
	<u>20,374</u>	<u>16,932</u>	<u>0</u>	<u>1,169</u>	<u>20,374</u>	<u>15,763</u>
<i>Restricted assets</i>	<u>20,374</u>	<u>20,812</u>	<u>0</u>	<u>2,367</u>	<u>20,374</u>	<u>18,445</u>

	2000/01 (\$'000)	1999/00 (\$'000)
<b>24 Work in progress</b>		
Work in progress has been included at cost:		
Community facilities	0	26
Parenting information centres	83	0
Family centre upgrades	78	48
Community houses	760	587
Office complex	226	52
Office refurbishment	1,215	0
Sobering up centres	0	107
Hostels	697	784
Youth camp	0	300
Software development	379	284
Occasional care upgrades	112	0
	<u>3,550</u>	<u>2,188</u>

**25 Reconciliation schedule of non current assets**

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

	Land	Buildings	Office machines, furniture and equipment	Computer equipment and software	Leasehold improvements	Restricted assets-land	Restricted assets-buildings	Restricted assets-leasehold improvements	Work in progress	Total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Carrying amount at start of year	10,749	14,125	1,237	2,092	5,217	6,441	5,096	6,908	2,188	54,053
Additions		688	379	310	293		707	154	1,362	3,893
Disposals	(217)	(429)	(30)	(73)		(170)	(895)	(614)		(2,428)
Revaluation increments	2,039	322				3,189	792			6,342
Revaluation decrements					(201)					(201)
Depreciation and amortisation		(623)	(473)	(1,007)	(759)		(214)	(1,020)		(4,096)
Carrying amount at end of year	<u>12,571</u>	<u>14,083</u>	<u>1,113</u>	<u>1,322</u>	<u>4,550</u>	<u>9,460</u>	<u>5,486</u>	<u>5,428</u>	<u>3,550</u>	<u>57,563</u>

	2000/01 (\$'000)	1999/00 (\$'000)
<b>26 Payables</b>		
<b>Payables and accrued expenses</b>		
Liability for goods and services	2,000	856
Liability for GEHA rental	0	16
Liability for private trusts	32	40
Liability for employee funded leave entitlements	51	32
	<u>2,083</u>	<u>944</u>

**27 Accrued salaries**

Amounts owing for six working days from 22 June to 30 June 2001 (2000: six working days)	<u>1,755</u>	<u>1,336</u>
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**28 Provisions**

<b>Employee entitlements</b>		
Current liabilities		
Liability for annual leave	4,171	4,067
Liability for long service leave *	6,111	3,429
Liability for free passes to the coast and travel days	83	86
Liability for time off in lieu	86	103
Liability for public holidays	152	194
	<u>10,603</u>	<u>7,879</u>
Non current liabilities		
Liability for long service leave	3,693	4,949
	<u>14,296</u>	<u>12,828</u>

\*Liability for long service leave as at 30 June 2001 has been adjusted to include superannuation on costs and measurement of pro-rata amounts at present value method in accordance with AAS 30.

	2000/01 (\$'000)	1999/00 (\$'000)
<b>29 Lease incentive liability</b>		
This amount represents the rent that would have been paid but for the rent free and reduced rent period included in the lease. This amount will be amortised over the life of the lease. This relates to rent accruing to Women's Policy Office.		
Current liabilities	6	6
Non current liabilities	333	339

**30 Equity**

Equity represents the residual interest in the net assets of the agency. 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.

**Accumulated surplus**

Balance at the beginning of the year	22,814	29,265
Adjustment due to initial application of AAS 15 requirements in respect of Commonwealth grants (see also note 2 (l))	0	3,181
	<u>22,814</u>	<u>32,446</u>
Change in net assets after restructuring	(1,674)	(9,632)
Balance at end of the year	<u>21,140</u>	<u>22,814</u>

**Asset revaluation reserve**

Balance at the beginning of the year	31,964	31,964
Revaluations during the year	5,558	0
Balance at end of the year	<u>37,522</u>	<u>31,964</u>

**Total equity**

<u>58,662</u>	<u>54,778</u>
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**31 Reconciliation of net cost of services to net cash flows providing by/(used in) operating activities**

For the purposes of the Statement of Cash Flows, 'cash' has been deemed to include cash on hand, amounts in suspense and restricted cash.

<b>Net cost of services (Statement of financial performance)</b>	(153,929)	(166,948)
<b>Non cash items</b>		
Depreciation and amortisation	4,096	4,761
Prior period adjustment	( 563)	461
Superannuation expense	5,688	5,195
Resources received free of charge	192	234
(Profit)/loss on sale of property, plant and equipment	80	263
<b>(Increase)/decrease in assets</b>		
Current receivables	(1,153)	(288)
Current prepayments	(1,279)	1,385
Current inventories	0	14
Current assets transferred from other sources	357	177
<b>Increase/(decrease) in liabilities</b>		
Current payables	1,139	(361)
Current provisions	2,724	547
Current accrued salaries	420	530
Current revenue received in advance	0	(117)
Current liabilities transferred from other sources	32	(897)
Non current provisions	(1,256)	546
Other non current liabilities	(6)	346
Non current liabilities transferred from other sources	30	(488)
<b>Net cash provided by/(used in) operating activities</b>	<u>(143,428)</u>	<u>(154,640)</u>

	2000/01 (\$'000)	1999/00 (\$'000)
<b>32 Lease commitments</b>		
Commitments in relation to leases contracted for at the reporting date but not recognised as liabilities, payable:		
- Within a year	4,072	5,959
- Later than one year and not later than five years	5,368	6,785
- Later than five years	60	555
	<u>9,500</u>	<u>13,299</u>
Representing:		
Cancellable operating leases	1,820	0
Non cancellable operating leases	<u>7,680</u>	<u>13,299</u>
	<u>9,500</u>	<u>13,299</u>
Non cancellable operating lease commitments		
- Within a year	3,162	5,959
- Later than one year and not later than five years	4,458	6,785
- Later than five years	60	555
	<u>7,680</u>	<u>13,299</u>

**33 Remuneration and retirement benefits of senior officers****Remuneration**

The number of senior officers whose total of fees, salaries and other benefits received, or due and receivable, for the financial year who fall within the following bands is:

\$	2001	2000
20,001 - 30,000	1	0
50,001 - 60,000	0	1
60,001 - 70,000	0	1
90,001 - 100,000	0	1
100,001 - 110,000	1	6
110,001 - 120,000	7	2
120,001 - 130,000	2	0
230,001 - 240,000	1	1

The total remuneration of senior officers is: 1,308 1,044

**Retirement benefits**

The following amounts in respect of retirement benefits for senior officers were paid or became payable for the financial year:

Total notional contributions to Gold State Superannuation Scheme and West State Superannuation Scheme: 135 109

No senior officers are members of the Superannuation and Family Benefits Act Scheme.

**34 Explanatory statement**

The Summary of Consolidated Fund Appropriations and Revenue Estimates discloses appropriations and other statutes expenditure estimates, the actual expenditure made and revenue estimates and payments into the Consolidated Fund, all on a cash basis.

The following explanations of significant variations are provided in accordance with Treasurer's Instruction 945.

- a During the 2000/2001 financial year additional funding was provided:

**Supplementary funds**

The Department received supplementary funding of \$2,511,000. Funding was provided for the following items:

- increased numbers of children in care
- to assist in meeting departmental cost pressures
- Management Initiated Retirement payments
- Cadet grants

**b Receipts**

A determination by the Treasurer, pursuant to section 23A of the Financial Administration and Audit Act provided for the retention of all revenue received by the Department in 2000/2001. The moneys received and retained have been applied to the Department's outputs as specified in the budget statements.

## Notes to the Financial Statements 30 June 2001

- c There were no significant variations between actual expenditure and budget estimates for the 2000/2001 financial year.
- d Significant variations between actual expenditure for the 2000/2001 financial year and the actual expenditure for the 1999/2000 financial year.

	Actual 2000/01 \$'000	Actual 1999/00 \$'000	Variation \$'000
<b>Family and individual support</b>	57,589	51,538	6,051

The variance is largely due to:

- increased salary and administration costs;
- increased funding to non government organisations; and
- effect of GST in 2000/2001.

<b>Care for children</b>	47,005	39,460	7,545
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The variance is due to an increased numbers and associated costs of children in care and the effect of GST in 2000/01.

<b>Positive ageing</b>	3,552	7,619	(4,067)
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The variance is due to 1999/2000 figures including costs for:

- the establishment of the Centre for Positive Ageing; and
- promotion of the International Year of the Older Person.

The variances for drug abuse strategy coordination and treatment and prevention are due to the WA Drug Abuse Strategy Office being transferred to the Ministry of Premier and Cabinet.

## 35 Financial Instruments

The Department's exposure to interest rate risk and the effective interest rates on financial instruments are as follows:

	Weighted average interest rate %	1 year or less \$'000	Fixed interest rate maturing in 1 to 5 years \$'000	over 5 years \$'000	Non interest bearing \$'000	Total \$'000
<b>30 June 2001</b>						
<b>Financial assets</b>						
Cash assets					8,026	8,026
Restricted cash assets	5%	4			3,152	3,156
Receivables					1,932	1,932
Total financial assets		<b>4</b>	<b>-</b>	<b>-</b>	<b>13,110</b>	<b>13,114</b>
<b>Financial liabilities</b>						
Payables					2,083	2,083
Accrued salaries					1,755	1,755
Provisions					14,296	14,296
Lease incentive liability					339	339
Total financial liabilities		<b>0</b>	<b>-</b>	<b>-</b>	<b>18,473</b>	<b>18,473</b>
Net financial assets		<b>4</b>	<b>-</b>	<b>-</b>	<b>(5,363)</b>	<b>(5,359)</b>

## Notes to the Financial Statements 30 June 2001

	Weighted average interest rate %	1 year or less \$'000	Fixed interest rate maturing in 1 to 5 years \$'000	over 5 years \$'000	Non interest bearing \$'000	Total \$'000
<b>30 June 2000</b>						
<b>Financial assets</b>						
Cash assets					6,656	6,656
Restricted cash assets	5%	4			3,677	3,681
Receivables					662	662
Total financial assets		<b>4</b>	<b>-</b>	<b>-</b>	<b>10,995</b>	<b>10,999</b>
<b>Financial liabilities</b>						
Payables					944	944
Accrued salaries					1,336	1,336
Provisions					12,828	12,828
Lease incentive liability					345	345
Total financial liabilities		<b>0</b>	<b>-</b>	<b>-</b>	<b>15,453</b>	<b>15,453</b>
Net financial assets/ (liabilities)		<b>4</b>	<b>-</b>	<b>-</b>	<b>(4,458)</b>	<b>( 4,454)</b>

### Credit risk exposure

All financial assets are unsecured. Amounts owing by other government agencies are guaranteed and therefore no credit risk exists in respect of these amounts. In respect of other financial assets the carrying amounts represent the Department's maximum exposure to credit risk in relation to these assets. There were no amounts owing by other government agencies.

	2000/01 (\$'000)	1999/00 (\$'000)
<b>36 Other commitments</b>		
Capital expenditure		
Community houses	700	896
Hostel upgrades	150	215
Community centres	3,197	1,000
Office accommodation and relocation	1,253	0
Family centre remodelling	100	0
Expenditure - consumables	164	712
	<b>5,564</b>	<b>2,823</b>

### 37 Contingent liabilities

The Department's policy is to disclose as a contingency any future obligations which may arise due to special circumstances or events. At the date of this report the Department is not aware of any material future obligations, except for the following:

There are currently several legal cases pending of which the outcome is uncertain and the amounts for which cannot be accurately estimated.

- -

Commonwealth contributions made for child care centres which the department is required to repay if the centres cease to function for the purpose for which they were built amount to:

2,265 5,200

Financial assistance vouchers issued but not presented at the year end. As and when the recipients redeem these vouchers, Family and Children's Services will be billed by the relevant merchant.

145 305

Liability for payment to Riskcover for adjustments in relation to Workers Compensation Performance Adjustments

3,247 0

**5,657 5,505**



### 38 Contingent assets

Contracts for services are held with non government organisations to provide specified services for Family and Children's Services. At the completion of the financial year, if there are departmental surplus funds held by the non government organisation, Family and Children's Services negotiates the return of these funds as per the agreement with the Department. The amount under negotiation is approximately \$571,968 (1999/2000 \$220,280). The surplus funds for the 2000/2001 financial year have yet to be determined as the audited financial statements of the non government organisations are not yet due to Family and Children's Services.

### 39 Trust Accounts - Statements of Receipts and Payments for the year ended 30 June 2001

2000/01  
\$

1999/00  
\$

#### Trust Fund Private Trust Statement No 1

Child Welfare Benevolent Fund  
Balance 1 July

3,904

3,705

Receipts

241

199

4,145

3,904

Payments

0

0

Balance 30 June

4,145

3,904

To hold donations received for the provision of financial assistance in respect of child welfare matters.

#### Trust Statement No 3

Community Services Trust Account  
Balance 1 July

30,952

42,845

Receipts

411,144

324,245

442,096

367,090

Payments

414,687

336,138

Balance 30 June

27,409

30,952

To hold monies in trust for children under the care of the Department for Family and Children's Services and such other monies as are received from any other person or organisation for the provision of amenities in department facilities which house children and for such other specific purposes as directed by the donors.

#### Trust Statement No 15

Bill Paying Service  
Balance 1 July

0

0

Receipts

1,843,856

1,969,186

1,843,856

1,969,186

Payments

1,843,856

1,969,186

Balance 30 June

0

0

To hold funds received by the department on behalf of pensioners and Social Security recipients in accordance with their authority.

#### 40 Trust statements closed during the year

Four trust accounts were closed during the financial year, namely GEHA rental account, Western Australian Proceeds of Drug Crime Trust Fund, Office of Seniors Interests Sponsorship Account and Women's Policy Development Office Sponsorship Account.

	2000/01 \$	1999/00 \$
<b>41 Write offs</b>		
<b>APPROVING AUTHORITY OF IRRECOVERABLE AMOUNTS</b>		
ACCOUNTABLE OFFICER		
Furniture loan scheme	543,061	602,192
Salary overpayments	1,290	3,173
Subsidy overpayments	31,396	74,544
Burial loans	311,401	587,855
Petty cash	725	431
Equipment written off	5,361	13,676
Other	18,233	52,360
<b>TOTAL</b>	<b>911,467</b>	<b>1,334,231</b>

#### 42 Related body

Family & Children's Advisory Council is a related body of the Department. A total amount of \$34,236 was provided by the Department to the Council during the year (1999/2000 \$40,065).

#### 43 Affiliated bodies

Name of Organisation	2000/01 Amount paid \$	1999/00 Amount paid \$
55 Central Inc	353,969	397,011
Adoption Jigsaw WA Inc	65,576	64,286
Adoption Research and Counselling Service Inc	109,150	106,999
Albany Youth Support Association	268,214	384,377
Armada Community Family Centre	94,572	82,623
Armada Domestic Violence Intervention Project	28,000	*
Armada Gosnells CLAN	*	46,503
Armada Gosnells Domestic Violence Support Service	343,956	278,580
Armada Youth Accommodation Service	462,392	339,547
Association of Civilian Widows Inc	*	3,268
Australian Red Cross	97,301	*
Avon Youth Services	102,697	150,319
Avon Valley Help Centre	31,000	*
Bardi Aborigines Association Inc	5,055	*
Beagle Bay Community Inc	6,864	*
Bega Garbarringu Health Service Aboriginal Corporation	222,132	*
Bidyadanga Aboriginal Community La Grange Inc	18,603	*
Boddington Bear Occasional Child Care Centre Inc	26,033	*
Boogurlarri Community House Association	121,569	*
Bridgetown Terminus Community Centre	52,912	27,169
Broome C.I.R.C.L.E.	84,808	134,966
Broome Youth Support Group	60,981	43,237
Bullsbrook Neighbourhood Centre	*	21,780
Burdekin - Youth in Action Inc	*	99,857
Burdiya Aboriginal Corporation	92,551	*
Bunbury Domestic Violence Action Group Inc	31,000	*
Busselton Family Centre	*	25,983
C.R.O.F.T.	248,226	192,907
Calvary Youth Services Mandurah Inc	346,747	270,424
Carnamah Child Care Centre Inc	8,883	*
Carnarvon Family Support Inc	428,633	237,493
Central Agcare Incorporated	130,303	94,895

Name of Organisation	2000/01 Amount paid \$	1999/00 Amount paid \$
Churchill Brook Family Centre	35,595	25,983
Citizens Advice Bureau	220,705	216,344
City of Bayswater Child Care Association	57,778	*
CLAN Association	*	48,300
Community Link and Network Midland Inc	49,434	45,384
Community Link and Network Mirrabooka Inc	47,434	46,503
Coastal Family Health Services Inc	10,183	*
Collie Welfare Council	21,517	*
Community Link and Network Armadale/Gosnells Inc	*	45,384
Community Link and Network Mandurah Inc	*	45,384
Community Link and Network Vic Park Inc	*	102,948
Community Link and Network Western Australia Inc	444,751	*
Community Services Health and Education	31,298	*
Cyrenian House	*	682,200
Dardanup Community Centre Inc	4,539	*
Domestic Violence Council of WA	30,000	*
Denmark Occasional Day Care Centre Inc	11,017	*
Derby Aboriginal Sporting Association	28,076	*
Derby Sobering Up	*	258,400
Djarindjin Aboriginal Corporation Inc	22,075	*
Dryandra Community Association Inc	11,017	7,682
East Pilbara Youth Council Inc	429,852	141,317
East Victoria Park Family Centre	33,595	25,983
Eastern Goldfields Halfway House	*	27,200
Eastern Region Domestic Violence Council	7,000	*
Eastern Region Domestic Violence Services Network	487,296	380,529
Eaton Combined Playgroup Inc	33,595	*
Ebenezer Home Inc	443,352	345,703
Emmaus Women's Refuge	*	363,392
Escare Incorporated	113,003	83,737
Esperance Crisis Accommodation Service	287,385	207,075
Financial Advocacy & Relief Agency Inc	46,835	*
Financial Counsellors Resource Project	49,921	64,854
Fluffy Ducklings Day Care Inc	4,539	*
Foothills Information and Referral Service	59,114	70,937
Forest Lakes Thornlie Family Centre	33,595	25,000
Foster Care Association of WA	62,201	59,409
Frank Konecny Family Centre	88,507	55,602
Gawooleng Yawoodeng Aboriginal Corporation	475,816	265,534
Geraldton Regional Community Education Centre	122,855	*
Golden Mile Community House	144,602	132,081
Goldfields Women's Health Care Centre	50,000	*
Goldfields Women's Refuge Association	351,513	277,947
Gosnells Community Legal Centre Inc	*	114,795
Granny Spiers Community House Inc	124,813	*
Greenfields Family Centre	33,595	*
Halls Creek Sobering Up Shelter	*	270,200
Harvey Occasional Child Care Centre Inc	26,006	*
Health Agencies of Yilgarn Inc	9,716	*
Hedland Women's Refuge Inc	363,825	276,448
Herdsmen Neighbourhood Centre	43,205	40,297
Holyoake Institute	*	1,036,605
Hudson Road Family Centre	36,595	25,983
Hyden Occasional Child Care Assoc Inc	*	6,277
In Town Lunch Centre Inc	18,664	*
Incest Survivors Association	77,316	56,170
Jardamu Women's Group Aboriginal Corporation	330,907	179,057
Jarrahdale Occasional Child Care Service Inc	*	6,151
Joondalup Family Centre	*	26,272
Joondalup Youth Support Services Inc	359,386	354,381
Jurien Youth Group Inc	13,606	9,950
Karingal Neighbourhood Centre Inc	92,624	49,031
Karratha Youth Housing Project	541,327	235,732
Katanning Regional Emergency Accommodation Centre	121,559	122,291

Name of Organisation	2000/01 Amount paid \$	1999/00 Amount paid \$
Kidlink Early Intervention Program	222,013	121,961
Kingfisher Park Family Centre	33,595	25,983
Kojonup Occasional Care Centre Inc	23,075	*
Kulungah-Myah Family Centre	35,595	*
Kununurra Neighbourhood House Inc	60,847	56,709
Kununurra Youth Services Inc	*	137,466
Kuwinywardu Aboriginal Resource Unit	35,683	*
Lake Jasper Project Aboriginal Corporation	118,284	153,863
Learning Centre Link	*	128,717
Living Stone Foundation T/A Lifeline	145,466	*
Local Information Network - Karratha	100,634	98,657
Lockridge Community Group Inc	91,448	102,974
Looma Community Inc	15,871	*
Lucy Saw Women's Refuge	353,276	245,817
Manguri Corporation Inc	282,268	*
Manguri Corporation SAAP	153,648	*
Manjimup Family Centre	88,886	84,195
Marnin Bowa Dumbara Aboriginal Corporation	327,618	283,806
Marninwarntikura Fitzroy Women's Refuge	286,244	217,339
Marnja Jarndu	444,554	360,230
Mary Smith Night Shelter Association Inc	417,740	397,378
McFarleane House Learning Centre Inc	4,973	*
Meekatharra Youth And Social Centre	65,485	49,353
Meerilinga Young Children's Foundation	118,141	77,699
Meerilinga Young Children's Services Inc.	182,028	*
Midland Information Debt and Legal Advice Service	35,683	*
Milligan House	88,886	84,195
Moora Youth Group	49,650	19,038
Moorditch Gurlongga Association Inc	110,841	109,156
Mt Magnet Little Duckling Occasional Child Care Centre	7,153	*
Mundaring Sharing	11,017	*
Nannup Occasional Child Care Association	4,539	*
Nardine Wimmin's Refuge	320,688	323,949
Narembreen Numbats Occasional Child Care Association Inc	8,883	*
Narrogin Women's Refuge	265,049	269,619
Newman Community Care Council	207,713	72,657
Newman Neighbourhood Centre Inc	64,558	63,289
Ngala Family Resource Centre	1,595,500	1,561,924
Ngaringga Ngurra Aboriginal Corporation	340,594	223,172
Ngunga Group Women's Aboriginal Corporation	31,727	*
Nintirri Centre (Inc)	163,845	*
Noongar Alcohol & Substance Abuse Service Inc	38,720	*
North Perth Migrant Resource Centre	47,739	*
North West Metropolitan Regional Youth Service	*	51,198
Northampton Occasional Child Care Association Inc	10,593	*
Northern Districts Community Support	75,726	61,393
Nursing Mothers Association	8,301	*
Onslow Occasional Child Care Association Inc	27,100	20,303
Onslow Youth Service Inc	58,717	45,722
Oombulgurri Association Incorporated	11,603	*
Orana House Inc	430,681	417,708
Outcare Inc	14,219	*
P.I.C.Y.S. Household Network	141,537	102,000
Palmerston Association	*	1,162,509
Paraburdoo and Tom Price Youth Support Association	38,025	*
Parents Without Partners (WA)	44,862	41,794
Pat Thomas Memorial Community House	442,285	440,438
Patricia Giles Centre	529,721	485,034
Peel Youth Programme Inc	126,996	123,721
Perth Asian Community Centre Inc	121,091	167,370
Pilbara Regional Domestic Violence Council Inc	50,000	*
Pineview Pre-School Education Centre	36,187	28,331
Port Hedland Sobering Up Group Inc	*	387,133
Rainbow Coast Neighbourhood Centre Inc	61,623	57,078

Name of Organisation	2000/01 Amount paid \$	1999/00 Amount paid \$
Ravenhill Youth Accommodation Program	*	87,769
Relationships Australia WA Inc	786,092	*
Roberta Jull Community Care Association	98,231	109,190
Roebourne Sobering Up Centre	*	261,100
Roleystone Family Centre	33,595	*
Roleystone Neighbourhood House Inc	22,285	*
Rostrata Family Centre	33,595	25,983
Short Term Accommodation for Youth	331,516	417,018
Safecare Inc	166,688	174,521
Sandalwood Family Centre	33,595	25,983
Serenity Lodge Incorporated	*	388,300
Snag Island Coastal Kids and Community Centre Inc	11,017	*
South Lake Ottey Family Centre	93,372	80,275
South West Counselling Inc	268,850	154,472
South West Emergency Care Inc	103,031	95,690
South West Refuge	431,031	392,413
Safer WA - Albany District	31,000	*
Stand By Me Youth Service (WA) Inc	40,966	*
Sudbury Community House	87,886	84,195
Swan Emergency Accommodation Inc	776,968	753,105
Victoria Park Youth Accommodation Inc	166,364	164,100
WISH (Western Institute of Self Help)	203,576	116,864
WA No Interest Loans Network Inc	395,634	387,500
WA Network of Alcohol and Other Drug Agencies	*	82,750
Waminda House (Northam Share and Care)	223,102	*
Wanslea Family Services	1,330,481	1,449,481
West Stirling Neighbourhood House	52,012	31,029
Westerly Family Centre	33,595	26,403
Whitfords Youth Centre NWMRYS	*	38,546
Wheatbelt Agcare Community Support	77,829	*
Winun Ngari Aboriginal Corporation	33,211	*
Women's Health Care House	28,000	*
Women's Refuge Group of WA Inc	40,000	*
Women's Refuges Multicultural Service	248,976	245,989
Women's Healthworks	28,000	*
Wongan Cubbyhouse Inc	11,017	*
Wonthella House Inc	372,400	405,278
Woodlupine Family Centre	*	25,983
Wyndham Family Support Service	59,374	75,580
Yaandina Family Centre Inc	109,989	53,506
Yahnging Aboriginal Corporation	79,286	104,340
Yorganop Child Care Aboriginal Corporation	430,208	*
Yorgum Aboriginal Corporation	64,283	83,536
Youth Involvement Council Inc	96,255	*
YWCA Perth	34,405	*
Zonta House Refuge Association Inc	480,565	463,439
	<u>27,562,957</u>	<u>25,527,892</u>

\*Not affiliated during the financial year.

These amounts represent total payments made within the financial year. Payments vary from year to year according to the timing of payments, one off increases, ad hoc payments and award increases and therefore do not reflect the annual funding level of an organisation.

For 1999/2000 'amounts paid' incorporates funding provided by both Family and Children's Services and the WA Drug Abuse Strategy Office.



# Appendices

## **Appendix 1 Acts administered by other authorities**

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Family and Children's Services has varying roles and responsibilities under acts administered by other authorities:

Aboriginal Affairs Planning Authority Act 1972  
Bail Act 1982  
Children's Court of Western Australia Act 1988  
Criminal Code  
Criminal Injuries Compensation Act 1985  
Equal Opportunity Act 1984  
Evidence Act 1906  
Family Court Act 1997  
Family Law Act 1975 (Commonwealth)  
Financial Administration and Audit Act 1985  
Freedom of Information Act 1992  
Government Employees Housing Act 1964  
Government Employees Superannuation Act 1987  
Human Reproductive Technology Act 1991  
Immigration (Guardianship of Children) Act 1946 (Commonwealth)  
Industrial Relations Act 1979  
Justices Act 1902  
Legal Representation of Infants Act 1977  
Occupational Safety and Health Act 1984  
Parliamentary Commissioner Act 1971  
Public Sector Management Act 1994  
School Education Act 1999  
Spent Convictions Act 1988  
State Supply Commission Act 1991  
Supported Accommodation Assistance Act 1994 (Commonwealth)  
Workers Compensation and Rehabilitation Act 1981  
Workplace Agreements Act 1993  
Young Offenders Act 1994

## Appendix 2 Office locations

### Family and Children's Services

#### Central Office

189 Royal Street  
East Perth WA 6004  
PO Box 6334  
East Perth WA 6892  
Tel (08) 9222 2555  
1800 622 258 (freecall STD)  
TTY (08) 9325 1232

#### Child Care Licensing Unit

Brenda Cherry Centre  
91 Hensman Road  
Subiaco WA 6008  
Tel (08) 9380 4959  
1800 199 383 (freecall STD)

#### Community Skills Training Centre

3rd Floor Construction House  
35 Havelock Street  
West Perth WA 6005  
Tel (08) 9222 6000

#### Consumer Advocate

189 Royal Street  
East Perth WA 6004  
Tel (08) 9222 2594  
1800 013 311 (freecall STD)

#### Family Information

##### Records Bureau

189 Royal Street  
East Perth WA 6004  
Tel (08) 9222 2926  
1800 000 277 (freecall STD)

#### Foster Carer

##### Recruitment Service

3rd Floor Construction House  
35 Havelock Street  
West Perth WA 6005  
Tel (08) 9222 6060  
1800 024 453 (freecall STD)

#### Metropolitan and Country Service Delivery Directorate

1275 Albany Highway  
Cannington WA 6107  
Tel (08) 9350 7222

#### Past Adoption Service

189 Royal Street  
East Perth WA 6004  
Tel (08) 9222 2555

#### Provider Support

1275 Albany Highway  
Cannington WA 6107  
Tel (08) 9350 7222

### Metropolitan locations

#### Adolescent and child support services zone

##### Assessment and Planning Centre

5295 Stoneville Road  
Stoneville WA 6081  
Tel (08) 9295 9000

##### Darlington House

4 Hubert Street  
Darlington WA 6070  
Tel (08) 9299 6760

##### Emergency Accommodation Service

59 Chelmsford Road  
Mt Lawley WA 6050  
Tel (08) 9271 8772

##### One to One Intensive Care

2 Curtin Avenue  
Cottesloe WA 6011  
Tel (08) 9384 5566

##### Preparation for Placement and Respite

69 Innamincka Road  
Greenmount WA 6056  
Tel (08) 9294 4439

##### Youth Equip Service

152 Robert Street  
Como WA 6152  
Tel (08) 9450 3282

### Northeast metropolitan zone

#### Midland Office

281 Great Eastern Highway  
Midland WA 6056  
Tel (08) 9274 9411

#### Mirraboooka Office

6 Ilkeston Place  
Mirraboooka WA 6061  
Tel (08) 9344 9666

#### Parenting Information Centre

Shop 86 Midland Gate  
Shopping Centre  
Cnr Viveash Road and  
The Crescent  
Midland WA 6056  
Tel (08) 9274 1666

#### Parenting Information Centre

Shop 13 Mirraboooka Square  
Shopping Centre  
43 Yirrigan Drive  
Mirraboooka WA 6061  
Tel (08) 9440 0011

### Northwest metropolitan zone

#### Joint Investigation Unit

Unit 7 Warwick Commercial Centre  
8 Dugdale Street  
Warwick WA 6024  
Tel (08) 9246 6111

#### Joondalup Office

Ground Floor Joondalup House  
8 Davidson Terrace  
Joondalup WA 6027  
Tel (08) 9301 3600

#### Joondalup Parent Link Home Visiting Service

8 Davidson Terrace  
Joondalup WA 6027  
Tel (08) 9301 3600

#### Keith Maine Youth and Family Centre

Off Beechboro Road North  
Whiteman WA 6068  
Tel (08) 9249 1444

#### Parent Help Centre and Parenting Line

28 Alvan Street  
Mt Lawley WA 6050  
Tel (08) 9272 1466  
1800 654 432 (freecall STD)

#### Parenting Information Centre

Shop 55, Lakeside Joondalup  
Shopping Centre  
Joondalup Drive  
Joondalup WA 6027  
Tel (08) 9300 9999

#### Perth Office

641 Wellington Street  
Perth WA 6000  
Tel (08) 9214 2444

#### Scarborough Parent Link Home Visiting Service

334 Albert Street  
Balcatta WA 6021  
Tel (08) 9440 5170

### Southeast metropolitan zone

#### Adoption Service

189 Royal Street  
East Perth WA 6004  
Tel (08) 9222 2555  
1800 622 258 (freecall STD)

#### Armadale Best Start

Orchard House  
14 Orchard Avenue  
Armadale WA 6112  
Tel (08) 9497 6555



**Armadale Lifeskills Centre**

Orchard House  
14 Orchard Avenue  
Armadale WA 6112  
Tel (08) 9497 6555

**Armadale Office**

145 Jull Street  
Armadale WA 6112  
Tel (08) 9497 6555

**Armadale Parent Link  
Home Visiting Service**

Brookman House  
25-27 Brookman Avenue  
Langford WA 6147  
Tel (08) 9358 3924

**Cannington Office**

Cnr Grose Avenue and  
Lake Street  
Cannington WA 6107  
Tel (08) 9351 0888

**Intensive Family  
Casework and  
Treatment Team**

Fulham House  
222 Fulham Street  
Cloverdale WA 6105  
Tel (08) 9277 0311

**Parenting Information  
Centre**

Shop 1046 Westfield Carousel  
Shopping Centre  
1358 Albany Highway  
Cannington WA 6107  
Tel (08) 9351 8266

**Southwest  
metropolitan zone****Crisis Care Unit**

Tel (08) 9223 1111  
1800 199 008 (freecall STD)  
TTY (08) 9325 1232

**Family Helpline**

Tel (08) 9223 1100  
1800 643 000 (freecall STD)

**Fremantle Office**

5th Floor Crane House  
185 High Street  
Fremantle WA 6160  
Tel (08) 9431 8800

**Men's Domestic  
Violence Helpline**

Tel (08) 9223 1199  
1800 000 599 (freecall STD)

**Parenting Information  
Centre**

Shop 66b Rockingham City  
Shopping Centre  
Read Street  
Rockingham WA 6168  
Tel (08) 9592 8111

**Port Kennedy Beach Camp**

Lot 88 Secret Harbour Boulevard  
Secret Harbour WA 6173  
Tel (08) 9524 7772

**Rockingham Office**

Home and Building Centre  
85 Chalgrove Avenue  
Rockingham WA 6168  
Tel (08) 9527 0100

**Country locations****Goldfields zone****Esperance Office**

92 Dempster Street  
Esperance WA 6450  
Tel (08) 9071 2566

**Graeme Street Hostel**

Cnr Eureka and Graeme Streets  
Kalgoorlie WA 6430  
Tel (08) 9021 2946

**Kalgoorlie Office**

Cnr Boulder Road  
and Cheetham Streets  
Kalgoorlie WA 6430  
Tel (08) 9022 0700

**Laverton Office**

Laver Place  
Laverton WA 6440  
Tel (08) 9031 1104

**Leonora Office**

Lot 40 Cnr Tower  
and Rajah Streets  
Leonora WA 6438  
Tel (08) 9037 6132

**Norseman Office**

80 Prinsep Street  
Norseman WA 6443  
Tel (08) 9039 1129

**Parenting Information  
Centre and mobile for the  
Goldfields**

Shop 7 St Barbara's Square  
248 Hannan Street  
Kalgoorlie WA 6430  
Tel (08) 9021 6844

**Kimberley zone****Broome Office**

Cnr Weld and Frederick Streets  
Broome WA 6725  
Tel (08) 9192 1317

**Catherine House  
Placement and Support Centre**

Cnr Dickson Drive and Pembroke  
Streets  
Broome WA 6725  
Tel (08) 9192 1026

**Derby Office**

Lot 490 Neville Street  
Derby WA 6728  
Tel (08) 9191 1577

**Fitzroy Crossing Office**

Jones Road (Cnr Fallon Road)  
Fitzroy Crossing WA 6765  
Tel (08) 9191 5002

**Halls Creek Office**

88 Thomas Street  
Halls Creek WA 6770  
Tel (08) 9168 6114

**Kununurra Office**

State Government Building  
Cnr Konkerberry Drive and  
Messmate Way  
Kununurra WA 6743  
Tel (08) 9168 0333

**Parenting Information  
Centre**

Shop 14 Paspaley Plaza Chinatown  
Centre  
Carnarvon Street  
Broome WA 6725  
Tel (08) 9193 7867

**Wyndham Office**

Lot 994 Great Northern  
Highway  
Wyndham WA 6740  
Tel (08) 9161 1110

**Yurag-Man-Gu Taam-Purru  
Placement and Support Centre**

Cnr Thoms and Terone Streets  
Halls Creek WA 6770  
Tel (08) 9168 6136

**Murchison zone****Carnarvon Office and mobile  
Parenting Information Service**

Stuart Street  
Carnarvon WA 6701  
Tel (08) 9941 1244

**Geraldton Office**

45 Cathedral Avenue  
Cnr Chapman Road  
Geraldton WA 6530  
Tel (08) 9921 0768

**Geraldton Parent Link  
Home Visiting Service**

Spalding Family Centre  
75 Mitchell Street  
Geraldton WA 6530  
Tel (08) 9923 1125

**Meekatharra Hostel**

Consul Road  
Meekatharra WA 6642  
Tel (08) 9981 1152

**Meekatharra Office**

Lot 83 Main Street  
Meekatharra WA 6642  
Tel (08) 9981 1104

**Mt Magnet Office**

Lot 124 Laurie Street  
Mt Magnet WA 6638  
Tel (08) 9963 4190

**Mullewa Office**

Main Street  
Cnr Burgess Street  
Mullewa WA 6630  
Tel (08) 9961 1004

**Parenting Information Centre**

Shop 12 Chapman Way Arcade  
Chapman Road  
Geraldton WA 6530  
Tel (08) 9921 4099

**Mobile Parenting Information Centre**

Cnr Hubble 35 Hubble Street  
Carnarvon WA 6701  
Tel (08) 9941 4125

**Warranma Group Home**

35 Hubble Street  
Carnarvon WA 6701  
Tel (08) 9941 4125

**Westview Hostel**

32 Swan Drive  
Sunset Beach  
Geraldton WA 6530  
Tel (08) 9938 1930

**Wiluna Office**

Lot 1466 Wotton Street  
Wiluna WA 6646  
Tel (08) 9981 7097

**Pilbara zone****Hedland Parent Link Home Visiting Service**

3 Jibson Close  
South Hedland WA 6722  
Tel (08) 9172 1500

**Karratha Office**

WA Government  
Administration Building  
Cnr Searipple and  
Welcome Roads  
Karratha WA 6714  
Tel (08) 9185 0200

**Marble Bar Office**

Lot 186 Bohemia Street  
Marble Bar WA 6760  
Tel (08) 9176 1070

**Newman Office**

Cnr Newman Drive  
and Abydos Way  
Newman WA 6753  
Tel (08) 9175 1051

**Onslow Office**

Third Avenue  
Onslow WA 6710  
Tel (08) 9184 6005

**Paraburdoo Office**

Karingal House  
1 Ashburton Avenue  
Paraburdoo WA 6754  
Tel (08) 9189 5651

**Parenting Information Centre and mobile for the Pilbara**

Shop 23a South Hedland  
Shopping Centre  
South Hedland WA 6722  
Tel (08) 9172 1000

**Port Hedland Lifeskills Team**

3 Jibson Close  
South Hedland WA 6722  
Tel (08) 9172 3599

**Port Hedland Office**

45 Kingsmill Street  
Port Hedland WA 6721  
Tel (08) 9173 1877

**Roebourne Office**

Lot 37 Sholl Street  
Roebourne WA 6718  
Tel (08) 9182 1208

**South Hedland Office**

Cnr Brand and Tonkin Streets  
South Hedland WA 6722  
Tel (08) 9140 2433

**Tom Price Office**

Lot 247 Poinciana Street  
Tom Price WA 6751  
Tel (08) 9189 1592

**Weerianna Hostel**

Main Road  
Roebourne WA 6718  
Tel (08) 9182 1273

**Southern zone****Aboriginal Student Accommodation Services**

189 Royal Street  
East Perth WA 6004  
Tel (08) 9222 2646

**Albany Office**

25 Duke Street  
Albany WA 6330  
Tel (08) 9841 0777

**Albany Parent Link Home Visiting Service**

219 North Road  
Albany WA 6330  
Tel (08) 9842 3696

**Bunbury Office**

80 Spencer Street  
Bunbury WA 6230  
Tel (08) 9721 5000

**Busselton Office**

Suite 7–9  
8–10 Prince Street  
Busselton WA 6280  
Tel (08) 9752 3666

**Canowindra Hostel**

PO Box 1708  
Bunbury WA 6230  
Tel (08) 9795 7052

**Collie Office**

68 Wittenoom Street  
Collie WA 6225  
Tel (08) 9734 1699

**Family Court Counselling Service**

150 Terrace Road  
Perth WA 6000  
Tel (08) 9224 8248  
1800 199 228 (freecall STD)

**Gnowangerup Resource Centre**

Cnr Corbett and  
Aylmore Streets  
Gnowangerup WA 6335  
Tel (08) 9827 1467

**Katanning Office**

Reidy House  
25 Amherst Street  
Katanning WA 6317  
Tel (08) 9821 1322

**Kellerberrin Office**

4 Moore Street  
Kellerberrin WA 6410  
Tel (08) 9045 4203

**Mandurah Office**

Cnr Tuckey and Sutton Streets  
Mandurah WA 6210  
Tel (08) 9535 6688

**Mandurah Parent Link Home Visiting Service**

Shop 115 Mandurah Forum  
Shopping Centre  
Pinjarra Road  
Mandurah WA 6210  
Tel (08) 9535 9190

**Manjimup Office**

Lot 432 South West Highway  
Manjimup WA 6258  
Tel (08) 9771 1711

**Margaret River Office**

33 Tunbridge Street  
Margaret River WA 6285  
Tel (08) 9757 2910

**Merredin Office**

113 Great Eastern Highway  
Merredin WA 6415  
Tel (08) 9041 1622

**Moora Office**

49 Dandaragan Street  
Moora WA 6510  
Tel (08) 9651 1100

**Narrogin Office**

Government Building  
Park Street  
Narrogin WA 6312  
Tel (08) 9881 0123

**Northam Office**

Cnr Fitzgerald and  
Gairdner Streets  
Northam WA 6401  
Tel (08) 9622 0170

**Parenting Information****Centre and mobile for Great Southern**

219 North Road  
Albany WA 6330  
Tel (08) 9842 8205

**Parenting Information****Centre and mobile for the South West**

Shop 21 CentrePoint Shopping  
Centre  
Blair Street  
Bunbury WA 6230  
Tel (08) 9791 7399

**Parenting Information  
Centre**

Shop 115 Mandurah Forum  
Shopping Centre  
Pinjarra Road  
Mandurah WA 6210  
Tel (08) 9535 9185

**Parenting Information****Centre and mobile for the Wheatbelt**

26 Gordon Street  
Northam WA 6401  
Tel (08) 9622 3144

**Wheatbelt and Northam Parent  
Link Home Visiting Service**

26 Gordon Street  
Northam WA 6401  
Tel (08) 9622 3144

**Wongan Hills Office**

5 Strickland Street  
Wongan Hills WA 6603  
Tel (08) 9671 1027

**Wyalkatchem Office**

Honour Avenue  
Wyalkatchem WA 6485  
Tel (08) 9681 1396

**Family & Children's Policy  
Office**

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Level 13 Dumas House  
2 Havelock Street  
West Perth WA 6005  
Tel (08) 9322 8922  
1800 100 205 (freecall STD)  
Fax (08) 9322 8983  
TTY (08) 9321 7608

**Office of Seniors Interests**

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4th Floor May Holman Centre  
32 St Georges Terrace  
Perth WA 6000  
Tel (08) 9220 1111  
Fax (08) 9221 2247

**Seniors Telephone  
Information Service**

1800 671 233 (freecall STD)  
1800 555 677 (National Relay  
Service and TTY)

**Women's Policy Office**

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1st Floor Hartley Poynton  
Building  
141 St Georges Terrace  
Perth WA 6000  
Tel (08) 9264 1920  
Fax (08) 9264 1925

**Women's Information  
Service**

Tel/TTY (08) 9264 1900  
1800 199 174 (freecall STD and  
TTY)

**Office of Youth Affairs**

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Albert Facey House  
7th Floor 469 Wellington Street  
Perth WA 6000  
Tel (08) 9476 2000

West Kimberley House  
274 Loch Street  
Derby WA 6728  
Tel (08) 9193 1617

Goldfields Sports House  
25 Porter Street  
Kalgoorlie WA 6430  
Tel (08) 9021 1127

Shop 6 Garden View Court  
21 Giblett Street  
Manjimup WA 6258  
Tel (08) 9771 8930

Margaret River Community  
Resource Centre  
33 Tunbridge Street  
Margaret River WA 6285  
Tel (08) 9757 3867

## Appendix 3 Funded services 2000/2001

This appendix includes the name of the organisation and the name of the service by output.

### Family and Children's Services

#### Output 1: Family and individual support

Adoption Jigsaw WA Inc	Post Adoption Service
Adoption Research and Counselling Service Inc	Adoption Research and Counselling Service
Anglican Health and Welfare Services Inc	Family Counselling Service Kununurra
Anglican Health and Welfare Services Inc	Inner City Service for Young People
Anglican Health and Welfare Services Inc	Parent/Adolescent Conflict Counselling Service
Armadale Community Family Centre Inc	Armadale Community Family Centre Neighbourhood House
Association of Civilian Widows Inc	Association of Civilian Widows
Avon Youth Service Inc	Youth Services and School Support Program
Balga Detached Youth Work Project of the Balga Presbyterian Church Inc	
Balga Detached Youth Work Project of the Balga Presbyterian Church Inc	Mobile Youth Service
Bega Garbarringu Health Services Aboriginal Corporation	Youth and Education Support Service
Bega Garbarringu Health Services Aboriginal Corporation	Laverton Youth Service
Boogurlarri Community House	Services for Young People Kalgoorlie Boulder
Bridgetown Terminus Community Centre Inc	Boogurlarri Community House
Brockman House Inc	Bridgetown Terminus Family Support Program
Broome CIRCLE	Family Support and Development Service
Broome Youth Support Group Inc	Family Support and Development Service
Bullsbrook Neighbourhood Centre Inc	Broome Youth Support Group
Bunbury Community and Child Care Association (Milligan House) Inc	Family Support and Development Service
Burdekin Youth in Action Inc	Milligan House
Burdiya Aboriginal Corporation	Burdekin Youth in Action
Carnarvon Family Support Inc	Burdiya Aboriginal Youth Support Service
Centacare Bunbury	Carnarvon Family Support
Centacare Family Services	Centacare Family Support Program
Centacare Family Services	Centacare Volunteer Service
Central Agcare Inc	Exmouth Family Counselling Service
Centrecare Marriage and Family Service	Central Agcare
Centrecare Marriage and Family Service	Family Link Family Support Service Mirrabooka
Centrecare Marriage and Family Service	Parent Teen Link
Centrecare Marriage and Family Services	Parent/Adolescent Conflict Counselling Service
Churches Commission on Education Inc	Parent Link Home Visiting Service
Citizens Advice Bureau of WA Inc	Belmont Senior High School Support Program
City of Bayswater Child Care Association Inc	Advice and Referral Service
City of Belmont	City of Bayswater Neighbourhood Centre
City of Cockburn	Belmont Youth Outreach
City of Cockburn	Atwell Family Support Service
City of Cockburn	City of Cockburn Early Education Program
City of Cockburn	City of Cockburn Youth Outreach
City of Fremantle	Cockburn Family Support Service
City of Fremantle	Fremantle Community Youth Service
City of Melville	Fremantle Mobile Activities Van
City of Rockingham	Melville Family Support Service
City of Wanneroo	Youth and Family Mediation and Outreach Service
City of Wanneroo	Wanneroo Youth Service Quinns Rock/Merriwa
City of Wanneroo	Yanchep Community Centre
Collie Family Centre Inc	Yanchep/Two Rocks Youth Service
Collie Welfare Council Committee Inc	Collie Family Support Service
Communicare Inc	Collie Welfare Council Youth Program
Communicare Inc	Family Support Service
Community Link and Network Western Australia Inc	Parent/Adolescent Conflict Counselling Service
Community Link and Network Western Australia Inc	Armadale Family Support Service
Community Link and Network Western Australia Inc	Consultancy to CLAN Organisations Service
Community Link and Network Western Australia Inc	Mandurah Family Support Service
Community Link and Network Western Australia Inc	Midland Family Support Service
Community Link and Network Western Australia Inc	Mirrabooka Family Support Service
Community Link and Network Western Australia Inc	Rockingham Parent Link Home Visiting Service
Community Link and Network Western Australia Inc	Victoria Park and Cannington Family Support Service
Community Link and Network Western Australia Inc	Victoria Park Parent Link Home Visiting Service
Daughters of Charity Services WA Ltd	Marillac Centre
Derby Aboriginal Sporting Association Inc	Derby Aboriginal Sporting Association Services for Young People
	Family Support and Development Service
Escare Inc	

Escare Inc	Services for Young People
Foothills Information and Referral Service	Foothills Early Education Care Program
Frank Konecny Family Centre Inc	Family Support Service
Geraldton Regional Community Education Centre Association Inc	Family Counselling Service
Geraldton Regional Community Education Centre Association Inc	Geraldton Youth Support Service
Golden Mile Community House Inc	Family Support and Development Service
Golden Mile Community House Inc	Goldfields Family Counselling Service
Granny Spiers Community House Inc	Granny Spiers Community House
Harvey Health and Community Services Group Inc	Harvey Family Support Service
Herdsmen Neighbourhood Centre Association	Herdsmen Neighbourhood House
Hills Community Support Group Inc	Swanview Youth Centre
Jobs South West Inc	Jobs South West Busselton Youth and Family Support Service
Jobs South West Inc	Jobs South West Inc Manjimup Youth Support
Jobs South West Inc	Jobs South West Inc Youth Outreach Service
Jurien Youth Group Inc	Jurien Youth Group Services for Young People
Karawara Community Project Inc	The Fun Factory
Karingal Neighbourhood Centre Inc	Karingal Neighbourhood Centre
Karingal Neighbourhood Centre Inc	Paraburdoo Youth Centre
Karratha Youth Housing Project Inc	Karratha Youth Outreach Service
Kidlink Early Intervention Programme Inc	Kidlink Early Intervention Program
Kimberley Aboriginal Law and Culture Centre	
Aboriginal Corporation	
Koondoola and Girrawheen Youth Inc	Fitzroy Crossing Youth
Kununurra Neighbourhood House Inc	Work Skills Training Program
Kununurra Youth Services Inc	Family Support Service
Kununurra Youth Services Inc	Kununurra Youth Centre
Lake Jasper Project Aboriginal Corporation	Youth and Community Program
Learning Centre Link Inc	Lake Jasper Youth Service
Living Stone Foundation Inc	Coordination Network and Development Service
Local Information Network Karratha Inc	Lone Fathers Family Support
Lockridge Community Group Inc	LINK Family Development and Information Service
Lone Parent Family Support Service - Birthright Inc	Family Support and Development Service
Manjimup Family Centre Inc	Lone Parent Family Support Service Birthright
Meekatharra Youth and Social Centre Committee Inc	Manjimup Family Centre
Meerilinga Young Children's Services Inc	Meekatharra Youth Work Service
Meerilinga Young Children's Services Inc	Meerilinga Parent Link Home Visiting Service
Meerilinga Young Children's Services Inc	Midland Forrestfield Parent Link Home Visiting Service
Mission Australia	Woodvale Family Centre
Moora Youth Group Inc	Perth City Mission Youth and Family Support Service
Newman Neighbourhood Centre Inc	Moora Youth Group
Ngala Inc	Newman Neighbourhood Centre
Ngala Inc	Early Parenting Centre
Ngaringga Ngurra Aboriginal Corporation	Early Parenting Community Service
Ngunga Group Women's Aboriginal Corporation	Family Support and Development Program
Nintirri Centre Inc	Family Support and Development Service
Nintirri Centre Inc	Nintirri Neighbourhood Centre
Noongar Alcohol and Substance Abuse Service Inc	Pilbara Mobile Counselling Service
North East Region Youth Council Inc	Aboriginal Family Support and Development Service
North East Region Youth Council Inc	Community Youth Centre
North Western Metropolitan Regional Youth Service	Midland Gate Street Work Program
North Western Metropolitan Regional Youth Service	Wanneroo Youth Activities Centre
Northern Districts Community Support Group Inc	Whitfords Youth Centre
Northern Suburbs Migrant Resource Centre Inc	Morowa Family Counselling Service
Northern Suburbs Migrant Resource Centre Inc	Family Support Service
Nursing Mothers Association of Australia, WA Branch	Multicultural Family Support and Development Program
Onslow Youth Service Inc	Parent Information Service
Paraburdoo/Tom Price Youth Support Association Inc	Onslow Youth Centre
Parents Without Partners WA Inc	Tom Price Youth Support
Parkerville Children's Home Inc	Parents Without Partners WA
Peel Youth Programme Inc	Western Australian Association for Young People In Care
Rainbow Coast Neighbourhood Centre Inc	Peel Youth Program
Relationships Australia WA Inc	Family Support Program
Roberta Jull Community Care Association Inc	Family Counselling Service East Pilbara/Hedland
Roberta Jull Community Care Association Inc	Neighbourhood House Minnawarra House
Roberta Jull Family Day Care Scheme Association Inc	Youth Family Counselling Service
Roebourne Youth Centre	Family Support Service
Roleystone Neighbourhood House Inc	Roebourne Youth and Education Centre
Saints Care Ltd	Roleystone Neighbourhood House
Salvation Army WA Property Trust	The Homestead Kingsley Family Centre
Salvation Army WA Property Trust	Balga Family Support Service
Salvation Army WA Property Trust	Family Support Service Morley
School Volunteer Program Inc	Youth Service Morley
Shire of Denmark	School Volunteer Program
Shire of Derby West Kimberley	Youth Support Service
	Derby Family Support Service



Carnarvon Family Support Inc	Gascoyne Women's Refuge
Centacare Family Services	Exmouth Financial Counselling Service
Centrecare Marriage and Family Service	Centrecare SAAP Family Accommodation Service
Centrecare Marriage and Family Service	Domestic Violence Victim Support and Advocacy Service
Centrecare Marriage and Family Service	Goldfields Financial Counselling Service
Centrecare Marriage and Family Service	Men's Domestic Violence Counselling Service North
Centrecare Marriage and Family Service	Spouse Abuse Counselling and Education Goldfields
Centrecare Marriage and Family Service	Spouse Abuse Counselling and Education Metro
City of Canning	City of Canning Youth Accommodation Service
City of Cockburn	Aboriginal Family Violence Outreach Coolbellup
City of Cockburn	Cockburn Financial Counselling and Advocacy Service
City of Cockburn	Financial Counselling Services Jandakot
City of Fremantle	Community Legal and Advocacy Centre
City of Fremantle	Fremantle Youth Accommodation Service
City of Fremantle	Warrawee
City of Joondalup	Joondalup Financial Counselling Service
City of Joondalup	Kingsley Financial Counselling Service
City of Stirling	Financial Counselling Service
City of Stirling	Stirling Women's Refuge
City of Stirling	West Stirling Financial Counselling Service
City of Wanneroo	Merriwa Financial Counselling Service
Communicare Inc	Financial Counselling Service
Community for the Restoration of Family Trust Inc	CROFT
Daughters of Charity Services WA Ltd	Ave Maria House
East Pilbara Youth Council Inc	Youth Refuge Services
Eastern Region Domestic Violence Services Network	Domestic Violence Victim Support Service
Eastern Region Domestic Violence Services Network	Koolkuna
Ebenezer Homes Inc	Ebenezer Home
Esperance Crisis Accommodation Service Inc	Esperance Crisis Accommodation Service
Esperance Districts Agcare Inc	Financial Counselling Service
Financial Advocacy and Relief Agency Inc	Financial Advocacy and Relief Agency Kalgoorlie
Financial Counsellors Association of WA	Financial Counselling Service
Financial Counsellors Resource Project of WA Inc	Financial Counsellors Resource Project
Foothills Information and Referral Service	Financial Counselling Service
Fremantle Migrant Resource Centre	Fremantle Migrant Resource Centre
Fusion Australia Ltd	Cameliers Guest House
Fusion Australia Ltd	Student Household Service
Gawooleng Yawoodeng Aboriginal Corporation	Supported Accommodation Assistance Program
Geraldton Resource Centre Inc	Financial Counselling Service
Geraldton Sexual Assault Referral Centre Inc	Child Sexual Assault Counselling Service
Geraldton Sexual Assault Referral Centre Inc	Domestic Violence Counselling Service
Goldfields Women's Refuge Association Inc	Finlayson House
Gosnells Community Legal Centre Inc	Financial Counselling Service Gosnells
Gosnells Community Legal Centre Inc	Financial Counselling Service Maddington
Granny Spiers Community House Inc	Granny Spiers Financial Counselling Service
Health Agencies of Yilgarn	Crisis Accommodation Advisory and Referral Service
Hedland Women's Refuge Inc	Aboriginal Family Violence Support and Prevention Service
Hedland Women's Refuge Inc	Hedland Women's Refuge
In Town Lunch Centre Inc	In Town Lunch Centre
Incest Survivors Association Inc	Incest Survivors Association
Jardamu Women's Group Aboriginal Corporation	Jardamu Safe House
Jewish Community Services of WA Inc	Shalom House
Joondalup Youth Support Services Inc	Joondalup Youth Support Service
Karratha Youth Housing Project Inc	Karratha Youth Housing Project Residential Service
Katanning Regional Emergency Accommodation Centre Inc	Katanning Regional Emergency Accommodation Centre
Kuwinwardu Aboriginal Resource Unit Aboriginal Corporation	Carnarvon Financial Counselling Service
Local Information Network Karratha Inc	Domestic Violence Advocacy and Victim Support Services
Lockridge Community Group Inc	Financial Counselling Service
Lucy Saw Centre Association Inc	Lucy Saw Women's Refuge
Manguri Corporation Inc	Transitional Accommodation Service for Aboriginal Families
Marnin Bowa Dumbara Aboriginal Corporation	Derby Domestic Violence Information and Referral Service
Marnin Bowa Dumbara Aboriginal Corporation	Derby Family Healing Centre
Marninwartikura Fitzroy Women's Resource Centre Aboriginal Corporation	Fitzroy Women's Shelter
Marnja Jarndu Women's Refuge Inc	Marnja Jarndu Mobile Outreach Service
Marnja Jarndu Women's Refuge Inc	Marnja Jarndu Women's Refuge
Mary Smith Night Shelter Association Inc	Mary Smith Refuge
Mawamkarra Health Service Aboriginal Corporation Inc	Roebourne Safe House
Mercy Community Services Inc	Catherine McAuley Family Centre Youth Care
Midland Information, Debt and Legal Advice Service Inc	Midland Debt Counselling Service
Mission Australia	Perth City Mission Family Support and Accommodation
Mission Australia	Perth City Mission Youth Accommodation and Support Service
Moorditch Gurlongga Association Inc	Moorditch Koolaak Housing Project

Nardine Wimmin's Refuge  
 Narrogin Regional Women's Centre Association Inc  
 Narrogin Regional Women's Centre Association Inc  
 Narrogin Youth Support Committee Inc  
 Newman Community Care Council Inc  
 Newman Women's Shelter Inc  
 Ngarangga Ngurra Aboriginal Corporation  
 Ngarangga Ngurra Aboriginal Corporation  
 Ngunga Group Women's Aboriginal Corporation  
 Nintirri Centre Inc  
 Noongar Alcohol and Substance Abuse Service Inc

North Perth Migrant Resource Centre  
 Northam Share and Care Inc  
 Northam Share and Care Inc  
 Northam Share and Care Inc  
 Orana House Inc  
 Parkerville Children's Home Inc  
 Pat Thomas Memorial Community House Inc

Pat Thomas Memorial Community House Inc  
 Patricia Giles Centre Inc  
 Patricia Giles Centre Inc  
 Patricia Giles Centre Inc

Perth Asian Community Centre Inc  
 Perth Inner City Housing Association Inc  
 PICYS Inc  
 Pilbara Community Legal Service Inc  
 Pilbara Community Legal Service Inc  
 Pilbara Community Legal Service Inc  
 Pilbara Community Legal Service Inc  
 Port Hedland Sobering Up Centre Group Inc  
 Ravenhill Youth Accommodation Program  
 Relationships Australia WA Inc  
 Relationships Australia WA Inc  
 Relationships Australia WA Inc  
 Relationships Australia WA Inc

Rockingham Women's Health and Information Association Inc  
 Safecare Inc  
 Safecare Inc  
 Safecare Inc  
 Salvation Army WA Property Trust  
 Salvation Army WA Property Trust  
 Salvation Army WA Property Trust  
 Salvation Army WA Property Trust  
 Salvation Army WA Property Trust

Salvation Army WA Property Trust  
 Salvation Army WA Property Trust  
 Salvation Army WA Property Trust  
 Salvation Army WA Property Trust  
 Salvation Army WA Property Trust  
 Salvation Army WA Property Trust  
 Salvation Army WA Property Trust

Salvation Army WA Property Trust  
 Shire of Ashburton  
 South West Refuge Inc

Southcare Inc  
 St Bartholomew's House Inc  
 St Patrick's Care Centre  
 St Patrick's Care Centre  
 STAY  
 Sussex Street Community Law Service Inc  
 Swan Emergency Accommodation Inc  
 Swan Emergency Accommodation Inc  
 Swan Emergency Accommodation Inc  
 The Gowrie WA Inc  
 The Roman Catholic Archbishop of Perth  
 The Samaritans Inc

Nardine Wimmin's Refuge  
 Domestic Violence Counselling Service  
 Narrogin Women's Refuge  
 Narrogin Financial Counselling Service  
 Newman Safe House/Refuge  
 Newman Women's Shelter  
 Financial Counselling Service  
 Supported Accommodation Assistance Program  
 Derby Financial Counselling and Information Service  
 Domestic Violence Advocacy and Victim Support Services  
 Domestic Violence Supported Accommodation Service  
 (Aboriginal) - Metropolitan  
 North Perth Migrant Resource Centre  
 Financial Counselling Service  
 Supported Accommodation Assistance Contract Service  
 Waminda House  
 Orana House  
 Abused Children Treatment Service  
 Domestic Violence Victim Support and Advocacy Service  
 Mandurah  
 Pat Thomas Memorial Community House  
 Domestic Violence Counselling Service for Children in SAAP  
 Patricia Giles Centre  
 Patricia Giles Domestic Violence Advocacy and Victim  
 Support Service  
 Perth Asian Community Centre  
 PICHA  
 Perth Inner City Youth Service  
 East Pilbara Financial Counselling Service Hedland  
 Karratha Financial Counselling Service  
 Newman Financial Counselling Service  
 Roebourne Financial Counselling Service  
 Hedland Support Service for Homeless People  
 Ravenhill Youth Accommodation Program  
 Adult Violence Counselling Service  
 Child Sexual Abuse Treatment Service  
 Children as Secondary Victims of Domestic Violence  
 Men's Domestic Violence Victim Counselling Services South  
 Metro  
 Domestic Violence Victim Support and Advocacy Service  
 Adolescent Program  
 Child Sexual Abuse Treatment Service Metro  
 Child Sexual Abuse Treatment Service Southern  
 Balga Financial Counselling Service  
 Balga Supported Accommodation Service  
 Bridge House  
 Geraldton Family Crisis Service  
 Kalgoorlie Boulder Emergency Accommodation and Referral  
 Service  
 Kalgoorlie Youth Accommodation Service  
 Karratha Salvation Army Women's Refuge  
 Salvation Army Bunbury Family Crisis Centre  
 Salvation Army Care Line  
 Salvation Army Graceville Byanda/Nunyarra Women's Refuges  
 Salvation Army Lentara  
 Salvation Army Morley Citadel Corps Financial Counselling  
 Service  
 Salvation Army Tanderla  
 Onslow Safe House  
 Domestic Violence Supported Accommodation Assistance  
 Program  
 Financial Counselling Service  
 St Bartholomew's House  
 Hannick House  
 South West Metro Housing Project  
 Short Term Accommodation for Youth  
 Financial Counselling Service  
 Swan Emergency Accommodation - Families  
 Swan Emergency Accommodation - Karnary  
 Swan Emergency Accommodation Youth  
 Financial Counselling Service  
 Anawim  
 Samaritan Befrienders 24 Hour Telephone Crisis Support  
 Service



Uniting Church in Australia Property Trust (WA)  
 Uniting Church in Australia Property Trust (WA)  
 Uniting Church in Australia Property Trust (WA)  
 Uniting Church in Australia Property Trust (WA)  
 Uniting Church in Australia Property Trust (WA)  
 Uniting Church in Australia Property Trust (WA)  
 Uniting Church in Australia Property Trust (WA)  
 Victoria Park Youth Accommodation Inc  
 Wanslea Family Services  
 Wanslea Family Services  
 Waratah Support Centre (Southwest) Inc  
 Waratah Support Centre (Southwest) Inc  
 Wheatbelt Aboriginal Corporation  
 Women's Refuges Multicultural Service Inc  
 Wongatha Wonganarra Aboriginal Corporation  
 Wonthella House Inc  
 Wonthella House Inc  
 Wyndham Family Support Service Inc  
 YMCA of Perth Inc  
 Yorgum Aboriginal Corporation  
 Zonta House Refuge Association Inc

Mofflyn Keeping Families Together  
 Mofflyn Keeping Families Together North Metro  
 Fremantle Wesley Mission - Wesassist  
 Fremantle Wesley Mission - Wilf Sargent House  
 Fremantle Wesley Mission - Wyn Carr House  
 Wesley Mission Creditcare (Maylands)  
 Wesley Mission Creditcare (William Street)  
 Wesley Mission Perth Residential Services  
 Victoria Park Youth Accommodation Service  
 Wanslea Intensive Family Support Service  
 Wanslea Keeping Families Together Service  
 Children's Domestic Violence Counselling Service Bunbury  
 Domestic Violence Counselling Service Bunbury  
 Gwabba Duk Mia Lodge  
 Women's Refuges Multicultural Service  
 Aboriginal Family Violence Support and Prevention Service  
 Domestic Violence Victim Support and Advocacy Service  
 Wonthella House  
 Financial Counselling Service  
 YMCA Emergency Youth Accommodation Streetsyde  
 Child Sexual Abuse Treatment Service  
 Zonta House; Cloverdale House; Bateman House

### Output 3: Care for children

Anglican Health and Welfare Services Inc  
 Anglican Health and Welfare Services Inc  
 Armadale Community Family Centre Inc  
 Bardi Aborigines Association Inc  
 Bayswater Drill Hall and Family Centre Inc  
 Beagle Bay Community Inc  
 Bidyadanga Aboriginal Community La Grange  
 Boddington Bear Occasional Child Care Centre Inc  
 Broome Lotteries House  
 Busselton Family Centre Inc  
 Carnamah Child Care Centre Inc  
 Children's Activities Time Society  
 Churchill Brook Family Centre Inc  
 City of Joondalup  
 Coastal Family Health Services Inc  
 Coastal Kids Care Inc  
 Community Services, Health and Education Training Council  
 Dardanup Community Centre Inc  
 Denham Occasional Care Association Inc  
 Denmark Occasional Day Care Centre  
 Djarindjin Aboriginal Corporation Inc  
 Dryandra Community Association Inc  
 East Victoria Park Family and Community Centre Inc  
 Eaton Combined Playgroup Inc  
 Escare Inc  
 Ewin Community Centre Child Care Service Inc  
 Falcon Family Centre Inc  
 Fluffy Ducklings Day Care Inc  
 Forrest Lakes/Thornlie Family Centre Inc  
 Foster Care Association of WA Inc  
 Frank Konecny Family Centre Inc  
 Gawooleng Yawoodeng Aboriginal Corporation  
 Geraldton Personnel Inc  
 Granny Spiers Community House Inc  
 Greenfields Family and Community Centre Inc  
 Harvey Occasional Child Care Centre Inc  
 High Wycombe Out of School Care Centre Inc  
 Hudson Road Family Centre  
 Hyden Occasional Child Care Association Inc  
 Jarrahdale Occasional Child Care  
 Joondalup Family Centre Inc  
 Junjuwa Community Inc  
 Karratha Family Centre Inc  
 Katanning Community Kindergarten Inc  
 Kingfisher Park Family Centre Inc  
 Kojonup Occasional Care Centre Inc  
 Kulungah-Myah Family Centre Inc  
 Looma Community Inc  
 Manguri Corporation Inc

Teenshare  
 Daisy House Occasional Care Program  
 Armadale Community Family Centre  
 Ardyuloon Centre  
 Bayswater Drill Hall and Family Centre  
 Beagle Bay Occasional Care  
 Bidyadanga Child Care Centre  
 Boddington Bear Occasional Child Care Centre  
 Lotteries House Occasional Care Centre  
 Busselton Family Centre  
 Carnamah Occasional Care  
 Cats Unrubbish Vacation Care  
 Churchill Brook Family Centre  
 Kingsley Occasional Care  
 Family Management Service Warnbro  
 Coastal Kids Occasional Care  
 Aboriginal Child Care Training Services  
 Dardanup Occasional Child Care  
 Denham Occasional Child Care  
 Denmark Occasional Day Care Centre  
 Djarindjin Child Care Centre  
 Dryandra Occasional Care  
 East Victoria Park Family and Community Centre  
 Eaton Family Centre  
 Occasional Care  
 Ewin Occasional Care  
 Falcon Family Centre  
 Fluffy Ducklings Occasional Care  
 Forrest Lakes Family Centre  
 Information, Advice and Support Service  
 Frank Konecny Family Centre  
 Gawooleng Yawoodeng Occasional Care  
 Spalding Family Centre  
 Occasional Care Service Heathridge  
 Greenfields Family and Community Centre  
 Harvey Occasional Child Care Centre  
 High Wycombe Family Centre  
 Hudson Road Family Centre  
 Hyden Occasional Child Care Centre  
 Jarrahdale Occasional Child Care  
 Joondalup Family Centre  
 Maru Maru Child Care Centre  
 Karratha Family Centre  
 Katanning Community Child Care Centre  
 Kingfisher Park Family Centre  
 Kojonup Occasional Care Centre  
 Kulungah-Myah Family Centre  
 Looma Child Care Centre  
 Manguri Cottage Program

Marangaroo Family Centre Inc  
 Margaret River Community Resource Centre Inc  
 McFarleane House Learning Centre Inc  
 Meerilinga Young Children's Services Inc  
 Mercy Community Services Inc  
 Mt Magnet Little Duckling Occasional Care Association Inc  
 Mugarinya Community Association  
 Mundaring Sharing Inc  
 Nannup Occasional Child Care Association  
 Narembeen Numbats Occasional Care Association Inc  
 Ngala Inc  
 Ngunga Group Women's Aboriginal Corporation  
 Noah's Ark Toy and Library Resource Centre  
 Northampton Occasional Child Care  
 Northcliffe Family Centre Inc  
 Onslow Occasional Child Care Association  
 Oombulgurri Association Inc  
 Outcare Inc  
 Pannawonica Occasional Child Care Inc  
 Parkerville Children's Home Inc  
 Parkerville Children's Home Inc  
 Pineview Preschool Centre  
 Pineview Preschool Education Centre  
 Play Group Association of WA  
 Roleystone Family Centre Inc  
 Rostrata Family Centre Inc  
 Salvation Army WA Property Trust  
 Salvation Army WA Property Trust  
 Salvation Army WA Property Trust  
 Sandalwood Family Centre Inc  
 Shire of Mingenew  
 Shire of Mundaring  
 Snag Island Coastal Kids and Community Centre Inc  
 South Lake Ottey Family and Neighbourhood Centre Inc  
 The Gowrie WA Inc  
 The Roman Catholic Archbishop of Perth for and on behalf of  
 Djooraminda  
 Town of Cambridge  
 Waikiki Community and Family Centre Inc  
 Wanslea Family Services  
 Westerly Family Centre  
 Whitford Family Centre Inc  
 Wongan Cubbyhouse Inc  
 Woodulpine Family Centre Inc  
 Yangebup Family Centre Inc  
 Yangebup Family Centre Inc  
 Yorganop Child Care Aboriginal Corporation

Marangaroo Family Centre  
 Margaret River Occasional Child Care Centre  
 McFarleane House Learning Centre Occasional Care  
 Beechboro Family Centre  
 Mercy Community Services Placement Service  
 Little Duckling Occasional Child Care Centre  
 Mugarinya Occasional Care  
 Little Possums Occasional Care  
 Nannup Occasional Care  
 Narembeen Numbats Child Care Centre  
 Family Centre Management Service (Noranda)  
 Onyon Child Care Centre  
 Vacation Care Program  
 Northampton Occasional Care Centre  
 Northcliffe Occasional Child Care  
 Onslow Occasional Child Care  
 Mama Bialu Occasional Care  
 Outcare Occasional Care Program Canning Vale  
 Pannawonica Occasional Care Centre  
 Parkerville Children's Home Belmont Program  
 Parkerville Children's Home Cottage Program  
 Pineview Preschool Vacation Care Program  
 Pineview Preschool Occasional Care Program  
 Field Liaison Service  
 Roleystone Family Centre  
 Rostrata Family Centre  
 Crossroads West Landsdale House  
 Crossroads West Moving to Independence  
 Crossroads West Oasis House  
 Sandalwood Family Centre  
 Mingenew Occasional Care Centre  
 Midvale Neighbourhood House Occasional Care  
 Snag Island Coastal Kids and Community Centre Inc  
 South Lake Ottey Family Centre  
 Leeming Family Centre  
 Djooraminda  
 Joan Watters Community Centre Occasional Care  
 Waikiki Community and Family Centre  
 Wanslea Placement Service  
 Westerly Family Centre  
 Whitford Family Centre  
 Wongan Cubbyhouse Occasional Care Program  
 Woodulpine Family Centre  
 Yangebup Family Centre  
 Yangebup Family Centre Occasional Care  
 Yorganop

## Office of Seniors Interests

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### Output 5: Positive ageing

Council on the Ageing WA Inc  
 Anglicare  
 Wesley Mission Inc  
 Carers WA Inc

Seniors Initiatives  
 Helping Hands  
 Senior Partners  
 Linking Together Carers Support Program

## Women's Policy Office

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### Output 6: Policy advice, strategic initiatives and coordination to make a positive difference for WA women and reduce domestic violence

Anglican Health and Welfare Services Inc  
Domestic Violence Council of WA Inc

Marnja Jarndu Women's Refuge

Women's Refuge Group of WA Inc

Albany Men's Domestic Violence Crisis Service  
Assisting with the Implementation of the Government's  
Domestic Violence Agenda  
Kimberley Aboriginal Community Education Domestic  
Violence Project  
Women's Refuge Advice and Support Service

### Domestic violence regional coordination councils

Armadale Domestic Violence Intervention Project Inc  
Bunbury Domestic Violence Action Group Inc  
Communicare Inc  
Eastern Region Domestic Violence Prevention Council Inc  
City of Fremantle  
Ministry of Justice Community Based Services Geraldton  
Goldfields Women's Health Care Centre  
Safer WA Albany District Committee  
Women's Healthworks  
Centacare Kimberley  
Rockingham Women's Health and Information Centre  
Central Agcare Inc  
Communicare Inc  
Women's Health Care House  
Pilbara Regional Domestic Violence Council Inc  
Avon Valley HELP Centre Inc

Armadale/Gosnells Region Domestic Violence Committee  
Bunbury Region Domestic Violence Committee  
Central Metropolitan Region Domestic Violence Committee  
Eastern Region Domestic Violence Committee  
Fremantle Region Domestic Violence Committee  
Geraldton Region Domestic Violence Committee  
Goldfields Region Domestic Violence Committee  
Great Southern Region Domestic Violence Committee  
Joondalup Region Domestic Violence Committee  
Kimberley Region Domestic Violence Committee  
Mandurah/Rockingham Region Domestic Violence Committee  
Narrogin Region Domestic Violence Committee  
North Eastern Suburbs Region Domestic Violence Committee  
Perth West Region Domestic Violence Committee  
Pilbara Region Domestic Violence Committee  
Wheatbelt Region Domestic Violence Committee

## Office of Youth Affairs

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### Output 8: Youth programs and initiatives

The Amanda Young Foundation  
Anglican Youth Ministries  
Australia Day Council of WA

The Boy's Brigade of WA  
Churches Commission on Education  
The Duke of Edinburgh Awards  
Fairbridge Western Australia Inc  
The Girl's Brigade of WA  
Guides Western Australia

The Joint Commonwealth Societies Council of WA  
Leeuwin Ocean Adventure Foundation  
WA Federation of Rural Youth  
Salvation Army  
Scouts Australia (WA Branch)  
Scripture Union of WA  
YMCA Eastern Goldfields  
YMCA Perth  
Young Achievement Australia  
Young Christian Students Movement  
Young Women's Christian Association  
Youth Affairs Council of WA  
Youth Charities Trust Inc  
Youth Services of the Uniting Church

Eco-Health Summit  
Youth Development Service  
Young Australian of the Year Tour of Honour  
Student Citizens Awards  
Rejoice Outback Australia  
Youth Development Service  
Chaplain Service  
The Duke of Edinburgh Awards Scheme  
Youth Development Officer (Employment)  
Youth Development Service  
Outreach Adventure Activities  
Leadership Training and Development  
Development Events  
Commonwealth Day Youth Rally  
Adventure Sail Training Programs for Young People  
Youth Development Service  
Youth Development Service  
Youth Leadership Courses  
Youth Development Service  
Youth Development Service  
Youth Parliament  
Enterprise Education  
Youth Development Service  
"Big Sister, Big Brother" Mentor Program  
Peak Representative Organisation for Youth in WA  
Youth Focus  
Youth Development Service

## Appendix 4 Advisory committees

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### Family and Children's Services

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#### Adoption Applications Committee (established 1994)

##### Membership (as at 30 June 2001)

Margaret van Keppel (chair)	Clinical Psychologist (independent member)
Derek D'Cruz	Senior Service Design Officer (cultural representative)
Mary Grace	Team Leader Adoption Service
Margaret James	Manager South East Metropolitan Zone
Colin Keogh	Manager Adoption Service
Grey Searle	Senior Clinical Psychologist
Bob Sprenkels	Team Leader Adoption Service

##### Terms of reference

- To consider whether or not persons who have applied to the director general under section 38 (1) of the Adoption Act 1994 are suitable for adoptive parenthood.
- To approve or not approve such persons as prospective adoptive parents.

#### Aboriginal Advisory Committee (established 1993)

##### Membership (as at 30 June 2001)

Danny Ford	Chair
Martin Bin Rashid	Senior Officer Aboriginal Services (Pilbara)
Donna Birch	Senior Officer Aboriginal Services (Northeast Metropolitan)
Gladys Clinch	Senior Officer Aboriginal Services (Northwest Metropolitan)
Gordon Cole	Senior Service Design Officer Aboriginal Services
Brad Collard	Senior Officer Aboriginal Services (Southwest Metropolitan)
Jenni Collard	Principal Policy and Planning Officer
Coral Gore-Birch	Senior Officer Aboriginal Services (Kimberley)
Steve Mongoo	District Officer (Kalgoorlie/Goldfields)
Shirley Poland	Senior Officer Aboriginal Services (Murchison)
Ron Villalflor	Senior Adviser Aboriginal Services

##### Terms of reference

- To enhance and shape the strategic directions of the department.
- To enhance and shape the provision of quality services to Aboriginal families.

#### Care for Children Advisory Committee (established February 1999)

##### Membership (as at 30 June 2001)

Patrick Mahoney	Chair
Pauline Bagdonavicius	Family and Children's Services
Gordon Cole	Family and Children's Services
Nova Farris	Mofflyn Child and Family Care Service
Linda Kazazi	Disability Services Commission
Tricia Lee	Anglicare
Francis Lynch	Mercy Community Services
Lex McCulloch	Family and Children's Services
Helen Moschini	Community representative
Kerry Newick	Foster Care Association of WA Inc
Annette Wells	Ministry of Justice

##### Terms of reference

- To promote good quality outcomes for children and young people and their families who are in, moving from or at risk of entering out of home care, through the coordination and exchange of information and expertise between representatives of government and non government agencies.
- To provide advice on strategies for improving the quality of outcomes through the delivery of intensive family support and care for children services, particularly in relation to services for Aboriginal children and young people.
- To undertake other activities as requested by the Director General.

#### Case Review Board (established 1988)

##### Membership (as at 30 June 2001)

Valma Cearns	Chair
Vi Bacon	Aboriginal representative
Dr Janet Bayliss	Clinical psychologist
Rosemary Cant	Clinical psychologist
Maria Harries	Social worker
Dr John Manners	Clinical psychologist
Carol Webb	Deputy chair
Patrick Wyburn	Social worker

### Functions

- Administrative board of review.
- Provide advice to the director general.
- Review decisions made as part of a formal case conference plan for a ward.
- Focus of decisions relate to any aspect of a child's care except current matters before the Children's Court and matters under the control of the Minister.

### Child Care Services Board (established 1989)

The Child Care Services Board promotes and maintains the quality of child care services for young children in Western Australia through licensing child care services in Western Australia and monitoring licensed services for compliance with the Community Services (Child Care) Regulations 1988. The director general has delegated all powers in relation to child care licensing and regulation to the board.

#### Membership (as at 30 June 2001)

Karen Williams (Chair)  
Heather Finch  
Wendy Lamotte  
Dr Linda Slack-Smith  
Bronwyn Stewart (Deputy chair)

### Functions

- To assess applications for licences and permits to provide a child care service.
- To assess applications to renew a licence.
- To consider breaches of the regulations or the act.
- To initiate prosecutions for breach of the regulations or the act.
- To cancel or suspend a licence or permit.
- To exercise discretionary powers as allowed by the regulations.

### Western Australian Child Protection Council (established May 1998)

#### Membership (as at 30 June 2001)

Rae Walter	Chair
Sue Allen	Clinical Psychologist
Cath Callow	Djooraminda
Det Sgt David Caporn	WA Police Service
Mel Fialho	Australian Asian Association
Eve Lucas	Education Department of Western Australia
Dr Pauline Meemeduma	Edith Cowan University
David Roberts	Parkerville Children's Home
Timothy Schwass	Children's Court of Western Australia
Dr Peter Winterton	Princess Margaret Hospital for Children
vacant	Family and Children's Services

### Terms of reference

- To promote the coordination and exchange of expertise and information between representatives of government and non government agencies involved in the provision of child protection services.
- To provide the government of Western Australia through the Minister for Family and Children's Services with advice in respect to the prevention and treatment of child maltreatment.
- To promote and encourage research into the issues involved in the prevention and treatment of child maltreatment.
- To raise the level of awareness in the community of the issues surrounding child protection.
- To encourage and promote interagency training on all matters relating to child protection.

### Western Australian Supported Accommodation Assistance Program (SAAP) State Advisory Committee (established October 1995)

#### Membership (as at 30 June 2001)

Anne Griffiths	Chair
John Cox	Community representative
Brian Dynon (ex officio)	Commonwealth Department of Family and Community Services
Andrew Hall	Joondalup Youth Support Services Inc
Basil Lambert	South Metropolitan Migrant Resource Centre
Tricia Lee	Anglicare
Robyn Martin	Daughters of Charity Services (WA) Ltd
Elveena McCarthy	Manguri Corporation
Helen Miskell	Family and Children's Services
Jeff Mould (ex officio)	Ministry of Housing
Irwin Palmer	Salvation Army
Helen Shanks	East Pilbara Youth Council
Leanne Strommen	Centrecare
Gabrielle Whiteley	Anawim

### Terms of reference

- To provide advice to the Minister on matters pertaining to SAAP.
- To identify emerging issues related to homelessness.
- To contribute to the planning and review of SAAP.
- To advise on future directions for SAAP.
- To undertake, at the request of the Minister, consultations with users and potential users on matters relevant to SAAP.

## Family & Children's Policy Office

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### Family & Children's Advisory Council (established 1996)

#### Membership (as at 30 June 2001)

Ruth Reid AM	Chair
Mary-Louise Allen	Parent and adviser to Lady Lawley Cottages
Jenna Andrews	Student
John Barich	Consultant
Gary Bowler	Relationships Australia
Jane Brazier (ex officio)	Family & Children's Policy Office
Cynthia Davis	Private consultant
Malcolm Fialho	Equity Officer, University of Western Australia
Karina Gray	Student
Chris Hall	City of Joondalup
Sarina Jan	Private consultant
Stanley Jeyaraj	Kids Helpline
Dr Judy Macdonald	Save the Children
Robyn McSweeney	Former TAFE lecturer
Mike Mulroy	Activ Foundation

#### Terms of reference

- To provide advice to the Minister on issues pertaining to families and children.
- To provide a forum to discuss relevant policy and legislation.
- To identify research to further the knowledge and understanding of families and children in Western Australia.
- To oversee the operation of Family Week (WA) held in May each year.

Another member during the year was Robyn McSweeney who resigned in May 2001.

## Office of Seniors Interests

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### Seniors Ministerial Advisory Committee (established June 1996)

#### Membership (as at 30 June 2001)

Fred Tubby MLA (Chair)	Anna Harrison JP
Barry Blaikie JP	Bettine Heathcote
Dr Peter Brine AM	Joy Jeffes JP
Brian French	Betty Mazzarol
Beryl Grant AO OBE	Keith Mitchell
Norman Harris	

#### Terms of reference

- To advise the Minister on matters relating to the interests of seniors.
- To suggest areas for future research.
- To promote positive ageing strategies.
- To provide input on Seniors Week.
- To provide the Minister with feedback on specific issues referred to the committee.

This committee suspended operations in February 2001 after the change of government. All members terms expired on 30 June 2001. Other members during the year were Len Vickridge AM OBE VRD who died in April 2001 and Peter Norris who retired in October 2000.

## Women's Policy Office

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### Women's Advisory Council (established March 2000)

#### Membership (as at 30 June 2001)

Elizabeth Conti (President)	Lillian Makinda
Sue Ash	Michelle Manook
Joyce Crawford (Deputy President)	Joy Puls
Joy Emmeluth	Christine Thompson
Judy Hogben (ex officio from June 2001)	
Jane Jones	

Regional affiliates appointed as volunteers to act as a link between the council and women in regional Western Australia:

Margaret Burges	Mid West
Jan Douglas	Goldfields/Esperance
Pamela Howle	Pilbara
Lisa Shreeve	Wheatbelt
vacant	Great Southern
vacant	Peel
Heather Walford	South West
Glenda Wallace	Gascoyne
Kylie Weatherall	Kimberley

#### **Terms of reference**

- To advise the Minister for Women's Interests on matters of concern to women, either upon request or upon its own initiative.
- To prepare statements for the Minister on any issues of concern to women including aspects of government policy having or likely to have an impact on women, where appropriate including relevant proposed legislation.
- To have regard to the special circumstances of migrant, Indigenous, disabled, and senior women.
- To have regard for the needs of isolated and rural women and provide opportunities for them to express their views through regional seminars and other activities.
- To raise awareness within the community of the situation of women and of their varied and changing roles and aspirations.
- To establish and maintain effective communication with interested groups and individuals within the community including women and women's organisations.
- To liaise with the Women's Policy Office to convene forums, seminars and conferences throughout Western Australia.
- To actively promote a policy of equality of opportunity.
- To liaise with the Women's Policy Office to produce newsletters, pamphlets and other information to promote the exchange of ideas and information.
- To encourage and assist recognition of the individuality and achievements of women.
- To identify appropriate activities to suggest that the Women's Policy Office could recommend to the Minister for grants.
- To report annually to the Parliament through the Minister.

#### **Women's Advisory Council Domestic Violence Committee**

##### **Membership (as at 30 June 2001)**

Elizabeth Conti (Chair)	Michelle Manook
David Indermaur (Deputy Chair)	Jenny Monson
Pat Kopusar	Robin Shine
John Mallard	Anya Stasinska

#### **Terms of reference**

- To provide informed and impartial expert advice with consideration of a wide range of viewpoints by conducting research on relevant issues and consulting with stakeholders and the community on specific matters.
- To contribute to the identification of needs and trends in the area of family and domestic violence, taking into account the specific needs of men, women and children with disabilities, Aboriginal and culturally and linguistically diverse people, and those in rural and remote communities.
- To identify priority issues for further inquiry across government.

#### **Office of Youth Affairs**

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#### **Cadets WA Reference Group (established March 2001 replacing the Youth Training Scheme Advisory Council)**

##### **Membership (as at 30 June 2001)**

Jim Eftos (Chair)	Office of Youth Affairs
Dean Ashfield	St John Ambulance
Lieutenant Colonel (ACC) Bob Barber	Australian Army Cadets
Wing Commander (AIRTIC) Leon Griffiths	Australian Air Force Cadets
Murray Horbury	Fire and Emergency Services
Bronwyn Humphreys	Conservation and Land Management
Geoff Hurren	Office of Youth Affairs
Sergeant Glen Liddelow	WA Police Service
Shana McKay	Life Saving Cadets
Paul O'Connor	Office of Youth Affairs
Commander Jim O'Neill ANC	Australian Navy Cadets (WA area)
Robert Somerville	Education Department of WA
Janet West	Australian Red Cross

#### **Terms of reference**

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

## **Youth Coordinating Forum (established 1995)**

### **Membership (as at 30 June 2001)**

Jim Eftos (Chair)	Office of Youth Affairs
Geoff Bowley	Department of Education, Training and Youth Affairs
Iain Cameron	WA Drug Abuse Strategy Office
Larry Davies	Department of Training and Employment
Cathy Driver	Arts WA
Brian Dynon	Department of Family and Community Services
David Farrell	Centrelink
Martin Gribbon	Centrelink
Lee Grmas	Lotteries Commission
Angela Heyman	Ministry of Housing
Louise Jones	Department of Transport
Robin Keen	Department of Training and Employment
Eve Lucas	Education Department of WA
Harold Luxton	Family and Children's Services
Joan Malpass	Women's Policy Office
Greg McLennan	Ministry of Sport and Recreation
Fiona McRobbie	Office of Youth Affairs
Inspector Steve Moore	WA Police Service
Jenni Perkins	Disability Services Commission
Paul Rafferty	Office of Citizenship and Multicultural Interests
Michael Robinson	Health Department of WA
Russell Simpson	Aboriginal Affairs Department
Mayor Jan Smith	Town of Northam
Helen Wallace-Bruce	Aboriginal and Torres Strait Islander Commission
Annette Wells	Ministry of Justice
Terry Werner	Department of Education Services

### **Terms of reference**

To improve the efficiency and effectiveness of government agencies involved in youth service delivery through joint policy development and cooperative planning and service delivery. The committee will:

- exchange information on relevant policies, planning directions and programs
- undertake joint youth service policy development and planning
- form subcommittees to deal with specific issues relevant to effective government youth service delivery
- resolve interagency issues
- provide relevant advice to the Minister, other ministers and chief executive officers as appropriate.

## **Youth Media Survey Committee (established August 1998)**

### **Membership (as at 30 June 2001)**

Marissa Akamatis	Network Ten (Perth) Ltd
Steve Altham	ABC TV and Radio
David Baylis	Community Newspaper Group
Iain Cameron	Community Newspaper Group
Kevin Campbell	Community representative
John Cogden	Sunday Times
Sir James Cruthers	Sunday Times
Ray Della-Polina	Marlows Ltd
Geoff Duncan	ABC TV and Radio
Garry Hawkins	Sunday Times
Kim Jordan	ABC TV and Radio
John Le Cras	Channel 7
Ian Leggoe	Australian Post
Ashley Malone	Channel 9
Paul Rajan	Westrek
Kel Robards	Network Ten (Perth) Ltd
Gary Roberts	PMFM 92.9
Brian Rogers	Channel 9
Brad Scott	RTR-FM
Steve Scourfield	The West Australian
Paul Tranter	Golden West News Hour
Sonya Vinci	96FM/6PR
Ray Wardrop	Channel 7

### **Term of reference**

- To promote the positive image of young people by encouraging the media to report in a balanced way.



## Appendix 5 Sponsors

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### Family and Children's Services

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#### Community Services Industry Awards 2000

882 6PR  
The West Australian  
Lotteries Commission  
Rendezvous Observation City Hotel  
WIN Television  
CSC  
SGIO  
Nortel Networks  
Australia Post  
Ansett Australia  
Staging Connections  
Goundrey Wines

#### Foster carer free day 2000

AQWA  
CALM's Valley of the Giants tree top walk, Walpole  
Caversham Wildlife Park  
Greater Union Cinemas  
Hoyts Cinemas  
Kalamunda Wet n' Wild  
Perth Zoo  
Rainbow Jungle in Kalbarri  
Scitech Discovery Centre  
The Walkington Theatre in Karratha  
The West Australian  
Timezone  
Tumbulgum Farm in Mundijong  
Whiteman Park

### Family & Children's Policy Office

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#### Family Week (WA) 2001

Channel 9  
City of Perth  
Miss Maud's  
94.5 FM Radio  
The West Australian  
Whiteman Park

### Office of Seniors Interests

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#### Seniors Awards

Bankwest  
GWN  
RAC  
Woolworths  
Western Hearing  
Telstra  
Lighthouse Beach Resort  
GIO  
Westrail  
Skywest  
Channel 7  
The West Australian  
ABC

#### Seniors Card

GIO

#### Seniors Media Awards 2000

Department of Health and Aged Care  
St Ives Group  
Western Hearing

#### Seniors Week 2000

BankWest  
RAC  
Woolworths  
Western Hearing  
Telstra  
Channel 7  
The West Australian

#### Year 2000 Universal Design competition

Hollywood Private Hospital  
Positive Ageing Foundation  
Disability Services Commission's Universal Design  
Network  
Central Metropolitan College of TAFE  
Education Department of Western Australia (supporter)  
Association of Independent Schools (supporter)

## Office of Youth Affairs

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### WA Youth Awards Showcase

Ansett Australia  
Curtin University of Technology  
Alcoa  
Channel 7  
The West Australian  
96FM  
Leeuwin Ocean Adventure  
Lotteries Commission  
Department of Conservation and Land Management  
Timezone  
Rick Hart  
Department of Citizenship and Multicultural Interests  
Dow Digital  
Cable Beach Resort  
Radisson Bali Hotel  
Coastal Cinemas  
Buena Vista International  
Iluka Resources  
Westrail  
Woodside Energy  
Ministry for Culture and the Arts  
Transperth  
Western Mining Corporation  
Wesfarmers

### YAC Attack Conference

Arts WA  
Department for Training and Employment (Access All Areas)  
Western Australian Drug Abuse Strategy Office

### Youth Media Survey 2000

The West Australian  
Sunday Times  
Community Newspaper Group  
Channel 7  
Channel 9  
Channel 10  
ABC  
John Davis Advertising  
Australia Post  
6PR/96FM  
92.9 PMFM

### Spirit of ANZAC Tour

Returned Services League (WA Branch) Inc  
Office of Citizenship and Multicultural Interests  
Australia Day Council of Western Australia  
Office of Seniors Interests

## Appendix 6 Awards

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### Family and Children's Services

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#### Family and Children's Services Churchill fellowship 2001

Kate Camins

#### Community Services Industry Awards 2000

##### Winners and finalists

###### *Focus on innovation*

Winner South West Youth and Family Support Services—Agencies for South West Accommodation Inc  
Finalists Parents and Children's Therapeutic Service—Parkerville Children's Home Inc  
Esperance Volunteer Resource Centre—Shire of Esperance  
Pepperwood Service—The Richmond Fellowship of WA Inc

###### *Community support and development*

Winner Albany Children's Domestic Violence Counselling Service—Anglicare WA Albany Women's Centre  
Finalists Family Support Service—Australian Red Cross  
Domestic Violence Children's Counselling Service—Patricia Giles Centre Inc  
Mental Health Community Outreach Project—Women's Health Care House

###### *Valuing cultural diversity*

Winner Maru Maru Childcare Centre—Junjuwa Community Inc  
Finalists Noongar Patrol System—Aboriginal Advancement Council of WA  
Supported Housing Assistance Program—Anglicare WA  
Willy Wag Tales Playgroup and Aboriginal Liaison—City of Melville

###### *Industry support and development*

Winner Interagency Collaboration for Children of Parents with Mental Illness—Wanslea Family Services  
Finalists Protective Behaviours Program—Protective Behaviours WA (Inc)  
Support for the Suicidal—The Samaritans Inc  
Bassendean Youth Services—Town of Bassendean

###### *Support of remote and rural communities*

Winner Sports Development—Shire of Ngaanyatjaraku  
Finalists South West Youth and Family Support Service—Agencies for South West Accommodation Inc  
Finding Jobs for People with a Disability—Great Southern Personnel Inc  
Northern and Goldfields Magic—School Volunteer Program Inc

###### *Management and leadership*

Winner Family Support Worker Training—Meerilinga Young Children's Foundation Inc  
Finalists Centrecare Corporate Services—Centrecare  
School Volunteer Program—The School Volunteer Program Inc  
Connecting the Community—Volunteering Western Australia

###### *Outstanding service by an individual*

Winner Laura Tolliday  
Finalists Anne Annear  
Lorna Long  
Sue Ash

###### *Family friendly work practices*

Winner APM Creche—Advanced Personnel Management  
Finalists The Secret of Point Zero—City of Perth  
SHARE Program—Gibbs Street Primary School  
Balancing Work and Family—Hollywood Private Hospital

###### *Business and community partnerships*

Winner Variety Special Playground—The Body Shop, Variety Club of WA and Perth Zoo  
Finalists Mandurah Family Fun Day—Alcoa World Alumina Australia and City of Mandurah  
Enterprise East—Hills Community Support Group and Midland Brick Company Pty Ltd  
The Sandcastle Appeal—The Shorter Group and Lady Lawley Cottage  
Working Together—Westlime WA Ltd and Dongara District High School

**Judging panel**

Nicholas Agocs

Cherie Gardiner

Jo Blignaut

Garry Moore

Kerry Pearmain

Krys Sanchez

Dee Ashby

Ethnic Communities Council of WA

Program Director, 882 6PR

Account Director, CSC

State Manager, SGIO

Director Community Funding, Lotteries Commission of WA

Public Relations Manager, Rendezvous Observation City Hotel

Promotions and Publicity Manager, WIN Television WA

**Family & Children's Policy Office**

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**FamilyOne Ambassadors Scheme (appointed by the Minister)**

Mike Batzell

Kevin Cass-Ryall

Megan Wynne

Dixie Marshall

Warwick Hemsley

Richard Muirhead

Jan Stewart

Tony Cooke

Maria Osman

Sue Gordon AM

Alcoa World Alumina Australia

Hollywood Private Hospital

Advance Personnel Management

Channel 9

Peet &amp; Company

Department of Commerce and Trade

Lotteries Commission

Unions WA

The University of Western Australia

Children's Court of Western Australia

**Office of Seniors Interests**

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**Seniors Awards 2000****Winners***2000 WA senior of the year**Seniors community services award**Seniors arts and culture award**Seniors sport and recreation award**Seniors business leadership award**Award of excellence**Seniors exceptional organisation award**Seniors Card quality business award**Northern senior of the year**Midwest senior of the year**Goldfields senior of the year**Southern senior of the year**Metropolitan senior of the year*

Ida Lloyd, Dalkieth

Ida Lloyd, Dalkieth

Margaret Lawson, Kununurra

Rona Panos, Mandurah

Bette Davis, Carnarvon

Anne Harrison, Parkwood

Beehive Industries

Whitford City Shopping Centre

Margaret Lawson, Kununurra

John Brenkley, Geraldton

Rip Hayhow, Boulder

Les Pike, Bunbury

Ida Lloyd, Dalkieth

**Judging panel**

Ruth Reid AM

Chris Fitzhardinge

Chris Mills

Beryl Grant AO OBE

Claudia Oakley

WA Citizen of the Year (Community Services) and Ambassador (International Year of Older Persons)

Executive Director, Regional Development Commission, Department of Commerce and Trade

GWN representative, foundation sponsor of WA Seniors Awards

Member, Seniors Ministerial Advisory Committee

Office of Seniors Interests

**Seniors Media Awards 2000****Winners***Metropolitan print**Regional print**Pictorial print**Television**Student category**Special IYOP category*Patrick Cornish, *The West Magazine*Bettina Bowling, *Esperance Express*Barry Baker, *The West Australian*Peter Ker, *Curtin Independent*

Mark McGill, Channel 9

Peter O'Shaughnessy, Curtin Radio 927

Judith Treby, *Have A Go News***Judging panel**

Bob Cronin (Chair)

Beryl Silvester

Sister Veronica Brady

Tony Wharton

Christine Curry

Claudia Oakley

Former editor of *The West Australian*

Metropolitan Senior of the Year 1999

Associate Professor, The University of Western Australia

RHK Public Relations

Department of Health and Aged Care

Office of Seniors Interests

## Women's Policy Office

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### Edith Cowan Western Australian Women's Fellowship

Jennifer Barnard	Association of Torture and Trauma Survivors
Mescal Stephens	
Judging panel	
Carey Drake-Brockman (Chair)	Women's Policy Office
Alison Dewsbury	Association of Past Fellowship Recipients
Marion Nairn	National Council of Women of Western Australia
Dr Sherry Saggars	School of International, Cultural and Community Studies, Edith Cowan University

## Office of Youth Affairs

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### WA Youth Awards Showcase

#### Youth Minister's Positive Image Award

Winner	
Cassandra Quinn	Nagle College, Geraldton
Judging panel	
Susanne Akila	Youth Advisory Council member
Geraldine Capp	<i>The West Australian</i>
Isabelle Drewnicki	Ansett Australia
Jim Eftos	Office of Youth Affairs
Chelsea Gallash	Youth Advisory Council member
David McGowan	WA Young Person of the Year 2000
Jan Watt	Office of Youth Affairs

#### WA Youth Media Awards

Overall winner  
Andrea Burns, Channel 7

#### Category winners

<i>Print media (metro)</i>	Pam Casellas, <i>The West Australian</i>
<i>Print media (suburban)</i>	Zoran Nedeljkovic, Community Newspaper Group
<i>Print media (regional)</i>	Natasha Granath, <i>South Western Times</i>
<i>Television (news feature)</i>	Andrea Burns, Channel 7
	Charmaine Dragun, Channel 10
<i>Photograph</i>	Barry Baker, <i>The West Australian</i>
<i>Best piece of journalism (under 25 years)</i>	Natasha Granath, <i>South Western Times</i>

Judging panel	
Kevin Campbell	Lotteries Commission
Liz Chester	Freelance media consultant
Sandra Devahasdin	Devahasdin PR and Promotion
Tom Drewell	Channel 9
Emily Groves	Journalist
Earl Reeve	Media consultant
Ron Spencer	Print and Publishing
Michael Tetlow	Journalist

#### WA Youth Awards

##### Winners

<i>WA young person of the year</i>	Sophie McNeill, Mt Hawthorn
<i>WA youth leadership award</i>	Vanessa Elliot, Halls Creek
<i>WA youth citizenship (individual) award</i>	Jo-Anne D'Cress, Bunbury
<i>WA youth citizenship (group) award</i>	Lorax Environment Group, Fremantle
<i>WA youth environment award</i>	Amanda Tilbury, Willetton
<i>WA youth initiative award</i>	Sandy Cikara, Stirling
<i>WA youth inspirational award</i>	Sophie McNeill, Mt Hawthorn
<i>WA youth achievement award</i>	Tanya Miles, Applecross

#### Judging panel

Susanne Akila  
Travis Beasley  
Melanie Camp  
Isabelle Drewnicki  
Jim Eftos  
Ian Fairnie  
Nick Francis  
Bronwyn Humphreys  
Kay Lunt  
Fiona McRobbie  
Natasha Newman  
Pamela Peelan  
Melissa Stevens  
Greg Tonnison  
Jan Watt

#### Youth Advisory Council member

Arts WA  
96FM  
Ansett Australia  
Office of Youth Affairs  
Curtin University of Technology  
Lotteries Commission  
Department of Conservation and Land Management  
Office of the Minister for Community Development  
Office of Youth Affairs  
Youth Advisory Council member  
Office of Citizenship and Multicultural Interests  
*The West Australian*  
Leeuwin Ocean Adventure  
Office of Youth Affairs

## Appendix 7 Publications

Copies of all publications are available from the agencies which produce them. Information is also available on the relevant websites.

### Family and Children's Services

#### Website

fcs.wa.gov.au

#### Posters

Crisis care  
Customer service charter  
Do you have a problem with Family and Children's Services?  
Family helpline  
Family centres  
Foster care  
Growing up kids  
Living with... series  
Living with parents  
Living with stepfamilies  
Making life easier for mums and dads  
My family always cares for me  
Parenting line  
Parenting information centres  
Protecting our children

#### Brochures and reports

A guide to fostering a child  
A guide to search, mediation and contact in adoption  
Annual report to Parliament 1999/2000  
Appeals and complaints procedures  
At a case conference  
Case review board  
Choosing quality care for your children  
Community services industry awards 2000  
Concessions guide 1998  
Crisis care  
Customer service charter  
Dealing with the effects of trauma  
Developmental stages of children  
Developmental stages of toddlers  
Early education service  
Eradication of poverty report and government response  
Families: finding their own solutions: a service for families who are having difficulties managing a child aged under 10 years  
Family and Children's Services strategic plan 2005  
Family and Children's Services strategic plan for Aboriginal services 1998  
Family and domestic violence  
Family helpline  
Finding out about your Aboriginal family history  
Focus (magazine)  
Getting parenting information is now easier  
Growing up kids tipsheets  
All the family  
Catch your kids being good  
Growing up babies  
Growing up teenagers  
Helping kids deal with trauma or bad events  
Kids and school  
Keeping rules-being firm but fair  
Living with elders  
Money matters

Protecting our kids  
Strong men, strong families  
Young single mums and dads

Licensing child care services in Western Australia  
Living with babies  
Living with children  
Living with parents on line  
Living with stepfamilies  
Living with teenagers  
Living with teenagers parent training manual  
Parent help centre  
Parenting fact sheets  
Being a father  
Being a mother  
Family holidays made fun  
Grand parenting  
Parenting alone  
Parenting and children learning together  
Parenting in a multicultural society (also in Arabic, Bosnian, Chinese, Croatian, Farsi, Greek, Indonesian, Italian, Portuguese, Serbian, Spanish, Vietnamese, Somali)  
Positive communication  
Parenting information centres  
Parenting information for people working with children  
Parenting line  
Parent link home visiting service  
Parenting services  
Play and learning sheets  
Books and stories  
Dressing up and puppets  
Making things  
Music  
Painting and drawing  
Playing around the house  
Playing outside  
Rainy days and cars  
Portfolio highlights 2000/2001  
Protecting our children  
Purchasing non government community services: a broad management plan  
Setting up a creche  
Starting family day care  
Style guide  
Supported Accommodation Assistance Program WA SAAP  
Protocols  
Telephone services cards

#### Videos

Growing up kids (Kimberley)  
Growing up kids (Metropolitan)  
Growing up kids (Murchison)  
Growing up kids (Pilbara)  
Growing up kids (South West)  
Living with babies  
Living with children  
Living with stepfamilies  
Living with teenagers  
Living with toddlers

## Family & Children's Policy Office

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### Website

[www.familyone.wa.gov.au](http://www.familyone.wa.gov.au)

### Internet discussion group

<http://listmaster.iinet.net.au/list/famstrengths.com>

### Brochures and reports

A story about children, work and community in public policy  
Connected to family and community - findings from the Western Australian family attitudes survey 2000  
Creating Connections 2000-2005: a five year plan for families and children in Western Australia  
Creating Connections: a profile of current initiatives - government, business and community sectors working together for families and children in Western Australia  
Developing a plan for families: listening to the community  
Families and children in the new millennium: a consultation paper  
Families, children and the internet  
Family friendliness of workplaces and customer services: findings from the Western Australian family attitudes survey 2000  
*FamilyOne* business strategy  
*FamilyOne* newsletter April 2001  
*FamilyOne* newsletter October 2000  
Introducing the *FamilyOne* ambassadors scheme  
In touch (Family & Children's Advisory Council newsletter) Spring 2000  
Listening to families and children in the new millennium: regional supplement  
Listening to families and children in the new millennium: summary report

## Office of Seniors Interests

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### Website

[www.osi.wa.gov.au](http://www.osi.wa.gov.au)

### Posters

Celebrate grandparents day

### Publications

6<sup>th</sup> Global Conference maturity matters flyer  
6<sup>th</sup> Global Conference maturity matters sponsorship kits  
6<sup>th</sup> Global Conference maturity matters registration postcard  
6<sup>th</sup> Global Conference maturity matters seniors expression of interests  
6<sup>th</sup> Global Conference maturity matters early bird registration and call for papers  
Accent on seniors  
A new age on business  
Live it up seniors card discount directory 2001/2002  
New age business newsletters  
Positive images of seniors 2001 media awards nomination kit  
Seniors card application forms  
Seniors card concession information  
Seniors card regional discounts (Gascoyne)  
Seniors card regional discounts (Goldfields-Esperance)  
Seniors card regional discounts (Great Southern)  
Seniors card regional discounts (Heartlands)  
Seniors card regional discounts (Kimberley)  
Seniors card regional discounts (Mid West)  
Seniors card regional discounts (Pilbara)  
Seniors card regional discounts (South West)

Seniors week 2001 event registration kit  
Seniors telephone information sheets  
Targeting the 60+ market  
Ten great reasons  
Time on our side: grants for local government  
Western Australian carers' policy  
Western Australian seniors media awards 2000 invitation  
Western Australian seniors media awards 2000 program

## Women's Policy Office

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### Websites

[www.wa.gov.au/wpdo](http://www.wa.gov.au/wpdo)  
[www.freedomfromfear.wa.gov.au](http://www.freedomfromfear.wa.gov.au)

### Brochures and reports

A portrait of progress: women in Western Australia 1899-1999  
Best practice model for the provision of programs for perpetrators of domestic violence  
Best practice model for the provision of programs for victims of domestic violence  
Domestic violence prevention unit newsletter  
Edith Cowan Western Australian women's fellowships: profiles and guidelines  
Freedom from fear  
Freedom from fear: background planning document  
Freedom from fear: a campaign summary  
How to deal with domestic violence self help book, cassette, guide  
How do I know if I'm abusive?  
When you hurt your partner you hurt your children  
Has your partner hurt you?  
A guide for health professionals  
A guide for employers, managers and supervisors  
Fact sheet: Common myths about domestic violence  
Fact sheet: The impact of domestic violence  
Information sheet 1: Development of the campaign advertising strategy  
Information sheet 2: Testing of the campaign advertising strategy  
Information sheet 3: Implementing the campaign  
Information sheet 4: Campaign evaluation results phase one  
International Women's Day kit, poster and bookmark  
It's not just a domestic: action plan on family and domestic violence  
Older women in WA factsheet  
Roll of honour (website only)  
The health of women in WA factsheet  
Winfo monthly calender of events  
Women in WA factsheet  
Women interested in appointment to a government board or committee  
Women of the 21st century occasional paper  
Women today series (website only)  
Women's Information Services card, magnet, poster  
Women's Policy Office  
Women's Advisory Committee  
Casualisation report  
How to use the internet  
Women's Advisory Council newsletter  
Women in partnership  
Women and work: summary of futures literature

### Posters

Freedom from fear campaign (set of two)  
Regional helpline (three types)  
Helpline  
Women's Information Service



## Office of Youth Affairs

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### Websites

[www.youthaffairs.wa.gov.au](http://www.youthaffairs.wa.gov.au)  
[www.dotu.wa.gov.au](http://www.dotu.wa.gov.au)  
[www.cadetswa.wa.gov.au](http://www.cadetswa.wa.gov.au)

### Publications

Action: A State Government Plan for Young People, 2000-2003

Cadet Lines newsletters

YAC Chat newsletter

Youth Facts WA: young people with disabilities

Youth Facts WA: young people and legal issues

Youth Suicide Prevention Information Kit

## Appendix 8 Evaluations and research projects

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### Family and Children's Services

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#### Evaluation of Best Start pilot program

**Key findings/results:** Pilot achieved positive outcomes and satisfaction at most sites. Some improvements were required in administration of the program. Fifteen sites were in operation at the time of the evaluation.

**Action:** Pilot status was removed and various measures are being taken to improve administration and accountability.

#### Evaluation of joint approach to child abuse (with WA Police Service)

**Key findings/results:** Collaborative interviewing approach was generally perceived by both departments as a positive development. Evaluation found there were differences in culture and objectives between the two departments which needed to be better recognised if this approach was to be optimally effective.

**Action:** Recommendations made to the joint senior officers group to facilitate ways of working together. Includes recommendations for improved training.

#### Customer perception survey

**Key findings/results:** Customers surveyed were satisfied with timeliness, manner of service and helpfulness of their last contact with the department. Most reported their last contact had provided a useful learning experience and helped them feel confident about managing a similar situation in the future.

**Action:** Results provide input to continual improvement of services delivery.

#### Review and analysis of young carers literature

**Key findings/results:** Conducted as part of Family and Children's Services commitment to the Western Australian carers strategy. The paper discussed estimated number of young carers in the community, nature of the problems experienced by young carers and possible strategies for support.

**Action:** Information used to inform continued improvement in service delivery.

#### Foster care internet site evaluation

**Key findings/results:** Evaluation of a 12 month pilot to provide computer and internet use for 15 foster carers and for the Foster Care Association. Perception by foster carers was that the pilot had been invaluable, had greatly enhanced support available to carers and provided useful linking with other carers.

**Action:** Concept was supported and pilot status removed. Recommended the program be expanded but in a different format. Methods of providing the program equitably and within appropriate cost bounds are being considered.

#### Evaluation of under 10s preventive program

**Key findings/results:** Second evaluation found that, while the model was well thought out and comprehensive, there had been some problems in implementation and management. The model was not operational in several zones.

**Action:** Recommendations to executive regarding the future of the model.

#### Research into the implications and practice of relative care

**Key findings/results:** Reviewed international literature and surveyed department staff on the implications of the trend for the department to place more children in relative care. While identifying the benefits of such placements the research also described important practice standards to be followed.

**Action:** Will be referred to executive for consideration and will be incorporated into the service development review of children in care.

#### Evaluation of Royal Show animal nursery sponsorship

**Key findings/results:** Evaluation of sponsorship of the nursery showed low awareness and recall of sponsor and message by certain key target groups.

**Action:** Results contribute to the planning and ongoing development of parenting campaign strategies.

#### Research into a parenting campaign targeted at fathers

**Key findings/results:** Research identified a need for a communication strategy targeted at fathers caring for dependent children under 12 years old.

**Action:** Results contribute to the planning and ongoing development of parenting campaign strategies.

### Family & Children's Policy Office

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#### Family attitudes survey 2001

**Key findings/results:** A survey of 1,000 Western Australians measured awareness of Family Week 2001, levels of satisfaction with the family friendliness of workplaces and services provided by business, government and the community sectors, and drivers of satisfaction in family friendliness.

**Action:** Results will inform the *FamilyOne* ambassador and accreditation schemes and provide data for reporting requirements.

#### Social and community development: community benchmarks and indicators

**Key findings/results:** Internet and literature review on the strengths perspective in social policy development, social benchmarks and indicators, asset based community development and re-engaging communities. Range of promising approaches to the application of the strengths perspective to social policy and community development were found to be available which can more directly engage the community in social policy issues and processes.

**Action:** Findings will be used in establishing the new Department for Community Development.

## Office of Seniors Interests

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### Motivators and barriers to retirement planning

**Key findings/results:** Major motivators to planning for later life were: retirement or redundancy; a health scare or the death of a significant other; remarriage or divorce; and paying off the mortgage. Major barriers to planning for later life were: enjoying life now (usually those without children at home); having other commitments (usually those with children at home); having excellent health now; and having sufficient money to save. People's greatest fear about later life was deterioration in physical health and physical wellbeing (mentioned by twice the number of those who mentioned financial security or money concerns). People aged 50 to 65 years were significantly more likely than those under 50 years to have done a reasonable amount of planning, probably due to having reached the motivating life cycle stages listed above.

**Action:** Results used to inform future initiatives to encourage people to plan for their later years. Research into 'baby boomers' will be a key motivator to future research.

### Seniors Week 2000 evaluation

**Key findings/results:** Number of research projects were undertaken including a survey of participating organisations, content analysis of the Seniors Week program, interviews with key stakeholders including sponsors, and feedback surveys at three official events. Public awareness of Seniors Week 2000 could not be measured due to unforeseen circumstances.

**Action:** Recommendations being implemented for Seniors Week 2001.

### Community attitudes survey 2001: community attitudes towards ageing and older people

**Key findings/results:** Five hundred and seven respondents aged from 16 years onwards were interviewed. Forty seven percent of all respondents thought ageing was a positive and 50 percent reported it was a productive stage of life. Fifty six percent of senior respondents (60 plus) said they felt valued by the community, 73 percent said they felt respected by the community. Sixty three percent thought people aged 70 years or more were either fairly or very happy, 45 percent that they were fairly or very comfortable financially, 75 percent that they have quite a lot or a lot to offer the community, 68 percent that their quality of life is in between high and low, and 27 percent that they are well regarded in society.

**Action:** Survey conducted every two years to monitor changing attitudes. Policies and programs will be informed by perceived trends.

## Women's Policy Office

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### Customer satisfaction survey

**Key findings/results:** Evaluation indicated a high level of satisfaction with the office.

**Action:** Findings used to gauge effectiveness of the office's operations for annual reporting.

### Evaluation of International Women's Day

**Key findings/results:** Women and men surveyed in the central city, Mirrabooka and Joondalup to obtain baseline data on community awareness of the day. Fifty five percent of those interviewed knew about the day. Regardless of whether they knew about it before, nearly all considered having a day such as this worthwhile.

**Action:** Results will inform future promotion of International Women's Day and will be used when approaching the corporate sector for sponsorship of related activities.

### Retirement incomes for women

**Key findings/results:** Current focus on self funded retirement through occupational superannuation disadvantages women. Report suggests other policy alternatives to enhance the equity of Australia's retirement income framework and assist those with limited access to occupational superannuation.

**Action:** Results to inform policy recommendations and provide the basis for workshops and information sheets.

### Perception of women's social and economic progress: a pilot study

**Key finding/results:** Outlines the development of an improved set of gendered social indicators.

**Action:** Indicators will be used to better assess women's social and economic progress and improve future policy responses to women's needs.

### Evaluation of the effectiveness of regional coordination

**Key findings/results:** Findings indicate numerous issues relating to regional coordination have been addressed since 1997. Coordination is enabling resources to be used in the best way and has led to more and improved services, more seamless service provision and improved information sharing at the local level. Regional coordination is seen as the best means of bringing together government and non government agencies to focus on regional domestic violence issues. Recognition of the role of central coordinating bodies was also identified as a key factor affecting autonomy and effectiveness of regional committees.

**Action:** Findings to be used to assist in determining priorities for areas for further development and funding for domestic violence in the future.

### Market research to inform communication strategy

**Key findings/results:** Provides qualitative information about community attitudes to women's issues, recommending that Women's Policy Office use a low cost 'below the line' public relations strategy focused around a positioning statement derived from themes identified in the research.

**Action:** Information from the research is being used to inform all communication products and strategies.

## Office of Youth Affairs

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### Evaluation of Youth Advisory Councils

**Key findings/results:** Data showed that participating in a council is a positive experience for young people. Respondents stated that the benefits of joining a council included learning new skills, becoming actively involved and contributing to decision making in their community. Data also identified areas requiring improvement and suggestions included enabling greater interaction between councils and training to assist members to participate.

**Action:** A series of recommendations built around the findings was developed and adopted by the office. Implementation of recommendations will feed into the ongoing development of the initiative.



# List of figures

	<b>Page</b>
1 Employees within equal employment opportunity (EEO) groups at 30 June 1997 to 2001	20
2 Number of women in senior management roles at 30 June 1998 to 2001	20
3 Occupational safety and health performance indicators 1999/2000 and 2000/2001	21
4 Employment levels at 30 June 2001	21
5 Department for Family and Children's Services funding 1999/2000 and 2000/2001	22
6 Completed capital projects 2000/2001	23
7 Capital works in progress	23
8 Advertising and marketing expenditure 2000/2001	23
9 Freedom of information applications 1998/1999 to 2000/2001	24
10 Family and Children's Services zones and major office locations	28
11 Number of funded services by output 2000/2001	29
12 Family crisis service 1998/1999 to 2000/2001	41
13 Response to child maltreatment allegations 2000/2001	43
14 Responses to child maltreatment allegations by nature of allegation 1998/1999 to 2000/2001	43
15 Number of wards in the care of Family and Children's Services at 30 June 1997 to 2001	44
16 Placement of wards at 30 June 2001	44
17 Census of children and young people in out of home care at 30 June 2001	45
18 Adoption orders granted by the Family Court and country of origin 1999/2000 and 2000/2001	46
19 Adoption orders granted by the Family Court and country of origin for overseas born children 1998/1999 to 2000/2001	47
20 Nature of complaints received by the Child Care Services Board 2000/2001	48