

Summary of our outcomes and outputs

This section is a summary of the Department's three outcomes for 2002/2003:

- Outcome 1 - Output 1
 - Outcome 2 - Output 2, Output 3, Output 4, Output 5 and Output 6
 - Outcome 3 - Output 7 and Output 8
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Outcome 1

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

Output 1: Community Development

Community development programs, activities and services to increase the social infrastructure and capacity of communities to ensure high quality and safe childcare, the wellbeing of children, individuals and families.

Outcome 2

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

Output 2: Children's and young persons' policy

Policy coordination, policy advice, analysis and information to develop and refine a collaborative approach with Government agencies and the community to promote healthy children and young people.

Output 3: Positive ageing policy

Policy coordination, policy advice, analysis and information to develop and refine a collaborative approach to Government agencies and the community to promote positive ageing.

Output 4: Women's policy and progress

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

Output 5: Volunteering policy and coordination

Policy coordination, policy advice, analysis and information to develop and refine a collaborative approach with Government agencies and the community to promote volunteering.

Output 6: Aboriginal and Torres Strait Islander policy and coordination

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



Outcome 3

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

Output 7: Care and safety services

Services to support families and individuals in crisis and help reduce the impact of all forms of abuse; quality care to those children placed in the care of the State.

Output 8: Family and domestic violence coordination

Policy development and coordination to support families and individuals experiencing family and domestic violence.

Our future directions

This section outlines the Department's initiatives for 2003/2004:

- **Output 1: Community development**
 - **Output 2: Children's and young persons' policy**
 - **Output 3: Positive ageing policy**
 - **Output 4: Women's policy and progress**
 - **Output 5: Volunteering policy and coordination**
 - **Output 6: Aboriginal and Torres Strait Islander policy coordination**
 - **Output 7: Care and safety services**
 - **Output 8: Family and domestic violence coordination**
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Output 1: Community development

- Implement the early years strategy to involve local communities in supporting initiatives to enhance the wellbeing of children aged eight years and younger, and coordinate the efforts of Government, community and non government organisations.
- Develop and implement strategies for enhancing the delivery of the Best Beginnings program for families from culturally and linguistically diverse backgrounds.
- Commence licensing for outside school hours care services statewide, and promote quality assurance in partnership with the Commonwealth.
- Review the volunteer speakers program in order to focus on the changing needs of current and future seniors.
- Strengthen communities to support and value their seniors to promote positive ageing.
- Progress the development of extended hours childcare in Kalgoorlie.

Output 2: Children's and young persons' policy

- Develop a good practice guide to inform agencies, organisations and the community about mechanisms by which to engage children and hear their voices.
- Develop and implement a Youth Employment Policy.
- Commence a consultation process that will inform the development of a children's strategy.
- In consultation with the Department for Consumer and Employment Protection, develop an information package to help young people avoid credit traps.
- Establish and maintain advisory structures that include children and young people, to advise the Minister.
- In collaboration with the Social Policy Unit and other key stakeholders, develop a bi-annual report card on the state of children and young people in Western Australia.
- Work in partnership with other agencies to monitor the effectiveness of complaint receiving agencies and their accessibility to children and young people.
- Work with advisory groups to establish a 'speakers circle' whose members advocate on behalf of children and young people.

Output 3: Positive ageing policy

- Implement the Government's response to the recommendations of the Active Ageing Taskforce.
- Complete the development of the Carers Bill.
- Commence research on the community participation of seniors.
- Support seniors to access new technologies.

Output 4: Women's policy and progress

- Develop a self assessment audit tool to provide a means for Government agencies to ensure they are meeting statutory requirements relating to opportunity and discrimination and measure the sensitivity of the agency to gender and race.
- In response to community issues raised about women and personal safety, work with key stakeholders to develop options for a framework on women's safety.
- Examine international best practice on women and leadership with a view to developing a leadership program for women in the public sector.

Output 5: Volunteering policy and coordination

- Work with the non government sector to encourage take up of the goals set in 'Valuing Volunteering – A Shared Vision'.
- Commence ongoing review of the effectiveness of funded volunteer resource centres.
- Work in partnership with other Government agencies to improve the operating environment and insurance outcomes for volunteer agencies by increasing the understanding and development of effective risk management strategies.

Output 6: Aboriginal and Torres Strait Islander policy coordination

- Develop a new Aboriginal Strategic Plan.
- Establish a new Aboriginal advisory committee to include external stakeholders.
- Incorporate the Aboriginal and Torres Strait Islander principle into the Departments proposed new legislation.
- Establish and strengthen partnerships with policy offices, other Directorates and other agencies to promote Indigenous issues.

Output 7: Care and safety services

- Following the passage of new legislation through Parliament, there will be a significant focus on reform and implementation.
- Further develop a 'grandparents and other relatives as carers' policy and strategy.
- Review standards of services for children and young people in care.
- Continue the implementation of the initiatives arising from the Gordon Inquiry:
 - 25 additional child protection workers across the state to increase the Department's capacity to respond to complaints of child abuse, undertake child protection assessments and provide a mobile child protection capacity in the country
 - appoint 14 skilled Aboriginal support workers across the State who will be co-located within existing child and youth focused services, to provide confidential and practical support advice and assistance to Aboriginal children, in particular children who are fearful of the Department and police and are not accessing mainstream services
 - increase funding for the non government Indigenous families program.
- Implement the drug and alcohol plan initiatives including:
 - holding a planning forum to develop an action plan for reducing the entry of children into care as a result of parental drug and alcohol problems and to better meet the needs of children in care with drug and alcohol problems
 - undertake further research to identify trends in relation to the impact of parental alcohol and drug abuse on children's experiences in care.
- Continue implementation of the partnership process with the Department of Education and Training and the CREATE Foundation designed to ensure the use of education plans for children and young people in care throughout the State and collaborative utilisation of resources.
- Continue the implementation of initiatives arising from the State Homelessness Taskforce:
 - complete the development and implementation of new funded services
 - continue to support the monitoring process and identify evaluative procedures
 - continue to implement non-funded strategies for developing awareness and communicating issues.
- Commence operating a domestic violence helpline.

- Implement new crisis response services for women and children escaping domestic violence in Laverton and Meekatharra.
- Fully implement a new domestic violence support and advocacy service for the central metropolitan area.

Output 8: Family and domestic violence coordination

- Coordinate the implementation of the State Strategic Plan on family and domestic violence.
- Undertake capacity building with Regional Domestic Violence Committees in respect to their role as key participants in an integrated statewide approach to family and domestic violence.
- Using an across Government approach, monitor key indicators/benchmarks regarding the achievement of family and domestic violence strategies.
- Undertake a pilot workplace strategy addressing the needs of employee victims and perpetrators of family and domestic violence in a minimum of two workplaces.

Our corporate governance

This section details the Department's corporate governance for 2002/2003:

- **Statutory authority**
 - **Compliance with public sector standards and ethical codes**
 - **Freedom of information**
 - **Funding and financial information**
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Statutory authority

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

- *Adoption Act 1994*
- *Adoption Regulations 1995*
- *Child Welfare Act 1947*
- *Child Welfare Regulations 1977*
- *Community Services Act 1972*
- *Community Services (Child Care) Regulations 1988*
- *Community Services (Child Care) Amendment Regulations 2001*
- *Community Services (Outside School Hours Care) Regulations 2002*
- *Community Welfare Organisations Regulations 1980*
- *Volunteers (Protection From Liability) Act 2002*
- *Welfare and Assistance Act 1961*
- *Welfare and Assistance Act Regulations 1962.*

The Department also has varying responsibilities or roles under acts administered by other authorities (see Appendix 1).

Compliance with public sector standards and ethical codes

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

To monitor and access the extent of compliance with the ethical codes, and compliance with public sector standards, the Department conducted an annual audit. The audit finding reported the Department has continued to comply with human resource ethics and meet the general requirements of the standards.

The Department's code of conduct was available to all staff through the Department's intranet. In 2002/2003 one complaint relating to non compliance with the ethical codes was lodged and internally investigated.

Below is the total number of applications received for breach of standards review and corresponding outcomes for 2002/2003:

- Number lodged – 3
- Breaches found – nil
- Applications under review – nil.

The Department has provided a report directly to the Commissioner for Public Sector Standards.

Freedom of information

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

In 2002/2003 the Department received 42 applications for access to information in accordance with the Freedom of Information Act 1992. The number of applications has decreased significantly in the past five years. Each application took an average of 31 days to process, compared to the Government requirement of no more than 45 days.

Applications for both personal and non personal information decreased in 2002/2003. Table 1 shows the number of applications over the last five years.

Table 1: Freedom of information applications 1998/1999 to 2002/2003

	1998/1999	1999/2000	2000/2001	2001/2002	2002/2003
Applications received	104	94	65	71	42
Applications withdrawn	22	29	30	18	8
Personal applications	96	64	39	39	24
Non personal applications	8	30	26	32	18
Average days	38	34	23	25	31

Funding and financial information

Table 2 presents a summary of the Department for Community Development's actual and budget appropriations from the consolidated fund, commonwealth specific purpose grants and other revenues.

Adjustments to the output appropriation for 2002/2003 of \$2.4 million include \$1.6 million in response to the Gordon Inquiry and \$0.3 million for the superannuation guarantee charge.

Cost of services was under budget \$1.6 million due predominantly to the delay experienced in implementing various initiatives.

The net asset increase of \$6 million over last year was predominantly due to deferred expenditure, including capital to 2003/2004 represented by increased cash holdings at 30 June 2003.

The functions of the Family Court Counselling Service were transferred to the Department of Justice on 30 January 2003.

Table 2: Funding and other financial information

Funding	Budget 2002/2003 \$'000	Actual 2002/2003 \$'000	Actual 2001/2002 \$'000
Recurrent funds			
Output appropriation	176,832	179,237	169,924
Commonwealth specific purpose grants	17,401	17,476	17,633
Other revenues	1,490	2,590	4,063
Total recurrent funds	195,723	199,303	191,620
Capital funds			
Contributed equity/appropriations	736	821	4,817
Capital funds carried over	2,230	2,230	1,538
Total capital funds	2,966	3,051	6,355
Total funding	198,689	202,354	197,975
Total cost of services	196,672	195,097	190,495
Total net assets	57,594	71,870	66,252

Our customer profile

This section details the Department's customers:

- Community development
 - Children and young people
 - Family and domestic violence
 - Seniors
 - Volunteers
 - Women
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A key objective of the Department is to achieve a 'joined-up' approach to policy and services and to engage all Western Australians in the business of developing and strengthening their communities. The Department continues to meet the needs of those groups in the community who were catered for by the previous offices responsible for women, young people, families, children and seniors. The Department is expected by Government to operate a 'social policy coalition' that works directly with the community, Government service delivery agencies, business, local government and the non government sector.

The Department provides programs and services for:

- children
- young people
- parents
- families
- women
- men
- seniors
- Aboriginal and Torres Strait Islander people
- people from culturally and linguistically diverse backgrounds
- communities.

Community development

In 2002/2003 the Department provided one to one services to 40,169 customers through offices across the State. In addition, there were 84,026 short contacts where customers received some form of assistance, information or referral.

Women, Indigenous 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 60 percent of customers were women, 28 percent were Indigenous, 43 percent were country residents and four percent were of culturally and linguistically diverse backgrounds.

Two percent of customers spoke home languages other than English or an Aboriginal language.

An estimated 56 percent of customers were adults with dependent children and of these just over half were the adult caregivers in one parent families.

It can be seen from Table 3 that the most common reasons for contact with the Department's offices during the year were financial problems, family problems and concerns about the welfare of children. There were 1,547 contacts involving crises other than financial issues (such as suicide risk, domestic violence and homelessness).

Non government organisations funded by the Department provided services to an estimated 58,578 people from July to December 2003.

An estimated 21 percent of customers of the Department and its non government funded services were children aged 12 years and younger. A further 13 percent were young people aged between 12 to 18 years.

Table 3: Primary reasons for all new contacts to the Department in 2002/2003

Primary reason	Number of contacts	Number of people
Adoption issues	380	375
Child care enquires	121	119
Child concern reports	3,178	2,985
Child maltreatment allegations	2,249	2,113
Custody/access issue	325	310
Enquires from foster carers/potential carers	1,228	1,120
Family history/reunion	51	51
Family problems	6,307	5,793
Family violence	884	753
Financial problems	17,683	11,601
Homelessness	619	410
Other crisis issues (suicide risk, psychiatric, medical, legal problems)	460	435
Parenting issues	146	146
Request for out of home care for child or no guardian	203	196
Substance abuse problems	165	160
Trauma support	389	384
All other reasons	100	100

Note: People may present for a number of reasons however only one is identified as the primary reason for contact.

Children and young people

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

Seventy percent of the State's population of children and 75 percent of the State's population of young people live in the Perth metropolitan area.

There is considerable diversity amongst children and young people in Western Australia which means emerging issues must be treated with a sensitivity that recognises cultural differences.

Indigenous children represent six percent of the State's total population of children aged 12 and younger, while children born overseas are 5.7 percent of the total. Nearly half of those born overseas (43.5 percent) are from non English speaking countries. The two most common languages spoken by children apart from English are Chinese languages and Vietnamese. However, there are a large number of language groups which have a small but significant proportion of speakers.

The proportions for young people (those aged between 13 to 25 years) are similar: Indigenous young people are 4.4 percent of the State's total, 17.5 percent of the population is born overseas and nearly half of these (45.7 percent) are from non English speaking backgrounds. The most common languages other than English are Chinese languages, Italian, and Indonesian.

There are more children and young people living in a couple family than within a one parent family. Young women (8.4 percent) are more likely than young men to have moved from the family home to form partnerships and their own families than young men (4.9 percent).

Three and a half percent of the young people are a husband, wife or partner and have children, and 1.4 percent are lone parents.

Family and domestic violence

While research indicates that there are particular groups where family and domestic violence may occur at higher rates, it impacts across the whole community. Family and domestic violence may affect people of all ages, all cultures, income levels and all life experiences.

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

Research indicates between 88 percent to 92 percent of family and domestic violence victims are women and younger women are more at risk. Aboriginal women and those in rural areas suffer greater levels of family and domestic violence and disadvantaged families in lower socio-economic areas are also over represented in the statistics. Additionally, Aboriginal women are over represented as victims of violence, being 45 times more likely to be the victim of serious 'domestic' assault than non Indigenous women.

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

Seniors

It is estimated that by 2031 just over one in four Western Australians will be a senior that is someone aged 60 years or older. There will be approximately 721,000 seniors in Western Australia and one in five will be aged 80 years or over. It is expected that there will be more seniors than children and young people aged 19 years and younger (estimated to comprise 22 percent of the population).

It is estimated that in 2002 there were 295,566 seniors in Western Australia. More than half of the seniors were women (53.5 percent). Seniors comprise 15.3 percent of the State's population.

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

Workforce projections show that meeting future demand for goods and services will require Government and employers to encourage higher workforce participation rates by people aged between 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 in five primary caregivers caring for an adult or child with a disability or chronic illness is 65 years old or over. Almost half of these caregivers are 75 years and older. It is estimated that more than 100,000 Western Australians aged 55 years and over are involved in volunteer work.

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

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

Indigenous people overall represent 3.1 percent of the Western Australian population but Indigenous seniors comprise only about one percent of the Western Australian seniors population, as a result of higher birth rates combined with higher mortality rates at all ages. Relatively few Indigenous people live to become seniors. Their life expectancy at birth is nearly 20 years less than for non Indigenous people.

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

Volunteers

It is estimated that in 2000, 428,600 people were involved in formal volunteering in Western Australia. This represents one in three Western Australians (32.2 percent) aged 18 years and over which is an increase from 26 percent in 1995. This is above the national rate of 31.8 percent.

Forty seven percent of volunteers had volunteered for more than 10 years. In terms of labour force status, women employed part time (38.1 percent) and men employed full time (37.1 percent) were the most likely groups to volunteer. Proportionally fewer unemployed people (26 percent) and people not in the labour force (29.3 percent) volunteered.

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

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

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

Women

The diversity of women in Western Australia is reflected in the fact that 27 percent of people were born overseas. This is substantially higher than the national figure of 22 percent. Different patterns of migration have created a range of new and emerging issues for women. Adding to that diversity, Western Australia also has a significantly larger proportion of Indigenous people than the national average.

Females in Western Australia continue to exceed males in participation in education, both in completing secondary education (year 12) and university courses (both bachelor and postgraduate). In general, levels of education attained are strongly linked to employment outcomes.

However, this does not translate to earnings, with average wages for Western Australian women continuing to lag behind men. Western Australian women working full time earned an average of \$752.20, below the national average for women of \$805.50. By contrast, the average full time wage for men in Western Australia was \$960.70, slightly above the national average for men of \$954.10. Despite the wage gap national survey results indicate women achieved greater job satisfaction from their work than men across all age ranges.

Related to paid employment, the issue of support for working mothers was a significant issue in 2002/2003, with the main focus on the availability of paid maternity leave. Nationally since 1983 there has been a 15 percent rise in the number of single mothers working and 20 percent rise for mothers with a partner.

While mothers with children are participating in the workforce in record numbers, the fertility rate has fallen to a record low. On average women now bear 1.73 children, compared to a peak of 3.55 in 1961. The average age for having a first child has reached 30 years and 31 percent of all babies born were to unmarried mothers.

Public health concerns have emerged over trends among young women (aged between 10 to 24 years). This includes increased incidence of binge drinking, increased rates of sexually transmitted infection, and reports of declines in regular exercise and also the associated development of unhealthy eating habits.

Responding to government plans

This section includes the Department's response to the following:

- Cultural and linguistic diversity plan
 - Settlement support services for refugee minors
 - Disability services plan
 - Services for young people
 - Community Development Drug and Alcohol Agency Plan 2003 to 2005
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Cultural and linguistic diversity plan

During the year a particular focus was placed on ensuring that the structure, policies, programs and services of the Department are appropriate and accessible to Western Australia's diverse community, including migrants and refugees.

Two senior cultural and linguistic diversity positions were created to assist the Department to respond to the needs of children, young people and families from culturally and linguistically diverse backgrounds.

The positions were designed to work closely together to develop policy and programs and provide support and advice on cultural and linguistically diverse issues. The positions are located in the Community Development and Statewide Services and Program and Sector Development Directorates.

In 2002/2003 the Department continued implementing its cultural and linguistic diversity plan with the five priority outcomes of culturally appropriate service delivery, ethnicity data collection, effective consultation, information provision and human resources. The plan will be reviewed and updated during the next financial year to include the principles and objectives of the Western Australian Government's Multicultural Charter presently being developed, and reflect the current structure of the Department.

During the year the Department focused on:

- providing settlement services to refugee minors from Afghanistan who had arrived in Australia without their parents or adult caregivers
- contributing to the work of the State settlement planning committee to better coordinate services to migrants and refugees
- providing as part of the language services strategy ongoing cultural diversity training to staff working with diverse customers including training in using interpreters and translators.

Settlement support services for refugee minors

During the year the Department continued to advocate for the wellbeing of children held in immigration detention and to highlight the impact of Commonwealth policies regarding 'on-shore' asylum seekers on children, families, community volunteer groups and its own staff. Department field staff supported unaccompanied minors living in the community.

It is the Western Australian Government's view that the provision of services by the Department to child asylum seekers should be based on Memoranda of Understanding (MOUs) negotiated with the Commonwealth Department of Immigration and Multicultural and Indigenous Affairs (DIMIA). The Department has progressed towards finalising an MOU with DIMIA regarding respective child protection roles and responsibilities involving children held in immigration detention. Negotiations with DIMIA are continuing in relation to reimbursement to the Department for support to unaccompanied minors living in the community.

Disability services plan

The Department's statewide disability services audit identified that \$1.4 million for work over a period of four years was required to upgrade facilities to comply with the current regulations regarding access for the disabled.

Facilities requiring work were prioritised and rectification work commenced in 2002/2003. Approximately 18 facilities had work carried out to a total cost of \$50,432, which was funded from the Department's program maintenance funds. Work included new disabled toilets and bathrooms, access ramps, and upgrading disabled parking signs and markings to parking bays.

The Department worked with the Office of Mental Health to improve communication and coordination of services to mutual clients with psychiatric disability, including the children of parents with mental illness.

The Department also continued to employ people with disabilities in a variety of positions. For example, in 2002/2003 the central office switchboard was modified to enable the employment of two operators with visual disabilities.

Services for young people

To improve services for young people and in response to *Action: A State Government Plan for Young People 2000-03*, the Department:

- finalised development of three new preparation for leaving care and after care services for young people
- increased funding to five existing services that support young homeless people who are parents
- supported an arrangement between the Commonwealth Government and the three new leaving and aftercare services for them to distribute the Transition to Independent Living Allowance for young people leaving State care
- progressed a youth accommodation service in Broome
- opened a new crisis accommodation service in Fremantle
- finalised the renegotiation of youth protocols between the Commonwealth and State/Territories in working with high risk young people
- worked with other agencies to support vulnerable young people living with their parents and ensure that family links are maintained
- Developed a new financial counselling service for young people.

Community Development Drug and Alcohol Agency Plan 2003 to 2005

Parental drug and alcohol use was a major theme of the Community Drug Summit held in August 2001 and a contributing factor underlying the growth in the numbers of children in care. This issue remains a major focus of Departmental activity.

During the year the Department participated in the State Government's Drug and Alcohol Strategy 2002-2005, through development of a Department drug and alcohol plan which summarised key strategic directions and initiatives until 2005. Staff from the Department and funded services also participated in regional consultations to inform development of regional drug and alcohol plans which address local priorities.

The plan has the following key elements:

- In collaboration with the Children and Young People in Care Advisory Committee and stakeholders in the drug and alcohol, mental health and community development sectors, the Department will develop interagency strategies to reduce the number of children and young people entering care as a result of parental drug and alcohol abuse.
- Through implementation of the State Government's response to recommendations of the Gordon Inquiry and the State Homelessness Taskforce the Department will build supports around children, young people and their families which promote family strength and build community capacity.
- The Department will continue to work with local services including Local Drug Action Groups to improve service collaboration for families affected by drug and alcohol use.

Report on outputs

This section includes the Department's response to the following outputs:

- **Output 1: Community development**
 - **Output 2: Children's and young person's policy**
 - **Output 3: Positive ageing policy**
 - **Output 4: Women's policy and progress**
 - **Output 5: Volunteering policy and coordination**
 - **Output 6: Aboriginal and Torres Strait Islander policy coordination**
 - **Output 7: Care and safety services**
 - **Output 8: Family and domestic violence coordination**
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Output 1: Community development

This output includes:

- Early years
- Support services for families
- Support services for Aboriginal communities
- Parenting information, courses and advice
- Family information
- Services for young people
- Child care regulations
- Advice and support to child care services
- Series of workshops/seminars
- Services for grandparents and carers
- Geraldton seniors resource centre

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

Early years

In 2002/2003 the Department developed a strategic framework that outlines its direction for children in the early years over the next three years. The aim of the framework is to establish a child centred approach throughout the Department's work with children, families and communities. It was developed in consultation with community agencies, the children's services sector and other Government departments and is based on up to date research on early childhood development.

As well as reflecting the Department's changed strategic directions, the framework contributes to the Western Australian Government's Early Years Strategy by ensuring Departmental activity is aligned with a strong focus on children in their early years.

The Early Years Taskforce, which is chaired by the Director General, comprises Directors General of seven Government agencies and a senior executive from the Department of the Premier and Cabinet. The Departments for Community Development, Health, and Education and Training provide leadership and secretariat support to the Early Years Officers Group which supports the Taskforce, and the Department employs a senior project officer to work directly with local participating communities to facilitate the community development process.

Support services for families

The Department worked with community organisations and individuals to plan and provide services for families and individuals which build on their strengths 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 non government organisations to provide services to individuals, families and groups. The Department funded 68 family support services, 12 counselling services and six home visiting services.

The Western Australian No Interest Loan Scheme continued to provide 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. Between July and December 2002, 69 agencies throughout the State processed loan applications as part of the no interest loan network. During that period 754 loans were approved, of which 50 percent were for Aboriginal and Torres Strait Islander people. An evaluation of the scheme during the year identified recommendations that will form the basis for the negotiation of a new service agreement with the Department.

The timber communities project has provided counselling and support to timber industry workers and their families as well as funding to non government organisations and community groups. Projects have focused on increasing alternative work and training opportunities for young people as well as increasing the potential for community based employment. Resource Centres have operated in Manjimup, Pemberton and Northcliffe, and a number of recreation and hobby groups have been established.

The Department continued to be the lead agency for Strong Families in Albany and Midland. Strong Families is an interagency collaborative case management approach to working with families who have complex social needs and where multiple agencies are providing services.

Strong Families brings family members and relevant agency workers together in a neutrally facilitated process to discuss the issues affecting the family, develop an integrated plan to address the family's difficulties and appoint a lead agency worker. Plans are reviewed and modified on a regular basis.

In 2002/2003 45 Strong Families meetings were held in Midland and of these, 19 were new referrals. In Albany, 41 Strong Families meetings were held and 25 were new referrals.

The Gordon Inquiry recommended an expansion of the Strong Families initiative and the Government committed funds for the appointment of 10 additional coordinators, in addition to the two original sites. These coordinators will commence in October 2003, based in Fremantle/Cockburn, Cannington/Armadale, Midland/Perth, Mirrabooka/Joondalup, Peel/Rockingham, Albany, Broome, Bunbury, Geraldton, Kalgoorlie, Northam and Port Hedland.

Support services for Aboriginal communities

Three new early years services for Aboriginal families with children aged three years and younger were developed in consultation with local Aboriginal communities. The services funded under the Family Strength initiative, provide assistance and advice with practical issues relating to parenting and will commence in early 2003/2004 in Armadale, the northwest metropolitan area and the Goldfields.

Other services for Aboriginal families included practical in-home support recommended by the State Homelessness Taskforce. Two services are being developed in consultation with the Department of Housing and Works and local Aboriginal communities to support families to manage a home and maintain a healthy family environment for their children. One service will be located at the Mungullah Community near Carnarvon and the other service in the Kwinana area.

The Department developed 11 Memorandums of Understanding with a number of remote Aboriginal communities in the Kimberley District. Reflecting the diverse tribal groupings and cultural differences each Memorandum of Understanding was written to meet the community's preferred way of working. The aim of the agreements was to foster better working relationships with these communities and develop partnerships to enable effective responses to child protection issues.

Parenting information, courses and advice

Resulting from a redevelopment of parenting information strategies, during the year 11 parenting information services were redesigned to better target those families most in need of parenting support. While continuing to offer a parenting library as they had in a shop front service they now also offer parenting courses and workshops and provide support and information to parents on request. Reflecting the Department's new directions, the services also contribute to community capacity building initiatives as well as providing a coordinating role with other service providers in their areas.

The Parent Link Home Visiting service continued to support families to develop skills and strengths in their parenting role. Volunteers who are parents themselves visit families in their homes and share their knowledge and experience with them. Families are linked to community resources to further develop their independence. Currently there are eight Department and five funded non government Parent Link services: five of these 13 services are in the country.

Best Start services were provided to 17 communities across the State for Aboriginal and Torres Strait Islander children aged five years and younger. These services focused on ensuring that the children's cultural needs and health and social development were enhanced and preparation for school was improved. The services generally used a flexible playgroup model of delivery. A range of Government and non government organisations were also invited to provide education sessions to the participants on a one off basis.

The Best Beginnings home visiting program continued to be available to expectant parents and parents with children aged two years and younger. The services have been designed to support parents who demonstrate a cluster of risk factors that may lead to poor life outcomes for their children.

Collaboration between the Department of Health and Department for Community Development has been essential to the success of the program. The Institute for Child Health Research is a key partner involved in the evaluation of the program. Best Beginnings was expanded to include Joondalup, Mirrabooka, Armadale-Kelmscott and the Goldfields alongside the two original sites in Midland and Albany.

In 2002/2003 the Department provided funding to Meerilinga Young Children's Foundation in partnership with Relationships Australia for a statewide service, mensplace to support and encourage services and community groups to be inclusive of men particularly in their role as fathers. The primary purpose of the service is to support and encourage services and community groups to help fathers in the role of caring for their children. The service will also support services that counsel and assist men generally.

Family information

During the year the Family Information Records Bureau continued to deal with longstanding issues relating to the separation of children from their families. The Bureau has continued to identify and preserve records of significance to the Aboriginal community, former British and Maltese child migrants, children in care and people involved in past adoptions. To date over four million images of Native Welfare and Community Welfare records are held on a computer system which has improved the research process and preserved deteriorating records.

In 2002/2003 the number of formal applications received by the Family Information Records Bureau was slightly lower than previous years but the numbers of general enquires more than doubled.

Community meetings continued to be a focus of the work in the Family Information Records Bureau, with visits to 'Stolen Generation' meetings, remote community reunions and presentations to service providers.

During the year a Memorandum of Understanding was signed between the Department, the Department of Health and the Aboriginal and Torres Strait Islander Commission's Link-Up Services, to assist in providing increased access to records for Aboriginal people.

Services for young people

In 2002/2003 the Department funded a total of 60 services primarily for young people at risk, including 52 services for young people and eight metropolitan youth counselling services. These services assisted young people develop responsible solutions to problems by helping them acquire skills, knowledge and supportive links in the community.

During 2002/2003 young people behaving in anti-social ways in Geraldton, Kalgoorlie and Hedland communities were engaged using HYPE. The HYPE model involves a number of Government departments and private businesses and business groups working in partnership with specialist workers. Once the young people were engaged they were offered a variety of activities to provide opportunities to address the cause of their anti-social behaviour and/or positively redirect their energy. Initiatives have included evening and weekend recreational activities, Aboriginal cultural events, alternative education programs, alcohol diversionary programs and protective behaviour programs.

The model's effectiveness was acknowledged when the Department received an Australian Crime and Violence Prevention Award in 2002.

The Department worked in collaboration with the Police Service, other State Government agencies, the City of Perth, relevant non government organisations, the business sector and the local community to establish a range of measures to address the anti-social behaviours of children and young people in Northbridge.

Initially young people were encouraged to make their own way home or to seek appropriate help or assistance to do so. In some instances assistance with accommodation, transport or detoxification was provided and for those most at risk, follow up services were provided.

Funding of \$90,000 over three years was provided to further assist young Western Australians to access the Kids Help Line. This is a national telephone service providing 24 hour access to trained counsellors for children and young people aged between five and 18 years. The funding specifically targets children and young people in rural and remote communities, including Aboriginal and Torres Strait Islander children and young people. The purpose is to raise awareness of the service in this target group and to encourage access where needed.

Child care regulations

The Child Care Services Board continued to monitor standards in child care services through the administration of the *Community Services (Child Care) Regulations 1988*. The new *Community Services (Outside School Hours Care) Regulations 2002* were gazetted on 28 August 2002 and will commence on 28 August 2003.

During the year child care licensing processes were streamlined. A new management structure was introduced at the Child Care Licensing Unit in preparation for the licensing of outside school hours care services and to improve responsiveness in the dynamic operational environment of the children's services sector.

As at 30 June 2003 there were 365 licensed child care centres; 651 licensed family day carers operating under the auspices of 22 Commonwealth supported family day care schemes and 305 family day carers operating independently of schemes. There were 83 licensed occasional child care centres and 25 other licensed services making a total of 1,429 licensed child care services as at 30 June 2003. This includes 76 new centre licences and 168 new family day care licences.

During the year there were 402 licences renewed for a further two years (141 child care centres and 261 family day care licences).

There were 94 substantiated breaches of regulations following investigations of allegations made to the Child Care Licensing Unit (refer Table 4). In addition 158 breaches were substantiated as a result of 'spot' visits, renewals and other contacts by licensing officers with services (refer Table 5).

Table 4: Substantiated breaches of regulations as a result of investigations of allegations made to the Child Care Licensing Unit

Category (as per regulations)	In child care centres	In family day care (private)	In Family Day Care (scheme)	Total
Staff/child numbers/supervision	12	-	-	12
Health and safety	12	-	2	14
Program/activity	-	-	-	-
Child management and discipline	4	-	-	4
Licensee suitability	-	-	-	-
Allegation of abuse	-	-	1	1
Unlicensed care	-	-	-	-
Equipment	6	-	-	6
Other (ie administrative breaches or lack of documentation such as written policies)	57	-	-	57
Total	91	0	3	94

Table 5: Substantiated breaches of regulations as a result of 'spot' visits, renewals, and other contacts by licensing officers with services

Category (as per regulations)	In Child Care Centres	In Family Day Care (Private)	In Family Day Care (Scheme)	Total
Staff/child numbers/supervision	11	-	1	12
Health and safety	23	11	15	49
Program/activity	-	-	1	1
Child management and discipline	-	-	-	-
Licensee suitability	-	-	1	1
Allegation of abuse	-	-	-	-
Unlicensed care	-	-	-	-
Equipment	6	-	2	8
Other (ie administrative breaches or lack of documentation such as written policies)	55	16	16	87
Total	95	27	36	158

Advice and support to child care services

The Department moved to strengthen child care licensing and support functions during 2002/2003. This included the development of new licensing systems, documents and related procedures. Implementation is currently underway. In addition, the structure of the licensing unit has been amended and includes an increased number of staff to reflect the increasing number and complexity of issues within the children's services sector.

The *Community Services (Outside School Hours Care) Regulations 2002* will commence on 28 August 2003. The Department has been working closely with the outside school hours care sector to support services meet the new standards, and capital upgrade grants to the value of \$878,700 have been made available. Support and training will continue to be provided through 2003/2004. Regulations for Outside School Hours Care were published in the Government Gazette on 28 August 2002.

A continuing partnership between the Department and the Commonwealth Department of Family and Community Services has resulted in Yorganop Childcare Aboriginal Organisation being awarded a contract to expand the availability of Certificate III in Child Care in Aboriginal Communities in order to meet the needs of child care providers in remote Aboriginal communities.

The Department continued its ongoing development of occasional care services across the State. In 2002/2003 five new services were developed bringing the total number of services to 47. All but seven of these services are in rural and or remote communities with approximately 20 percent of the 47 services in Aboriginal communities. Work is continuing on the development of a further six services, four in Aboriginal communities.

Workshops/seminars series

The Community Development Seminar Series was sponsored through a collaborative partnership between the Department for Community Development, Department of Local Government and Regional Development, Commonwealth Department of Family and Community Services, Lottery West, Learning Centre Link, Western Australian Council of Social Service and Curtin University of Technology.

Five seminars were held during 2002/2003 and featured a range of international, interstate and local presenters. These events regularly attracted between 100 to 200 participants and provided cost free opportunities for community development practitioners, community members, policymakers and researchers from Government and non government agencies to further their understanding and ways of working through collaboration, capacity building, engagement and inclusiveness.

Services for grandparents and carers

Grandparents having the full time care of their grandchildren have become an increasing issue for the Department. Family centres and playgroups have also reported an increasing number of grandparents caring for grandchildren who have special needs. It is believed more grandparents are caring for their grandchildren because of parental abuse of drugs and alcohol and other related issues such as death, mental illness and imprisonment. Issues included financial problems, family law matters, isolation, lack of respite and appropriate links to services, support for bridging the three generations, and parenting and counselling services. In some cases, grandparents have difficulties managing finances, social issues and parenting of young children.

As part of the Caring for Carers election commitments package, the Office for Seniors Interests and Volunteering has provided \$33,000 per annum over three years to Wanslea Family Support Services Inc for Grandcare, a service which provides information, support and advocacy for grandparents raising their grandchildren.

The Grandcare service has been well received by grandparents, with the numbers of people accessing the support groups and other services provided increasing each month. For example over the past six months 350 people contacted the service, and in the past three months the information line received over 200 calls.

As part of the State Government's \$10 million 'Care for Carers' initiatives, a carers counselling line has been set up for carers of all ages and care needs. The 1800 telephone service offers counselling, practical assistance, referral and emotional support.

The service provided by the Carers Association of Western Australia was funded through the Office for Seniors Interests and Volunteering and received \$250,000 per annum to operate a 24 hour, seven days per week quality service to carers. Professionally qualified counsellors staff the service which is aimed at supporting Western Australia's estimated 200,000 carers.

Geraldton seniors resource centre

The Government is providing \$280,000 over four years to the City of Geraldton and Shire of Greenough to establish a seniors resource centre in Geraldton. The Office for Seniors Interests and Volunteering funded the Queen Elizabeth II Centre coordinator to establish a seniors resource area and work with local government and community bodies to expand the centre to meet increased recreational use by seniors.

A Seniors Advisory Committee has been established by the City of Geraldton to support this new service and to provide advice on local senior's issues. Progress reports indicated the centre achieved its purpose of attracting more marginalised seniors who previously had limited access to information and resources.

The reports also indicated the service was effective in linking seniors to social support networks and other community resources. The range and availability of services including recreational services at the Queen Elizabeth II Centre has increased since funding commenced.

Output 2: Children's and young persons' policy

This output includes:

- Children's and youth policy and programs
- Children's and youth development
- Resources and information
- Promoting positive images of children and youth
- Consultation and participation

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

Children's and youth policy and programs

During the year a reference group was formed to assist with the establishment of the Office for Children and Young People's Policy. The reference group report 'Creating the Office for Children and Young People's Policy' was finalised in October 2002. An implementation group was established to manage and oversee the implementation process for the new Office and develop a communications strategy.

Preliminary work commenced in developing a consultation package that will engage with children directly. Negotiations have taken place with the Department of Education and Training, and the Western Australian Council of Social Service about a strategy development process. The results of the 2003 Youth Survey will feed into the development of a Youth Participation Charter.

In partnership with The Constitutional Centre and the Western Australian Council of Social Service, the Office conducted a Children's Summit in June 2003. The summit findings will inform the development of a children's strategy and assist the Government to identify issues that are of importance to children. The summit was the first stage of a statewide consultation process and included a diverse range of children aged between nine and 12 years. The summit identified key areas and determined priorities for action as well as informed Office for Children and Young People's policy staff about working with children.

Research was undertaken during the year to establish a youth 'budget impact statement' to measure the impact of the budget allocations and initiatives on the delivery of youth programs. The statement will assess how well the needs of young people were met through the process.

Children's and youth development

In partnership with local governments, the Office continued to maintain the network of Youth Advisory Councils throughout the State. At 30 June 2003 there were 105 councils hosted and supported by their local government.

The Office continued to support metropolitan and country youth coordinating networks that support service providers through access to a statewide coordination and information network. Twenty three networks have service agreements to facilitate better communication and coordination at the local level.

The Cadets WA program continued to be a major youth development initiative, providing young people with an opportunity to develop self-esteem, teamwork, self-confidence, leadership and a sense of community service. At 30 June 2003, 158 cadet units operated throughout Western Australia and involved over 6,560 cadets and 160 adult instructors.

Grants totaling \$1.2 million were given to 23 community based organisations to provide development services to children and young people. Services provided children and young people with opportunities to develop leadership, lifeskills and teamwork through activities, events and experiences, and telephone services offered support for those in need of assistance.

Resources and information

The Office developed and implemented the \$1 million YouthSpaces and Facilities Fund to assist rural and regional communities develop youth oriented cultural venues and public spaces. The two year program aims to increase youth participation in cultural, recreational and sporting activities at well planned, designed and managed community facilities and public spaces. Grants of up to \$25,000 were available to establish or modify facilities and venues that appeal to young people and meet their needs for formal and informal activities.

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

A literature review on models of engaging children was produced. The review is used by staff as an educational tool.

Promoting positive images of children and youth

In conjunction with the Youth Media Committee the Office coordinated the 2003 Youth Survey. The survey will enable a comparative analysis to be made with the 2000 Youth Survey of the views, aspirations and attitudes of young people in Western Australia. The survey will also provide comprehensive data on a range of issues and topics of concern to young people in the State and give a detailed understanding of the views of young people on a range of programs, services and opportunities provided through mainstream and youth specific programs.

The fifth annual Western Australian Youth Awards Showcase provided young Western Australians with recognition for their achievements and contributions to the community. The major event was the awards presentation night, where the Western Australian Young Person of the Year was announced. The 2003 Western Australian Young Person of the Year was David Faulkner, a school principal at Marvel Loch whose energy and ability to engage others has enabled him to implement change where needed and lead people to achieve their goals. The showcase presentation event attracted significant sponsorship support and widespread publicity.

Consultation and participation

A register of young people interested in sitting on Government boards and committees was developed as part of the Department of the Premier and Cabinet's Interested Person's Register website. This was designed specifically to appeal to young people and to capture youth nominees for Government agencies considering nominations to their boards and committees.

To complement the youth register the Office developed a youth participation handbook 'Telling the Emperor – A Guide to Youth Participation in Decision Making'. This is a guide for organisations seeking to involve young people on advisory boards and committees, as well as for young people who want to get involved in decision making in organisations.

The Office conducted consultations with groups of young people, parents/carers, Government agencies, service providers and practitioners regarding body piercing and tattooing. The principal objective of this consultation process was to determine whether or not a provision should be inserted into the Department's new legislation stipulating an age restriction for body piercing and differentiating between types of piercing (including branding). It also aimed to determine whether the tattooing provision in the current Child Welfare Act should be changed for inclusion in the proposed new legislation.

The Office also developed a consultative process to ensure young people had the opportunity to respond to the proposed legislative changes to child employment. Young people aged between 10 to 15 years were identified as the age group most affected by the proposed legislative changes. In addition, organisations employing children and parents were given the opportunity to provide comments.

A literature review was undertaken examining principles of children's participation, nationally and internationally which will inform the process for directly engaging children and young people in the development of policy. The Office commenced planning to conduct focus groups on this issue with a particular focus on the needs of children from diverse groups including Indigenous and culturally and linguistically diverse.

Output 3: Positive ageing policy

This output includes:

- Sixth Global Conference on Ageing
- Active Ageing Taskforce
- Carers Act

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

Sixth Global Conference on Ageing

The 6th Global Conference on Ageing 'Maturity Matters' was held in Perth in October 2002. The Office for Seniors Interests and Volunteering hosted the conference in partnership with the Council on the Ageing (Australia). It was the most important and successful conference on ageing ever held in Australia. One of the reasons for its success was the across jurisdictional collaboration and involvement in both the organisation and proceedings. Over 1,400 delegates from 27 countries registered for the conference, bringing together high level representatives from the United Nations, the World Health Organisation; and the World Bank; Governments from developing and developed nations and nations in transition; non government organisations; seniors; the business sector and the general community.

As a consequence of the conference the awareness of and debate on seniors issues increased, including care and support; Indigenous ageing; independence; education, employment and training and universal design. Practitioners and service providers will benefit from the discussions on concepts and program models operating around the world.

Active Ageing Taskforce

The Active Ageing Taskforce was established by the Government to develop an across Government five to 10 year policy framework that responds to the ageing of the State's population and promotes the active and visible participation of older people in Western Australian communities. The Hon Dr Cheryl Davenport chaired the Active Ageing Taskforce, which had a membership of 15 people drawn from Government and the community including representatives from rural, Indigenous and multicultural interests, service providers, carers, ageing advocacy and policy areas.

The work of the Taskforce was informed by the United Nations Second World Assembly on Ageing; the 6th Global Conference on Ageing, discussions with and the work of the World Health Organisation's ageing and life course team and significant community consultations throughout Western Australia. Independent research was commissioned in some areas to help inform Taskforce responses to several terms of reference.


The Taskforce's reports confirmed 93 recommendations. Many are listed against specific terms of reference such as responding to elder abuse and the needs of family carers. Others relate to broad policy recommendations which include responding to the needs of people living in rural and remote communities. There are also specific recommendations relating to improving the health status of Indigenous people.

The Taskforce report is available for the public's information in both hard copy and electronic format. The online version is available on the Department of the Premier and Cabinet's website located at www.activeageing.dpc.wa.gov.au. A Government response to the recommendations has commenced.

Carers Act

The Government's policy document Caring for Carers commitment is to:

- work with carers and support organisations to develop a carers legislation that serves the interests and rights of individual carers while recognising the needs of carers from diverse backgrounds and situations
- provide access to legislated complaints mechanisms for carers with issues regarding their own needs.



The Office for Seniors Interests and Volunteering led a working group comprising the Disability Services Commission, the Department of Health and the Carers Association of Western Australia. This working group consulted with carer representatives from the disability, frail aged and mental health sectors. The broad scope of the proposed legislation has been identified and the legislation will:

- ensure formal recognition of carers by defining who carers are and identifying principles for applicable organisations to observe
- provide a mechanism for the involvement of carers in the provision of care and services that impacts on the carer and the caring role
- provide access for carers with issues regarding their own needs to access legislated complaints mechanisms.

The draft legislation is currently being developed.

Output 4: Women's policy and progress

This output includes:

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

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

Community engagement

In 2002/2003 over 400 Western Australian women participated in four community engagement forums held by the Office for Women's Policy on the workplace, senior women, health and safety. The forums pursued issues and developed strategies to achieve the goals identified at the Women's Convention 2002.

Consistent with the community engagement approach adopted by the Women's Convention, the forums deliberately targeted women whose voices are not always readily heard in policy-making forums. This inclusive approach ensured the diversity of the Western Australian community was well represented, with participation by Aboriginal and Torres Strait Islander peoples, women from culturally and linguistically diverse communities, women with disabilities, young and senior women.

In addition the forums established dialogue between key stakeholders from Government, non government and the business sectors which will support the implementation of these strategies in the future.

The final forum on safety identified action in the areas of safety in the home, community and workplace, and safety for Indigenous women. This included access to services, legislation, education, and local government involvement in community safety and better use of restraining orders.

Other activities include monthly information seminars ('wise women Wednesdays') and special events such as International Women's Day functions, the Clare Burton Memorial lecture and Edith Cowan Fellowship presentation and report.

Measuring progress

A report on progress for women was a recommendation arising from consultation with women during the review of the Office for Women's Policy in 2001. Consultation with the Women's Advisory Council and women generally through the community engagement process indicated support for the report as a means for measuring progress. Using the goals of the Women's Convention 2002 and findings of research, indicators of progress have been developed in a partnership between the Women's Advisory Council and the Office for Women's Policy.

The report identifies a range of high and lower level indicators. The indicators will enable the measurement of the status and progress of women in Western Australia in relation to health, safety, seniors, opportunity, law, the workplace and family care. A draft has been circulated to key stakeholders for comment.

Capacity building

Capacity building is a key strategy for achieving improved outcomes for women in the community. An important goal in funding the Western Australian branch of the Australian Local Government Women's Association was to assist in its re-establishment and enhance its ability to represent the views of women in local government.

In the lead up to the May 2003 local government elections, a number of information workshops were held across the State to encourage women to nominate for council. This initiative was a partnership between the Office for Women's Policy, the Australian Local Government Women's Association (WA), the Department of Local Government and Regional Development and the Western Australian Local Government Association. The workshops attracted 90 women, of which 22 went on to nominate and stand for local government positions. Twelve of the participants were elected to council.

The Office provided a small grants program for community driven initiatives aimed at strengthening women's social and economic outcomes. Grants in 2002/2003 assisted women's health, mentoring, family day care training, a retreat for women living with HIV/AIDS, Indigenous craft workshops and the development of a Nyoongar women's support group.

Women's policy

A policy discussion paper on 'Older Women and Social Inclusion' was prepared by the Office for Women's Policy in conjunction with the Office for Seniors Interests and Volunteering. The paper explored the issue of social inclusion and its significance for older women in the Western Australian community. Women are most affected by ageing and associated problems of isolation due to their longevity and greater propensity to be widowed and live alone.

Advice and information

The Women's Information Service operated by the Office for Women's Policy received 6,175 inquiries in 2002/2003. The most common inquiries related to health, finances, legal matters, counselling and domestic violence.

Advice on current issues and events was provided through information forums, publications, a monthly newsletter and a website. The 'Winfo' newsletter in 2002/2003 had a monthly distribution of around 4,000 to individuals, community groups, libraries and community centres. The Office also regularly provided information and statistics on women to community groups, academics and Government agencies.

The Office continued to provide the Minister for Community Development, Women's Interests, Seniors and Youth with advice and analysis on matters affecting women. Advice to other State Government agencies, Government agencies in other jurisdictions and comments on Cabinet submissions was also provided to ensure the interests of women are represented. Significant recent issues included paid maternity leave, prostitution, sexual assault, women's safety and the needs of women in new and emerging communities.

Research

Research initiatives undertaken in 2002/2003 included examining barriers to women in local government, the extent and consequences of social isolation among older women, and securing an Australian Research Council grant in coalition with Curtin University to examine retirement income issues for women.

Through the annual Edith Cowan Fellowship, the Office funded research and skills development. Anne Barrett was awarded the Edith Cowan Western Australian Women's Fellowship in 2002. The fellowship enabled her to examine the issue of mothers with a mental illness and the consequences for their children.

The Office was invited to be part of the national Australian Bureau of Statistics committee examining the potential measurement of unpaid work in the 2006 Census.

Indigenous women and reconciliation

A National Action Plan on Indigenous Women and Reconciliation was developed by the Commonwealth, State and Territories Ministerial Conference on the Status of Women. This addressed the three priority areas of leadership, safety and economic status.

The Western Australian contribution to the Action Plan saw the development of an Indigenous Women's Strategy for the State. The Strategy was based on the findings of consultations conducted by the Office throughout Western Australia.

Output 5: Volunteering policy and coordination

This output includes:

- Policy development and legislation
- Programs and projects

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

Policy development and legislation

In 2002/2003 the Western Australian Volunteering Reference Group chaired by Mr David Templeman MLA completed statewide community consultations which led to the development of '*Valuing Volunteering – A Shared Vision*'. This document which was launched on the Thank a Volunteer Day, 5 December 2002, included a definition of volunteering, a vision statement, a set of principles to enhance volunteering in Western Australia and a number of goals that non government organisations and State Government Departments can work towards to help support volunteering in practical ways.

The document has been distributed widely and an implementation strategy has been developed to encourage adoption of the goals. The Volunteering Secretariat is working with the Across Government Group on Volunteering to assist Government agencies to plan how they will address the goals identified in the vision and develop a coordinated response to the involvement of volunteers in public sector agencies. This group assisted in the review and release of the Premier's guidelines for public sector agencies working with volunteers in April 2003.

The Volunteering Secretariat played a central role in the development of the Volunteers (Protection from Liability) Act 2002, which was proclaimed on 1 January 2003. The Act protects certain persons from incurring civil liability when doing community work on a voluntary basis and transfers that liability to the community organisation that organised the work done by the volunteer.

Programs and projects

Seventeen new and existing volunteer resource centres across the State received funding in 2002/2003. All have opened their doors to the public to link volunteers with agencies needing volunteers. Funding has been provided to Volunteering WA to allow the centre coordinators to receive training and support to assist in the establishment of a statewide network of centres.

In recognition of the value and importance of volunteers, grants totalling \$20,000 were provided to local communities to stage local community celebrations for Thank a Volunteer Day. The Volunteering Secretariat also contributed to National Volunteers Week in May, with assistance to Volunteering WA in the development of a supplement in *The West Australian* newspaper.

Work has commenced on a training research project which will identify the training needs and training resources already available to volunteers and volunteer managers. The project will pay particular attention to the training needs and opportunities for volunteers in rural and remote regions of Western Australia. The outcomes of this research will inform the planning of a training grants program in 2003/2004.

The student community involvement program now retitled YVolunteer has operated effectively in 2002/2003 with 701 young people aged between 12 to 17 years volunteering through the program. Of 198 young people surveyed, 97 percent said they had an increased understanding of community needs and 99 percent reported that they were motivated to participate in future volunteering. Twenty one schools are now participating.

A series of intensive workshops for community organisations wanting to learn how to recruit baby boomers to volunteering have been developed. The first of these will commence in July 2003.

The Volunteering Secretariat and the Western Australian Police Service developed a pilot project providing eligible non government organisations with the opportunity to access reduced fees for police checks. The six month pilot will commence on 1 July 2003.

Twenty five community capacity building projects involving volunteers have been identified and approved for funding to the total value of \$97,000 for innovative projects. This small grants program was run in collaboration with Community Development and Statewide Services Directorate.

Output 6: Aboriginal and Torres Strait Islander policy coordination

This output includes:

- Policy development and reconciliation
- Coordination and collaboration
- Publications

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

Policy development and reconciliation

During the year the Aboriginal and Torres Strait Islander child placement principle was incorporated into the proposed new Departmental legislation and the *Adoption Act 1994*. The purpose of the principle is to ensure Aboriginal children who are taken into care are appropriately placed within their immediate or extended family, local Aboriginal community or wider Aboriginal community, so as to maintain connection with family and culture.

The Department launched its new reconciliation policy during reconciliation week held 27 May to 3 June 2003. The policy supports the Government's 'Statement of Commitment to a New and Just Relationship' and provides an undertaking to work more collaboratively with Aboriginal people and develop new ways of working which are inclusive and capacity building. The policy recognises the impact of past practices and promotes the concept of partnership between Government and Aboriginal communities.

Work was undertaken on activities for National Aboriginal and Islander Day of Celebration (NAIDOC) week in July 2003. The Department has previously been involved in community events, however, this was the first time the Department allocated funding. A number of Government and community organisations and individuals collaborated to bring Perth its biggest NAIDOC celebration to date. A family fun day was organised to celebrate the national theme 'Our Children Our Future' and herald the official launch of NAIDOC week with a gala opening ceremony.

The development of an advisory mechanism was commenced for the Department to enable field and policy staff to share information, discuss Aboriginal issues and progress policy development to improve service delivery to Aboriginal customers. It is envisaged the mechanism will provide an important link between field staff, the Department's policy offices and other agencies.

Coordination and collaboration

Work commenced on a young Nyoongar males rights of passage program. The program is based on traditional Nyoongar values and self-respect and aims to dispel the perception of some young males that violence, jail and teenage fatherhood are paths to manhood. Development of the program has been in partnership with the Armadale Aboriginal men's group which will take ownership of the program on completion. The program aims to promote greater self respect, higher self esteem and enable young men to be better prepared to take on roles as leaders and role models in their families and communities.

The program proposes to target Nyoongar males aged between 13 to 17 years who are at risk or in care. It is anticipated that the first camp will commence in August 2003.

In June 2003 the Department signed the Kimberley interagency framework agreement. This is an agreement between 11 State and Federal Government and non government organisations to ensure agencies work in a coordinated and integrated way to improve emotional, social and economic outcomes for Indigenous people in the Kimberley region. The agreement forms part of the State Government's response to the Gordon Inquiry. It will result in improved consultation and strengthened involvement of Indigenous leaders in decision making and improve access to information and resource sharing across agencies.

The Department developed and implemented an action plan which included a range of other significant initiatives following the Government's response to the Gordon Inquiry. The Director General represented the Department on the Indigenous Affairs Advisory Committee which included representatives from ATSIC and the Departments of Indigenous Affairs, Education and Training, Justice, Housing and Works, Industry and Technology and the Western Australian Police Service. This Committee provides a consultative forum between Government and the Indigenous community for jointly addressing a broad range of issues affecting the economic, social and cultural advancement of Indigenous Western Australians. The Executive Director, Aboriginal and Torres Strait Islander Strategy and Coordination Directorate represented the Department on the Committee's cross portfolio working group in developing an Aboriginal Justice Agreement.

Publications

A number of publications for Aboriginal families were produced or reprinted in 2002/2003. Publications contain images and language appropriate to the local target area and developed in consultation with Aboriginal people. This included two brochures for Nyoongar families outlining the ages and stages for children's growth which also lists services available to Aboriginal parents and families in the Perth area. A 'Child Growing Up Wall Chart' was produced for Aboriginal parents in the Kimberley explaining developmental stages of children aged six months to 12 years. Due to its popularity, a 12 month calendar 'When Baby's Born to One Year Old' was reprinted for the Kimberley. In addition, a protective behaviours book, previously printed for the Pilbara, was modified for use by Nyoongar families. The book explains ways children can help keep themselves safe and ways adults can protect their children from harm.

The Department commenced work on an educational video about shaken baby syndrome specifically targeting Aboriginal parents of young babies. The video complements the community education and awareness campaign developed by the Western Australian Child Protection Council. The video is a collaborative project with the Department of Indigenous Affairs and the Department of Health and will be released during Child Protection Week in September 2003.

Cross-cultural training and career development strategies

A flexible framework was developed through a collaborative relationship between the Department and the Curtin University Centre for Aboriginal Studies. The framework aims to increase employee professional and cultural knowledge, enhance practical working partnerships between Indigenous and non Indigenous people and promote skill development to deliver better services to Indigenous communities. The consultative process developed by Curtin University provided the opportunity for Departmental staff and non government organisations to contribute to, and comment on the framework.

During the year the Department continued to support traineeship opportunities for Indigenous workers. A range of strategies to support the attraction and selection of Aboriginal staff were identified and implemented. These strategies are continuing to provide career development opportunities for Indigenous people. A range of human resource services were also offered to Indigenous staff, including advice on career development options and utilising mentoring and coaching as strategies to support career progression.

Output 7: Care and safety services

This output includes:

- Planning
- Crisis
- Support processes
- Protection and safety
- Out of home care
- Foster care
- The looking after children (LAC) system
- Measuring performance and quality
- Quality residential care
- Leaving care
- Adoptions
- Appeals and complaints

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

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

Planning

During the year the Department developed an overarching strategic framework which provides a high level view of the strategic directions for the Department. The framework identifies four key strategic directions:

- Promoting effective partnerships and improved coordination across Government and with communities, the non government sector and business.
- Increasing the focus on prevention and early intervention to promote the social, physical and cognitive development of young children.
- Building capacity in communities to ensure the sustainable wellbeing of community members.
- Improving services that ensure the safety, wellbeing and developmental needs of children and young people who have been harmed or cannot live at home and support families and individuals in crisis, or at risk of crisis.

Each of these directions is relevant to the care and safety services output. Within the overarching framework the Department also finalised its Care for Children strategic framework. The purpose of the framework was to provide a clear focus for activities in the area, in particular to support discussions about significant new policies. The organisation and ordering of the framework was designed to lead to the development of an operational plan in 2003/2004 and the initiation of seven significant projects.

Crisis

Crisis response

The tragic Bali bombing in October 2002 affected all Western Australians. This disaster required a major response across Government, including the Department which established a number of new services in response to identified needs.

New services included the establishment of a 24 hour counselling line and an 1800 “offers of assistance” hotline as well as the creation of a Bali disaster website. Other services made available by the Department included airport reception, financial assistance to victims’ families via the family crisis assistance program and intensive support to the Kingsley Football Club. The Department also coordinated the establishment of a support group through partnership with KinWay counselling services.

In response to offers of assistance from community counsellors the Department organised training to increase their knowledge of trauma and grief counselling.

An interdepartmental group has been formed to share information, research and evaluation on psychological and therapeutic practices in relation to trauma. The aim is to inform the future practice and response to tragic events such as the Bali bombing.

More generally, during 2002/2003 Crisis Care and the Family Helpline responded to 51,234 calls and made 416 emergency visits compared to 52,448 calls and 512 emergency visits in 2001/2002.

The three most common reasons recorded for contacting these services, as in the previous year, were 'family problems', 'seeking community resource information' and 'homelessness'. Approximately 8.4 percent of calls related to family violence and 1.6 percent related to a suicide risk. The greatest decrease in comparison to the previous year was in calls relating to post trauma support (39.4 percent decrease). The largest increase was for family problems (41.2 percent increase) however, the scale of this rise may have been influenced by changes in the categories used to record calls on the computer system.

Supported accommodation

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

A number of election commitments relating to supported accommodation were progressed. A new crisis accommodation service for young people in Fremantle commenced in January 2003. Work commenced on the development of a supported accommodation service for young people in Broome. Work also proceeded on the development of appropriate models for domestic violence services in Laverton and Meekatharra.

Two Aboriginal organisations received additional funding to provide transitional supported accommodation services to Aboriginal people in the north eastern and south eastern suburbs.

A recently developed initiative involved the funding provision of \$350,000 towards a men's emergency accommodation service for men involved in domestic violence. It is anticipated this service will facilitate the perpetrator of the violence leaving the home rather than victims of the violence.

Eighteen country women's refuges were allocated additional funds at \$25,000 per annum each through the State Homelessness Strategy to provide support to children who have witnessed domestic violence.

Protocols continued to be developed between SAAP services and Government agencies to promote coordination and linkages and improve service delivery to customers. Protocols were completed with the Western Australian Police Service and protocols with the Department of Education and Training were progressed. Implementation workshops for the Police protocols were held in the Perth Metropolitan area with SAAP services, mental health services and community drug service teams. Existing protocols with the Department of Housing and Works, the Drug and Alcohol Office and the Crisis Care Unit were reviewed and updated.

Following the completion of the term of office of the previous SAAP State Advisory Committee a new committee was appointed in September 2002. Appendix 8 details the members and terms of reference of the Committee.

The new Committee developed a work plan for its term of office focussing on the following five priority areas: mental health and alcohol and other drug issues; diversity in SAAP – incorporating culturally and linguistically diverse communities and Aboriginal people; accompanying children in SAAP services; service delivery; and SAAP protocols. All committee members contribute to the work plan through working parties that focus on these priorities.

State homelessness strategy

Implementation of the State Homelessness Strategy progressed during 2002/2003. Seventy five existing services received funding increases for initiatives such as financial counselling (52 services), support to children in country refuges (18 services) and support for young homeless parents (five services). Development of three new services for young people leaving care and a new accommodation assistance service proceeded during the year.

Work progressed on the development of nine support and advocacy services to assist people in private rental to maintain their housing, including one service for people from culturally and linguistically diverse backgrounds. Work was also underway with local communities to establish in home practical support services in Kwinana and the Mungallah community near Carnarvon, funded through the Family Strength program.

The Department established a monitoring committee of Government and non government stakeholders to oversee implementation of the Government's response. Implementation updates were placed on the State Homelessness Taskforce website (www.homeless.dhw.wa.gov.au).

Financial assistance and counselling

The Department's family crisis service continued to provide emergency assistance to people experiencing an unforeseen crisis. In 2002/2003 8,932 people were assisted compared with 9,495 in 2001/2002 and 10,759 in 2000/2001.

During the year the main areas where assistance was provided were food and accommodation. Compared to 2001/2002 there was a decrease in the number of persons assisted with food, medical requirements, transport and financial counselling.

Table 6: Family crisis service 2000/2001 to 2002/2003

Outcomes ¹	Number of people ²			Instances of service provision		
	2000/2001	2001/2002	2002/2003	2000/2001	2001/2002	2002/2003
Food for family	7,966	6,955	6,695	12,908	11,144	10,315
Essential services provided	796	755	741	983	872	878
Medical requirements	1512	1,323	974	1,571	1,366	1,000
Furniture provided	8	4	12	9	4	12
Transport	308	269	235	381	343	295
Accommodation provided	632	774	793	985	1,306	1,322
Clothing/linen/blankets	92	71	78	107	74	84
Funeral assistance	507	439	456	720	631	536
Financial counselling	157	66	44	198	77	53
Other	755	588	589	971	733	720

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

2 A person may have received more than one form of assistance hence summarising across one year will give more than the total of persons mentioned above within the text.

Support Processes

Family court protocols and Columbus project

In January 2003 the functions of the Family Court Counselling Service were transferred to the Department of Justice.

Family court protocols were developed for information sharing between the Department and the Family Court and were formally implemented statewide in October 2002. They have been designed to facilitate the exchange of information when there is a risk to a child who is subject to a family court hearing. Both agencies reported the protocols were proving very effective in practice and have generated improved understanding, respect and trust between staff from the two agencies.

The Columbus project has been implemented to facilitate interagency case discussion and planning when required. This model also proved highly effective but has only been required for a small number of cases, as the family court protocols have significantly lessened the demand for such a process.

Services for families and carers

During the year the Department commenced developing a relative care policy which will cover grandparents and relatives who have full time care of children. The policy aims to provide clear principles and direction to respond to relatives and grandparents who care for children.

Intensive family support and reunification

In 2002/2003 the Department continued to provide intensive family support and reunification services to prevent children entering care and enable them to return home when safe to do so. These services were offered to families and children with complex needs by the Department's field service teams and through non government organisations.

The Department completed the renegotiation of service agreements for placement services for children in care, intensive family support services and reunification services. This resulted in the funding of an early intervention family enhancement service for families at risk of child abuse, the funding of two family preservation services to work with families where abuse has occurred and the funding of a specialised reunification service to work to return children to their families. In addition, five existing placement services for children in care received additional funding to provide reunification services.

Work commenced on the development of a new Aboriginal family preservation service in the Perth metropolitan area to enhance children's safety in the family. The service will commence in early 2003/2004.

Services for family and domestic violence

The Department provided ongoing funding of over \$18 million to 93 services to assist families and individuals experiencing or at risk of family and domestic violence.

Thirty five refuges and safe houses for women and children escaping domestic violence were provided throughout the State through SAAP, funded to over \$12 million. As well as safe and supported accommodation many refuges offered outreach, counselling and longer term support. Nardine Wimmin's refuge received an additional \$45,000 to provide an outreach service to women affected by violence.

Joondalup, Midland, Armadale, Rockingham and Mandurah Domestic Violence Advocacy and Support Services (DVASS) each received an additional amount of \$28,000 per annum to assist women re-establish in the community after leaving refuges. A further \$65,000 has been provided for the development of a DVASS in the central metropolitan area.

Eight SAAP domestic violence outreach programs have a range of support and counselling functions including support to multicultural women experiencing family and domestic violence and Aboriginal family violence support services.

The Laverton Crisis Intervention Service has been funded to provide support, advocacy and counselling services including some accommodation to women and children escaping family and domestic violence in the town. A similar project is continuing to be developed in Meekatharra, in partnership with the community through the Regional Domestic Violence Committee.

Yorgum Aboriginal Corporation has been funded to undertake the Aboriginal family violence awareness and discussion forum project. The project has progressed with Aboriginal communities throughout Nyoongar country in the south west of the State. The project aims to assist Aboriginal communities to understand the basis of violence and identify and support local Aboriginal people to develop ways to make changes and build safety in the community.

Through a joint Commonwealth and State initiative family safety services have been developed in six Aboriginal communities. The family safety services provide education about family violence and develop ways of enhancing the safety of family members on the communities. The services are operational in the five Kimberley communities of Wirrimanu, Oombulgurri, Beagle Bay, Looma and Kalumburu, while the Pilbara service at Jigalong is still being developed.

In 2002/2003 Crisis Care received 4,292 calls related to family and domestic violence which included assisting victims with safety planning, referral to refuge accommodation and assistance to leave. In addition, the Men's Domestic Violence Helpline received 3,391 calls during the year.

Significant consultation has occurred in relation to the development of a women's domestic violence helpline. The helpline is to provide counselling and crisis support to victims of family and domestic violence and will be operational in August 2003. The service will be provided from the Crisis Care Unit for a 12 month period and will subsequently be contracted to a non government provider. The men's domestic violence helpline will continue to operate as a complementary service.

A number of new and innovative projects were developed at a local level in collaboration with other Government agencies and non government organisations. These projects focused around coordination of service delivery to enhance the response to family and domestic violence and increase safety for victims. Particular projects were developed in Perth, Cannington, Midland, Broome and Joondalup.

Protection and safety

Committees

The Department has established and maintained various advisory committees intended to provide independent advice to the Minister or the Director General on matters of significance. These are an important element of the process of decision making in this important area.

The Ministerial Advisory Council on Child Protection was established by the Minister for Community Development in January 2003. Formerly the Western Australian Child Protection Council, the new Council has extended its membership from 11 to 13 members and operates under revised terms of reference.

During the year the Council was involved in:

- implementing an across Government and non government agency community education campaign on shaken baby syndrome
- submitting information on the role of a Children's Commissioner for Western Australia
- further development of a research alliance for children and their families in Western Australia.

The Interagency Child Protection Coordination Committee was established in 2002. The Committee developed a draft interagency child protection framework to ensure coordination and collaboration between agencies and communities sharing a responsibility for the protection of children. Member agencies included the Departments of Health, Justice, Education and Training, Western Australian Police Service, Disability Services Commission, Yorganop, WACOSS and the Ethnic Communities Council.

The Committee was also responsible for updating and expanding the Department's reciprocal child protection procedures which were originally developed in 1996. Non government organisations including Aboriginal agencies and other community representatives were involved in collaborating on the direction of these procedures.

At the end of 2002 revised reciprocal procedures were endorsed by the Directors General of all the agencies involved. These will guide arrangements until the interagency child protection framework is implemented.

In 2003 the Child Death Review Committee was established to provide advice and recommendations regarding the deaths of children who previously had contact with the Department to the Minister and the Director General. The Committee commenced in January 2003.

In 2003 the Government established the Advisory Council on the Prevention of Deaths of Children and Young People to examine trends and issues across all child deaths in Western Australia. The Advisory Council's work will inform the development of policy and programs to reduce preventable deaths and ensure they operate effectively.

The Advisory Council had its inaugural meeting on 11 June 2003 and is in the process of developing its work plan.

Appendix 8 details the members and terms of reference for each committee.

Protecting children

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

During the year the Department progressed the development of a strategic framework for child protection. This framework provides a structure for the development of the Department's responses to the protection of children.

In December 2002 the Government formally responded to the Gordon Inquiry. The response will lead to the most significant enhancement of services to protect children in many years. More information is provided on page six of this report.

Recommendations from the Gordon Inquiry were taken into account in the development of the framework and in the forthcoming financial year extensive consultation will be undertaken with key stakeholders in Aboriginal and Torres Strait Islander communities throughout the State.

In August 2002 the Harries Report 'Mandatory Reporting of Child Abuse: Evidence and Options' was tabled in the Parliament. The report found there was no evidence to suggest broad based mandatory reporting improved outcomes for maltreated children. However, the Harries Report and the Gordon Inquiry both identified the need for the mandatory reporting of children aged 13 years and younger with sexually transmitted infections through amendments to the *Health Act 1911*. The Department has worked with the Department of Health to draft these amendments.

The Department continued to provide counselling services for families and individuals who had experienced child abuse. Services were strengthened in 2002/2003 with the commitment of an additional \$1.6 million over four years for the funding of Aboriginal focused child sexual abuse counselling and support. Yorgum Aboriginal Corporation received an additional \$100,000 to expand existing services and development commenced on three new Aboriginal services in the communities of Derby, Roebourne and Carnarvon. These three new services are in addition to eight existing child sexual abuse treatment services. Strategies for responding to child sexual abuse in these areas are being developed with ATSIC regional councils and local communities.

Table 7 depicts the Department's responses to child maltreatment allegations in 2002/2003. Notable features of this table are that the number of child maltreatment allegations decreased by 26 percent compared to 2001/2002 (a decrease of 789 allegations) and the number of substantiated allegations decreased by 25 percent (a decrease of 266 substantiated allegations). These decreases were observed to some extent across all categories of abuse and neglect. The greatest decrease in number of allegations compared to 2001/2002 was for neglect (down by 33.6 percent); the greatest decrease in substantiated allegations was for physical abuse (down by 34.7 percent).

The Department is exploring the reasons for the large decrease in the number of child maltreatment allegations.

For all allegations where an investigation has been finalised, harm to the child has been substantiated in 49 percent of cases in 2002/2003. This is a slight decrease from the substantiation rate of 50 percent in 2001/2002.

Table 7: Responses to child maltreatment allegations by nature of allegation 2000/2001 to 2002/2003

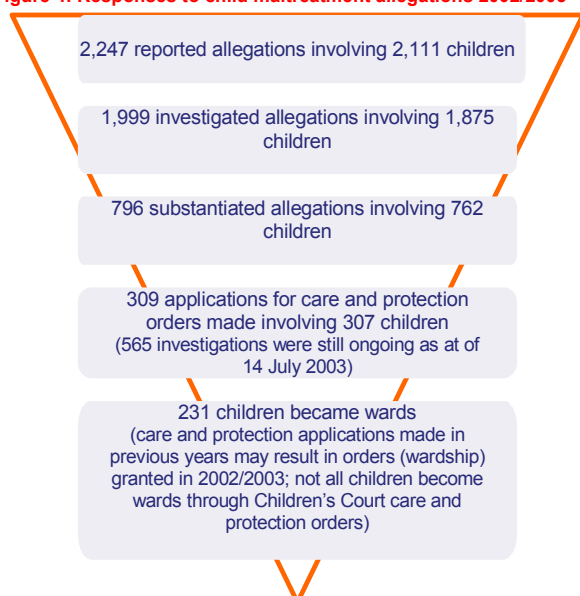
Response	Nature of allegation ¹						Total allegations
	Year	Neglect	Emotional abuse	Physical Abuse	Sexual abuse	Unknown ²	
Substantiated	2000/2001	336	62	367	307	4	1,076
	2001/2002	331	79	337	306	9	1,062
	2002/2003	263	67	240	221	5	796
Unsubstantiated	2000/2001	170	22	387	526	19	1,124
	2001/2002	218	37	378	431	12	1,076
	2002/2003	114	43	334	318	8	817
Investigation not possible	2000/2001	6	7	4	14	0	31
	2001/2002	6	0	9	12	1	28
	2002/2003	3	2	12	18	0	35
Investigation not undertaken	2000/2001	2	4	13	34	1	54
	2001/2002	3	0	27	38	0	68
	2002/2003	5	4	4	19	2	34
In process	2000/2001	105	37	152	244	5	543
	2001/2002	202	43	213	339	5	802
	2002/2003	120	21	161	261	2	565
Total allegations	2000/2001	619	132	923	1,125	29	2,828
	2001/2002	760	159	964	1,126	27	3,036
	2002/2003	505	137	751	837	17	2,247

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

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

Figure 4 depicts the statutory processes involved in the care and safety of children. It can be seen the number of care and protection applications are relatively small compared to the number of allegations. When reading the figure it should be noted for an individual child not all these processes would necessarily occur in a single financial year. Hence some of the care and protection orders may be for allegations which occurred during 2001/2002.

Figure 4: Responses to child maltreatment allegations 2002/2003



Out of home care

Children in care

The Children and Young People in Care Advisory Committee was established in July 2002 and provides independent advice to the Director General on issues relating to children and young people who are in, at risk of entering, or leaving care. It replaced the Care for Children Advisory Committee which ended its term of office in February 2002.

Achievements included:

- Developing a draft culturally and linguistically diverse child placement principle for consultation.
- Organising a consultation workshop on the culturally and linguistically diverse child placement principle.
- Commissioning an innovative pilot project in the Peel and Rockingham areas based on four major principles of participation, collaboration, partnership and learning to improve the outcomes for children and young people in care. This project is based on the national FACE to FACE forums developed by the CREATE Foundation.

The Department provided and funded services to care for children and young people (wards and non wards) unable to live at home and supported their transition back to the care of the family.

New three year agreements were signed with eight non government organisations to provide three intensive family placement support services, one reunification service and 10 services with a total of 262 placements, including 15 new foster care placements for emergency care for Aboriginal and Torres Strait Islander children. Young people were also placed in funded SAAP services where appropriate.

The Department is committed to working collaboratively with the Department of Education and Training in planning for children in care. An interagency committee, including representatives from the CREATE Foundation was established to monitor progress towards improved recording and monitoring of educational experiences of children in care. In particular this committee is overseeing a collaborative trial based in a metropolitan location intended to enhance planning for the education of children in care and to monitor this progress.

Within the context of the care for children strategic framework the Department also continued to implement the recommendations of the Office of Auditor General's report on young people in care. A Memorandum of Understanding between Departments of Health, Community Development, and Disabilities Services Commission is being finalised to provide placement and support services for children whose survival requires ventilated support. The revision of the policy between the Disabilities Services Commission and the Department for Community Development for children and young people with disabilities who are in the Department's care is close to completion.

During the year the Department commenced work on a policy for the long term care of children and young people. The purpose of the policy will be to promote planning for stable long term placement arrangements and to ensure quality, participative decision making about care options.

There were 2,562 children and young people in the care of the Department for some period of time during 2002/2003. This represents little change from the previous year when the corresponding Table was 2,537. One funded service provided short term private placements to children not placed by the Department and these children are included in this data.

In 2002/2003, 837 children started a period of care with the Department, a reduction of 10.4 percent from the previous year. Seventy one percent of these children were aged 10 years or younger and 13 percent were aged between 14 to 17 years.

Of children entering care, 24.6 percent did so because the caregiver could not care adequately (increasing from 16 percent in the previous year), 24.6 percent as a result of maltreatment, 13.8 percent due to caregiver illness and 7.6 percent because of behavioural problems or conflict with the child. The remainder were other reasons.

At 30 June 2003 there were 1,922 children and young people in placements (see Table 11) compared with 1,772 at the same time last year, and 1,633 at 30 June 2001. This represents an increase of 8.5 percent compared to the previous year and a two year increase of 17.7 percent. The number of wards increased by 5.3 percent between 30 June 2002 and 30 June 2003, whilst the number of non wards in care has increased 16.4 percent over the same period.

The continued rise in the number of children in care is due to more children entering care than leaving care and an increasing number of children staying for a longer period in care. During the year, 837 children started a period of care while 686 children left care. This compares with 934 children starting a period of care and 813 children leaving care during 2001/2002. Thus there was a 10.4 percent fall in children commencing care but a 15.6 percent fall in those leaving care.

Table 8: Census of children and young people in out of home care at 30 June 2003*

	Wards	Non wards	Total placed
Department group care	28	33	61
Department foster care ¹	566	133	699
Extended family network ²	413	210	623
Non government group care (including children placed in SAAP by Department)	87	30	117
Non government foster care	63	41	104
Parents/guardians	129	110	239
Other placements	54	25	79
Total placed	1,340	582	1,922

*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.

More than a third (34.9 percent) of children in care at 30 June 2003 were Indigenous. More than half (55.8 percent) were aged 10 years and younger.

There was an increase in the percentage of children placed within the extended family network. Thirty two percent of Departmental managed placements (wards and non wards) were with extended family at 30 June 2003 compared with 29 percent at 30 June 2002 and 27 percent at 30 June 2001.

Care applications

One of the strategies used by the Department to protect children from harm is to make applications to the Children's Court for care and protection orders. In 2002/2003 307 children were apprehended for welfare reasons and 309 applications to the Court were made. This compares to 346 applications in 2001/2002.

In 2002/2003 231 children became wards of the Department compared to 291 in the previous year. This represents a decrease of 20.6 percent.

In 2002/2003 three children became wards of the Department through a delegation of guardianship from the Commonwealth to the Director General of the Department under the *Immigration (Guardianship of Children) Act 1946* on leaving immigration detention centres. In 2001/2002 36 children had become wards through the process of delegated guardianship. The significant decline in numbers is due to fewer unaccompanied minors entering Western Australia. Additionally, four children in 2002/2003 were wards from other States and Territories who had their wardship transferred to the Department.

Table 9 shows the trend in ward numbers over the last six years. The current year has seen a diminution of the growth rate in ward numbers. In the four previous financial years ward numbers increased by more than 10 percent per year compared to the five percent for 2002/2003.

Table 9: Trend in ward numbers at 30 June 1998 to 2003

Year	Ward numbers
June 1998	799
June 1999	894
June 2000	1,007
June 2001	1,141
June 2002	1,272
June 2003	1,340

In all 90 percent of wards in care lived in a home based situation with either relatives or foster carers compared to 87 percent as at 30 June 2002. The other main living arrangements for wards were residential/group care type facilities (seven percent) and supported independent living (two percent).

Table 10 shows the type of care placements of wards at 30 June 2003.

Table 10: Type of care placements of wards at 30 June 2003

Type of care placements	Number	Percentage
Parent/guardian	129	9.6
Foster care with family member	364	27.2
Department residential	28	2.1
Funded service foster care	87	6.5
Funded service residential	63	4.7
Department non relative foster care	566	42.2
Family/friend	49	3.7
Independent living	28	2.1
Other	26	1.9

Foster care

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 non government organisations.

At 30 June 2003 there were 1,214 children in Departmental foster care (which includes general carers, relative carers, self selected carers and pre-adoptive foster carers) and 128 children in funded external foster care services. This compares to 1,107 and 102 children respectively for 30 June 2002, and represents increases of 9.7 percent and 25.5 percent.

A total of 62 new carers were recruited, assessed and trained by the foster carer recruitment service this year.

The foster carer recruitment service developed several strategies to work in partnership with non government organisations. As a consequence 17 people contacted the foster carer recruitment service and chose to become carers for one of the agencies (Wanslea Family Services, Mercy Community Services or Anglicare).

Several new foster carers with specialised skills including those able to care for culturally and linguistically diverse children, children with disabilities and refugee minors, were recruited during the year.

The foster carer recruitment service has provided an average of 58 carers in the Department each year for the last four years. In 2002/2003 there were 45 new carers in the Department and 17 new carers in non government organisations recruited by the service.

Table 11 is a summary of results for this financial year.

Table 11: Recruitment of foster carers from 2001/2002 to 2002/2003

Recruitment of foster carers	2001/2002	2002/2003
Total enquiry/intake calls	623	588
Metropolitan enquiry	488	460
Country enquiry	104	110
General duty calls	34	18
Application packages sent	415	302
Information packages sent	150	202
Total metropolitan assessments	52	45
Estimated conversion rate from metropolitan enquires to registered carers	10.2%	13%

The Department has been involved in the development of a national plan for foster care and carers. The aim is to establish national benchmarks for foster care recruitment, training and registration as well as uniform definitions for data collection, a national focus for research, support for children and young people, in particular those with high needs such as substance abuse and mental health issues and supports for carers, including relatives and grandparents.

During 2002/2003 the Department developed the model for a new professional foster care service for children aged 12 years and younger who exhibit challenging and high risk behaviour, and for large sibling groups. The service will be provided by a non government organisation and will commence in 2003/2004.

The Department increased funding to the Foster Care Association of WA by \$50,000 per annum over four years to implement a strategic plan for the organisation which included extending services to Indigenous and country carers.

The Looking After Children system (LAC)

LAC is a system of recording and an accompanying set of procedures designed to enhance the quality of experiences for children while they are in care. A key objective is that every child and young person who enters care will have a plan which ensures their care needs are identified, monitored and planned throughout their period of care, and also in the transition to leaving care. Care plans will be a requirement under the Department's new legislation.

During the year significant progress was made in incorporating LAC into the Department's practice. LAC administrative procedures have also been enhanced and streamlined in consultation with Departmental staff and non government organisations. Electronic systems were implemented for the storage and retrieval of LAC documents which will enhance the availability and use of the information. The first phase of evaluation of LAC also commenced.

Measuring performance and quality

The Department continued to collaborate with other States and jurisdictions in developing consistent measures of performance for the care and safety of children. Through this process during the year additional indicators were identified for national reporting. A plan was developed for progressive implementation of these indicators which relate to the stability and wellbeing of children in care. In combination with the evaluation of the LAC system it is anticipated that this will allow the Department to better monitor the quality of life of children in care.

Quality residential care

The Adolescent and Child Support Service has continued to develop programs to assist young people in residential care who present with challenging behaviours. The Tudor Lodge residence was closed with this program being relocated to the McCall facility in Cottesloe.

A purpose built residential unit is now operational, built on the previous Kyewong site in Como, and a community reference group was formed bringing together neighbours, Western Australian Police Service, local Council and the Department in a collaborative manner.

Leaving care

The Department continued to fund the transition support service in the metropolitan area to assist young people leaving care move towards independence.

Three new preparation for leaving and aftercare services were developed to provide support and assistance to young people across the State. The need for these services was identified by the State Homelessness Taskforce. Service agreements were signed with the Salvation Army Crossroads West, Wanslea Family Services for Peel and south Rockingham, and Mission Australia for Bunbury and the southwest.

The Department worked with the Commonwealth Government on the introduction of the Transition to Independent Living Allowance for young people who have left State care. This Commonwealth allowance provides a one off payment of up to \$1,000 to assist young people with transition to independence and in Western Australia is administered by the three non government agencies delivering leaving and aftercare services.

In 2003 six applicants received an Ida Curtois Award which provided financial assistance and encouragement to young people who were in Department care. Four of these applicants also received scholarships, which were awarded in recognition of academic achievement and/or other well developed personal attributes.

Adoptions

During the year the Department finalised an adoption policy. The policy was developed in consultation with agencies involved in the adoption process and is consistent with new legislative changes.

Adoption legislation changes came into effect from 1 June 2003. The changes arose from the extensive consultations of the 1997 Adoption Legislative Review. There were more than 47 main changes to the Act and 23 to the Adoption Regulations.

The *Adoption Act 1994* change has provided for a stronger focus on adoption as a service for a child so that adoption is to be in the child's best interests and to occur when no other appropriate alternative exists for the child.

The Act now contains the Aboriginal and Torres Strait Islander child adoption placement principle. The Adoption Service will involve Aboriginal or Torres Strait Islander staff at all relevant times and consult with an approved Aboriginal and Torres Strait Islander agency about potential adoptions.

Other changes include:

- The age gap between the child and adoptive parents has been changed to 45 years and 50 years for a first child and to 50 and 55 years for a second and subsequent child.
- People living in a relationship will have to apply jointly whether married or de-facto.
- Prospective adoptive parents will be able to express a preference about being considered for a local child or overseas child or both.
- People already approved to adopt will be reviewed after 24 months where no child has been placed rather than the current 12 months.
- People who were affected by an information veto (ie where one party wished to prevent other people in the adoption having information about them) will be able from June 2005 to access information about their adoption. Contact vetos will continue, however, where a contact veto is in place (ie where one party prevents others in the adoption from having contact with them) information will be provided on the signing of an undertaking not to contact the other party.
- Step parent adoptions will continue but applicants will need to seek a determination from the Family Court of Western Australia that an adoption order for the child is preferable to a parenting order.
- Relative adoptions will no longer be possible except where they are step parent adoptions.

There will be a further review of the *Adoption Act 1994* after three years.

The review of the Adoption Application Committee was finalised during the year. Recommendations of the review are in the process of being implemented and include an increased membership of members independent from the Department. The current Adoption Application Committee membership and terms of reference are listed in Appendix 8.

During the year 70 adoption orders were granted in Western Australia and of these 65 were granted by the Family Court and five were granted in the country of origin (four in China and one in Sri Lanka).

Table 12 shows the number of adoption orders granted for the last four years for known child adoptions and unrelated placement adoptions. The table shows a decline in local unrelated adoptions compared to the previous year with fewer local babies available for adoption and a decrease in overseas children offered in the year.

During 2002/2003 there were 30 unrelated placement adoptions finalised (24 intercountry and six local children). Year to year fluctuations in the number of adoptions finalised reflect a range of factors beyond the Department's control. The Romanian program remained closed and in the latter part of the financial year the SARS virus interrupted both China and Hong Kong programs. Thailand, which had delayed allocations to Western Australia for 24 months, announced another moratorium of one year on new files being sent for consideration. The Korean allocation was scaled back in 2002 to 10 children.

Table 12: Adoption orders granted by the Family Court or country of origin by type of adoption 2000/2001 to 2002/2003

Type of adoption	2000/2001	2001/2002	2002/2003
Known adoptions			
Carer	3	3	5
Step parent	39	26	28
Adult	6	8	13
Total known orders	48	37	46
Unrelated placement adoptions	2000/2001	2001/2002	2002/2003
Local	6	13	6
Intercountry	17	28	22
Hague ¹	3	1	2
Total unrelated placement orders	26	42	30
Total adoption orders	74	79	70

1 Intercountry adoption under the Hague Convention.

Table 13: Adoption orders granted by the Family Court and country of origin for overseas born children 2000/2001 to 2002/2003

Country of origin	2000/2001	2001/2002	2002/2003
China	2	2	4
Ethiopia	2	3	3
Hong Kong	2	3	1
India	5	9	2
Korea	5	11	12
Philippines	1	1	1
Poland	0	0	0
Romania	2	0	0
Sri Lanka	0	0	1
Thailand	1	0	0
Total intercountry adoption orders	20	29	24

Appeals and complaints

A review of the Case Review Board was finalised during the year. Recommendations relating to an increase in Board members being independent of the Department and amendments to manuals to promote further independence are to be progressed during the next financial year.

The Case Review Board continued as an avenue of appeal regarding case conference and care plan review decisions (see Appendix 8). During 2002/2003, 23 applications for appeals were lodged. Five were not heard as they did not meet eligibility guidelines or were not continued after discussion with the chairperson of the case conference or care plan review. Of the remaining 18, 14 were upheld in favour of the Department and three were in favour of the appellant. In one appeal the Board neither upheld in favour of the Department nor the appellant and recommended that a new case conference be held.

The largest single reason for appeal concerned contact decisions (38 percent) between children in care and their family, followed by issues concerning reunification (33 percent). Placement decisions accounted for 19 percent of appeals with parents believing a child's foster carer was not appropriate to care for their child. The remaining 10 percent of appeals concerned treatment issues or the transfer of cases interstate.

An analysis of appeals lodged showed family violence, mental health/mental illness issues related to one or other parent, and substance use/abuse problems were present in most cases. Sixteen of the appellants were one or both parents, four appellants were foster carers, one was a non custodian extended family member and one was a placement agency.

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. In 2002/2003 the service received 523 contacts. Table 14 shows the case issues taken up by the consumer advocacy service in 2002/2003.

Many contacts were received by parents needing to fully understand the process of decision making in relation to their children.

Table 14: Case issues taken up by the consumer advocacy service 2002/2003

Issues	Percentage
Child protection	21.2
Case work	32.5
Family Court	5.7
Financial assistance	3.8
Contact/access	14.9
Miscellaneous	21.9

Output 8: Family and domestic violence coordination

This output includes:

- Coordination and collaboration
- Community engagement
- Capacity building

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

Coordination and collaboration

The Family and Domestic Violence Coordinating Committee held its first meeting in June 2002. This Committee is responsible for developing a strategic approach to planning and coordination of an across Government response to family and domestic violence. The State Strategic Plan will be released in 2003/2004. The Western Australian Government's response to the Gordon Inquiry and the draft Aboriginal Family Violence Strategy was carefully considered in the development of the strategic plan. The Family and Domestic Violence Unit provided executive support to the Committee.

Participation continued on the Taskforce for the Commonwealth Government's Partnerships Against Domestic Violence.

Community engagement

A workplace strategy was developed which included a partnership project between Edith Cowan University, the Centre for Research for Women and the Family and Domestic Violence Unit and also a series of workplace and domestic violence business breakfasts.

A number of workplaces were identified as potential pilot sites. Two will be chosen to develop practical ways to address the impact of domestic violence on the workplace.

Two 'workplace and domestic violence breakfasts' were held in February and April 2003 bringing business people together and providing information about the potential impact family and domestic violence can have on their operations.

The general practitioner project, a collaborative project between five divisions of general practice and five regional family and domestic violence committees, was developed to provide family and domestic violence training and resources to general practitioners. The planning stage of this project was completed during the year.

The Freedom From Fear campaign continued in 2002/2003. During the year three waves of media advertising were implemented in June/July 2002, November 2002 and March 2003. Advertising focused on physical aspects of domestic violence and placed the responsibility for the violence on the perpetrator. The Freedom From Fear campaign advisory group was established to provide advice on broadening the focus of the campaign.

The fifth post campaign evaluation for the Freedom From Fear campaign took place in April 2003. The results of the evaluation will be used for the future planning of the campaign.

A campaign advisory group was established during the year to advise the Freedom From Fear community education campaign with the aim of enlarging its focus on community based initiatives. This included the broadening of strategies to a range of diverse cultures and groups. Projects initiated included an Indigenous Family and Friends project and a community development project for multicultural women.

Three family violence community project grants were awarded in three regions. These regions included Fitzroy Valley, Mulan/Kutjunka and Derby/Mowanjumb. Each of the projects worked to increase knowledge and understanding about family and domestic violence and to impact on community attitudes. Community consultation has begun for each project.

Capacity building

The Government's commitment to increase core funding to regional committees continued in 2002/2003. The Family and Domestic Violence Unit continued to support the 17 regional domestic violence committees across the State.

During 2002/2003 eight capacity building grants were awarded. These grants funded a range of local strategies which built community capacity to address family and domestic violence.

The annual conference for Domestic Violence Regional Committee coordinators and chairs was held in Perth in November 2002. The conference brought together the chairs and coordinators from all regional committees, Government and non government agencies around the State to encourage effective regional coordination and to showcase innovative and cost effective projects to address family and domestic violence.

The Wrong Way Package was designed as a training package for Aboriginal people on Aboriginal family violence. The aim of the training was to develop an understanding of the relationship between Aboriginal history and family violence, build relationships between participants and improve participants' ability to respond appropriately to Aboriginal family violence. This training package was developed by Aboriginal people and must be delivered by Aboriginal trainers. The training package was implemented in 10 regions in 2002/2003.

Family violence pilot project

A strong collaborative relationship was developed between Departmental staff and members of the Western Australian Police Service Domestic Violence Unit. To formalise the close working relationship the project team was co-located in the Department's Cannington office. Currently three police and one Departmental staff member form the project team, who make joint visits to families where there have been police call-outs for domestic violence. A special focus is on the needs of the children in these situations. This sharing of knowledge, experience and resources has already resulted in a greater number of responses to families reporting domestic violence.

Our employees

This section details services, strategies and programs to support our employees:

- Staffing levels
- Structural changes
- Equal opportunity and valuing diversity
- Workplace reforms
- Innovative recruitment strategies
- Induction of new staff
- Risk assessment and management
- Advice and services to staff
- Workload project
- Contribution of volunteers
- Workforce planning

Staffing levels

The Department for Community Development employed 1,435 staff at 30 June 2003 and for the 2002/2003 year used an average of 1,168 full time equivalents (FTE) in metropolitan, regional and remote locations throughout the State (refer to Table 15).

During the year 14 staff retired, with an average length of service of almost 16 years and 34 staff transferred or were promoted to positions in other Government departments. At the end of the year one staff member received a voluntary severance as part of the implementation strategy for the formation of the new Department.

Table 15: Employment levels at 30 June 2003

Directorate/Office	Actual average FTE usage 2002/2003	Number of staff at 30 June 2003						Total
		Full time			Part time			
		P	F	C	P	F	C	
Office of the Director General	25	12	4	-	4	2	-	22
Business Improvement and Management Directorate	110	115	9	-	8	6	-	138
Community Development and Statewide Services Directorate	890	617	212	28	178	67	2	1,104
Aboriginal and Torres Strait Islander Strategy and Coordination Directorate	2	1	1	1	-	-	-	3
Program and Sector Development Directorate	70	67	6	-	15	2	-	90
Office for Children and Young People's Policy	20	11	4	-	4	1	-	20
Family and Domestic Violence Unit	6	10	3	-	-	-	-	13
Office for Seniors Interests and Volunteering	27	26	-	-	2	-	-	28
Office for Women's Policy	19	9	4	-	4	-	-	17
Total Number of FTE/Staff	1,169	868	243	29	215	78	2	1,435

Key: P = Permanent
F = Fixed term contract
C = Casual

Structural changes

The Department's restructure was completed during the year. All directorates within the Department reviewed their structure and interface with other units. Functions and activities were realigned to better achieve the new focus for the Department. A guiding principle of the change strategy was to minimise disruption to staff and to keep them informed on the progress of changes.

Equal opportunity and valuing diversity

Throughout the year the Department continued to support traineeship opportunities for Indigenous workers. Four Indigenous workers were employed under the program which supports young people in gaining a nationally recognised qualification. Three of the workers were located in rural and remote locations.

A range of human resource services were offered to Indigenous staff, including advice on career development options and mentoring and coaching strategies to support career progression. These services provided Indigenous staff with greater opportunities within the organisation thereby increasing the likelihood of retaining staff.

In 2002/2003 the Department met or exceeded diversity targets for Indigenous Australians, and people from culturally diverse backgrounds (targets are derived from the Government's Equity and Diversity plan). The targets for people with disabilities and youth were not achieved, but strategies for improving performance in this area continue to be pursued. The diversity target is a measure of the proportion of total employees who identify with the specified Equal Employment Opportunity (EEO) group.

Table 16: Comparison of diversity targets and actual values as at 30 June 2003

	Percentage of total employees			
	Culturally diverse (%)	Indigenous Australians (%)	People with disabilities (%)	Youth (%)
Target - 30 June 2003	5.7	9	3	5.2
Actual - 30 June 2003	5.7	9	2.3	3.5

The equity index is a measure of the distribution of members of an EEO group across staffing levels compared to the distribution of all staff across these levels. The calculation of the index is weighted so that high representation of EEO groups in more senior staffing levels will lead to a high index score. An equity index of 100 is the ideal. Equity targets were met for people from culturally diverse backgrounds, for Indigenous Australians, people with disabilities and women.

Table 17: Comparison of equity targets and actual values as at 30 June 2003

	Culturally diverse (%)	Indigenous Australians (%)	People with disabilities (%)	Women (%)
Target - 30 June 2003	75	49	58	78
Actual - 30 June 2003	86	63	63	80

In the last half of the year two Aboriginal women were appointed to mainstream senior executive service positions. Table 18 shows the representation of women at senior levels remains about 50 percent.

Table 18: Percentage representation of women in senior positions at 30 June 2001 to 2003

Year	Percentage of women (%)				
	Level 6	Level 7	Level 8	Level 9 and above	Total Level 6 and above
June 2001	53	47	42	58	51
June 2002	59	49	44	50	55
June 2003	55	50	35	71	53

Table 19: Number of women in management at 30 June 2001 to 2003

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

Table 20 gives the actual numbers of employees within EEO groups.

Table 20: Employees within equal employment opportunity groups at 30 June 2001 to 2003

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

Workplace reforms

All employees returned to a common set of salary and other award conditions from January 2003 under the Public Service General Agreement 2002. Some conditions unique to the Department's operations were preserved with the registration of the Department for Community Development Agency Specific Agreement in May 2003.

The Department continued to work with unions, staff and occupational group representatives to review conditions and entitlements.

Innovative recruitment strategies

Workshops were held across the Department to provide staff and management with information and skills to pursue flexible and innovative approaches to selection, recruitment and retention of staff. In particular, contributions from rural and remote locations provided opportunities for developing innovative and creative solutions.

In 2002/2003 the Department implemented a pool recruitment process for key service delivery positions with the aim of reducing the time between a vacancy arising and being filled, and to ensure suitable applicants were quickly placed in a location of their choice as soon as a vacancy occurred. Pool recruitment resulted in improved continuity of service provision to customers.

The Department advertised over 140 permanent and temporary job opportunities in 2002/2003.

Induction of new staff

In 2002 a review of orientation processes across the Department resulted in a more innovative induction process being developed for new employees. The process reflected key adult learning principles and information about the best time to introduce inexperienced people to different types of information. Induction included three integrated stages:

- on-line induction with key information about legislation and human resources
- supportive workplace induction which focuses on the work based requirements
- a corporate forum 'Making the Links' which linked the work of the Department with the broader community and Government.

Risk assessment and management

The Department continued a proactive strategy for improving the safety and welfare of all staff. This included the provision of information and advice to staff and management on key safety and welfare issues. This covered such topics as the SARS virus and other infectious diseases, travel in remote locations, worker/client safety issues, emergency responses and planning. Awareness raising sessions were also held with staff and covered issues such as ergonomics, manual handling, aggression in the workplace and office safety.

A comprehensive program of occupational safety and health compliance audits and inspections were conducted, as summarised in Table 21.

Table 21: Number of occupational safety and health matters 2002/2003

Matter or course type	Quantity
Number of compliance audits and Inspections	32
Number of ergonomic assessments	201
Basic occupational safety and health training (foundations)	98
Office safety training	96
Safety representative training course	23
Worker safety/dealing with abusive callers	25
Peer support refresher course	9
Safety and ladders	8

The Department selected a new employee assistance provider (PRIME employee assistance services) for intervention services such as counselling. These intervention services were provided on a rapid response basis for a number of critical occupational safety and health incidents experienced by staff. The intention was to help staff lessen the consequences of incidents and from an organisational sense to reduce lost time and minimise effects on productivity.

Occupational, safety and health incidents are unplanned, undesired events that result in staff being injured or in damage to property, or the possibility of injury or damage. There is a formal reporting process within the Department for such incidents. The nature of the Department's work in dealing with people in sometimes highly emotional circumstances means there can be such incidents as assaults on staff. The number of incidents increased compared to the previous year and verbal or physical aggression remained the most frequent cause of incidents.

Incidents may lead to workers' compensation claims. This year the number of incident reports decreased significantly and there was also a small decline in the number of claims. Table 25 summarises the number and main reasons for claims. A feature for 2002/2003 was a decrease in the number of claims associated with assault or restraint of staff.

Table 22: Causal factors in occupational safety and health claims 2002/2003

Causal factors for claims	Number of claims
Office environment	13
Assault/restraints	18
Outdoors/sporting	12
Motor vehicle accidents	5
Stress	12
Anxiety	1

Table 23 summarises major occupational safety and health indicators including the total annual estimate of costs from workers' compensation claims and lost time due to incidents. The Department again achieved a reduction in claims values, a reduction in the total liability and a reduced workers' compensation premium.

Worker's compensation weekly payments relating to motor vehicle accidents accounted for 32 percent of total weekly payments which is disproportionately high compared to the number of motor vehicle related claims (eight percent). Over 29 percent of the time lost from injuries was the direct result of motor vehicle accidents, with the majority of these occurring in regional areas. The Department's policies on travelling in remote and isolated areas were reinforced by the distribution of driver safety and fatigue brochures and discussions with staff and management. Table 24 summarises the trends over time for claims and lost time for accidents.

Table 23: Occupational safety and health performance indicators 2000/2001 to 2002/2003

Safety health and welfare	2000/2001	2001/2002	2002/2003
Workers compensation claims	74	68	61
Stress claims	8	4	12
Lost time injuries/diseases (days)	29	27	29
Lost time frequency rate ¹	13.45	9.94	11.41
Duration rate ²	40.56	23.48	21.62
Number of incident reports	363	322	222
Total estimate ³	\$4.77m	\$2.76m	\$2.7m
Liability (RiskCover assessed)	\$2.18m	\$1.32m	\$1.1m

1 This is a ratio involving a calculation of number of accidents to staff hours worked. A smaller rate indicates an improving trend.

2 This is the average number of days lost per incident.

3 The total estimated liability for all outstanding and active workers' compensation claims if finalised at that point in time.

Table 24: Comparison of workers compensation claims and lost time injuries/disease days as at 30 June 2001 to 30 June 2003

Year	Number of claims	Lost time injuries/disease days
June 2001	74	29
June 2002	68	27
June 2003	61	29

Advice and services to staff

Both management and staff were provided with ongoing information and advice in relation to a number of key safety and welfare issues. Intranet information services included the update of online policies and procedures, as well as the wide distribution to staff of brochures on the employee assistance program and driver safety and fatigue. Occupational safety and risk management manuals were distributed to office locations with minimal computer and internet access.

A number of training activities, assessments and information sessions were provided.

The Department continued to expand its on-line services to staff through the intranet. Services included access to internal acting and relieving opportunities, submission of contractor hours for payment, human resource policies and processes, information on projects and employee self service.

Employee self service is an on-line function which enables staff to change personal details, check leave balances and leave history and view pay details. The expansion of services available encompassed the ability to submit leave applications on-line, to access individual job descriptions and to receive pay advice via e-mail. Staff actively participated in the development of some of these additional on-line services.

During 2002/2003 over 80 percent of eligible staff used employee self service and successfully signed on over 11,500 times. This represents a 20 percent increase over the 2001/2002 rate.

Workload project

In June 2002 the Department and the Community and Public Sector Union WA Branch/Civil Service Association created a joint working party to investigate the issue of workloads for field staff. The working party looked at the volume and intensity of work being undertaken by offices.

A strategy was developed and in August 2002, a four month demonstration pilot commenced in Joondalup, Wheatbelt and Meekatharra offices. An independent review was undertaken and as a result statewide implementation commenced in April 2003. Improvements are being made to the measurement tool and the management process. Individual and group supervision underpins the scheme and is crucial to its success.

Contribution of volunteers

The contribution and support of volunteers are crucial to the way the Department operates. During 2002/2003 approximately 600 volunteers were involved with the Department in diverse areas such as parent link home visiting services, Crisis Care, the Keith Maine youth and family centre, seniors information service, senior volunteer speakers program and women's information service. In addition, the parenting services use volunteers to assist with libraries and provide information at workshops and in the community.

The quality of the contribution of volunteers was evident during the 6th Global Conference on Ageing which was organised by the Office for Seniors Interests and Volunteering in partnership with the Council on the Ageing (Australia). Approximately 500 volunteers from the Lotteries volunteer program assisted in all aspects of the conference and nearly 90 percent of those surveyed expressed satisfaction with the assistance rendered to them.

Workforce planning

During 2002/2003 the Department joined the Western Australian human resource management benchmarking consortium. This new partnership will enable the Department to be more proactive in planning for changing workforce demands, implementing a strategic approach to staffing needs and identifying and resolving emerging workforce issues.

Corporate services

This section includes corporate services:

- Purchasing services
- Capital projects
- Information technology
- Audit reviews
- Criminal record checks
- Promotions and marketing
- Advertising and marketing expenditure
- Energy smart
- Recycling
- Evaluations and research

Purchasing services

A Memorandum of Understanding was signed between the Department and the Department of Treasury and Finance to commence a project for the implementation of Government Electronic Marketplace (GEM) Contracting. GEM Contracting is a web based contract management system which enables users to define, plan, develop, track and manage the contracting process. It is envisaged the system will be implemented and operational within the Department during the coming financial year.

Capital projects

Seven major capital projects were completed in 2002/2003 with a further seven projects in progress. Details are shown in Tables 25 and 26.

The Department commenced a review of all existing premises to evaluate their ongoing suitability in regard to location, utilisation and functionality.

The Department is developing a property management information system to facilitate the recording of asset holding historical data and for use as a planning and management tool.

Table 25: Completed capital projects 2002/2003

Project	Actual cost 2002/2003	Total cost of project as at 30 June 2003
Narrogin Regional Recreation Complex - joint venture with the Town of Narrogin	\$18,383	\$243,838
Naturaliste Community Centre (Dunsborough) - joint venture with the Shire of Busselton	\$84,890	\$584,890
Lockridge Community Centre - joint venture with the City of Swan	\$171,337	\$171,337
Milligan Community House (Bunbury) - this facility is owned by the Department and operated under a management committee	\$128,894	\$641,190
Kewdale Hostel - this was a major refurbishment to a residential hostel	\$244,345	\$244,345
Como Hostel - as part of the Adolescent Child Support Service the new hostel replaced the old Kyewong Hostel demolished in 2002	\$750,978	\$750,978
Year Round Care Upgrades - capital grants were offered to outside school hours care services to accommodate alterations/additions required under the new <i>Community Services Regulations 2002</i>	\$554,644	\$554,644

Table 26: Capital projects in progress 2002/2003

Project	Estimated cost	Estimated year of completion
Waroona Community Centre	\$600,000	2003
Busselton Community Centre	\$560,000	2004
Fitzroy Crossing Community Centre and Child Care	\$650,000	2004
Halls Creek Child Care Centre	\$250,000	2004
Kununurra Community Centre	\$750,000	2004
Emergency Accommodation Service	\$870,000	2004
Year Round Care Upgrades	\$200,000	ongoing
Family Centre Remodeling	\$250,000	ongoing
Child Care Centre Upgrades	\$150,000	ongoing
Broome Office Accommodation	\$561,000	2003

Information technology

The Department focused on planning future information technology infrastructure to ensure a productive and stable working environment for staff. One consequence was that a number of information systems were developed or upgraded. These included a system for the administration of the Seniors Card, the child care licensing system and an information retrieval system to support the looking after children (LAC) project.

An important goal is to ensure a suitable environment for the planned development of *Assist*. This is an initiative which features the redevelopment of the Department's client and community services computer database, intended to use technology to enhance productivity and customer services.

It is anticipated *Assist* will commence in 2005/2006.

Audit reviews

Internal Audit completed a comprehensive range of reviews during the 2002/2003 year in accordance with the Internal Audit Program. A formal risk assessment formed the basis for determining the audits reviewed. Management requested audits were also undertaken and a consultancy service provided.

Key audits within the year included reviews of the Department's funding to non government organisations, Internet and network security, and reviews of service delivery offices which covered critical areas of human resource management, records management, accounting processes, asset management and services to clients including financial assistance.

Criminal record checks

As part of its ongoing commitment to the safety of children, the Department continued to conduct national and where applicable international criminal record checks for all staff, contractors, volunteers, foster carers and adoption applicants.

Advertising and marketing expenditure

As required under the Electoral Act, Table 27 shows the Department'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 under the categories of polling organisations.

Table 27: Advertising and marketing expenditure 2002/2003

Category	Organisation	Total category amount
Advertising agencies	Vinten Browning	\$5,641
Market research organisations	Donovan Research Patterson Market Research My Data	\$134,628
Media advertising organisations	Marketforce Productions Media Decisions	\$385,983
Direct mail organisations	Northside Distributors Zipform	\$28,993

Energy smart

The Department is required to report on its participation in the Government's energy smart program. A number of initiatives were implemented to ensure the Department met its first reduction milestone of five percent in 2002/2003. Information was distributed to all work locations advising staff of energy saving initiatives. A mid year monitoring exercise was undertaken to determine consumption costs and to compare these with the base data collected in 2001/2002.

The Department also made an application to the Sustainable Energy Development Office for facilitation grants to undertake energy audits and to install sub meters at Departmental facilities.

In accordance with the Energy Smart Government policy the Department is committed to achieving a 12 percent reduction in non transport related energy use by 2006/2007 with a five percent reduction targeted for 2002/2003.

Table 28: Energy Smart Government Program 2002/2003

Energy Smart Government program	Baseline Data	2002/2003 Actuals	Variation %
Energy consumption (MJ)	18,302,597	17,369,314	-5.10%
Energy cost (\$)	\$778,425	\$782,889	
Greenhouse gas emissions (tonnes of CO ₂)	4,263 tonnes	4,062 tonnes	
Performance indicators			
- MJ/sqm (office space)	793 MJ	605 MJ	
- MJ/FTE	22,169 MJ	16,495 MJ	

Note: MJ = Mega joule

Recycling

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

Evaluations and research

Evaluations and research undertaken including key findings and results, and action taken or proposed to be taken as a result of these findings, are listed in Appendix 2.

Output based management measures

This section includes key effectiveness indicators and output based management measures for:

- Output 1: Community Development
- Output 2: Children's and young person's policy
- Output 3: Positive ageing policy
- Output 4: Women's policy and progress
- Output 5: Volunteering policy and coordination
- Output 6: Aboriginal and Torres Strait Islander policy coordination
- Output 7: Care and safety services
- Output 8: Family and domestic violence coordination

Key Effectiveness Indicators

	2002/2003 Target	2002/2003 Actual
Outcome: Communities are strengthened so that individuals and families are able to better meet their needs, achieve self-reliance and contribute to their own solutions		
Stakeholders in the community development project who report the community was strengthened as a result of involvement in the project.	80%	82%
Customers who report their needs were met as a result of using services	80%	98%
Customers who report increased knowledge and skills	95%	94%
Customers who are confident they will manage well in the future	95%	94%
Customers who report the service involved them in contributing to the solution	80%	96%
Outcome: Policies are developed and coordinated within the Department and across Government for children, families, communities, seniors, women, young people and volunteers and Western Australians are engaged in the process		
Stakeholders who identify policies for these target groups achieved an across Government focus	80%	68% ^a
Extent to which Western Australians are engaged in policy development	80%	65% ^a
Outcome: Families and communities are supported to provide for the care and safety of their members		
Customers who report they were supported to provide care and safety to their family members	95%	93%
Stakeholder organisations which report communities in which they operate were supported to provide care and safety to their members	80%	50% ^a
Children with a substantiated report of maltreatment who did not have a further substantiated report of maltreatment within 12 months	90%	89%
Children abused in care by carers	0%	0.32%

Notes

a New measure in 2002/2003. Targets were set without the benefit of previous data and have proven to be unrealistic.

Output 1: Community development

	2002/2003 Target	2002/2003 Actual
Quantity		
Community development projects for children and families	145	193
Capacity development services ^a	304	312 ^b
Community development projects for seniors	20	22
Community development projects for Aboriginal and Torres Strait people	55	60
Seniors cards managed	225,000	218,724 ^c
Community development initiatives for women	1	1
Community development projects for children and young people	17 ^d	5
Quality		
Stakeholder satisfaction with quality of community development projects for children and families	80%	83%
Customer satisfaction with quality of capacity development services	95%	98%
Stakeholder satisfaction with quality of community development projects for seniors	80%	90%
Stakeholder satisfaction with quality of community development projects for Aboriginal and Torres Strait people	80%	90%
Seniors card holder satisfaction with Seniors Card	80%	89%
Stakeholder satisfaction with quality of community development initiatives for women	80%	100%
Stakeholder satisfaction with quality of community development projects for children and young people	80%	80%
Timeliness		
Stakeholder satisfaction with timeliness of community development projects for children and families	80%	73%
Customers satisfaction with timeliness of capacity development services	95%	96%
Stakeholder satisfaction with timeliness of community development projects for seniors	90%	95%
Stakeholder satisfaction with timeliness of community development projects for Aboriginal and Torres Strait people	80%	67%
Seniors Cards issued on time	100%	87% ^e
Stakeholder satisfaction with timeliness of community development initiatives for women	80%	100%
Stakeholder satisfaction with timeliness of community development projects for children and young people	80%	78%
Cost (Efficiency)		
Average cost per community development project for children and families	\$54,981	\$18,452 ^f
Average cost per capacity development service	\$164,781	\$167,729
Average cost per community development project for seniors	\$69,641	\$69,541
Average cost per community development projects for Aboriginal and Torres Strait people	\$54,981	\$41,198 ^h
Average cost of a Seniors Card	\$2.30	\$1.94 ^g
Average cost per community development initiative for women	\$88,386	\$75,960 ⁱ
Average cost per community development project for children and young people	\$363,975	\$450,383 ^f

Notes

- a Capacity development services include parenting information, parent skills, youth, family and individual support.
- b This includes 34 family centres not previously counted.
- c The archiving of over 8,000 non-renewed cards in February 2003 resulted in a significant decrease in the number of Seniors Cards managed.
- d Due to a change in the definition of this measure, a revised target of 6 was reported to Treasury in December 2003. One of the 5 reported projects is made up of 23 Community Service Grants.
- e There was a significant decrease in the proportion of Seniors Cards issued on time due largely to the technical difficulties experienced with the implementation of the new Seniors Card database which resulted in unforeseen delays in the processing of applications and renewals.
- f Variation in unit cost is due to an increase in the number of units, the reallocation of some programs from Output 1 to Output 2 and as a result of restructuring of the Office for Children and Young People's Policy.
- g Decrease in unit cost is due to the Seniors Card Discount Directory not being produced in 2002/2003, and to changes in the financial cost allocation model during 2002/2003 for the Office of Seniors Interests and Volunteering. The Seniors Card Discount Directory is published every two years.
- h Decrease in unit costs is due to reallocation of costs as a result of restructuring.
- i During the 2002/2003 year the Office for Women's Policy was restructured (split into Office for Women's Policy and the Family and Domestic Violence Unit), resulting in the costs being allocated according to the new structure.

Output 2: Children's and young persons' policy

	2002/2003 Target	2002/2003 Actual
Quantity		
Community engagement initiatives for children and young people ^a	16	7
Policy advice projects for children and young people ^b	516	62
Quality		
Stakeholder satisfaction with quality of community engagement initiatives for children and young people	80%	89%
Stakeholder satisfaction with quality of policy advice projects for children and young people	80%	64% ^c
Timeliness		
Stakeholder satisfaction with timeliness of community engagement initiatives for children and young people	80%	80%
Policy advice projects for children and young people developed, coordinated and evaluated within agreed timeframes	80%	89%
Cost		
Average cost per community engagement initiative for children and young people	\$46,375	\$512,334 ^d
Average cost per policy advice projects for children and young people	\$574	\$5,560
Notes		
a Due to a change in the definition of this measure, a revised target of 7 was reported to Treasury in December 2003.		
b Due to a change in the definition of this measure, a revised target of 60 was reported to Treasury in December 2003.		
c New measure for 2002/2003. Target was set without the benefit of previous data and has proven to be unrealistic.		
d Increase in unit costs is due to the redefinition of units and the reallocation of some programs (particularly the Cadets WA program) from Output 1 to Output 2.		

Output 3: Positive ageing policy

	2002/2003 Target	2002/2003 Actual
Quantity		
Community engagement initiatives which facilitate positive ageing	15	15
Policy advice and information projects which facilitate positive ageing	18	19
Quality		
Stakeholder satisfaction with quality of community engagement initiatives which facilitate positive ageing	80%	88%
Stakeholder satisfaction with the quality of policy advice and information projects which facilitate positive ageing	80%	85%
Timeliness		
Community engagement initiatives which facilitate positive ageing completed within agreed timeframes ^a	90%	93%
Policy advice and information projects which facilitate positive ageing completed within agreed timeframes ^a	90%	90%
Cost		
Average cost per community engagement initiative which facilitates positive ageing	\$14,816	\$29,907 ^b
Average cost per policy advice and information project which facilitates positive ageing	\$56,630	\$28,791 ^c
Notes		
a These measures have been modified from the previous year.		
b Increase in unit costs is due to increased spending on the Active Ageing Taskforce, and to changes in the financial cost allocation model during 2002/2003 for the Office of Seniors Interests and Volunteering.		
c Variation in unit costs is due to changes in the financial cost allocation model during 2002/2003 for the Office of Seniors Interests and Volunteering.		

Output 4: Women's policy and progress

	2002/2003 Target	2002/2003 Actual
Quantity		
Community engagement initiatives for women	21	22
Policy advice and information projects for women	550	536
Quality		
Stakeholder satisfaction with quality of community engagement initiatives for women	80%	86%
Stakeholder satisfaction with quality of policy advice and information projects for women	80%	63% ^a
Timeliness		
Community engagement initiatives conducted according to agreed timeframes	90%	95%
Stakeholder satisfaction with timeliness of policy advice and information projects for women	85%	56% ^a
Cost		
Average cost per community engagement initiative for women	\$46,463	\$41,562 ^b
Average cost per policy advice and information project for women	\$1,325	\$1,541 ^c
Notes		
a	New measure in 2002/2003. Target was set without the benefit of previous data and has proven to be unrealistic.	
b	During the 2002/2003 year the Office for Women's Policy was restructured (split into Office for Women's Policy and the Family and Domestic Violence Unit), resulting in the costs being allocated according to the new structure.	
c	Increase in unit costs is due to a decrease in the number of policy advice and information projects.	

Output 5: Volunteering policy and coordination

	2002/2003 Target	2002/2003 Actual
Quantity		
Policy projects which facilitate volunteering	11	11
Quality		
Stakeholder satisfaction with quality of policy projects which facilitate volunteering	80%	92%
Timeliness		
Policy projects which facilitate volunteering completed within agreed timeframes ^a	90%	100%
Cost		
Average cost per policy project which facilitate volunteering	\$75,931	\$95,006 ^b
Notes		
a This measure has been modified from the previous year.		
b The increase in unit costs is due to the “Valuing Volunteers” program.		

Output 6: Aboriginal and Torres Strait Islander policy coordination

	2002/2003 Target	2002/2003 Actual
Quantity		
Policy projects for Aboriginal and Torres Strait Islander people	6	6
Quality		
Stakeholder satisfaction with quality of policy projects for Aboriginal and Torres Strait Islander people	80%	86%
Timeliness		
Stakeholder satisfaction with timeliness of policy projects for Aboriginal and Torres Strait Islander people	80%	79%
Cost (Efficiency)		
Average cost per policy project for Aboriginal and Torres Strait Islander people	\$90,000	\$42,442 ^a
Notes		
a	The decreased unit cost reflects reduced costs during the implementation stage of the establishment of the Aboriginal and Torres Strait Islander Strategy and Coordination Directorate.	

Output 7: Care and safety services

	2002/2003 Target	2002/2003 Actual
Quantity		
Care and safety case equivalents ^a	45,680	41,476
Quality		
Customer satisfaction with quality of care and safety case equivalent services	95%	98%
Children departmentally placed who had a total of three or fewer placements	90%	92%
Aboriginal and Torres Strait children placed with Aboriginal and Torres Strait carers or services which employ Aboriginal and Torres Strait carers	90%	88%
Timeliness		
Customer satisfaction with timeliness of care and safety case equivalent services	95%	97%
Investigations of allegations of child maltreatment which began within priority timeframes	100%	92%
Quarterly case reviews for children in care produced on time	90%	91%
Cost		
Average cost per care and safety case equivalent services	\$2,613	\$2,947
Note		
a Care and safety equivalents include maltreatment allegations, care and protection applications, intensive family support and treatment, child placement services, financial assistance and counselling, disaster responses, and supported accommodation cases.		

Output 8: Family and domestic violence coordination

	2002/2003 Target	2002/2003 Actual
Quantity		
Family and domestic violence coordination and community education projects	9	9
Quality		
Stakeholder satisfaction with quality of family and domestic violence coordination and community education projects	70%	70%
Timeliness		
Stakeholder satisfaction with timeliness of family and domestic violence coordination and community education projects	85%	72%
Cost		
Average cost per family and domestic violence coordination and community education project	\$299,126	\$249,851 ^a
Note		
a	Decrease in costs is due to the restructure of the Office for Women's Policy during 2002/2003. The Office was split into the Office for Women's Policy and the Family and Domestic Violence Unit, resulting in the costs being allocated according to the new structure.	

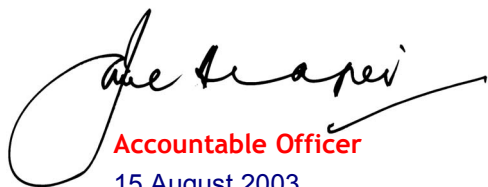
Performance indicators

This section includes:

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

Certification of performance indicators

I hereby certify that the performance indicators are based on proper records, are relevant and appropriate for assisting users to assess the Department for Community Development's performance, and fairly represent the performance of the Department for Community Development for the financial year ended 30 June 2003.



Accountable Officer
15 August 2003

Independent Audit Opinion

To the Parliament of Western Australia

DEPARTMENT FOR COMMUNITY DEVELOPMENT PERFORMANCE INDICATORS FOR THE YEAR ENDED JUNE 30, 2003

Audit Opinion

In my opinion, the key effectiveness and efficiency performance indicators of the Department for Community Development are relevant and appropriate to help users assess the Department's performance and fairly represent the indicated performance for the year ended June 30, 2003.

Scope

The Director General's Role

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

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

Summary of my Role

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

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



D D R Pearson
Auditor General

15 October 2003

Indicators of effectiveness

Outcome 1

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

Indicators of effectiveness

- 1.1 Percentage of stakeholders in community development project who report the community was strengthened as a result of involvement in the project
- 1.2 Percentage of customers who report their needs were met as a result of using services
- 1.3 Percentage of customers who indicate they are confident they will manage well in future
- 1.4 Percentage of customers who report increased knowledge and skills
- 1.5 Percentage of customers who report the service involved them in contributing to the solution

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

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

Table 1.1.1: Percentage of stakeholders in community development project who report the community was strengthened as a result of involvement in the project

Survey name	Survey details (2002/2003)		Key Performance Indicator - Community strengthened (%)
	Response rate	Number of respondents	2002/2003
Community development project stakeholders	95%	113	82%

Notes

- This survey question was introduced in 2002/2003.
- Total survey population 1,429 stakeholders identified by project owners.
- Sample selection: Quotas were established to ensure coverage of each portfolio area. Stakeholders were randomly selected until quotas were reached.
- Total survey sample size: 286
- Total survey results have a 95% confidence interval of $\pm 5.18\%$.

The following indicators 1.2 to 1.5 encompass the following capacity development services delivered to customers:

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

1.2 Percentage of customers who report their needs were met as a result of using services

Customers are surveyed as to whether their needs were met as a result of receiving these services.

Table 1.2.1: Percentage of customers who report their needs were met as a result of using services

Survey name	Survey details (2002/2003)		Key Performance Indicator - Needs met (%)
	Response rate	Number of respondents	2002/2003
Capacity development services	38%	1606	98%

Notes

- This survey question was introduced in 2002/2003.
- Estimated population size 154,223.
- Sample selection: customers who received a service in November to December 2002 (non government) or February to March 2003 (Department) were invited to complete a confidential survey form which was forwarded to an independent market research company for analysis.
- Total survey sample size 3,109.
- Total survey results have a 95% confidence interval of $\pm 1.74\%$.
- Survey demographics: Aboriginal respondents 20% of sample, non English speaking background respondents 6% of people, male respondents 27% of sample.

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

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

Table 1.3.1: Customers who report confidence to manage as a result of community development services

Survey name	Survey details (2002/2003)		Key Performance Indicator - Reported confidence (%)				
	Response rate	Number of respondents	1998/1999	1999/2000	2000/2001	2001/2002	2002/2003
Capacity development services	38%	1535	88%	89%	95%	95%	94%

Notes

- Estimated population size 154,223.
- Sample selection: customers who received a service in November to December 2002 (non government) or February to March 2003 (Department) were invited to complete a confidential survey form which was forwarded to an independent market research company for analysis.
- Total survey sample size 3,109.
- Total survey results have a 95% confidence interval of $\pm 1.74\%$.
- Survey demographics: Aboriginal respondents 20% of sample, non English speaking background respondents 6% of people, male respondents 27% of sample.

1.4 Percentage of customers who report increased knowledge and skills

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

Table 1.4.1: Customers who have increased knowledge and skills

Survey name	Survey details (2002/2003)		Key Performance Indicator - Increased knowledge and skills (%)				
	Response rate	Number of respondents	1998/1999	1999/2000	2000/2001	2001/2002	2002/2003
Capacity development services	38%	1327	94%	96%	93%	91%	94%

Notes

- Estimated population size 154,223.
- Sample selection: customers who received a service in November to December 2002 (non government) or February to March 2003 (Department) were invited to complete a confidential survey form which was forwarded to an independent market research company for analysis.
- Total survey sample size 3,109.
- Total survey results have a 95% confidence interval of $\pm 1.74\%$.
- Survey demographics: Aboriginal respondents 20% of sample, non English speaking background respondents 6% of people, male respondents 27% of sample.

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

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

Table 1.5.1: Customers who report the service involved them in contributing to the solution

Survey name	Survey details (2002/2003)		Key Performance Indicator - Needs met (%)
	Response rate	Number of respondents	2002/2003
Capacity development services	38%	1441	96%

Notes

- This survey question was introduced in 2002/2003.
- Estimated population size 154,223.
- Sample selection: customers who received a service in November to December 2002 (non government) or February to March 2003 (Department) were invited to complete a confidential survey form which was forwarded to an independent market research company for analysis.
- Total survey sample size 3,109.
- Total survey results have a 95% confidence interval of $\pm 1.74\%$.
- Survey demographics: Aboriginal respondents 20% of sample, non English speaking background respondents 6% of people, male respondents 27% of sample.

Outcome 2

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

Indicators of effectiveness

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

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

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

- Office for Children and Young People's Policy
- Office for Seniors' Interests and Volunteering
- Office for Women's Policy
- Family and Domestic Violence Unit

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

Table 2.1.1: Stakeholders who identify that policy projects were conducted with the involvement of the relevant Government agencies.

Survey name	Survey details (2002/2003)		Key Performance Indicator - Relevant agencies were involved (%)
	Response rate	Number of respondents	2002/2003
Policy project stakeholders	63%	131	68%

Notes

- This survey question was introduced in 2002/2003.
- Total survey population 1,429 stakeholders identified by project owners.
- Sample selection: Quotas were established to ensure coverage of each portfolio area. Stakeholders were randomly selected until quotas were reached.
- Total survey sample size: 286
- Total survey results have a 95% confidence interval of $\pm 5.18\%$.

Outcome 3

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

Indicator of effectiveness

- 3.1 Percentage of customers who report they were supported to provide care and safety to family members
- 3.2 Stakeholder organisations which report communities in which they operate were supported to provide care and safety to their members
- 3.3 Rate of maltreatment in the population
- 3.4 Children with substantiated report of maltreatment who did not have a further substantiated report of maltreatment within 12 months
- 3.5 Extent to which children remain with their families
- 3.6 Children abused in care by carers

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

This indicator encompasses the following services delivered to customers:

- Intensive family support and treatment
- Supported accommodation
- Financial assistance and counselling.

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

Table 3.1.1: Percentage of customers who report they were supported to provide care and safety to their family members

Survey name	Survey details (2002/2003)		Key Performance Indicator - Supported to provide care and safety (%)
	Response rate	Number of respondents	2002/2003
Care and safety services	32%	1384	93%

Notes

- This survey question was introduced in 2002/2003.
- Estimated population size 154,223.
- Sample selection: customers who received a service in November to December 2002 (non government) or February to March 2003 (Department) were invited to complete a confidential survey form which was forwarded to an independent market research company for analysis.
- Total survey sample size 3,109.
- Total survey results have a 95% confidence interval of $\pm 1.74\%$.
- Survey demographics: Aboriginal respondents 20% of sample, non English speaking background respondents 6% of people, male respondents 27% of sample.

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

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

Table 3.2.1: Percentage of stakeholder organisations which report communities in which they operate were supported to provide care and safety to their members

Survey name	Survey details (2002/2003)		Key Performance Indicator - Communities were supported (%)
	Response rate	Number of respondents	2002/2003
Care and safety stakeholders	96%	67	50%

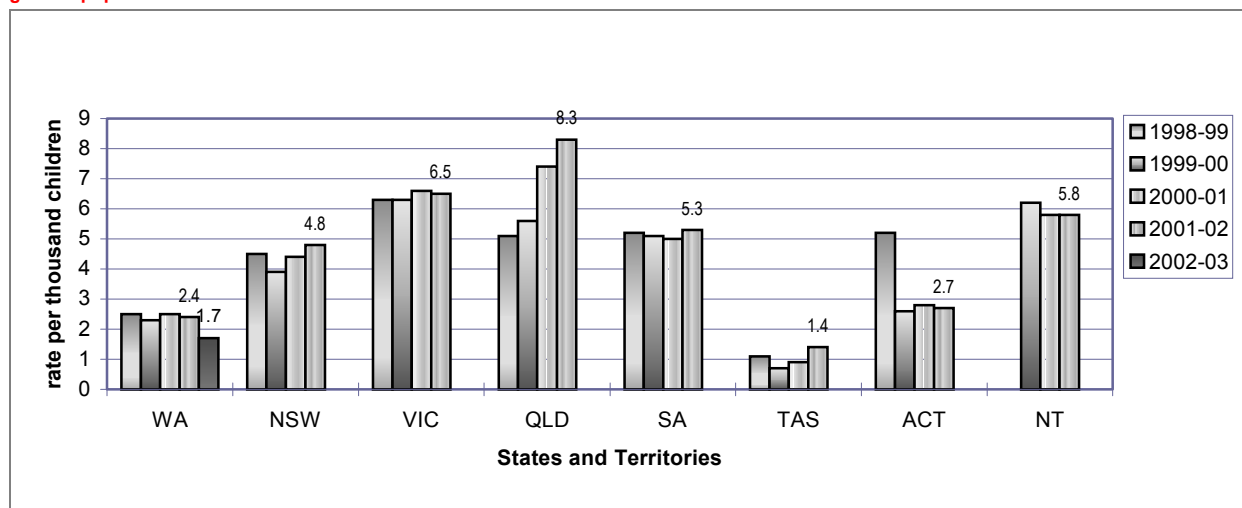
Notes

- This survey question was introduced in 2002/2003.
- Total survey population 1,429 stakeholders identified by project owners.
- Sample selection: Quotas were established to ensure coverage of each portfolio area. Stakeholders were randomly selected until quotas were reached.
- Total survey sample size: 286
- Total survey results have a 95% confidence interval of $\pm 5.18\%$.

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

3.3 Rate of child maltreatment in the population

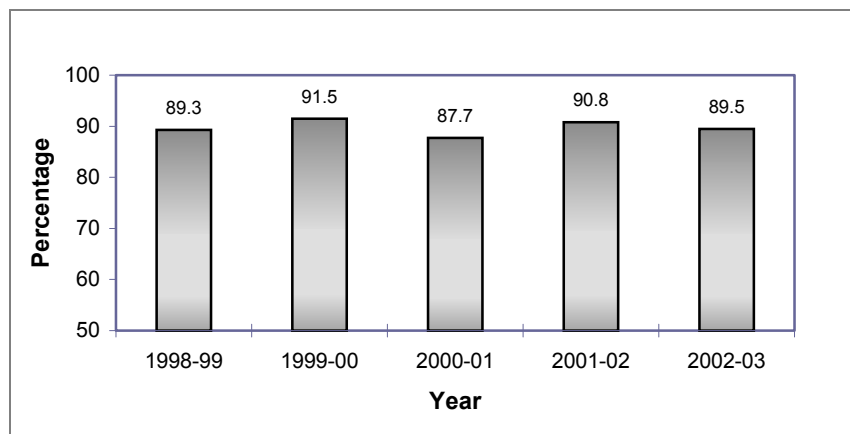
Figure 3.3.1: Rate of children aged zero to 16 years who were the subject of substantiated allegations of abuse per 1,000 children in the general population



Sources
 AIHW Child Protection Australia 2001/2002
 ABS WA Basic Community Profile Catalogue No. 2001.0

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

Figure 3.4.1: Percentage of children who are not the subject of re-substantiated maltreatment in 12 months



Notes

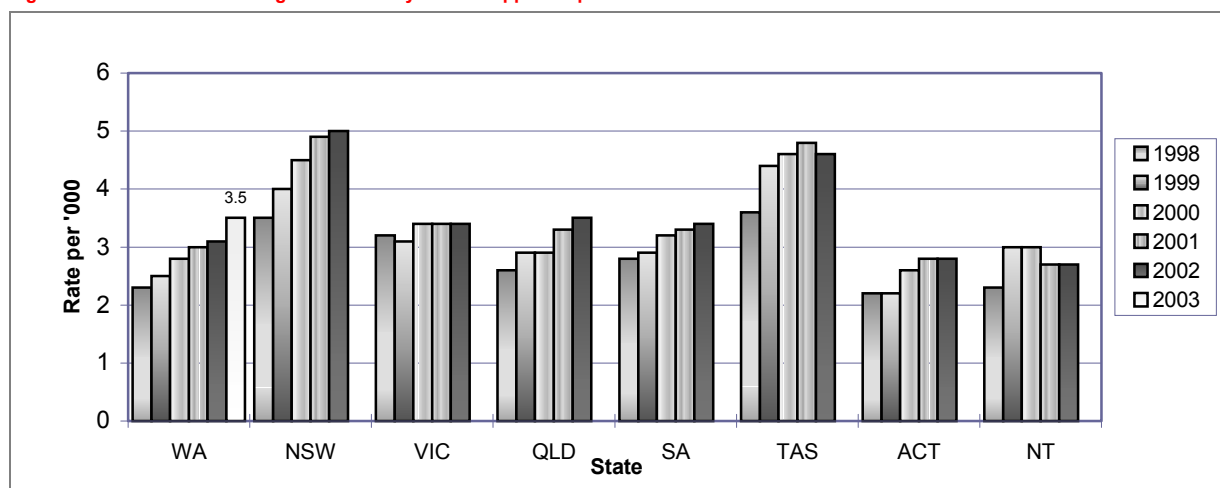
- This measure reports on substantiated allegations in the previous financial year. Thus the 2002/2003 figure is the proportion of substantiated allegations in 2001/2002 that were not followed by another substantiated allegation within 12 months.
- It is not possible at present to identify the actual date of any maltreatment event thus the indicator uses the date the maltreatment was reported to the Department.
- In some cases, the subsequent substantiation is actually a report of earlier abuse/maltreatment.
- The methodology for calculating this indicator has been improved. Results may differ from previously published figures.

3.5 Extent to which children remain with their families

Rate of children in supported placements

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

Figure 3.5.1 Rate of children aged zero to 17 years in supported placements



Sources

ABS WA Basic Community Profile Catalogue No. 2001.0
AIHW Child Protection Australia 2001/2002

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

3.6 Rate of substantiated maltreatment of children in care by carers

The Department endeavours to ensure quality care for all children in supported placements. One measure of the quality of that care is the rate of substantiated abuse by carers of children while they are in placements. This measure also includes cases where the person believed responsible was a worker at a placement service where the child was placed.

Table 3.5.1: Percentage of children abused by carers

	1998/1999	1999/2000	2000/2001	2001/2002	2002/2003
Children abused in care by carers	0.34%	0.13%	0.52%	0.32%	0.32%

Notes

- The 2002/2003 figure represents eight children.
- Due to information becoming available after the production of performance indicators, it is now known that the 2001/2002 figure is 0.55% (or 14 children). However, as later information will become available every year the original figure is reported here to enable comparability of the time series.

3.7 Number of substantiated complaints per licensed child care service

Table 3.5.2: Number of substantiated complaints per licensed service

	2000/2001	2001/2002	2002/2003
Substantiated complaints per service	0.0574	0.0534	0.0264

Indicators of efficiency

Output 1: Community Development

Indicators of efficiency

- 1.1 Average cost per community development project for children and families
- 1.2 Average cost per capacity development service
- 1.3 Average cost per community development project for seniors
- 1.4 Average cost per community development project for Aboriginal and Torres Strait Islander people
- 1.5 Average cost of a Seniors card
- 1.6 Average cost per community development initiative for women
- 1.7 Average cost per community development project for children and young people

1.1 Average cost per community development project for children and families

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

Table 1.1.1: Average cost per community development project for children and families

	2002/2003
Total cost	\$3,561,149
Number of projects	193
Average cost per project	\$18,452

1.2 Average cost per capacity development service

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

Table 1.2.1: Average cost per capacity development service

	2002/2003
Total cost	\$52,331,422
Number of services	312
Average cost per service	\$167,729

1.3 Average cost per community development project for seniors

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

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

Table 1.3.1: Average total cost per community development project for seniors

	2001/2002	2002/2003
Total cost	\$1,299,915	\$1,529,904
Number of projects	24	22
Average cost per project	\$54,163	\$69,541

Notes

- Due to the recalculation of cost data, figures for 2001/2002 will differ from previously published OBM data.
- The increase in total cost is due to changes in the financial cost allocation model during 2002/2003 for the Office of Seniors Interests and Volunteering.

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

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

Table 1.4.1: Average cost per community development project for Aboriginal and Torres Strait Islander people

	2002/2003
Total cost	\$2,471,869
Number of projects	60
Average cost per project	\$41,198

1.5 Average cost of a Seniors Card

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

As at 30 June 2003 there were 215,823 Seniors Card holders throughout the State representing 73 percent of all Western Australians aged 60 years and older, and approximately 81 percent of eligible seniors.

Table 1.5.1: Number and average cost of Seniors Cards managed

	1998/1999	1999/2000	2000/2001	2001/2002	2002/2003
Number of new Seniors Cards issued	20,703	20,686	19,032	18,445	15,162
Number of renewals	2,713	6,805	36,161	40,722	17,280
Total number of Seniors Cards issued	23,416	27,491	55,193	59,167	32,442
Average number of Seniors Cards managed	171,855	182,289	197,409	214,220	218,724
Total cost of Seniors Cards managed	\$309,000	\$661,892	\$584,153	\$631,153	\$425,211
Average cost per Seniors Card	\$1.80	\$3.63	\$2.96	\$2.95	\$1.94

Notes

- The total number of Seniors Card holders as at 30 June 2003 was 215,823. The total number of Seniors Cards shown in the table is based on the average number of Seniors Cards managed throughout the year.
- The increase in the cost of managing the Seniors Card for 1999/2000 was a result of including overheads and salaries in the total cost. These costs were not included in previous years.
- Decrease in expenditure is due to the Seniors Card Discount Directory not being produced in 2002/2003, and to changes in the financial cost allocation model during 2002/2003 for the Office of Seniors Interests and Volunteering. The Seniors Card Discount Directory is published every two years.
- There was a significant increase in the number of renewals in 2001/2002 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 in 2001/2002 which encouraged many lapsed members to renew their cards.
- The number of renewals continued to be relatively large in 2002/2003 due to the requirement for Seniors Card holders to have a valid card to claim annual government concessions introduced in 2001/2002.
- Due to the recalculation of cost data, figures for 2001/2002 will differ from previously published OBM data.

1.6 Average cost per community development initiative for women

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

Table 1.6.1: Average cost per community development initiative for women

	2002/2003
Total cost	\$75,960
Number of initiatives	1
Average cost per initiative	\$75,960

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

The Office for Children and Young People's Policy seeks to empower children and young people and facilitate their involvement at all levels in communities.

Table 1.7.1: Average cost per community development project for children and young people

	2002/2003
Total cost	\$2,251,915
Number of projects	5
Average cost per project	\$450,383

Output 2: Children's and young persons' policy

Indicators of efficiency

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

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

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

The Office for Children and Young People's Policy engages with children and young people, Government, non government and community based organisations, to promote participation and inclusion.

Table 2.1.1: Average cost per community engagement initiative for children and young people

	2002/2003
Total cost	\$3,586,337
Number of initiatives	7
Average cost per initiative	\$512,334

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

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

Table 2.2.1: Average cost per policy advice project for children and young people

	2001/2002	2002/2003
Total cost	\$255,032	\$344,717
Number of projects	57	62
Average cost per project	\$4,474	\$5,560

Notes

- Increase in cost is due to the reallocation of some programs from Output 1 to Output 2 as a result of the restructure of the Office for Children and Young People's Policy.
- Due to the recalculation of cost data, figures for 2001/2002 will differ from previously published OBM data.

Output 3: Positive ageing policy

Indicators of efficiency

3.1 Average cost per policy advice and information project which facilitates positive ageing

3.2 Average cost per community engagement initiative which facilitates positive ageing

3.1 Average cost per community engagement initiative which facilitates positive ageing

Seniors Interests undertakes community engagement initiatives to involve the Government, non government and business sectors and the community to collaboratively plan for the ageing population and promote positive ageing.

Table 3.1.1: Average cost per community engagement initiative which facilitates positive ageing

	2001/2002	2002/2003
Total cost	\$283,527	\$445,607
Number of projects	15	15
Average cost per project	\$18,902	\$29,707

Note

- The increase in total cost is due to changes in the financial cost allocation model during 2002/2003 for the Office of Seniors Interests and Volunteering.
- Due to the recalculation of cost data, figures for 2001/2002 will differ from previously published OBM data.

3.2 Average cost per policy advice and information project which facilitates positive ageing

Seniors Interests undertakes policy coordination and provides policy advice to promote positive ageing and encourage planning for the ageing population. This includes providing policy advice, strategic analysis and information about ageing to the Minister and all sectors of the community.

Table 3.2.1: Average cost per policy advice and information project which facilitates positive ageing

	2001/2002	2002/2003
Total cost	\$1,055,151	\$547,033
Number of projects	24	19
Average cost per project	\$43,965	\$28,791

Notes

- The decrease in the number of projects reflects an increase in the complexity of projects.
- The decrease in total cost is due to changes in the financial cost allocation model during 2002/2003 for the Office of Seniors Interests and Volunteering.
- Due to the recalculation of cost data, figures for 2001/2002 will differ from previously published OBM data.

Output 4: Women's policy and progress

Indicators of efficiency

4.1 Average cost per community engagement initiative for women

4.2 Average cost per policy advice and information project for women

4.1 Average cost per community engagement initiative for women

The Office for Women's policy undertakes community engagement initiatives to involve the Government, non government, business and community sectors to contribute to the development of policy to improve women's position in society.

Table 4.1.1: Average cost per community engagement initiative for women

	2002/2003
Total cost	\$914,370
Number of initiatives	22
Average cost per initiative	\$41,562

4.2 Average cost per policy advice and information project for women

The Office for Women's Policy provides research, analysis, information and advice to the Government on issues affecting women. A range of information services is also provided to women in the community.

Table 4.2.1: Average cost per policy advice and information project for women

	2002/2003
Total cost	\$825,820
Number of projects	536
Average cost per project	\$1,541

Output 5: Volunteering policy and coordination

Indicators of efficiency

5.1 Average cost per policy project which facilitates volunteering

5.1 Average cost per policy project which facilitates volunteering

The Volunteering Secretariat works to develop and implement Government policy for volunteering and provide Ministerial support, monitor issues and coordinate ongoing research and evaluation of volunteering initiatives to inform policy and program development, to develop program initiatives that support and extend volunteering now and into the future and establish mechanisms of communication within the public sector and the wider community to develop partnerships through consultation.

Table 5.1.1: Average cost per policy project which facilitates volunteering

	2001/2002	2002/2003
Total cost	\$458,910	\$1,045,065
Number of projects	8	11
Average cost per project	\$57,364	\$95,006

Notes

- The increase in total cost is due to changes in the financial cost allocation model during 2002/2003 for the Office of Seniors Interests and Volunteering.
- Due to the recalculation of cost data, figures for 2001/2002 will differ from previously published OBM data.

Output 6: Aboriginal and Torres Strait Islander policy coordination

Indicators of efficiency

6.1 Average cost per policy project for Aboriginal and Torres Strait Islander people

6.1 Average cost per policy project for Aboriginal and Torres Strait Islander people

Table 6.1.1: Average cost per policy project for Aboriginal and Torres Strait Islander people

	2002/2003
Total cost	\$254,651
Number of projects	6
Average cost per project	\$42,442

Output 7: Care and safety services

Indicators of efficiency

7.1 Average cost per care and safety case equivalent services

7.1 Average cost per care and safety case equivalent services

Care and safety services include the following:

- child maltreatment allegations
- care and protection applications
- intensive family support and treatment cases
- supported accommodation services
- financial assistance and counselling services
- disaster responses
- child placement services.
- supported accommodation
- financial assistance and counselling.

Table 7.1.1: Average cost per care and safety case equivalent

	2001/2002	2002/2003
Total cost of care and safety services	\$116,597,642	\$122,236,996
Number of case equivalents	39,099 ¹	41,476
Average cost per case equivalent	\$2,982 ¹	\$2,947

Note

1. Due to updated data being available these figures differ from previously published OBM data.

Output 8: Family and domestic violence coordination

Indicators of efficiency

8.1 Average cost per family and domestic violence coordination and community education project

8.1 Average cost per family and domestic violence coordination and community education project

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

Table 8.1.1: Average cost per family and domestic violence coordination and community education project

	2001/2002	2002/2003
Total cost	\$1,804,517	\$2,248,662
Number of projects	11	9
Average cost per project	\$164,047	\$249,851

Notes

- The increase in the total cost is due to the restructure of the Office for Women's Policy during 2002/2003. The Office was split into the Office for Women's Policy and the Family and Domestic Violence Unit, resulting in the costs being allocated according to the new structure.
- Due to the recalculation of cost data, figures for 2001/2002 will differ from previously published OBM data.

Financial statements for the year ended 30 June 2003

Statement of Certification

The accompanying financial statements of the Department for Community Development have been prepared in compliance with the provisions of the Financial Administration and Audit Act 1985 from proper accounts and records to present fairly the financial transactions for the financial year ending 30 June 2003 and the financial position as at 30 June 2003.

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 2003



Principal Accounting Officer
15 August 2003

Independent Audit Opinion

To the Parliament of Western Australia

DEPARTMENT FOR COMMUNITY DEVELOPMENT FINANCIAL STATEMENTS FOR THE YEAR ENDED JUNE 30, 2003

Audit Opinion

In my opinion,

- i) the controls exercised by the Department for Community Development provide reasonable assurance that the receipt and expenditure of moneys, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions; and
- ii) the financial statements are based on proper accounts and present fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia and the Treasurer's Instructions, the financial position of the Department at June 30, 2003 and its financial performance and cash flows for the year ended on that date.

Scope

The Director General's Role


The Director General is responsible for keeping proper accounts and maintaining adequate systems of internal control, preparing the financial statements, and complying with the *Financial Administration and Audit Act 1985* (the Act) and other relevant written law.

The financial statements consist of the Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows, Output Schedule of Expenses and Revenues, Summary of Consolidated Fund Appropriations and Revenue Estimates, and the Notes to Financial Statements.

Summary of my Role

As required by the Act, I have independently audited the accounts and financial statements to express an opinion on the controls and financial statements. This was done by looking at a sample of the evidence.

An audit does not guarantee that every amount and disclosure in the financial statements is error free. The term "reasonable assurance" recognises that an audit does not examine all evidence and every transaction. However, my audit procedures should identify errors or omissions significant enough to adversely affect the decisions of users of the financial statements.



D D R Pearson
Auditor General
15 October 2003

Department for Community Development
Statement of Financial Performance for the year ended 30 June 2003

	Note	2002/2003 (\$'000)	2001/2002 (\$'000)
COST OF SERVICES			
Expenses from ordinary activities			
Employee expenses	4	72,269	71,846
Contracts and services	5	13,698	14,407
Depreciation and amortisation	6	3,532	3,749
Operating expenses	7	9,340	9,586
Accommodation expenses	8	8,911	9,345
Grants and subsidies		24,335	22,748
Funding for services		57,402	53,829
Capital user charge	9	5,020	4,278
Other expenses	10	590	707
Total cost of services		<u>195,097</u>	<u>190,495</u>
Revenues from ordinary activities			
Revenue from operating activities			
User charges and fees	11	85	48
Revenues from Commonwealth Government	12, 2(m)	17,476	17,633
Revenue from non-operating activities			
Proceeds from disposal of non-current assets	13	34	53
Other revenues	14	2,471	3,962
Total revenues from ordinary activities		<u>20,066</u>	<u>21,696</u>
NET COST OF SERVICES		175,031	168,799
REVENUES FROM STATE GOVERNMENT			
Appropriations	15	179,237	169,924
Liabilities assumed by the Treasurer	16	624	314
Resources received free of charge	17	372	313
Total revenues from State Government		<u>180,233</u>	<u>170,551</u>
CHANGE IN NET ASSETS		5,202	1,752
Net increase/(decrease) in asset revaluation reserve	32	(472)	1,021
TOTAL CHANGES IN EQUITY OTHER THAN THOSE RESULTING FROM TRANSACTIONS WITH WA STATE GOVERNMENT AS OWNERS		<u>4,730</u>	<u>2,773</u>

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

**Department for Community Development
Statement of Financial Position as at 30 June 2003**

	Note	2002/2003 (\$'000)	2001/2002 (\$'000)
CURRENT ASSETS			
Cash assets	18	15,191	8,210
Restricted cash assets	19	1,605	3,091
Receivables	20	1,419	1,393
Amount receivable for outputs	21	2,885	2,686
Prepaid expenses	22	6,729	5,568
Total current assets		<u>27,829</u>	<u>20,948</u>
NON CURRENT ASSETS			
Restricted cash assets	19	2,175	1,842
Amount receivable for outputs	21	3,152	2,163
Property, office machines, furniture and equipment	23, 27	30,653	30,089
Leasehold improvements	24, 27	5,787	7,078
Restricted assets	25, 27	20,016	21,132
Work in progress	26, 27	1,276	981
Total non current assets		<u>63,059</u>	<u>63,285</u>
Total assets		<u>90,888</u>	<u>84,233</u>
CURRENT LIABILITIES			
Payables	28	1,051	1,442
Accrued salaries	29	1,720	1,421
Provisions	30	12,411	11,464
Lease incentive liability	31	52	20
Total current liabilities		<u>15,234</u>	<u>14,347</u>
NON CURRENT LIABILITIES			
Provisions	30	3,528	3,326
Lease incentive liability	31	256	308
Total non current liabilities		<u>3,784</u>	<u>3,634</u>
Total liabilities		<u>19,018</u>	<u>17,981</u>
EQUITY			
Contributed equity	32	5,706	4,817
Accumulated surplus		28,093	22,892
Asset revaluation reserve		38,071	38,543
Total equity		<u>71,870</u>	<u>66,252</u>
Total liabilities and equity		<u>90,888</u>	<u>84,233</u>

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

Department for Community Development
Statement of Cash Flows for the year ended 30 June 2003

	Note	2002/2003 (\$'000) Inflows (Outflows)	2001/2002 (\$'000) Inflows (Outflows)
CASH FLOWS FROM STATE GOVERNMENT			
Output appropriations	15	175,363	165,075
Capital contributions	32	821	4,817
Holding account draw downs		2,686	0
Net cash provided by State Government		178,870	169,892
Utilised as follows:			
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee expenses		(70,292)	(71,324)
Contracts and services		(13,403)	(14,374)
Operating expenses		(9,415)	(9,485)
Accommodation expenses		(9,009)	(9,252)
Grants and subsidies		(24,442)	(22,662)
Funding for services		(58,185)	(54,161)
Capital user charge		(5,020)	(4,278)
GST payments on purchases		(10,044)	(9,718)
Receipts			
User charges and fees		85	48
Revenues from Commonwealth Government		17,399	17,633
Other revenues		1,816	1,924
GST receipt on sales		104	126
GST received from taxation authority		9,904	10,059
Net cash provided by/(used in) operating activities	33(b)	(170,502)	(165,464)
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of non current physical assets		(2,574)	(2,515)
Proceeds from sale of non current physical assets		34	48
Net cash provided by/(used in) investing activities		(2,540)	(2,467)
Net increase/ (decrease) in cash held		5,828	1,961
Cash assets at the beginning of the reporting period		13,143	11,182
Cash at the end of the reporting period	33(a)	18,971	13,143

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

Department for Community Development
Output Schedule of Expenses and Revenues for the year ended 30 June 2003

	Community Development		Children's and young persons' policy		Positive ageing policy		Women's policy and progress		Volunteering policy and coordination	
	2002/03	2001/02	2002/03	2001/02	2002/03	2001/02	2002/03	2001/02	2002/03	2001/02
	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)	(\$'000)
COST OF SERVICES										
Employee expenses	25,902	26,355	825	409	569	902	998	1,081	494	261
Contracts and services	5,726	6,389	169	97	176	166	367	194	77	70
Depreciation and amortisation	1,456	1,616	4	8	4	9	11	20	3	6
Operating expenses	3,899	4,164	103	111	64	81	206	229	66	49
Accommodation expenses	3,921	4,393	30	32	82	84	119	124	51	53
Grants and subsidies	2,980	6,536	2,798	301	94	89	35	59	352	15
Funding for services	16,653	15,448	1	-	-	5	-	769	-	3
Capital user charge	2,075	1,768	1	1	3	2	4	3	2	1
Other expenses	35	139	-	-	-	-	-	-	-	-
Total cost of services	62,647	66,808	3,931	959	992	1,338	1,740	2,479	1,045	458
Revenues from ordinary activities										
Revenues from operating activities										
User charges and fees	14	-	-	-	-	-	-	-	-	-
Revenues from Commonwealth Government	1,138	1,721	-	-	-	-	-	-	-	-
Revenue from non operating activities										
Proceeds from disposal of non current assets	14	22	-	-	-	-	-	-	-	-
Other revenues	1,399	1,727	-	-	-	-	-	-	-	-
Total revenues from ordinary activities	2,565	3,470	-	-	-	-	-	-	-	-
NET COST OF SERVICES	60,082	63,338	3,931	959	992	1,388	1,740	2,479	1,045	458
REVENUES FROM STATE GOVERNMENT										
Output appropriation	61,616	63,778	3,931	959	992	1,388	1,740	2,479	1,045	458
Liabilities assumed by the Treasurer	258	130	-	-	-	-	-	-	-	-
Resources received free of charge	154	129	-	-	-	-	-	-	-	-
Total revenues from State Government	62,028	64,037	3,931	959	992	1,388	1,740	2,479	1,045	458
CHANGE IN NET ASSETS	1,946	699	-	-	-	-	-	-	-	-

Department for Community Development
Output Schedule of Expenses and Revenues for the year ended 30 June 2003

	Aboriginal and Torres Strait Islander policy and coordination		Care and safety services		Family and domestic violence coordination		TOTAL	
	2002/03 (\$'000)	2001/02 (\$'000)	2002/03 (\$'000)	2001/02 (\$'000)	2002/03 (\$'000)	2001/02 (\$'000)	2002/03 (\$'000)	2001/02 (\$'000)
COST OF SERVICES								
Employee expenses	221	-	42,564	41,838	696	1,000	72,269	71,846
Contracts and services	7	-	6,825	7,258	351	233	13,698	14,407
Depreciation and amortisation	1	-	2,051	2,075	2	15	3,532	3,749
Operating expenses	26	-	4,672	4,669	304	283	9,340	9,586
Accommodation expenses	-	-	4,631	4,521	77	138	8,911	9,345
Grants and subsidies	-	50	17,976	15,656	100	42	24,335	22,748
Funding for services	-	-	40,032	37,513	716	91	57,402	53,829
Capital user charge	-	-	2,932	2,499	3	4	5,020	4,278
Other expenses	-	-	555	568	-	-	590	707
Total cost of services	255	50	122,238	116,597	2,249	1,806	195,097	190,495
Revenues from ordinary activities								
Revenues from operating activities								
User charges and fees	-	-	71	48	-	-	85	48
Revenues from Commonwealth Government	-	-	16,338	15,912	-	-	17,476	17,633
Revenue from non operating activities								
Proceeds from disposal of non current assets	-	-	20	31	-	-	34	53
Other revenues	-	-	1,072	2,222	-	13	2,471	3,962
Total revenues from ordinary activities	-	-	17,501	18,213	-	13	20,066	21,696
NET COST OF SERVICES	255	50	104,737	98,384	2,249	1,793	175,031	168,799
REVENUES FROM STATE GOVERNMENT								
Output appropriation	255	50	107,409	99,069	2,249	1,793	179,237	169,924
Liabilities assumed by the Treasurer	-	-	366	184	-	-	624	314
Resources received free of charge	-	-	218	184	-	-	372	313
Total revenues from State Government	255	50	107,993	99,437	2,249	1,793	180,233	170,551
CHANGE IN NET ASSETS	-	-	3,256	1,053	-	-	5,202	1,752

Department for Community Development
Summary of Consolidated Fund Appropriations and Revenue Estimates for the year ended
30 June 2003

	2002/2003 Estimate \$'000	2002/2003 Actual \$'000	Variance \$'000	2002/2003 Actual \$'000	2001/2002 Actual \$'000	Variance \$'000
PURCHASE OF OUTPUTS						
Item 103 net amount appropriated to purchase outputs	176,083	178,488	(2,405)	178,488	169,175	9,313
Item 104 contribution to Western Australian Family Foundation Trust Account	560	560	-	560	560	-
Amount authorised by other statutes - Salaries and Allowances Act 1975	189	189	-	189	189	-
Total appropriations provided to purchase outputs	176,832	179,237	(2,405)	179,237	169,924	9,313
CAPITAL						
Item 181 capital contribution	736	821	(85)	821	4,817	(3,996)
GRAND TOTAL OF APPROPRIATIONS	177,568	180,058	(2,490)	180,058	174,741	5,317
Details of Expenditure by Outputs						
Community development	69,275	62,647	6,628	62,647	66,808	(4,161)
Children's and young persons' policy	1,038	3,931	(2,893)	3,931	959	2,972
Positive ageing policy	1,242	992	250	992	1,338	(346)
Women's policy and progress	1,705	1,740	(35)	1,740	2,479	(739)
Volunteering policy and coordination	835	1,045	(210)	1,045	458	587
Aboriginal and Torres Strait Islander policy and coordination	540	255	285	255	50	205
Care and safety services	119,345	122,238	(2,893)	122,238	116,597	5,641
Family and domestic violence coordination	2,692	2,249	443	2,249	1,806	443
Total cost of outputs	196,672	195,097	1,575	195,097	190,495	4,602
Less retained revenue	18,891	20,066	(1,175)	20,066	21,696	(1,630)
Net cost of outputs	177,781	175,031	2,750	175,031	168,799	6,232
Adjustment for movement in cash balances and other accrual items	(949)	4,206	(5,155)	4,206	1,125	3,081
Total appropriation provided to purchase outputs	176,832	179,237	(2,405)	179,237	169,924	9,313
Capital expenditure						
Capital appropriations	736	736	-	736	4,817	(4,081)
Adjustment for movement in cash balances and other funding sources	2,230	(2,332)	4,562	(2,332)	(792)	(1,540)
Holding account draw downs	2,138	2,138	-	2,138	-	2,138
Capital Contribution (Appropriation)	5,104	542	4,562	542	4,025	(3,483)

Notes to the Financial Statements for the year ended 30 June 2003

1 Department's objectives and funding

Objectives and funding

The Department's purpose is to enhance the social wellbeing of all Western Australians by working together to:

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

The Department for Community Development is predominantly funded by Parliamentary appropriations while also having a net appropriation arrangement. A determination by the Treasurer, pursuant to Section 23A of the Financial Administration and Audit Act, provides for the retention of moneys received by the Department.

The financial statements encompass all funds through which the Department for Community Development controls resources to carry on its functions.

2 Significant accounting policies

a General statement

The financial statements constitute a general purpose financial report which has been prepared in accordance with Australian Accounting Standards, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Standards Board, and Urgent Issues Group (UIG) Consensus Views as applied by the Treasurer's Instructions. Several of these are modified by the Treasurer's Instructions to vary the application, disclosure, format and wording. The Financial Administration and Audit Act and the Treasurer's Instructions are legislative provisions governing the preparation of financial statements and take precedence over Australian Accounting Standards, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board and UIG Consensus Views. The modifications are intended to fulfil the requirements of general application to the public sector together with the need for greater disclosure and also to satisfy accountability requirements.

If any such modification has a material or significant financial effect on the reported results, details of that modification and, where practicable, the resulting financial effect is disclosed in individual notes to these financial statements.

b Basis of accounting

The financial statements have been prepared in accordance with Australian Accounting Standard (AAS) 29.

The statements have been prepared on the accrual basis of accounting using historical cost convention, except for certain assets which subsequent to initial recognition, have been measured on the fair value basis in accordance with the option under AAS 38(5.1). Land and buildings controlled by the agency and revalued by an independent valuation by the Valuer General's Office as at 30 June 2002 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 Output appropriations

Output appropriations are recognised as revenues in the period in which the Department gains control of the appropriated funds. The Department gains control of appropriated funds at the time those funds are deposited into the Department's bank account or credited to the holding account held at the Department of Treasury and Finance.

d Contributed equity

Under UIG 38 "Contributions by Owners Made to Wholly Owned Public Sector Entities" transfers in the nature of equity contributions must be designated by the Government (owners) as contributions by owners (at the time of, or prior to transfer) before such transfers can be recognised as equity contributions in the financial statements. Capital contributions (appropriations) have been designated as contributions by owners and have been credited directly to Contributed Equity in the Statement of Financial Position.

Capital appropriations which are repayable to the Treasurer are recognised as liabilities.

e Net appropriation determination

Pursuant to section 23A of the Financial Administration and Audit Act, the net appropriation determination by the Treasurer provides for retention of the following moneys received by the Department:

- Proceeds from fees and charges and;
- Proceeds from training courses provided.

Retained revenues may only be applied to the outputs specified in the 2002/2003 Budget Statements.

Notes to the Financial Statements for the year ended 30 June 2003

f Operating accounts

Amounts appropriated are deposited into the operating account and any revenues, which are the subject of net appropriation determinations, are also deposited into the operating account. All payments of the Department are made from the operating account.

g Valuation of non current assets

Non current assets controlled by the Department have been included either at cost or fair value. The revaluation of land and buildings was performed in June 2002 with an independent valuation by the Valuer General's Office.

The transitional provisions in AAS38 (10.9) (b) have been applied to leasehold improvements and restricted assets.

h Depreciation of non current assets

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

Depreciation is provided for on the straight line basis, using rates which are reviewed annually. Major depreciation periods based on expected useful lives for each class of depreciable asset are:

Buildings		25 years
Furniture	Fabric	5 years
	Wood	10 years
	Metal	15 years
Office equipment		5 years
Electrical equipment		5 years
Computer equipment		4 years
Computer software		3 years

Leasehold improvements are depreciated on a straight line basis over the life of the lease or the life of the asset, whichever is less.

i Employee entitlements

Annual leave

This entitlement is recognised at current remuneration rates and is measured at the amount unpaid at the reporting date in respect to employees service up to that date.

Long service leave

A liability for long service leave is recognised, and is measured as the present value of expected future payments to be made in respect of services provided by employees up to the reporting date. Consideration is given when assessing expected future payments, to expected future wage and salary levels including relevant on costs, experience of employee departures and periods of service. Expected future payments are discounted using interest rates to obtain the estimated future cash outflows.

This method of measurement of the liability is consistent with the requirements of AASB 1028 "Employee Benefits" and includes superannuation on costs.

Superannuation

Staff may contribute to the Pension Scheme, a defined benefits Pension Scheme now closed to new members, or to the Gold State Superannuation Scheme, a defined benefit lump sum scheme now also closed to new members. All staff who do not contribute to either of these schemes become non contributory members of the West State Superannuation Scheme, an accumulation fund complying with the Commonwealth Government's Superannuation Guarantee (Administration) Act 1992. All of these schemes are administered by the Government Employees Superannuation Board (GESB).

The superannuation expense comprises the following elements:

- (i) change in the unfunded employer's liability in respect of current employees who are members of the Pension Scheme and current employees who accrued a benefit on transfer from that Scheme to the Gold State Superannuation Scheme; and
- (ii) employer contributions paid to the Gold State Superannuation Scheme and West State Superannuation Scheme.

The superannuation expense does not include payment of pensions to retirees as this does not constitute part of the cost of services provided by the Department in the current year.

A revenue "Liabilities assumed by Treasurer" equivalent to (i), is recognised under Revenues from State Government in the Statement of Financial Performance, as the unfunded liability is assumed by the Treasurer. GESB makes the benefit payments which is recouped by the Treasurer.

Notes to the Financial Statements for the year ended 30 June 2003

The Department is funded for employer contributions in respect of the Gold State Superannuation Scheme and the West State Superannuation Scheme. These contributions were paid to the GESB during the year. The GESB subsequently paid the employer contributions in respect of the Gold State Superannuation Scheme to the Consolidated Fund.

j Leases

The Department has entered into a number of operating lease arrangements for buildings, motor vehicles, and computer hardware where the lessor effectively retains all of the risks and benefits incident to ownership of the items held under the operating leases. Equal instalments of the lease payments are charged to the Statement of Financial Performance over the lease term, as this is representative of the pattern of benefits to be derived from the leased property.

Where lease incentive benefits have been received, they have been recognised as a liability which will be reduced by the amount by which the lease rental payment made during any reporting period is greater than the rental expense for that period (note 31).

The Department's commitment in respect of operating leases is disclosed in note 34. The Department has no finance lease commitments at this time.

k Accounts receivable, accounts payable, accrued expenses and accrued salaries

Accounts receivable are recognised at the amounts receivable, as they are due for settlement no more than 30 days from the date of recognition, unless otherwise negotiated. Collectability of accounts receivable is reviewed on an ongoing basis. Debts which are known to be uncollectable are written off. A provision for doubtful debts is raised for debts which are unlikely to be collectable.

Accrued salaries suspense account consists of amounts paid annually into a suspense account over a period of 10 financial years to largely meet the additional cash outflow in the year when 27 pay days occur instead of the normal 26. No interest is received on this account.

Accounts payable and accrued expenses are recognised when the Department becomes obliged to make future payments as a result of the purchase of goods and services. These amounts are generally settled within 30 days.

Accrued salaries represents the amount due to staff but unpaid at the end of the financial year, as the end of the last pay period for that financial year does not coincide with the end of the financial year. Accrued salaries are settled within a few days of the financial year end. The Department considers the carrying amount of accrued salaries to be equivalent to the net fair value.

l Revenue

The Department's accounting treatment for Commonwealth revenue has been amended such that grant instalments are recognised as revenue in the period of receipt as required by AAS 15, rather than being allocated to a future period for which they may have been granted.

Under current revenue retention arrangements, proceeds from the sale of assets must initially be paid into the Consolidated Fund before the funds can be made available to the Department by way of supplementary appropriation.

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 Community Development

The budget for 2002/03 was framed in terms of activities/outputs, consequently financial reporting for the year is also analysed in terms of activities/outputs.

Information about the Department's outputs, and the expenses and revenues which are reliably attributable to those outputs is set out in the Output Schedule.

The key outputs of the Department and its objectives are:

Output 1: Community development

Community development programs, activities and services to increase the social infrastructure and capacity of communities to ensure high quality and safe childcare, the wellbeing of children, individuals and families.

Output 2: Children's and young person's policy

Policy coordination, policy advice, analysis and information to develop and refine a collaborative approach with government agencies and the community to promote healthy children and young people.

Notes to the Financial Statements for the year ended 30 June 2003

Output 3: Positive ageing policy

Policy coordination, policy advice, analysis and information to develop and refine a collaborative approach with Government agencies and the community to promote positive ageing.

Output 4: Women's policy and progress

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

Output 5: Volunteering policy and coordination

Policy coordination, policy advice, analysis and information to develop and refine a collaborative approach with Government agencies and the community to promote volunteering.

Output 6: Aboriginal and Torres Strait Islander policy coordination

Departmental policy coordination, policy advice, analysis and information for Aboriginal and Torres Strait Islander services.

Output 7: Care and safety services

Services to support families and individuals in crisis and help reduce the occurrence and impact of all forms of abuse; quality care to those children placed in the care of the State.

Output 8: Family and domestic violence coordination

Policy development and coordination to support families and individuals experiencing family and domestic violence.

	2002/2003 (\$'000)	2001/2002 (\$'000)
4 Employee expenses		
Wages and salaries	52,825	51,906
Superannuation	6,591	6,040
Leave accruals and other salary costs	9,489	9,610
Workers compensation premiums	2,575	3,487
Fringe benefits tax	789	803
	<u>72,269</u>	<u>71,846</u>
5 Contracts and services		
Contractors and consultants	9,088	10,013
Leased equipment	405	342
Repairs and maintenance – equipment	182	188
Motor vehicle costs	3,839	3,715
Facilities	184	149
	<u>13,698</u>	<u>14,407</u>
6 Depreciation and amortisation expense		
Depreciation		
Buildings	622	600
Furniture and equipment	361	450
Computer equipment	234	768
Restricted assets – buildings	222	222
	<u>1,439</u>	<u>2,040</u>
Amortisation		
Leasehold improvements		
Controlled assets	1,364	814
Restricted assets	729	895
	<u>2,093</u>	<u>1,709</u>
	<u>3,532</u>	<u>3,749</u>

Notes to the Financial Statements for the year ended 30 June 2003

	2002/2003 (\$'000)	2001/2002 (\$'000)
7 Operating expenses		
Communications	2,597	2,817
Consumables	2,793	2,849
Staffing costs	1,800	1,772
Training	666	690
Travel	1,067	1,102
Other	417	356
	<u>9,340</u>	<u>9,586</u>
8 Accommodation expenses		
Lease rentals	5,212	5,528
Repairs and maintenance – buildings	878	890
Insurance – general	472	405
Minor works	829	1,013
Cleaning, gardening, security, rates and taxes	733	704
Power, water and gas	787	805
	<u>8,911</u>	<u>9,345</u>
9 Capital user charge	<u>5,020</u>	<u>4,278</u>
A capital user charge rate of 8 percent has been set by the government and represents the opportunity cost of capital invested in the net assets of the Department used in the provision of outputs. The charge is calculated on the net assets adjusted to take account of exempt assets. Payments are made to the Department of Treasury and Finance on a quarterly basis.		
10 Other expenses		
Doubtful debts expense	473	371
Carrying amount of non current assets disposed of (refer to note 13)	82	336
De-recognition of leasehold improvements	35	0
	<u>590</u>	<u>707</u>
11 User charges and fees		
Adoption fees	58	33
Family centre revenue	5	7
Criminal records screening	21	8
Freedom of information	1	0
	<u>85</u>	<u>48</u>

Notes to the Financial Statements for the year ended 30 June 2003

	2002/2003 (\$'000)	2001/2002 (\$'000)
12 Revenues from Commonwealth Government		
Recurrent		
Children's Services Program	372	404
Family Law Court	685	1,213
Supported Accommodation Assistance Program	16,314	15,861
Unattached Refugee Children	24	51
Christmas/Cocos Island Service Delivery Programs*	66	83
Christmas/Cocos Island Service Volunteer community Resource Centre Program	15	0
National youth week	0	21
	<u>17,476</u>	<u>17,633</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	45	117
Funding from the Commonwealth	66	83
	<u>111</u>	<u>200</u>
Payment by program		
Administration costs	82	155
Balance carried forward	<u>29</u>	<u>45</u>

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

	Proceeds from disposal		Carrying cost of assets		Net gain/(loss) on disposal	
	2002/03 (\$'000)	2001/02 (\$'000)	2002/03 (\$'000)	2001/02 (\$'000)	2002/03 (\$'000)	2001/02 (\$'000)
Land and buildings	0	0	0	127	0	(127)
Office machines, furniture and equipment	34	3	6	3	28	0
Computer equipment and software	0	50	0	206	0	(156)
Leasehold improvements	0	0	76	0	(76)	0
	<u>34</u>	<u>53</u>	<u>82</u>	<u>336</u>	<u>(48)</u>	<u>(283)</u>

14 Other revenues

Contributions by officers to the executive motor vehicle scheme	57	55
Rebates and reimbursements	318	229
Bad debt recovery	18	9
Miscellaneous	<u>2,078</u>	<u>3,669</u>
	<u>2,471</u>	<u>3,962</u>

Miscellaneous revenue (\$2,078,000) includes funds for family strengths, agencies sponsorship, disaster relief and strong families project.

Notes to the Financial Statements for the year ended 30 June 2003

	2002/2003 (\$'000)	2001/2002 (\$'000)
15 Output appropriations	179,237	169,924
Output appropriations are accrual amounts reflecting the full cost of outputs delivered.		
The appropriation revenue comprises a cash component and a receivable (asset). The receivable (holding account) comprises the depreciation expense for the year and any agreed increase in leave liability during the year.		
Cash received from Government	175,363	165,075
Amount Receivable for Outputs	3,874	4,849
	<u>179,237</u>	<u>169,924</u>
16 Liabilities assumed by the Treasurer		
Superannuation	<u>624</u>	<u>314</u>
The assumption of superannuation liability by the Treasurer is only a notional revenue to offset the notional superannuation expense reported in respect of current employees who are members of the Pension Scheme and current employees who have a transfer benefit entitlement under the Gold State Scheme.		
17 Resources received free of charge		
Operating expenses	<u>372</u>	<u>313</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	98	83
Crown Solicitor's Office		
- legal services	223	187
Department of Land Administration		
- land information and valuation services	17	3
Department of Housing and Works		
- leasing services	34	39
Department of Education and Training		
- education services	0	1
	<u>372</u>	<u>313</u>
18 Cash assets		
Operating bank account at Commonwealth Bank	15,160	8,178
Cash advances	31	32
	<u>15,191</u>	<u>8,210</u>

Notes to the Financial Statements for the year ended 30 June 2003

	2002/2003 (\$'000)	2001/2002 (\$'000)
19 Restricted cash assets		
Current*		
Community Services Trust Account	89	50
WA Family Foundation	456	666
Supported Accommodation Assistance Program	1,056	2,352
Children's Services Program	0	13
Unattached Refugee Minor Program	4	10
	<u>1,605</u>	<u>3,091</u>
Non Current		
Accrued salaries suspense account**	<u>2,175</u>	<u>1,842</u>

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

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

20 Receivables

	Gross		Provision for doubtful debts		Net	
	2002/03 (\$'000)	2001/02 (\$'000)	2002/03 (\$'000)	2001/02 (\$'000)	2002/03 (\$'000)	2001/02 (\$'000)
Foster subsidy	55	83	22	53	33	30
Salary overpayments	14	9	2	2	12	7
Burials	231	167	162	102	69	65
Workers compensation	30	53	0	0	30	53
Other	249	351	0	0	249	351
GST recoverable	1,026	887	0	0	1,026	887
	<u>1,605</u>	<u>1,550</u>	<u>186</u>	<u>157</u>	<u>1,419</u>	<u>1,393</u>

21 Amounts Receivable for Outputs

Current	2,885	2,686
Non current	<u>3,152</u>	<u>2,163</u>
	<u>6,037</u>	<u>4,849</u>

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

22 Prepaid expenses

Operating costs	930	502
Funding for services	<u>5,799</u>	<u>5,066</u>
	<u>6,729</u>	<u>5,568</u>

Notes to the Financial Statements for the year ended 30 June 2003

23 Property, office machines, furniture and equipment

	Cost or valuation		Accumulated depreciation		Written down value	
	2002/03 (\$'000)	2001/02 (\$'000)	2002/03 (\$'000)	2001/02 (\$'000)	2002/03 (\$'000)	2001/02 (\$'000)
At cost:						
Office machines, furniture and equipment	3,337	3,450	2,627	2,646	710	804
Computer equipment and software	3,535	3,874	3,194	3,417	341	457
	6,872	7,324	5,821	6,063	1,051	1,261
At fair value:						
Land	13,944	13,944	0	0	13,944	13,944
Buildings	16,748	15,351	1,090	467	15,658	14,884
	30,692	29,295	1,090	467	29,602	28,828
<i>Property, office machines, furniture and equipment</i>	37,564	36,619	6,911	6,530	30,653	30,089

The increase in buildings is due to timely capitalisation of additions undertaken within works in progress on completion of projects.

24 Leasehold improvements

	Cost or valuation		Accumulated depreciation		Written down value	
	2002/03 (\$'000)	2001/02 (\$'000)	2002/03 (\$'000)	2001/02 (\$'000)	2002/03 (\$'000)	2001/02 (\$'000)
At fair value:						
Leasehold improvements	9,665	10,358	3,878	3,280	5,787	7,078
<i>Leasehold improvements</i>	9,665	10,358	3,878	3,280	5,787	7,078

25 Restricted assets

These assets are restricted due to limitations being placed on the purpose and functions for which the assets can be used, in either lease documents, land vested in the Minister's name or agreements made with the Commonwealth.

	Cost or valuation		Accumulated depreciation		Written down value	
	2002/03 (\$'000)	2001/02 (\$'000)	2002/03 (\$'000)	2001/02 (\$'000)	2002/03 (\$'000)	2001/02 (\$'000)
At fair value:						
Land	10,419	10,419	0	0	10,419	10,419
Buildings	5,157	5,552	236	203	4,921	5,349
Leasehold improvements	7,794	8,739	3,118	3,375	4,676	5,364
<i>Restricted assets</i>	23,370	24,710	3,354	3,578	20,016	21,132

Notes to the Financial Statements for the year ended 30 June 2003

	2002/03 (\$'000)	2001/02 (\$'000)
26 Work in progress		
Work in progress has been included at cost:		
Parenting information centres	102	39
Family centre upgrades	95	85
Community houses	0	569
Office upgrades	27	0
Hostels	655	6
Heritage buildings upgrades	9	0
Occasional care upgrades	185	182
Child care	203	100
	<u>1,276</u>	<u>981</u>

Work in progress is capitalised on completion of projects.

27 Reconciliation Schedule of Non Current Assets

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

	Land (\$'000)	Buildings (\$'000)	Office machines, furniture and equipment (\$'000)	Computer equipment and software (\$'000)	Leasehold improve- ments (\$'000)	Restricted assets – land (\$'000)	Restricted assets – buildings (\$'000)	Restricted assets – leasehold improve- ments (\$'000)	Works in progress (\$'000)	TOTAL (\$'000)
Carrying amount at start of year	13,944	14,884	804	457	7,078	10,419	5,349	5,364	981	59,280
Additions		1,396	273	118	148		301	42	2,045	4,323
Disposals			(6)		(76)		(35)		(1,750)	(1,867)
Revaluation decrements							(472)			(472)
Depreciation and amortisation		(622)	(361)	(234)	(1,363)		(222)	(730)		(3,532)
Carrying amount at end of year	13,944	15,658	710	341	5,787	10,419	4,921	4,676	1,276	57,732

28 Payables

Payables and accrued expenses

Liability for goods and services	852	1,319
Liability for private trusts	89	50
Liability for employee funded entitlements	110	73
	<u>1,051</u>	<u>1,442</u>

Notes to the Financial Statements for the year ended 30 June 2003

	2002/2003 (\$'000)	2001/2002 (\$'000)
29 Accrued salaries		
Amounts owing for seven working days from 20 June to 30 June 2003 (2002: six working days)	1,720	1,421
30 Provisions		
Employee entitlements		
Current liabilities		
Annual leave	4,361	4,175
Leave loading	275	0
Long service leave*	7,495	7,034
Free passes to the coast	90	77
Time off in lieu	57	48
Public holidays	133	130
	12,411	11,464
Non current liabilities		
Long service leave	3,528	3,326
	15,939	14,790
 *Liability for long service leave includes superannuation on costs and measurement of pro rata amounts at present value method in accordance with AASB 1028 Employee Benefits.		
31 Lease incentive liability		
This amount represents the rent that would have been paid but for the rent free and reduced rent period included in the lease. This amount will be amortised over the life of the lease. This relates to rent accruing to the Office for Women's Policy.		
Current liabilities	52	20
Non current liabilities	256	308
	308	328
32 Equity		
Equity represents the residual interest in the net assets of the Department. The Government holds the equity interest in the Department on behalf of the community. The asset revaluation reserve represents that portion of equity resulting from the revaluation of non current assets.		
Contributed equity		
Balance at the beginning of the year	4,817	0
Capital contributions*	821	4,817
Contributions by owners**	68	0
	5,706	4,817

*Capital contributions have been designated as contributions by owners and are credited directly to equity in the Statement of Financial Position.

**On 30 January 2003 functions of the Family Court Counselling Service were transferred to the Department of Justice. The amount represents the net liabilities/(assets) transferred out.

Notes to the Financial Statements for the year ended 30 June 2003

	2002/2003 (\$'000)	2001/2002 (\$'000)
32 Equity (continued)		
Accumulated surplus		
Balance at the beginning of the year	22,891	21,140
Change in net assets	5,202	1,752
Balance at end of the year	28,093	22,892
Asset revaluation reserve		
Balance at the beginning of the year	38,543	37,522
Revaluations during the year	0	1,021
De-recognition of leasehold improvements	(472)	0
Balance at end of the year	38,071	38,543
Total Equity	71,870	66,252
33 Notes to the Statement of Cash Flows		
(a) Reconciliation of cash		
Cash at the end of the financial year as shown in the Statement of Cash Flows is reconciled to the related items in the Statement of Financial Position as follows:		
Cash assets	15,191	8,210
Restricted cash	3,780	4,933
	18,971	13,143
(b) Reconciliation of net cost of services to net cash flows provided by/(used in) operating activities		
Net cost of services (Statement of Financial Performance)	(175,031)	(168,799)
<u>Non cash items</u>		
Depreciation and amortisation	3,532	3,749
Doubtful debts	473	371
Prior period adjustment	35	(2,038)
Superannuation expense	624	314
Resources received free of charge	372	313
(Profit)/loss on sale of property, plant and equipment	48	283
<u>(Increase)/decrease in assets</u>		
Current receivables	(224)	(182)
Current prepayments	(1,161)	891
<u>(Increase)/(decrease) in liabilities</u>		
Current payables	(391)	(641)
Current provisions	947	861
Current accrued salaries	299	(334)
Other current liabilities	32	14
Non current provisions	202	(366)
Other non current liabilities	(52)	(25)
Non current liabilities transferred from other sources	(68)	0
Net GST receipts/(payments)	0	466
Change in GST in receivables/payables	(139)	(341)
Net cash provided by/(used in) operating activities	(170,502)	(165,464)

Notes to the Financial Statements for the year ended 30 June 2003

	2002/03 (\$'000)	2001/02 (\$'000)
34 Lease commitments		
Lease commitments in relation to leases contracted for at the reporting date but not recognised as liabilities, payable:		
- within a year	4,740	5,218
- later than one year and not later than five years	4,344	5,319
- later than five years	42	42
	<u>9,126</u>	<u>10,579</u>
Representing:		
Cancellable operating leases	2,358	3,520
Non cancellable operating leases	6,768	7,567
	<u>9,126</u>	<u>10,579</u>
Non cancellable operating lease commitments		
- within a year	2,909	3,012
- later than one year and not later than five years	3,817	4,005
- later than five years	42	42
	<u>6,768</u>	<u>7,567</u>

35 Remuneration of senior officers

The number of senior officers whose total of fees, salaries, superannuation and other benefits received, or due and receivable, for the financial year who fall within the following bands are:

\$	2002/2003	2001/2002
10,001 - 20,000	3	0
20,001 - 30,000	1	0
40,001 - 50,000	2	0
50,001 - 60,000	1	0
60,001 - 70,000	1	0
80,001 - 90,000	2	1
90,001 - 100,000	0	2
100,001 - 110,000	2	0
110,001 - 120,000	1	4
120,001 - 130,000	1	4
130,001 - 140,000	1	1
140,001 - 150,000	1	0
170,001 - 180,000	0	1
210,001 - 220,000	1	0

The total remuneration of senior officers is: 1,372 1,549

The superannuation included here represents the superannuation expense incurred by the Department in respect of senior officers. Senior officers are defined as those officers who have sat on the corporate executive for all or part of the financial year. The list is larger than would ordinarily have been the case due to the acting arrangements that needed to be put in place whilst appointments were being made to the relevant executive positions.

No senior officers are members of the Pension Scheme.

Notes to the Financial Statements for the year ended 30 June 2003

36 Explanatory statement

The Summary of Consolidated Fund Appropriations and Revenue Estimates discloses appropriations and other statutes expenditure estimates, the actual expenditures made and revenue estimates and payments into the Consolidated Fund, on an accrual basis.

The following explanations are provided in accordance with Treasurer's Instruction 945.

(i) Significant variances between estimate and actual – total appropriation to purchase outputs

A variation in total appropriation of \$2.4 million is predominantly due to the deferral of programs.

Significant variances are as follows:

	2002/2003 Estimate \$'000	2002/2003 Actual \$'000	Variation \$'000
Community Development	69,275	62,647	6,628

The decrease is due to underspending of programs, and also some programs relating to 'Children's and young person's policy' have been reallocated from output 1 to output 2 as a result of the Office of Children and Young People's Policy restructure (see note below).

Children's and Young Person's Policy	1,038	3,931	(2,893)
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The 2002/2003 estimate is significantly less than actual due to the reallocation of some programs from output 1 to output 2 as a result of the Office of Children and Young People's Policy restructure. In particular, youth programs and awards, and cadets were previously included in output 1 under 'Community development projects for children and young persons'.

(ii) Significant variances between actual and prior year actual – total appropriation to purchase outputs

	2002/2003 Actual \$'000	2001/2002 Actual \$'000	Variation \$'000
Children's and Young Person's Policy	3,931	959	2,972

The 2001/2002 actual is significantly less than 2002/2003 due to the reallocation of some programs from Output 1 to Output 2 as a result of the Office of Children and Young People's Policy restructure. In particular, Youth Programs and Awards, and Cadets were previously included in Output 1 under 'Community Development projects for children and young person's'.

(iii) Capital contribution

	2002/2003 Estimate \$'000	2002/2003 Actual \$'000	Variation \$'000
Decrease expenditure is the result of a higher level of funding being carried forward for information technology and some building programs.	5,104	542	(4,562)

	2002/2003 Actual \$'000	2001/2002 Actual \$'000	Variation \$'000
Decrease due mainly to draw downs from the holding account in lieu of capital injection.	542	4,025	(3,483)

Notes to the Financial Statements for the year ended 30 June 2003

37 Financial instruments

The Department's exposure to interest rate risk and the effective interest rates on financial instruments are as follows:

		<u>Fixed interest rate maturing in</u>				
	Weighted average interest rate %	1 year or less	1 to 5 years	Over 5 years	Non interest bearing	TOTAL
30 June 2003		\$'000	\$'000	\$'000	\$'000	\$'000
Financial assets						
Cash assets					15,191	15,191
Restricted cash assets	5.00				3,780	3,780
Receivables					1,419	1,419
Total financial assets		-	-	-	20,390	20,390
Financial liabilities						
Payables					1,051	1,051
Accrued salaries					1,720	1,720
Provisions					15,939	15,939
Lease incentive liability					308	308
Total financial liabilities		-	-	-	19,018	19,018
Net financial assets/(liabilities)		-	-	-	1,372	1,372

		<u>Fixed interest rate maturing in</u>				
	Weighted average interest rate %	1 year or less	1 to 5 years	Over 5 years	Non interest bearing	TOTAL
30 June 2002		\$'000	\$'000	\$'000	\$'000	\$'000
Financial assets						
Cash assets					8,210	8,210
Restricted cash assets	4.75				4,933	4,933
Receivables					1,393	1,393
Total financial assets		-	-	-	14,536	14,536
Financial liabilities						
Payables					1,442	1,442
Accrued salaries					1,421	1,421
Provisions					14,790	14,790
Lease incentive liability					328	328
Total financial liabilities		-	-	-	17,981	17,981
Net financial assets/(liabilities)		-	-	-	(3,445)	(3,445)

Credit risk exposure

All financial assets are unsecured. Amounts owing by other Government agencies are guaranteed and therefore no credit risk exists in respect of those amounts. In respect of other financial assets the carrying amounts represent the Department's maximum exposure to credit risk in relation to these assets. There were no amounts owing by other Government agencies.

Notes to the Financial Statements for the year ended 30 June 2003

	2002/03 (\$'000)	2001/02 (\$'000)
38 Other commitments		
Capital expenditure		
Community houses	0	50
Hostel upgrades	17	218
Community centres	684	1,846
Office accommodation and relocation	482	0
Family centre remodelling	0	38
New hostels	1,048	25
Parent information centres	20	80
Heritage buildings upgrade	162	0
Upgrade child care and occasional care services	350	0
Expenditure – consumables	469	168
	<u>3,232</u>	<u>2,425</u>

39 Contingent liabilities

The Department's policy is to disclose as a contingency any future obligations which may arise due to special circumstances or events. At the date of this report the Department is not aware of any material future obligations, except for the following:

There are currently three 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 are:

1,715 1,990

Financial assistance vouchers issued but not presented at the year end – as and when the recipients redeem these vouchers, Department for Community Development will be billed by the relevant merchant

194 137

Liability for payments to Riskcover for adjustments to insurance cover in relation to Workers' Compensation and motor vehicle Performance Adjustments

725 711

2,634 2,838

40 Contingent assets

Contracts for services are held with non government organisations to provide specified services for the Department for Community Development. At the completion of the financial year, if there are departmental surplus funds held by the non government organisation, the Department negotiates the return of these funds as per the agreement with the Department. The amount under negotiation for 2001/2002 is approximately \$426,000. The amount under negotiation to 2000/2001 is approximately \$620,000. The surplus funds for the 2002/2003 financial year have yet to be determined as the audited financial statements of the non government organisations are not yet due to the Department.

A rebate from Riskcover for adjustments of insurance cover premiums in relation to workers' compensation Performance Agreements is estimated at \$1,556,000 (2001/2002 \$871,000).

Notes to the Financial Statements for the year ended 30 June 2003

	2002/03 (\$'000)	2001/02 (\$'000)
41 Funding non government bodies		
Community Development	15,138	14,633
Care and Safety Services	17,455	15,872
Crisis Accommodation	24,062	22,368
Strategic initiatives and activities to promote and plan for positive ageing	550	374
Policy advice, strategic initiatives and coordination to make a positive difference for WA women and reduce domestic violence	689	962
Youth policy development, across sector coordination and programs to promote the development and potential of young people	1,330	1,301
	<u>59,224</u>	<u>55,510</u>

This note reflects the Department's funding to non government bodies and is disclosed in accordance with Treasurer's Instruction 951.

42 Trust accounts – Statements of Receipts and Payments for the year ended 30 June 2003	\$	\$
Trust Fund Private		
Trust Statement No 1		
Child Welfare Benevolent Fund		
Balance 1 July	0	4,145
Receipts	<u>0</u>	<u>51</u>
	0	4,196
Payments	<u>0</u>	<u>4,196</u>
Balance 30 June	<u>0</u>	<u>0</u>

To hold donations received for the provision of financial assistance in respect of child welfare matters. Note this trust was closed in 2001/02.

Trust Statement No 3		
Community Services Trust Account		
Balance 1 July	49,686	27,409
Receipts	<u>559,885</u>	<u>417,596</u>
	609,571	445,005
Payments	<u>520,329</u>	<u>395,319</u>
Balance 30 June	<u>89,242</u>	<u>49,686</u>

To hold moneys in trust for children under the care of the Department for Community Development and such other moneys 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	<u>684,864</u>	<u>994,611</u>
	684,864	994,611
Payments	<u>684,864</u>	<u>994,611</u>
Balance 30 June	<u>0</u>	<u>0</u>

To hold funds received by the Department on behalf of pensioners and Centrelink payment recipients in accordance with their authority.

43 Trust statements closed during the year

No trusts were closed during the financial year.

Notes to the Financial Statements for the year ended 30 June 2003

44 Write offs

The following amounts have been written off:

	\$	\$
Accountable Officer		
Salary overpayments	972	1,525
Subsidy overpayments (foster carers)	60,752	27,473
Burial loans	382,952	325,300
Petty cash	78	426
Equipment written off	721	0
Other	0	2,089
TOTAL	445,475	356,813

45 Related Body

The Department does not have any Related Body.

Appendices

Appendix 1: Acts administered by other authorities

The Department for Community Development has varying roles and responsibilities under acts administered by other authorities:

Aboriginal Affairs Planning Authority Act 1972
Bail Act 1982
Children's Court of Western Australia Act 1988
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 Financial Responsibility Act 2000
Human Reproductive Technology Act 1991
Immigration (Guardianship of Children) Act 1946 (Commonwealth)
Industrial Relations Act 1979
Justices Act 1902
Legal Representation of Infants Act 1977
Occupational Safety and Health Act 1984
Parliamentary Commissioner Act 1971
Public Sector Management Act 1994
School Education Act 1999
Spent Convictions Act 1988
State Records Act 2000
State Supply Commission Act 1991
State Superannuation Act 2000
Supported Accommodation Assistance Act 1994 (Commonwealth)
Volunteers (Protection From Liability) Act 2002
Workers Compensation and Rehabilitation Act 1981
Workplace Agreements Act 1993
Young Offenders Act 1994.

Appendix 2: Evaluation and research projects

Community Development

Customer perception survey

Key findings/results: The majority of customers of Departmental and funded non government services surveyed were satisfied with their most recent contact.

Action: Results provide ongoing input into quality assurance of service delivery.

Evaluation of no interest loan scheme

Key findings/results: This has been a successful scheme with a strong and growing demand for loans. All major stakeholders are strongly supportive of the service. Aboriginal people comprise 45 percent of consumers of the service.

Action: Results informed negotiations for a new service agreement for the no interest loans scheme.

Evaluation of state homelessness taskforce implementation

Key findings/results: A number of key indicators were identified which will effectively measure the implementation of the taskforce initiatives. Baseline information was provided.

Action: The indicators will be used to assess performance.

Evaluation of workload demonstration project

Key findings/results: The workload project was found to have had significant benefits for staff and clients in the locations in which it was trialed. It had led to a more effective and equitable allocation of workload than previous methods.

Action: Recommendations were made to guide any expansion of the workload project.

Review of the development of the Western Australian rural and remote family safety services program

Key findings/results: The initial phase of this program in six remote Aboriginal communities was found to have operated successfully and in a culturally appropriate manner.

Action: Recommendations were made as to future operation of the program.

Review of good practice for working with Aboriginal and Torres Strait Islander people

Key findings/results: This model of practice was found to be working effectively within the Department.

Action: Recommendations from the report inform ongoing implementation of this practice model.

Shaken baby syndrome community awareness pre-campaign evaluation

Key findings/results: This market research survey found that there was a generally good awareness in the community of issues concerning shaken babies, including knowledge of parental support services and some of the consequences of shaking a baby. However there were still gaps in the range of people's knowledge about services and there was a low awareness of certain consequences of shaking such as spinal or neck injuries.

Action: This information will be used as a baseline against which to compare the effects of the campaign.

Voices of children and young people in care – in proposed new child and community development legislation

Key findings/results: Children and young people in care thought their experiences would be improved if they were more involved in decision making and were provided with more information.

Action: Recommendations were made which contribute to future planning for the new departmental legislation.

Children and Young People's Policy

Engaging children and young people – literature review

Key findings/results: Children's participation is not only a democratic principle, but also a necessary process in a child's development. Through participation, children develop their thinking and spirit of initiative, and feel valued and involved. Children's participation is introspection into their inner world and the outside world. Adults will have to make a compromise between the world as they see it and the world as seen and delineated by children.

Action: The Office will embrace the principles of children's participation to better target and more efficiently deliver public services.

Evaluation of the Youth Minister's positive image award

Key findings/results: The review indicates the Youth Minister's Positive Image Award achieves the objectives of identifying and recognising students who exhibit attributes that foster a more positive appreciation of young people. The review highlighted that sponsors would like to see a wider scope for nominations, as currently the awards are restricted to school students.

Action: Youth Minister's Positive Image Award sponsors and selected previous awardees will be invited to a strategic planning session to help determine a revised format for the awards program.

Family and Domestic Violence

Freedom From Fear Post Campaign Evaluation 5

Key findings/results: Market research showed a strong awareness of the campaign and understanding of the campaign message. There was support for the campaign and the advertisements were found to be powerful and believable. There were however some negative shifts in community attitudes to family and domestic violence. Future phases of the campaign will concentrate on challenging undesirable attitudes about family and domestic violence.

Action: This report was completed in May 2003. The recommendations from this report will be implemented in 2003/2004.

Seniors Interests and Volunteering

2002 Community Awareness and Attitudes Survey

Key findings/results: Six hundred and two Western Australians 16 years old and over were interviewed. Just under half (44 percent) of the respondents felt that ageing is a positive stage of life and 51 percent felt it was a productive stage of life. Forty eight percent of seniors felt valued and 63 percent felt respected by the community. Forty four percent of respondents had done or were doing something about planning for their senior years.

Action: Continue to monitor community attitude to ageing and seniors issues to establish trend data and to take action where necessary.

Elder Abuse Prevention Program Research Project

Key findings/results: Three hundred and forty Western Australian organisations provided feedback on known or suspected cases of elder abuse over a six month period. The results are based on a "case by agency basis" rather than a population survey. The overall prevalence of elder abuse was 0.58 percent, for example 58 out of every 10,000 people 60 years old and over were estimated to be victims of abuse. Female seniors were two and a half times more likely than males to experience elder abuse. People 75 years old and over were more likely to experience elder abuse. Financial abuse was the most common type of elder abuse. The main perpetrators of abuse were adult children, spouse or defacto partners, and relatives.

Action: The research findings are being used to inform further strategies of the Elder Abuse Prevention Program.

The Age Friendly Guidelines Project

Key findings/results: Age friendly service guidelines were produced for industries considered by seniors to be highly relevant to their lives: supermarkets, general practitioners, financial planners and tourism operators. The project involved a mail survey of 1,300 people, over 300 focus group participants and telephone interviews with approximately 700 people. The guidelines were tested among people 50 years old and over throughout Australia.

Action: The project provides marketers in the specified industries with specific information that will enable them to better service older customers.

Understanding the Respite and Support Service Needs of Senior Carers in Western Australia

Key findings/results: This research project was commissioned by the Office for Seniors Interests and Volunteering on behalf of the Active Ageing Taskforce and the development of carers initiatives in Western Australia. The types of respite used and the amount accessed varied greatly among senior carers. Factors influencing usage of formal respite services primarily depended on the awareness of respite services; availability; accessibility; affordability; acceptance by person being cared for, and in some cases other family members; and amount of support from family and friends. Few carers acknowledged any barriers to accessing support programs, other than awareness and financial barriers. The findings are based on three focus groups with Perth metropolitan senior carers, four in depth interviews with rural carers and four in depth interviews with service providers.

Action: The research findings will be used to inform policy and service development for senior carers in Western Australia, in particular for the deliberations of the Active Ageing Taskforce.

Active Ageing and the Home and Community Care Program

Key findings/results: This research paper was commissioned by the Office for Seniors Interests and Volunteering on behalf of the Active Ageing Taskforce and the development of community care policy. The paper considered the appropriateness of the Home and Community Care Program in the context of active ageing. A community care framework was suggested to deliver an integrated continuum of care across the life course, promoting independence and active ageing through flexible cross-sectoral strategies. The paper is a starting point for wider community debate about the future configuration of primary and community care programs particularly for older people.

Action: The paper will be used to inform policy and service development in Western Australia, in particular for the deliberations of the Active Ageing Taskforce.

Seniors Card Review

Key findings/results: The review is exploring issues relating to equity and cost of the Seniors Card program and policy objectives to address the needs of an ageing population. The eligibility criteria are being considered to make the program more targeted to those in need and more financially sustainable in the long term.

Action: The review findings will be used to inform policy developments for the Seniors Card program.

Women's Policy

Evaluation of Women and Local Government Project

Key findings/results: The project sought to encourage and support women to nominate for positions in the May 2003 local government elections to assist in addressing the under representation.

There were 90 participants at the information workshops, of which 23 went on to nominate for councils. Twelve of these women were elected to council. Evaluations completed by participants indicated 89 percent of all respondents rated the information presented at the forums very useful. 76 percent of all respondents indicated that the forum had made a difference in helping them to decide whether to nominate for local government.

Action: The findings were provided to the newly re-established WA Branch of the Australian Women in Local Government Association (who partnered in the project) to inform future work for this group and provide information on the needs of women as potential local government councillors.

Discussion paper on "Older Women and Social Inclusion"

Key findings/results: The paper surveys the policy contexts for addressing social isolation in the community: active ageing, capacity building, gender analysis and health prevention, and discusses current strategies for promoting social inclusion among older women, including seniors activity groups, inter-generational programs and seniors online. Case studies are provided from three local government areas, with suggestions for good practice.

Action: The Active Ageing framework endorsed by Government provides the vehicle for further work in this area, based on the research findings.

Progress Report on the Women of Western Australia

Key findings/results: Indicators to measure women's progress were developed against seven theme areas (Health, Safety, opportunity, senior women, law, workplace and family care).

Action: The Report was developed on the basis of consultations with women and research. It provides indicators to enable Government to measure women's progress in Western Australia. The progress report will be used in negotiations with government departments and the community on changes to improve women's situation.

Appendix 3: Funded services 2002/2003

Output 1: Community Development

Anglicare WA Inc
Anglicare WA Inc
Anglicare WA Inc

Anglicare WA Inc
Armadale Community Family Centre
Armadale Community Family Centre

Association of Civilian Widows Inc
Australian Breastfeeding Association
Avon Youth Services
Balga Detached Youth Work Project
Balga Detached Youth Work Project
Bardi Aborigines Association Inc
Bayswater Family Centre
Beagle Bay Community Inc
Bega Garabirringu Health Service Aboriginal Corporation
Bega Garabirringu Health Service Aboriginal Corporation
Bidyadanga Aboriginal Community La Grange Inc
Binningup Playgroup and Occasional Care Inc
Boddington Bear Occasional Child Care Centre Inc
Boogurlarri Community House Association
Boyup Brook Telecentre Inc
Bremer Bay Community Resource Centre
Bridgetown Terminus Community Centre
Brockman House
Broome C.I.R.C.L.E.
Broome Lotteries House
Broome Youth Support Group
Bullsbrook Neighbourhood Centre
Bunbury Community and Child Care Association (Milligan House) Inc
Bunuba Inc
Burdekin - Youth in Action Inc
Burdiya Aboriginal Corporation
Busselton Family Centre
Carers Association of WA Inc
Carers Association of WA Inc
Carnamah Child Care Centre Inc
Carnarvon Family Support Inc
Centacare Family Services
Centacare Family Services
Central Agcare Inc
Centrecare Inc
Centrecare Inc
Centrecare Inc
Centrecare Inc
Centrecare Inc
Centrecare Inc
Churchill Brook Family Centre
Citizens Advice Bureau
City of Bayswater Child Care Association
City of Belmont
City of Cockburn
City of Cockburn
City of Cockburn

Anglicare, Family Counselling Service
Inner City Service for Young People (Perth)
Anglicare, Parent/Adolescent Conflict Counselling Service
Daisy House Occasional Care Program
Armadale Family Centre Program
Armadale Community Family Centre Neighbourhood House

Association of Civilian Widows
Australian Breastfeeding Association
Avon Youth Services
Mobile Youth Service
Youth and Education Service
Ardyuloon Centre
Bayswater Family Centre Program
Beagle Bay Child Care Centre
Services for Young People (Laverton/Leonora)

Services for Young People (Kalgoorlie Boulder)

Bidyadanga Child Care Centre
Binningup Occasional Care
Boddington Bear Occasional Child Care Centre
Boogurlarri Community House, Family Support Occasional Care Services (Boyup Brook)
Bremer Bay Occasional Child care
Bridgetown Terminus Family Support
Brockman House
Broome C.I.R.C.L.E. Family Support and Development
Broome Lotteries House Occasional Care Centre
Broome Youth Support Group
Bullsbrook Neighbourhood Centre
Milligan House Family Support Service

Maru Maru Child Care Centre
Burdekin - Youth in Action
Burdiya Aboriginal Youth Support Service
Busselton Family Centre Program
Carers Health Awareness and Retreats Program
Carers Counselling Line
Carnamah Occasional Child Care Centre
Carnarvon Family Support
Exmouth Family Counselling Service
Volunteer Service
Central Agcare
Bunbury Counselling Service
Family Link
Parent Link Home Visiting Service
Intensive Youth Support Service
Parent/Adolescent Conflict Counselling Service
Parent Teen Link
Churchill Brook Family Centre Program
Citizens Advice Bureau
City of Bayswater Neighbourhood Centre
City of Belmont Youth Service
City of Cockburn Atwell Family Support Service
Cockburn Family Support Service
City of Cockburn Early Education Program

City of Cockburn
City of Fremantle
City of Fremantle
City of Geraldton
City of Melville
City of Rockingham

City of Wanneroo
City of Wanneroo
City of Wanneroo
CLAN Midland
CLAN Mirrabooka
Coalition of Aboriginal Agencies Inc
Coastal Family Health Services Inc
Coastal Kids Care Inc
Collie Family Centre Inc
Collie Welfare Council
Communicare Inc
Communicare Inc
Community Link and Network Western Australia Inc
Community Link and Network Western Australia Inc
Community Link and Network Western Australia Inc
Community Link and Network Western Australia Inc

Community Link and Network Western Australia Inc
Community Link and Network Western Australia Inc
Community Vision inc
Council on the Ageing (WA) Inc
CREATE Foundation
Dardanup Community Centre Inc
Denham Occasional Care Association Inc
Denmark Occasional Day Care Centre Inc
Djarindjin Aboriginal Corporation Inc
Dryandra Community Association Inc
East Victoria Park Family Centre
Eaton Combined Playgroup Inc
Escare Incorporated
Escare Incorporated
Fluffy Ducklings Day Care Inc
Foothills Information and Referral Service
Forest Lakes Thornlie Family Centre
Frank Konecny Community Centre Inc
Frank Konecny Community Centre Inc
Gawooleng Yawoodeng Aboriginal Corporation

Gawooleng Yawoodeng Aboriginal Corporation
Geraldton Personnel Incorporated
Geraldton Regional Community Education Centre
Geraldton Regional Community Education Centre
Golden Mile Community House
Golden Mile Community House
Granny Spiers Community House Inc
Granny Spiers Community House Inc
Greenfields Family Centre
Harvey Health and Community Services
Harvey Occasional Child Care Centre Inc
Health Agencies of Yilgarn Inc
Herdsman Neighbourhood Centre
High Wycombe Out of School Care Centre Inc
Hills Community Support Group
Hudson Road Family Centre
Hyden Occasional Child Care Assoc Inc
Jeramungup Occasional Child care Association
Jobs South West Inc

City of Cockburn Youth Outreach
Fremantle Mobile Activities
Fremantle Community Youth Service, Outreach
Senior Resource Centre
Melville Family Support Service
Youth and Family Mediation and Outreach Services
(Rockingham)
Yanchep Community House
Services for Young People, Yanchep Youth Service
Wanneroo Youth Service
CLAN Midland
CLAN Mirrabooka
Indigenous Family Program
Family Centre Management Service (Warnbro)
Coastal Kids Occasional Care
Collie Family Support Service
Collie Welfare Council Youth Program
Family Support Service
Parent/Adolescent Conflict Counselling Service
CLAN WA
CLAN WA Armadale Parent Support Service
CLAN WA Mandurah Family Support Service
CLAN WA Victoria Park/Cannington Family Support
Service
CLAN WA Parent Link Home Visiting Service
Parent Link Home Visiting Service (Rockingham)
Kingsley Occasional Care
Seniors Initiatives
CREATE in Western Australia
Dardanup Occasional Child Care
Denham Occasional Care
Denmark Occasional Day Care Centre
Djarindjin Child Care Centre
Dryandra Occasional Care
East Victoria Park Family Centre Program
Eaton Family Centre Program
Escare Inc Family Support
Services for Young People (Esperance)
Fluffy Ducklings Day Care Inc Occasional Care
Foothills Early Education (Care) Program
Forest Lakes Thornlie Family Centre Program
Frank Konecny Family Centre Program
Frank Konecny Family Support service
Gawooleng Yawoodeng Family Support Service
(Kununurra)
Gawooleng Yawoodeng Occasional Care
Family Centre Management Service (Spalding)
Geraldton Regional Family Counselling Service
Geraldton Youth Support Service
Goldfields Family Counselling Service
Family Support and Development Service
Granny Spiers Community House
Granny Spiers Occasional Care (Heathridge)
Greenfields Family Centre Program
Harvey Family Support Program
Harvey Occasional Care
Southern Cross Occasional Child Care Centre
Herdsman Neighbourhood Centre
Family Centre Management Service (High Wycombe)
Swanview Youth Centre
Hudson Road Family Centre Program
Hyden Occasional Child Care Association
Jeramungup Occasional Child Care Service
Manjimup Youth Support

Jobs South West Inc
 Jobs South West Inc
 Joondalup Family Centre
 Jurien Youth Group Inc
 Kalbarri Neighbourhood Support Centre Inc
 Karawara Community Project Inc
 Karingal Neighbourhood Centre Inc
 Karingal Neighbourhood Centre Inc
 Karratha Family Centre
 Karratha Youth Housing Project
 Katanning Community Child care Centre Inc
 Kidlink Early Intervention Program Inc
 Kids Help Line Australia Ltd
 Kimberley Aboriginal Law and Culture Centre
 Kingfisher Park Family Centre
 Kojonup Occasional Care Centre Inc
 Koondoola and Girrawheen Youth Inc
 Kulungah-Myah Family Centre
 Kununurra Neighbourhood House Inc
 Kununurra Youth Services Inc
 Kununurra Youth Services Inc
 Lake Jasper Project Aboriginal Corporation
 Learning Centre Link
 Living Stone Foundation T/A Lifeline
 Local Information Network - Karratha
 Lockridge Community Group Inc
 Lone Parent Family Support Service, Birthright WA
 Looma Community Inc
 Manjimup Family Centre
 Marangaroo Family Centre
 Margaret River Community Resource Centre Inc
 McFarlane House Learning Centre Inc
 Meekatharra Youth And Social Centre
 Meerilinga Young Children's Services Inc
 Meerilinga Young Children's Services Inc
 Meerilinga Young Children's Services Inc
 Meerilinga Young Children's Services Inc

 Meerilinga Young Children's Services Inc
 Meerilinga Young Children's Services Inc
 Mercy Community Services Inc

 Moora Youth Group
 Mukinbudin Planning and Development Group Inc
 Mullewa Occasional Care Service Inc
 Mundaring Sharing
 Nannup Occasional Child Care Association
 Narembeen Numbats Occasional Child Care Association Inc
 Newman Neighbourhood Centre Inc
 Ngala Family Resource Centre
 Ngala Family Resource Centre
 Ngala Family Resource Centre
 Ngaringga Ngurra Aboriginal Corporation
 Ngunga Group Women's Aboriginal Corporation
 Ngunga Group Women's Aboriginal Corporation
 Nintirri Centre Inc
 Nintirri Centre Inc
 Noah's Ark Toy Library and Resource Centre
 Noongar Alcohol and Substance Abuse Service Inc
 North East Regional Youth Council
 North East Regional Youth Council
 Northampton Occasional Child Care Association Inc
 Northcliffe Family Centre Inc

Services for Young People (Busselton)
 Youth Outreach Service
 Joondalup Family Centre Program
 Jurien Youth Group: Services for Young People
 Kalbarri Occasional Child care
 The Fun Factory
 Karingal Neighbourhood Centre
 Paraburdoo Youth Centre Services for Young People
 Karratha Family Centre Program
 Karratha Youth Housing Outreach Service
 Katanning Community Child Care Centre
 Kidlink Early Intervention Program
 Kids Help Line
 Fitzroy Crossing Youth
 Kingfisher Park Family Centre Program
 Kojonup Occasional Care Centre
 Work Skills Training Program
 Kulungah-Myah Family Centre Program
 Family Support and Development Program
 East Kimberley Youth Services
 Kununurra Youth Services
 Lake Jasper Youth Service
 Learning Centre Link
 DADS@LIFELINE
 Parenting Information Project Service
 Family Support Program
 Lone Parent Family Support Service, Birthright
 Looma Child Care Centre
 Manjimup Family Support Service
 Marangaroo Family Centre Program
 Margaret River Occasional Child Care
 Occasional Care Service
 Meekatharra Youth Work
 Family Centre Management Service (Woodvale)
 Family Centre Management Service (Beechboro)
 Men's Resource Service (statewide)
 Building Blocks Aboriginal Family Support Service (Midland)
 Meerilinga Parent Link Home Visiting Service
 Parent Link Home Visiting Service (Midland/Forrestfield)
 Mercy-Family Support and Community Neighbourhood House (Girrawheen/Koondoola)
 Moora Youth Group
 Mukinbudin Occasional Care Service
 Mullewa Occasional Care Centre
 Little Possums Occasional Care Service
 Nannup Occasional Care
 Narembeen Numbats Child Care Centre

 Newman Neighbourhood Centre
 Ngala Family Centre Management Service (Noranda)
 Ngala Early Parenting Centre
 Ngala Early Parenting Community Service
 Family Support
 Family Support and Development
 Onyon Child Care Centre
 Karijini Counselling Service
 Nintirri Neighbourhood Centre
 Noah's Ark Toy Library and Resource Centre (Vacation)
 Noongar Alcohol and Substance Abuse Service
 NERYC Street Work Program
 Swan City Youth service
 Northampton Occasional Child Care
 Family Centre Northcliffe

Northcliffe Family Centre Inc
 Northern Districts Community Support
 Northern Suburbs Migrant Resource Centre
 Northern Suburbs Migrant Resource Centre
 Onslow Occasional Child Care Association Inc
 Onslow Youth Centre Inc
 Oombulgurri Association Inc
 Orana House Inc

 Outcare Inc
 Pandanus Park Aboriginal Corporation
 Pannawonica Occasional Child Care Inc
 Paraburdoo and Tom Price Youth Support Association
 Parents Without Partners (WA)
 Peel Youth Program Inc
 Perth City Mission
 Pineview Preschool Education Centre
 Pineview Preschool Education Centre

 Playgroup WA Inc
 Rainbow Coast Neighbourhood Centre Inc
 Relationships Australia WA Inc
 Resource Unit for Children With Special Needs Inc

 Roberta Jull Community Care Association
 Roberta Jull Community Care Association
 Roberta Jull Family Day Care Scheme
 Roebourne Youth Centre Inc
 Roleystone Family Centre
 Roleystone Neighbourhood House Inc
 Rostrata Family Centre
 Saints Care Limited
 Salvation Army (WA) Property Trust

 Salvation Army (WA) Property Trust
 Salvation Army (WA) Property Trust
 Salvation Army (WA) Property Trust
 Sandalwood Family Centre
 School Volunteer Program Inc
 Shire of Capel
 Shire of Denmark
 Shire of Derby/West Kimberley
 Shire of Dundas
 Shire of Halls Creek
 Shire of Katanning
 Shire of Mingenew
 Shire of Mount Marshall
 Shire of Mullewa
 Shire of Mullewa
 Shire of Mullewa
 Shire of Mundaring
 Shire of Mundaring
 Shire of West Arthur
 Snag Island Coastal Kid's and Community Centre Inc
 South Lake Ottey Family Centre
 South Lake Ottey Family Centre
 South West Counselling Incorporated
 South West Emergency Care Inc
 Southcare Inc
 Southern Aboriginal Corporation

 Southern Agcare Inc
 Stand By Me Youth Service (WA) Inc

Northcliffe Occasional Child Care
 Morowa Family Counselling Service
 Multicultural Family Support and Development Program
 Family Support Service
 Onslow Occasional Child Care Centre
 Onslow Youth Centre
 Mama-Bialulu Occasional Care
 Central Domestic Violence Support and Advocacy Service (Central Metropolitan)
 Outcare Occasional Care Program (Canning Vale)
 Pandanus Park Child Care
 Pannawonica Occasional Care Centre
 Tom Price Youth Service

 Parents Without Partners (WA)
 Peel Youth Program
 Youth and Family Support Service
 Pineview Preschool Occasional Care Program
 Pineview Preschool Education Centre Vacation Care Program
 Field Liaison Service
 Rainbow Coast Family Services
 Family Counselling Service
 Rural Playgroup Support Service (Murchison and Pilbara)
 Neighbourhood House, Minnowarra House
 Roberta Jull Child Youth and Family Counselling Service
 Roberta Jull Family Day Care Scheme Family Support
 Roebourne Youth Centre
 Roleystone Family Centre Program
 Roleystone Neighbourhood House
 Rostrata Family Centre Program
 The Homestead Kingsley Family Centre
 Preparation for Leaving Care and After Care Service (statewide)
 Balga Family Support Services
 Salvation Army Morley Family Support Service
 Salvation Army Morley Youth Service
 Sandalwood Family Centre Program
 School Volunteer Program
 Capel Community Child Care Centre
 Denmark Youth Support Service
 Derby Family Support Services
 Norseman Youth Activity
 Halls Creek Youth Services
 Katanning Youth Support Service
 Mingenew Occasional Child Care Centre
 Mount Marshall Community and Family Support
 Mullewa Youth Service SAAP
 Mullewa Youth Services Youth and Community
 Mullewa Occasional Care Centre
 Midvale Neighbourhood Centre
 Mundaring Parent/Adolescent Conflict Counselling Service
 Westcare Family Support Service
 Snag Island Coastal Kid's and Community Centre
 South Lake Ottey Family Centre Program
 South Lake Family Support Program
 Southwest Counselling
 South West Emergency Care
 Southcare Aboriginal Family Support Service
 Building Blocks Aboriginal Family Support Service (Albany)
 Mobile Family Counselling Service
 Stand By Me Youth Service

Sudbury Community House
The Gowrie (WA) Inc
The Gowrie (WA) Inc
Town of Bassendean
Town of Kwinana

Town of Kwinana
Volunteer Centre Of WA
Volunteer Centre Of WA
Volunteer Centre Of WA
WA No Interest Loans Network Inc
Waikiki Family and Community Centre
Wanslea Family Services Inc
Wanslea Family Services Inc

Wanslea Family Services Inc
Waratah Christian Community Inc
Waroona Community Centre Inc
Wesley Mission Inc
West Stirling Neighbourhood House
Westerly Family Centre
Western Australian Council of Social Service Inc
Western Institute of Self Help Inc
Wheatbelt Agcare Community Support
Whitford Family Centre
Women's Refuge Group of WA Inc
Wongan Cubbyhouse Inc
Woodlupine Family Centre
Wyndham Family Support Service
Yaandina Family Centre Inc
Yahnging Aboriginal Corporation

Yangebup Family Centre Inc
Yangebup Family Centre Inc
Yilgarn Occasional Child Care Centre Inc
YMCA of Perth Inc
YMCA Southern Suburbs
Yorganop Child Care Aboriginal Corporation
Youth Involvement Council Inc

Sudbury Community House Family Support Service
Family Centre Management Service (Leeming)
The Gowrie Neighbourhood House
Bassendean Youth Service
Kwinana Detached Youth Program, Youth and Community
Kwinana Detached Youth Program, SAAP
Statewide Volunteer Support Service
Community Volunteer Resource Service
Student Community Involvement Program (SCIP)
No Interest Loan Service (statewide)
Waikiki Family Centre Program
Wanslea Tertiary Family Preservation Service
Preparation for Leaving Care and After Care Service (Peel and south Rockingham)
Grandparents Caring for Grandchildren Support Service
Waratah Family Centre Management Service (Falcon)
Waroona Family Support and Youth Service
Senior Partners
West Stirling Neighbourhood House
Westerly Family Centre Program
Western Australian Council of Social Service Inc
Western Institute of Self Help
Wheatbelt Agcare Rural Counselling
Whitford Family Centre Program
Women's Refuge Group of WA
Wongan Cubbyhouse Occasional Care Program
Woodlupine Family Centre Program
Wyndham Family Support and Development Service
Yaandina Family Centre
Yahnging Aboriginal Family Support (Midland/Mirrabooka)
Yangebup Family Centre Program
Yangebup Family Centre Occasional Care Program
Southern Cross Occasional Child Care Centre
LYNKS Youth and Family Counselling
YMCA Mobile Youth Southern Suburbs
Aboriginal Child Care Training Package
Youth Involvement Council, Lawson Street Youth Centre

Output 2: Children and Young People's Policy

The Amanda Young Foundation
Anglican Youth Ministries
Australia Day Council of WA
Australia Day Council of WA
Australia Day Council of WA
The Boy's Brigade of WA
Churches Commission on Education
The Duke of Edinburgh's Award
Fairbridge Western Australia Inc
The Girl's Brigade of WA
Guides WA
Guides WA
Guides WA
The Joint Commonwealth Societies Council of WA
Kids Helpline Australia Inc
Leeuwin Ocean Adventure Foundation
Rural Youth Development Council of WA
Salvation Army
Scouts Australia (WA Branch)
Scripture Union of WA
YMCA Eastern Goldfields
YMCA Perth

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's Award Scheme
Youth Development Officer (Employment)
Youth Development Service
Outreach Adventure Activities
Leadership Training and Development
Development Events
Commonwealth Day Youth Rally
Telephone Help Line for Children and Young People
Adventure Sail Training Programs for Young People
Youth Development Service
Youth Development Service
Youth Leadership Courses
Youth Development Service
Youth Development Service
Youth Parliament

Young Achievement Australia
Young Christian Students Movement
Youth Affairs Council of WA
Youth Charities Trust Inc
Youth Services of the Uniting Church

Enterprise Education
Youth Development Service
Peak Representative Organisation for Youth in WA
Youth Focus, Youth Suicide Prevention Support Services
Youth Development Service

Output 3: Positive Ageing Policy

Services are not funded under this Output as the focus of the Outputs is on policy coordination.

Output 4: Women's Policy and Progress

Services are not funded under this Output as the focus of the Output is on policy coordination.

Output 5: Volunteering Policy and Coordination

Grants for Volunteer Resource Centres

Busselton/Dunsborough Environment Centre
City of Albany
City of Armadale
City of Cockburn
City of Fremantle
City of Joondalup
City of Melville
City of Nedlands
City of Swan
Kalgoorlie/Boulder Volunteer Resource Centre
Manjimup Volunteer Resource Centre
Nannup Telecentre Inc
Peel Volunteer Referral Agency Inc
Shire of Esperance
Town of Port Hedland
Volunteer South West Inc
Wickepin District Resource and Telecentre

Busselton/Dunsborough Volunteer Resource Centre
Albany Community Volunteer Resource Centre
Armadale Volunteer Resource Service
City of Cockburn Volunteer Resource Centre
Fremantle Volunteer Resource Centre
City of Joondalup Volunteer Resource Centre
Melville Volunteer Resource Centre
Nedlands Volunteer Service
City of Swan Volunteer Resource Centre
Kalgoorlie/Boulder Volunteer Resource Centre
Manjimup Volunteer Resource Centre
Nannup Volunteer Resource Centre
Peel Volunteer Referral Agency Inc.
Esperance Volunteer Resource Centre
Hedland Volunteer Resource Centre
Volunteer South West Inc
Wickepin District Resource and Telecentre

Grant to support Volunteer Resource Centres

Volunteering WA

Thank a Volunteer Day Grants

City of Canning
City of Cockburn
City of Fremantle
City of South Perth
City of Stirling
Cultivating Kulin Committee
Dowerin Telecentre
Manjimup Volunteer Resource Centre
Nannup Telecentre
Peel Volunteer Referral Centre Inc
Shire of Augusta/Margaret River
Shire of Bridgetown
Shire of Corrigin
Shire of Cue
Shire of Derby/West Kimberley
Shire of Donnybrook/Balingup
Shire of Dundas
Shire of East Pilbara
Shire of Esperance
Shire of Greenough
Shire of Irwin
Shire of Jerramungup
Shire of Katanning
Shire of Kellerberrin
Shire of Kondinin

Shire of Laverton
 Shire of Mukinbudin
 Shire of Murray
 Shire of Narembeen
 Shire of Tambellup
 Shire of Three Springs
 Shire of York
 Volunteer South West Inc
 Wickepin District Resource and Telecentre

Output 6: Aboriginal and Torres Strait Islander Policy and Coordination

Specific Aboriginal and Torres Strait Islander targeted and managed services are funded through other Outputs.

Output 7: Care and Safety Services

55 Central Inc
 Aboriginal Evangelical Fellowship Family and Youth
 Adoption Jigsaw WA Inc
 Adoption Research and Counselling Service Inc
 Agencies for South West Accommodation Inc

Agencies for South West Accommodation Inc
 Albany Youth Support Association
 Anawim
 Anglicare WA Inc
 Anglicare WA Inc
 Anglicare WA Inc

Anglicare WA Inc
 Anglicare WA Inc

Anglicare WA Inc
 Anglicare WA Inc
 Anglicare WA Inc
 Anglicare WA Inc
 Anglicare WA Inc
 Anglicare WA Inc
 Anglicare WA Inc
 Anglicare WA Inc
 Anglicare WA Inc
 Anglicare WA Inc
 Anglicare WA Inc

Anglicare WA Inc
 Anglicare WA Inc
 Anglicare WA Inc
 Anglicare WA Inc
 Armadale Information and Referral Service
 Australian Red Cross
 Australian Red Cross
 Avon Youth Services
 Beagle Bay Community Inc
 Bega Garbarringu Health Service Aboriginal Corporation
 Boogurlarri Community House Association
 Broome C.I.R.C.L.E.
 Calvary Youth Services Mandurah Inc
 Cameliers Guest House (FUSION)
 Carnarvon Family Support Inc
 Centacare Family Services
 Centrecare Inc

Centrecare Inc
 Centrecare Inc

55 Central Inc
 Ebenezer Home
 Adoption Jigsaw: Post Adoption Service
 Adoption Research and Counselling Service
 Agencies for South West Accommodation Families and Single Adults
 Bunyap Youth Support Service
 Young House
 Anawim
 Anglicare Domestic Violence Support Service (Katanning)
 Albany Women's Centre, Family Violence Service
 Anglicare Children's Domestic Violence Counselling Service (Albany)
 Anglicare Domestic Violence Counselling Service (Albany)
 Anglicare Domestic Violence Counselling Service (Karratha/Hedland)
 Anglicare Rockingham Financial Counselling Service
 Anglicare Mount Barker Financial Counselling Service
 Anglicare Bunbury Financial Counselling Service
 Anglicare Mandurah Financial Counselling Service
 Anglicare Katanning Financial Counselling Service
 Anglicare Collie Financial Counselling Service
 Anglicare Busselton Financial Counselling Service
 Anglicare Albany Financial Counselling Service
 Anglicare Manjimup Financial Counselling Service
 Anglicare Family Housing
 Supported Accommodation Service for Families and Single Adults (Kalgoorlie/Boulder)
 Anglicare Youth Accommodation Support Service
 Anglicare YES Housing
 Anglicare Armadale Youth Accommodation Service
 Anglican Teenshare
 Armadale Information And Referral Service
 Australian Red Cross Soup Patrol
 Red Cross Financial Counselling Service (Kwinana)
 SAAP Service for Young People
 Beagle Bay Community Safety Project
 Bega Aboriginal Homeless and Fringe Dweller Support Service
 Boogurlarri Financial Counselling Services
 Broome C.I.R.C.L.E. Financial Counselling Service
 Calvary Youth Service (Mandurah)
 Cameliers Guest House (FUSION)
 Gascoyne Women's Refuge
 Centacare Exmouth Financial Counselling Service
 Indigenous Family Violence Prevention and Support Service
 Domestic Violence Victim Support and Advocacy Service
 Men's Domestic Violence Counselling Service (north)

Centrecare Inc	metropolitan area)
Centrecare Inc	Centrecare Spouse Abuse Counselling and Education Program (Goldfields)
Centrecare Inc	Centrecare Spouse Abuse Counselling and Education Program (Metro)
Centrecare Inc	Centrecare Goldfields Financial Counselling Service
Centrecare Inc	Financial Counselling Service (Kalgoorlie/Boulder)
City of Canning	Centrecare SAAP Family Accommodation Service
City of Cockburn	Djooraminda
City of Cockburn	City of Canning Youth Accommodation Service
City of Cockburn	Aboriginal Family Violence Outreach (Coolbellup)
City of Fremantle	Cockburn Financial Counselling and Advocacy Service
City of Fremantle	Financial Counselling Services (Jandakot)
City of Fremantle	Warrawee Women's Refuge
City of Joondalup	Community Legal and Advocacy Centre, Financial Counselling and Advocacy Service
City of Stirling	Fremantle Community Youth Service - Accommodation
City of Stirling	Joondalup Financial Counselling
City of Stirling	Stirling Women's Refuge
City of Wanneroo	Stirling Financial Counselling Service
Communicare Inc	West Stirling Financial Counselling Service
Communicare Inc	Wanneroo Financial Counselling Service
Communicare Inc	Communicare Financial Counselling Service
Communicare Inc	Men's Emergency Accommodation Service (Perth metropolitan area)
Community for Restoration of Family Trust	CROFT
Daughters of Charity Services (WA)	Ruah Centre
Daughters of Charity Services (WA)	Ruah Refuge
East Pilbara Youth Council Inc	Youth Refuge Services
Eastern Region Domestic Violence Services Network	Eastern Region Domestic Violence Victim Support
Eastern Region Domestic Violence Services Network	Koolkuna
Esperance Crisis Accommodation Service	Esperance Crisis Accommodation Service
Esperance Districts Agcare Inc	Esperance Districts Agcare Financial Counselling
Financial Counsellors Resource Project	Financial Counsellors Resource Project
Foothills Information and Referral Service	Foothills Financial Counselling Service
Foster Care Association of WA	Foster Care Association
Foster Care Association of WA	Information Advice and Support Service
Foster Care Association of WA	Support Service for Foster Carers
Fremantle Wesley Mission	Financial Counselling Service
Fremantle Wesley Mission	Wilf Sargent House
Fremantle Wesley Mission	Wyn Carr House
Fusion Australia Ltd	Fusion Student Household Service
Gawooleng Yawoodeng Aboriginal Corporation	Gawooleng Yawoodeng Supported Accommodation Assistance Program
Geraldton Resource Centre Inc	Geraldton Resource Centre Financial Counselling
Geraldton Sexual Assault Resource Centre Inc	Domestic Violence Counselling Service
Geraldton Sexual Assault Resource Centre Inc	Child Sexual Assault Counselling Service
Goldfields Women's Refuge Association	Goldfields Women's Refuge (Finlayson House)
Gosnells Community Legal Centre Inc	Gosnells Community Legal Centre (Maddington)
Gosnells Community Legal Centre Inc	Gosnells Community Legal Centre (Gosnells)
Granny Spiers Community House Inc	Granny Spiers Financial Counselling Service
Great Mates Incorporated	Fremantle Youth Crisis Accommodation Service
Health Agencies Of Yilgarn Inc	Yilgarn Crisis Accommodation/Advisory Referral Service
Hedland Women's Refuge Inc	Hedland Women's Refuge
In Town Lunch Centre Inc	In Town Lunch Centre
Incest Survivors Association	Incest Survivors Association
Jardamu Women's Group Aboriginal Corporation	Jardamu Safe House
Jewish Community Services of WA	Shalom House
Joondalup Youth Support Services Inc	Joondalup Youth Support Service
Kalumburu Aboriginal Corporation	Kalumburu Family Safety Project
Karratha Youth Housing Project	Karratha Youth Housing Project Residential Service
Katanning Regional Emergency Accommodation Centre	Katanning Regional Emergency Accommodation Centre
Kimberley Community Legal Services Inc	Financial Counselling Services (Kununurra)

Kuwinywardu Aboriginal Resource Unit
 Local Information Network Karratha
 Lockridge Community Group Inc
 Looma Community Inc
 Lucy Saw Women's Refuge
 Marnin Bowa Dumbara Aboriginal Corporation
 Marnin Bowa Dumbara Aboriginal Corporation
 Marninwarntikura Fitzroy Women's Refuge
 Marnja Jarndu
 Marnja Jarndu

 Mawarnkarra Health Service Aboriginal Corporation
 Mercy Community Services Inc
 Mercy Community Services Inc
 Midland Information Debt and Legal Advice Service
 Mofflyn Child and Family Care Service
 Mofflyn Child and Family Care Service
 Mofflyn Child and Family Care Service
 Mofflyn Child and Family Care Service
 Moorditch Gurlongga Association Inc
 Multicultural Services Centre of Western Australia Inc
 Nardine Wimmin's Refuge
 Narrogin Regional Women's Centre Association Inc
 Narrogin Regional Women's Centre Association Inc
 Narrogin Youth Support Committee
 Newman Women's Shelter Inc
 Ngaringga Ngurra Aboriginal Corporation

 Ngaringga Ngurra Aboriginal Corporation
 Ngunga Group Women's Aboriginal Corporation
 Nintirri Centre Inc

 Noongar Alcohol and Substance Abuse Service Inc
 Oombulgurri Association Incorporated
 Orana House Inc
 Parkerville Children's Home
 Parkerville Children's Home
 Parkerville Children's Home
 Parkerville Children's Home
 Pat Thomas Memorial Community House
 Pat Thomas Memorial Community House
 Patricia Giles Centre

 Patricia Giles Centre
 Patricia Giles Centre

 Perth Asian Community Centre Inc
 Perth City Mission
 Perth City Mission
 Perth Inner City Housing Association
 Perth Inner City Youth Service Inc
 Pilbara Community Legal Service
 Pilbara Community Legal Service
 Pilbara Community Legal Service
 Pilbara Community Legal Service
 Port Hedland Sobering Up Group Inc
 Relationships Australia WA Inc
 Relationships Australia WA Inc
 Relationships Australia WA Inc
 Relationships Australia WA Inc
 Rockingham Women's Health and Information
 Association
 Safecare Inc

Carnarvon Financial Counselling Service
 Domestic Violence Advocacy and Victim Support Services
 Lockridge Community Group Financial Counselling
 Looma Community Family Safety Project
 Lucy Saw Women's Refuge
 Derby Domestic Violence Information and Referral Service
 Derby Family Healing Centre
 Marninwarntikura Fitzroy Women's Refuge
 Marnju Jarndu Mobile Outreach Service
 Marnju Jarndu Women's Refuge

 Roebourne Safe House
 Mercy Community Services Youth Service
 Mercy Community Services Placement Service
 Midland Information Debt and Legal Advice Service
 Mofflyn Reunification Service
 Mofflyn Tertiary Family Preservation Service
 Mofflyn Keeping Families Together (North Metro)
 Mofflyn Intensive Family Services (KFT)
 Moorditch Koolaak Housing Project
 North Perth Migrant Resource Centre
 Nardine Wimmin's Refuge
 Narrogin Women's Refuge
 Domestic Violence Counselling Service (Narrogin)
 Narrogin Financial Counselling Service
 Newman Women's Shelter
 Ngaringga Ngurra Aboriginal Corporation Supported
 Accommodation
 Ngaringga Ngurra Financial Counselling
 Derby Financial Counselling Information and Support
 Nintirri Domestic Violence Advocacy and Victim Support
 Service
 Domestic Violence Supported Accommodation Service
 Oombulgurri Family Safety Project
 Orana
 Parkerville Abused Children Treatment Service
 Jenny House Program
 Parkerville Children's Home Belmont Program
 Parkerville Children's Home Cottage Program
 Domestic Violence Victim Support and Advocacy Service
 Pat Thomas Memorial Community House
 Patricia Giles Domestic Violence Advocacy and Referral
 Service
 Patricia Giles Centre
 Domestic Violence Counselling Service for Children in
 SAAP
 Perth Asian Community Centre
 Perth City Mission Family Support and Accommodation
 Perth City Mission Youth Accommodation and Support
 Perth Inner City Housing Association
 Perth Inner City Youth Service
 Hedland Financial Counselling Service
 Karratha Financial Counselling Service
 Roebourne Financial Counselling Service
 Newman Financial Counselling Service
 Hedland Support Service for Homeless People
 Children as Secondary Victims of Domestic Violence
 Relationships Australia Adult Violence Counselling
 Men's Domestic Violence Counselling Service (south
 metropolitan area)
 Child Sexual Abuse Treatment Service
 Domestic Violence Victim Support and Advocacy Service

 Child Sexual Abuse Treatment Service

Safecare Inc	Safecare Adolescent Program
Safecare Inc	Safecare CSATS Bunbury
Salvation Army (WA) Property Trust	Salvation Army Trust Care Line
Salvation Army (WA) Property Trust	Karratha Salvation Army Women's Refuge
Salvation Army (WA) Property Trust	Byanda/Nunyarra
Salvation Army (WA) Property Trust	Balga Counselling Service
Salvation Army (WA) Property Trust	Salvation Army Morley Financial Counselling Service
Salvation Army (WA) Property Trust	Salvation Army Bridge House
Salvation Army (WA) Property Trust	Salvation Army Bunbury Family Crisis Centre
Salvation Army (WA) Property Trust	Geraldton Family Crisis Service
Salvation Army (WA) Property Trust	Salvation Army Tanderla
Salvation Army (WA) Property Trust	Salvation Army Lentara
Salvation Army (WA) Property Trust	Balga Family Accommodation Service
Salvation Army (WA) Property Trust	Salvation Army Emergency Accommodation and Referral Service
Salvation Army (WA) Property Trust	Crossroads West Youth Hostel Kalgoorlie SAAP Service for Young People
Salvation Army (WA) Property Trust	Crossroads West Moving to Independence, A Transitional Support Service
Salvation Army (WA) Property Trust	Crossroads West, Oasis House
Salvation Army (WA) Property Trust	Crossroads West, Landsdale House
Samaritan Befrienders	Samaritan Befrienders
Share and Care Community Services Group Inc	Northam Share and Care Financial Counselling Service
Share and Care Community Services Group Inc	Northam Share and Care SAAP Contract Service
Shire of Ashburton	Walyun Mia Domestic Violence Supported Accommodation Service (Onslow)
Short Term Accommodation for Youth Inc	Short Term Accommodation for Youth (STAY)
South Metropolitan Migrant Resource Centre Inc	South Metropolitan Migrant Resource Centre
South West Refuge	South West Refuge
Southcare Inc	Southcare Financial Counselling Service
St Bartholomew's House	St Bartholomew's House
St Nicholas Financial Counselling Service	St Nicholas Financial Counselling Service
St Patrick's Care Centre	St Patrick's Meals and Day Centre
St Patrick's Care Centre	South West Metro Housing Project
St Patrick's Care Centre	Hannick House
Starick Services Inc	Starick Services, Women's Children Support Group
Starick Services Inc	Starick House SPEARS
Starick Services Inc	Starick House
Starick Services Inc	Mary Smith Refuge
Sussex Community Law Service	Sussex Community Law Service
Swan Emergency Accommodation Inc	Swan Emergency Accommodation Families
Swan Emergency Accommodation Inc	Swan Emergency Accommodation (Karnany)
Swan Emergency Accommodation Inc	Swan Emergency Accommodation Youth
The Gowrie (WA) Inc	The Gowrie Financial Counselling Services
Uniting Church in Australia Property Trust (WA)	Accommodation Assistance Service (metropolitan area)
Victoria Park Youth Accommodation Inc	Victoria Park Youth Accommodation
Waminda House (Northam Share and Care)	Waminda House (Northam)
Wanslea Family Services	Wanslea Keeping Families Together Service
Wanslea Family Services	Wanslea Intensive Family Support
Wanslea Family Services	Wanslea Emergency Foster Care
Wanslea Family Services	Wanslea Family Enhancement Service
Waratah Support Centre (South West) Inc	Waratah Children's Domestic Violence Counselling Service
Waratah Support Centre (South West) Inc	Waratah Domestic Violence Counselling Service
Wesley Mission Perth	Tranby Day Centre
Wesley Mission Perth	Accommodation Assistance Service (metropolitan area)
Wesley Mission Perth	Wesley Mission Creditcare (William Street)
Wesley Mission Perth	Wesley Mission Creditcare (Sherwood Court)
Wheatbelt Aboriginal Corporation	Wesley Residential Service
Wheatbelt Aboriginal Corporation	Indigenous Family Violence Prevention and Support Service (Northam)
Wirraka Maya Health Service Aboriginal Corporation	Gwabba Duk Mia Lodge
Wirrimanu Aboriginal Corporation	Wirraka Maya Family Violence Program
	Wirrimanu Communities Family Safety Project

Women's Health Care Association

Wonthella House Inc

Wonthella House Inc

Wyndham Family Support Service

Yahnging Aboriginal Corporation

Yahnging Aboriginal Corporation

YMCA of Perth Inc

Yorganop Child Care Aboriginal Corporation

Yorgum Aboriginal Corporation

Yorgum Aboriginal Corporation

Yorgum Aboriginal Corporation

Zonta House Refuge Association Inc

Domestic Violence Advocacy and Support Service for Women from CALD

Domestic Violence Victim Support and Advocacy Service

Wonthella House

Wyndham Financial Counselling Service

Indigenous Family Violence Prevention and Support Service (Mirrabooka)

Yahnging Family Housing Service

Streetsyde Emergency Youth Accommodation

Yorganop Placement Service

Aboriginal Family Violence Awareness and Discussion Forum Project

Yorgum Child Sexual Abuse Treatment for Aboriginal People

Yorgum Domestic Violence Counselling for Children

Zonta House; Cloverdale House; Bateman House

Output 8: Family and Domestic Violence

Armadale Domestic Violence Intervention Project Inc

Eastern Region Domestic Violence Prevention Council

Fremantle Regional Domestic Violence Coordinating Committee

Geraldton Regional Domestic Violence Project

Goldfields Regional Domestic Violence Committee

Great Southern Regional Domestic Violence Committee

Joondalup and Districts Domestic Violence Group

Kimberley Regional Domestic Violence Committee

Rockingham Regional Domestic Violence Committee

Narrogin Regional Domestic Violence Action Group

Mirrabooka Regional Domestic Violence Prevention Committee

Peel Regional Family Violence Committee

Perth West Domestic Violence Action Group

Pilbara Regional Domestic Violence Council Inc

South West Regional Domestic Violence Committee

Wheatbelt Regional Family and Domestic Violence Committee

Youth Development Holiday Program

Metropolitan services

Armadale and Gosnells Districts Youth

Australian Red Cross Society WA Division

Balga Senior High School Child Care Centre Inc

Ballajura Baptist Church

Burdiya Aboriginal Corporation

Catholic Migrant Centre

Churches Commission On Education

Churches Commission On Education

Cirque Bizique Circus School

City of Belmont

City of Cockburn

City of Fremantle

City of Gosnells

City of Joondalup

City of Melville

City of Perth

City of Swan

City of Wanneroo

Coastal Family Health Services Inc

Foothills Information and Referral Service Inc

Hills Community Support Group Inc

Kalla-Boodja Aboriginal Corporation

Karawara Community Project Inc

Mercy Community Services Incorporated

Armadale and Gosnells District Youth Resources

Australian Red Cross

Balga Senior High School Child Care Centre Inc

Ballajura Baptist Church

Burdiya Aboriginal Corporation

Catholic Migrant Centre

Belmont Youth Care

Churches Commission on Education Inc

Cirque Bizique Circus School

City of Belmont

City of Cockburn

Community Youth Service

City of Gosnells

City of Joondalup

City of Melville

City of Perth

City of Swan, Altone Park

City of Wanneroo

Coastal Family Health Services Inc

Foothills Youth Centre

Hills Community Support Group

Kalla-Boodja Aboriginal Corporation

Karawara Community Project

Mercy Community Services

North East Regional Youth Council Inc
 Parkerville Children's Home Inc
 Salvation Army (WA) Property Trust
 Stand By Me Youth Service (WA) Inc
 Subiaco Police and Citizens Youth Club
 Town of Bassendean
 Warnbro Church of Christ
 Whitford Church of Christ

Country Services

Agencies for South West Accommodation Inc
 Avon Valley Arts Society
 Beagle Bay Community Inc
 Bencubbin Telecentre Inc
 Beverley Community Resource and Telecentre
 Bidyadanga Aboriginal Community La Grange Inc
 Boyup Brook Teen Scene Inc
 Bunbury Regional Entertainment Centre
 Bunuba Inc
 Burringurrah Community Aboriginal Corporation

Calvary Youth Services Mandurah Inc
 City of Mandurah
 Collie Police and Citizens Youth Club
 Corrigin Community Resource and Telecentre
 Cunderdin and Districts Telecentre
 Dowerin Telecentre
 Eastern Goldfields YMCA (Inc)
 Escare Inc
 Geraldton Police and Citizen's Youth Club
 Geraldton Streetwork Aboriginal Corporation
 Geraldton Sunshine Festival Inc
 Irrungadji Group Association Inc
 Kalumburu Aboriginal Corporation
 Kambalda Local Drug Action Group
 Katanning Regional Telecentre
 Kiwirrkurra Community Aboriginal Corporation
 Kupartiya Inc
 Meekatharra Youth and Social Centre
 Mission Australia
 Narembeen Telecentre
 Newman YMCA Youth Services Inc
 Ngumpun Aboriginal Corporation
 Ngurra Yuldoo Aboriginal Corporation
 Northam Local Drug Action Group
 Northcliffe Youth Voice
 Oombulgurri Association Incorporated
 Paraburdoo and Tom Price Youth Support Association
 Ravensthorpe District Telecentre Inc
 Revolution Youth Group
 Salvation Army (WA) Property Trust
 Salvation Army (WA) Property Trust
 Shire of Bridgetown/Greenbushes
 Shire of Busselton
 Shire of Derby/West Kimberley
 Shire of Dundas
 Shire of East Pilbara
 Shire of Harvey
 Shire of Irwin
 Shire of Mt Magnet
 Shire of Mullewa
 Shire of Murray

North East Regional Youth Council
 Seen and Heard Program
 Salvation Army (WA) Property Trust Morley
 Stand By Me Youth Service
 Subiaco Police and Citizens Youth Club
 Bassendean Youth Service
 Warnbro Community Church
 Whitfords Church of Christ

Agencies for South West Accommodation
 Avon Valley Arts Society
 Beagle Bay Community
 Bencubbin Telecentre
 Beverley Community Resource and Telecentre
 Bidyadanga Aboriginal Community
 Boyup Brook Teen Scene
 Bunbury Regional Entertainment Centre
 Bunuba Inc
 Burringurrah Community Aboriginal Corporation (Meekatharra)
 Calvary Youth Services
 City of Mandurah, Billy Dower Youth
 Collie Police and Citizens
 Corrigin Community Resource and Telecentre
 Cunderdin and Districts Telecentre
 Dowerin Telecentre
 Eastern Goldfields YMCA
 Escare Incorporated
 Geraldton Police and Citizen's Youth Club
 Geraldton Streetwork Aboriginal Corporation
 Geraldton Sunshine Festival Inc
 Irrungadji Group Association Inc
 Kalumburu Aboriginal Corporation
 Kambalda Local Drug Action Group
 Katanning Regional Telecentre
 Kiwirrkurra Community Aboriginal Corporation
 Kupartiya
 Meekatharra Youth And Social Centre
 Gascoyne Youth Centre
 Narembeen Telecentre
 Newman YMCA Youth Services Inc
 Ngumpun Aboriginal Corporation
 Ngurra Yuldoo Aboriginal Corporation
 Northam Local Drug Action Group
 Northcliffe Youth Voice
 Oombulgurri Association Incorporated
 Tom Price Youth Centre

Ravensthorpe District Telecentre Inc
 Revolution Youth Group
 Salvation Army (WA) Property Trust (Karratha)
 Salvation Army Kalgoorlie Youth Service
 Shire of Bridgetown/Greenbushes
 Geographe Leisure Centre
 Shire of Derby/West Kimberley
 Shire of Dundas (Norseman)
 Marble Bar Youth
 Escape Youth Centre
 Youth Advisory Council
 Shire of Mt Magnet
 Shire of Mullewa
 Shire of Murray



Shire of Northam
Shire of Shark Bay
Short Term Accommodation for Youth Inc
Southern Cross Telecentre Inc
Toodyay Blue Light Youth Group
Town of Port Hedland
Walpole Sport and Recreation Centre Inc
Wangkatjunga Community Inc
Warmun Aboriginal Corporation
Waroona Community Centre Inc
Youth Involvement Council Inc

Wundowie Youth Advisory Council
Youth Advisory Council
S.T.A.Y.
Southern Cross
Toodyay Blue Light Youth Group
Community Art Centre
Walpole Sport and Recreation Centre Inc
Wangkatjunga Community
Warmun Community
Waroona Community Centre Inc
Youth Involvement Council

Appendix 4: Sponsors

Community Development

Community Services Industry Awards 2002

882 6PR
Australia Post
Goundrey Wines
LotteryWest
Rendezvous Observation City Hotel
Staging Connections
The West Australian
WIN Television

Foster family free days 2002 and 2003

Albany Leisure and Aquatic Centre
Ambleside Emu and Ostrich Farm
AMF Cannington Lanes
Araluen Botanic Park
Bennett Brook Railway
Big Swamp Wildlife Park
Bonney Farm
Botanic Golf Gardens
Boyanup Museum of Transport and Rural Industries
Busselton Central Cinema
Caversham Wildlife Park
Cervantes Holiday Homes
Cinnamon Coloureds Farm Chalets
City of Geraldton – Aquarena
Collie Tourist Coal Mine
Criterion Hotel Perth
Devines's English Style Bed and Breakfast
Dolphin Discovery Centre
Donnelly River Holiday Village
Eslindre Retreat
Everview Chalets
Fairlanes City Bowl
Fawltly Woodducks Bed and Breakfast
Fremantle Leisure Centre
Fremantle Prison
Fun Factory Mandurah
Fun Station Rockingham
Golf 'N' Fun
Greyhound Pioneer Australia
Kalbarri Entertainment Centre
Karribank Country Retreat
Khaelen Farmstay
Kwinana Recreation Centre
Lakeside Holiday Villas
Leschenault Leisure Centre
Lions Dryandra Woodlands Village
Margaret River Stone Cottages
Miss Q's
Morley Rollerdrome
Motor Museum of WA
New Norcia Museum and Art Gallery
Oakview Cottage
Old Farm at Strawberry Hill
Old Goldfields Orchard and Cider Factory
Pentland Alpaca Stud and Animal Farm
Perth Zoo
Rainbow Jungle
Rendezvous Observation City Hotel

Royal Agricultural Society of Western Australia
Serpentine Vintage Tractors and Machinery Museum
Swan Bells Belltower
The Goldfields Oasis
The Great Escape
The Jetty Motel
The Lodge Motel
The Perth Mint
The Pinnacles – Nambung National Park
The West Australian
Tumbulgum Farm
Turicum Chalets
Valley of the Giants Tree Top Walk
Valleyponds Farmstay
Video Ezy (all West Australian stores)
Walkaway Station Museum
Walkington Theatre
Wannadoo Fishing and Aquaculture
Whale World
Whiteman Park
Wiggles 'n' Giggles Albany
Yallingup Shearing Shed
Yanchep National Park

Children and Young People's Policy

WA Youth Awards Showcase

Alcoa
ArtsWA
Buena Vista International
Channel 7
Coca-Cola Amatil
Curtin University of Technology
Department for Culture and the Arts
Department for Planning and Infrastructure
Department of Conservation and Land Management
Hoyts Cinemas
Iluka Resources
Isaac's Ridge
Leeuwin Ocean Adventure
Lotteries Commission of Western Australia
Mastery Multimedia
Meat and Livestock Australia
96FM
Rick Hart
Scitech Discovery Centre
Singapore Airlines
The West Australian
Timezone
Transperth
WA Government Railways
Wesfarmers Landmark
WMC Resources
Woodside Energy Limited

2003 Youth Media Survey

Major sponsors

Channel 7
Channel 9
Community Newspapers
Office for Children and Young People's Policy
Department of Culture and the Arts
Department of Health
Department of Sport and Recreation

Geraldton Guardian Newspaper
GWN
HBF
John Davis Advertising
Network Ten (Perth)
92.9
Nova
RTR-FM
The Sunday Times
The West Australian
West Australian Aboriginal Media Association
WIN Television
X-press Magazine

Prize sponsors

Ace Cinema
Art Gallery of Western Australia
Australia Post
B Clear and Simple
H²Overland Surf Adventures
Highway 1
Perth Glory
Pioneer
Tang Computers
The Hangout
Trax 2000 PQS Computers
West Coast Eagles

Seniors Interests and Volunteering

Seniors Week and WA Seniors Awards 2002

Australian Pensioners Insurance Agency
BankWest
Council on the Ageing (WA) Inc
Golden West Network
Have-A-Go News
Skywest
The West Australian
West Regional Group of Newspapers
Western Australian Tourism Commission
Western Hearing Services
Woolworths Pty Ltd

Seniors Card Discount Directory 2002-2004

Retirees WA

WA Media Awards 2002 Positive Image of Seniors

Commonwealth Department of Health and Ageing
Hollywood Private Hospital
Perth Ambassador Hotel
Woolworths Pty Ltd

Women's Policy

Nil

Sponsorships provided by the Department

Annual Conference 2002

Financial Counsellors Association of WA

Biennial Community Development Conference

Local Government Community Services Association

Children's Film Festival 2003

Lions Clubs District 201W1 Inc

20th Anniversary Celebrations

Multicultural Services Centre of WA

'Beyond the Buzzwords' Forum

Western Australian Council of Social Service (WACOSS)

'Learning for Living – to Strengthen Resilience in Children, Families and Communities' Conference

Protective Behaviours WA and Meerlinga Young Children's Foundation

Young Carer Forum

Carers Association of WA

Have-A-Go Day and 'Add life to your years' publication

Seniors Recreation Council

Have-A-Go News Photography exhibition

Have-A-Go News

Tuesday Morning Show

Perth City Council

Peel Seniors Expo 2003

Mandurah Senior Citizens

Adult Learners Week

Adult Learning Australia and Department of Education and Training

National Volunteers Week 2003

Volunteering WA

Appendix 5: Awards

Community Development

Department for Community Development Churchill Fellowship 2002

Shirley Bennell - 'Investigating Ways of Overcoming Culturally Inappropriate Aged-Care Provision and Barriers for Aboriginal People'.

Community Services Industry Awards 2001

Winners and finalists

Being innovative (small group/organisation)

Winner Jacaranda Community Centre Program—Jacaranda Community Centre Inc
Finalists Grandpower for Grandkids Program—Grandpower for Grandkids Inc
The Break-Away Club—The Break-Away Club Inc
Working Hand in Hand—Toodyay Op Shop Inc

Being innovative (large group/organisation)

Winner Home Independence Program—Silver Chain
Finalists Learning for Life Program—The Smith Family
Mobile Youth Service—YMCA of Perth Inc
Wanslea Research, Evaluation and Training Program—Wanslea Family Services

Developing communities

Winner School for Environmental Consciousness—North Dandalup Primary School
Finalists Aboriginal Family Support and Development Service—Yahnging Aboriginal Corporation
Lifeline—Laverton—Living Stone Foundation
Nardine Wimmin's Refuge Outreach Program—Nardine Wimmin's Refuge

Strengthening volunteering

Winner Peel Volunteer Referral Program—Peel Volunteer Resource Centre
Finalists Meals to Music—City of Melville
Seniors Helping Seniors—SOS Supporting our Seniors and Disabled Inc
Mentors Caring for Young People—School Volunteer Program Inc

Developing and supporting the community services industry

Winner Not for Profit Development Program—Peel Volunteer Resource Centre
Finalists Fishers with Disabilities Program—Department of Fisheries Volunteer Fisheries Liaison Officer Program
Nursing Home and Hostel Support Program—Osborne Park Older Adult Mental Health
RAPID—Eastern Metropolitan Regional Council

Building business and community partnerships

Winner Indigenous Training for Remote Communities—Austral Training and Human Resources
Finalists Busselton Hospice Care—Busselton Hospice Care Inc
Workforce Labour Hire Service—Great Southern Personnel Inc
Leeuwin Community Partnership Program—Leeuwin Ocean Adventure Foundation

Strengthening rural and remote communities

Winner Nullagine Youth Centre—Irrundgadji Aboriginal Community
Finalists Male Mentor Program—Donnybrook RSL Sub Branch
Mind Yourself—Eastern Goldfields Medical Division of General Practice Ltd
Mount Magnet Indigenous Youth Initiatives Program—Shire of Mount Magnet

Enhancing management and work practices

Winner Training Management Program—Wanslea Family Services
Finalists Family Needs Screening Program—Therapy Focus Inc
Nardine Wimmin's Refuge Professional Development Program—Nardine Wimmin's Refuge
Working Model of Community Development—City of Melville

Outstanding service by an individual

Winner Reverend George Davies
Finalists Peter Dhu
Peter Sirr
Kathleen Stanick-Bentley

Judging panel

Sally Davies
Jasmine Geddes
Patricia Morris
Mary Anne Paton
Tony Pietropiccolo
Ramdas Sankaran
Dr Michael Schaper
Jacquie Thomson

Executive Director, Volunteering WA (since retired)
Town of Bassendean's Young Citizen of the Year 2002
Mayor, City of Gosnells
General Manager of the Legal Practice Board
President, Western Australian Council of Social Service
Executive Director, Ethnic Communities Council
Senior Lecturer, Curtin University, School of Business Management
Acting Director Community Funding, LotteryWest

Children and Young People's Policy

WA Youth Awards Showcase

Youth Minister's Positive Image Award

Winner

Christian Rodan

Catholic Agricultural College – Bindoon

Judging panel

Jacqui Allen
Craig Comrie
Susan Hewitt
Natalie La Touche
Fiona McRobbie
Malcolm Moore
Kerry Ross
Pearl Tan

Office of the Minister for Youth
City of Stirling Youth Advisory Council
The West Australian
Office for Children and Young People's Policy
Office for Children and Young People's Policy
Scitech Discovery Centre
Office for Children and Young People's Policy
96FM

WA Youth Media Awards

Overall winner

Susan Hewitt

The West Australian

Category winners

Print media (metro)

Print media (suburban)

Print media (regional)

Television (metro)

Television (regional)

Radio

Photograph

Judges' Encouragement Award

Susan Hewitt, The West Australian
Paige Taylor, Post Newspapers
Daniela Englmayr, Mandurah Mail
Alison Whisson, Channel Nine
Bianca Hayley, Golden West Network
Michelle White, Triple J
Barry Baker, The West Australian
Simon Hydzik, Channel 31 Perth

Judging panel

Debra Bishop
Adrian Myles
Kelly Oversby
Kristen Paech
Earl Reeve
Tony Serve
Don Smith
Les Welsh

Channel 7
Student Journalism Association
Office for Children and Young People's Policy
'Top Media Student' - Curtin University
Retired media representative
Independent media representative
Independent media representative
Curtin Radio

WA Youth Awards

Winners

WA young person of the year

WA youth leadership award

WA youth citizenship (individual) award

WA youth citizenship (group) award

WA youth environment award

WA youth inspiration award

WA youth active achievement award

David Faulkner, Marvel Loch
David Faulkner, Marvel Loch
Sandra Spadanuda, Bibra Lake
YMCA Youth Parliament, Perth
Pauline Morrison, Westonia
Sarah Liddelow, Thornlie
Gabrielle Workman, Riverside Gardens

Judging panel

Jacqui Allen
Maxine Boyd
Shane Fairnie
Kate Gauntlett
Russell Harvie
Sandra Jamieson
Ron Kawalilak
Fiona McRobbie
Sarah Rohr
Pearl Tan
Captain Greg Tonnison

Office of the Minister for Youth
Lotteries Commission of Western Australia
Curtin University of Technology
The West Australian
Iluka Resources
Woodside Energy
Department of Conservation and Land Management
Office for Children and Young People's Policy
Channel 7
96FM
Leeuwin Ocean Adventure

Seniors Interests and Volunteering

WA Seniors Awards 2002

Winners

WA Senior of the Year
Northern Senior of the Year
Mid-west Senior of the Year
Metropolitan Senior of the Year
Goldfields Senior of the Year
Southern Senior of the Year
Community Service Award
Business Leadership Award
Art and Culture Award
Sport and Recreation Award
Award of Excellence

Arthur Urquhart, South Perth
Laura Shannon, Onslow
Mavis Bookham, Wyalkatchem
Arthur Urquhart, South Perth
Olga Daws, Kalgoorlie
Allie Scott, Busselton
Johanna Lussenburg, Thornlie
John Rees, Kalgoorlie
Ruth Kershaw, Thornlie
Arthur Urquhart, South Perth
Lesley Marshall, Kalgoorlie

Judging panel

Margaret Dawkins
Gabrielle Ausden
Mark Weller
Edie Hoy Poy OAM CD
Russell Simpson
Hugh Rogers

Office for Seniors Interests and Volunteering
Golden West Network
BankWest
Chung Wah Association
Aboriginal Education Training Council, Department of Education and Training
Seniors Recreation Council WA

WA Media Awards 2002 Positive Images of Seniors

Winners

Positive Images Medal (overall winner)
Metropolitan Print News
Metropolitan Print Feature
Regional Print
Pictorial Print
Television
Advertising
Seniors Specific
People's Choice

Kate Gauntlett, The West Australian
Kate Gauntlett, The West Australian
Bret Christian, Post Newspapers P/L
Alex Levack, Albany Advertiser
Richard Hatherly, The Sunday Times
Saskia Loosjes, GWN
Mirvac Fini P/L (Sue Cowin)
Nicholle Bell, The Standard
Kate Gauntlett, The West Australian

Judging panel

Bob Cronin (Chair)
Tony Warton
Beryl Silvester
Christine Curry
Claudia Oakley

Former editor of The West Australian
Public relations consultant
Metropolitan Senior of the Year 1999
Commonwealth Department of Health and Ageing
Office for Seniors Interests and Volunteering



Women's Policy

Edith Cowan Western Australian Women's Fellowship 2002

Anne Barrett

Judging Panel

Noela Taylor (Chair)

Arina Aoina

Linda Richardson

Eversley Ruth

Pam Ryder

Elizabeth Reid-Boyd

Office for Women's Policy

Women's Advisory Council

Office for Women's Policy

Association of Past Fellowship Recipients

National Council of Women of Western Australia

Centre for Research for Women

Appendix 6: Publications

Copies of all publications are available from the agencies which produce them. Information is also available on the relevant websites.

Community Development

Websites

www.communitydevelopment.wa.gov.au
www.fcs.wa.gov.au

Posters

Aboriginal (desert, city and ocean themes)
Crisis care
Customer service charter
Family helpline
Family centres
Foster care
Growing up kids
Help for families in crisis
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
Resolving your complaints
Wall chart child growing up needs
We all have the right to feel safe all of the time (in Nyangumarta, Thalanyji and Yindjibarndi)

Brochures and reports

Annual report to Parliament (online only)
At a case conference
Budget highlights 2003/2004 (online only)
Case review board
Choosing quality care for your children (also in Arabic, Chinese, Serbian, Bosnian, Indonesian and Vietnamese)
Community services industry awards 2002
Customer service charter
Dealing with the effects of trauma
Developmental stages of children
Developmental stages of toddlers
Early education service
Eradication of poverty report and government response
Family centres
Family helpline
Finding out about your Aboriginal family history
Getting help with funerals
Growing up kids booklet (to accompany videos only)
Growing up kids tipsheets
All the family
Catch your kids being good
Growing up babies
Growing up teenagers
Helping kids deal with trauma or bad events
Keeping rules-being firm but fair
Kids and school
Living with elders
Money matters
Protecting our kids
Strong men, strong families
Young single mums and dads
Growing up steps of babies

Growing up steps of walking babies
 Guide to state government concession's 2002/2003
 Help for families in crisis
 Living with babies
 Living with children
 Living with parents (online only)
 Living with stepfamilies
 Living with teenagers
 Living with teenagers parent training manual
 Making a difference: information for people interested in becoming foster carers
 Our children are our future: let's keep them safe (in Nyangumarta, Thalanyji and Yindjibarndi)
 Parenting help centre
 Parenting fact sheets
 Being a father
 Being a mother
 Family holidays made fun
 Grand parenting
 Parenting and children learning together
 Parenting in a multicultural society (also in Chinese, Farsi, Greek, Indonesian, Italian, Portuguese, Spanish, Vietnamese)
 Positive communication
 Parenting information centres
 Parenting information for people working with children
 Parent link home visiting service
 Parenting services
 Play and learning sheets
 Books and stories
 Dressing up and puppets
 Making things
 Music
 Painting and drawing
 Playing around the house
 Playing outside
 Rainy days and cars
 Protecting your children
 Resolving your complaints
 Setting up a crèche
 Shaken Baby Syndrome (online only)
 Starting family day care
 Tapestries newsletter
 Telephone service cards

Videos

Living with babies
 Living with children
 Living with stepfamilies
 Living with teenagers
 Living with toddlers

Children and Young People's Policy

Website

www.youngpeople.communitydevelopment.wa.gov.au
www.dotu.wa.gov.au
www.cadetswa.wa.gov.au
www.yacs.wa.gov.au
www.youthsurvey.wa.gov.au

Publications

Cadet Lines (newsletter)
 Telling the Emperor – A Guide to Youth Participation in Decision Making
 Urban Design Guidelines for Creating Youth Friendly Spaces and Places
 YouthSpaces and Facilities Fund – Funding Conditions and Application Form
 Y@C Chat (newsletter)

Family and Domestic Violence

Website

www.familyanddomesticviolence.communitydevelopment.wa.gov.au

www.freedomfromfear.wa.gov.au

Publications

Are you concerned about family and domestic violence in your community?

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

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

Factsheet: Common myths about domestic violence

Factsheet: The impact of domestic violence

Information sheet 1: Development of the campaign advertising strategy

Information sheet 2: Testing of the campaign advertising strategy

Information sheet 3: Implementing the campaign

Information sheet 4: Campaign evaluation results phase one

Working together to Address Family and Domestic Violence

Posters

Freedom from fear campaign (set of two)

Seniors Interests and Volunteering

Website

www.osi.wa.gov.au

www.congresswest.com.au/IFA

www.volunteering.communitydevelopment.wa.gov.au

Posters

Celebrating Life: Seniors Week 2002

Publications

Seniors Card Regional Discount flyers

Seniors Card Shopping Centre flyers

Seniors Card Application Form

Seniors Card Business Registration Kit

A New Age for Business Newsletter – 3rd edition

WA Seniors Awards nomination Kit 2003

Seniors Week lift out and Program of Events 2002

Seniors Card Seniors in the City Trail 2002 (Perth and Fremantle)

Topic Sheet No. 1 Edition 2: Population Characteristics and Trends Update

Valuing Volunteering- A Shared Vision

Goals Identification package for Shared Vision registrants

Registration Forms and Information Packs for the National Police Checks for Volunteers Pilot

Women's Policy

Website

www.womenwa.communitydevelopment.wa.gov.au

Brochures and reports

Directory of services for women (pocket directory)

Edith Cowan Western Australian Women's Fellowships: profiles and guidelines)

Older women in WA (factsheet)

Roll of honour (website only)

The health of women in WA (factsheet)

Winfo monthly calendar of events

Women in WA (factsheet)

Women's Convention 2002 Report

Background papers for community engagement forums: Heath, Seniors and Safety

Small Grants Program (brochure)

Posters

Women's Information Service

Appendix 7: Office locations

Community Development

Central Office

189 Royal Street
East Perth WA 6004
PO Box 6334
East Perth WA 6892
Tel (08) 9222 2555
Tel 1800 622 258 (freecall STD)
TTY (08) 9325 1232

Child Care Licensing
25 Adelaide Street
Fremantle WA 6160
Tel (08) 9431 8888
Tel 1800 199 383 (freecall STD)

Consumer Advocate
189 Royal Street
East Perth WA 6004
Tel (08) 9222 2594
Tel 1800 013 311 (freecall STD)

East Division

Adoption Services
189 Royal Street
East Perth WA 6004
Tel (08) 9222 2555
Tel 1800 622 258 (freecall STD)

Armadale Best Start
Orchard House
14 Orchard Avenue
Armadale WA 6112
Tel (08) 9497 6555

Armadale District
145 Jull Street
Armadale WA 6112
Tel (08) 9497 6555

Armadale Lifeskills Centre
Orchard House
14 Orchard Avenue
Armadale WA 6112
Tel (08) 9497 6555

Armadale Parent Link
Home Visiting Service
Brookman House
25-27 Brookman Avenue
Langford WA 6147
Tel (08) 9358 3924

Cannington District
Cnr Grose Avenue and Lake Street
Cannington WA 6107
Tel (08) 9351 0888

Intensive Family Casework and
Treatment Team
Fulham House
222 Fulham Street
Cloverdale WA 6105
Tel (08) 9277 0311

Foster Carer Recruitment Service
91 Hensman Road
Subiaco WA 6008
Tel (08) 9380 4960
Tel 1800 024 453 (freecall STD)

Midland District
281 Great Eastern Highway
Midland WA 6056
Tel (08) 9274 9411

Adolescent and Child Support Service
Kath French Centre
900 Woodlands Road
Stoneville WA 6081
Tel (08) 9295 9000

Darlington House
4 Hubert Street
Darlington WA 6070
Tel (08) 9299 6760

One to One Intensive Care
2 Curtin Avenue
Cottesloe WA 6011
Tel (08) 9384 5566

Preparation for Placement and
Respite Tudor Lodge
59 Chelmsford Road
Mt Lawley WA 6050
Tel (08) 9328 6150

Youth Equip Service
152 Robert Street
Como WA 6152
Tel (08) 9450 3282

Goldfields District
Goldfields District (Kalgoorlie)
Cnr Boulder Road and Cheetham
Street
Kalgoorlie WA 6430
Tel (08) 9022 0700

Esperance Office
92 Dempster Street
Esperance WA 6450
Tel (08) 9071 2566

Graeme Street Hostel
Cnr Eureka and Graeme Streets
Kalgoorlie WA 6430
Tel (08) 9021 2946

Laverton Office
Laver Place
Laverton WA 6440
Tel (08) 9031 1104

Leonora Office
Lot 40 Cnr Tower and Rajah Streets
Leonora WA 6438
Tel (08) 9037 6132

Norseman Office
80 Prinsep Street
Norseman WA 6443
Tel (08) 9039 1129

Wheatbelt District

Wheatbelt District (Northam)
Cnr Fitzgerald and Gairdner Streets
Northam WA 6401
Tel (08) 9622 0170

Kellerberrin Office
4 Moore Street
Kellerberrin WA 6410
Tel (08) 9045 4203

Merredin Office
113 Great Eastern Highway
Merredin WA 6415
Tel (08) 9041 1622

Moora Office
49 Dandaragan Street
Moora WA 6510
Tel (08) 9651 1100

Narrogin Office
Government Building
Park Street
Narrogin WA 6312
Tel (08) 9881 0123

Southern Cross Office
11a Antares Street
Southern Cross WA 6426
Tel (08) 9049 1016

Wheatbelt and Northam Parent
Link Home Visiting Service
26 Gordon Street
Northam WA 6401
Tel (08) 9622 3144

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

North Division

Aboriginal Student Accommodation Service
Off Beechboro Road North
Whiteman WA 6944
Tel (08) 9249 1444

Community Skills Training Centre
3rd Floor Construction House
35 Havelock Street
West Perth WA 6005
Tel (08) 9222 6000

Emergency Services Unit
Fulham House
222 Fulham Street
Cloverdale WA 6105
Tel (08) 9277 0366

Joondalup District
Ground Floor Joondalup House
8 Davidson Terrace
Joondalup WA 6027
Tel (08) 9301 3600

Joint Investigation Unit
Unit 7 Warwick Commercial Centre
8 Dugdale Street
Warwick WA 6024
Tel (08) 9246 6111

Joondalup Parent Link
Home Visiting Service
8 Davidson Terrace
Joondalup WA 6027
Tel (08) 9301 3600

Mirraboooka District
6 Ilkeston Place
Mirraboooka WA 6061
Tel (08) 9344 9666

Keith Maine Youth and Family Centre
Off Beechboro Road North
Whiteman WA 6068
Tel (08) 9249 1444

Parent Help Centre and Parenting Line
28 Alvan Street
Mt Lawley WA 6050
Tel (08) 9272 1466
Tel 1800 654 432 (freecall STD)

Perth District
641 Wellington Street
Perth WA 6000
Tel (08) 9214 2444

Scarborough Parent Link Home Visiting Service
334 Albert Street
Balcatta WA 6021
Tel (08) 9440 5170

Kimberley District

Kimberley District (Broome)
Cnr Weld and Frederick Streets
Broome WA 6725
Tel (08) 9192 8111

Broome Office
Cnr Weld and Frederick Streets
Broome WA 6725
Tel (08) 9192 1317

Catherine House
Placement and Support Centre
Cnr Dickson Drive and Pembroke Street
Broome WA 6725
Tel (08) 9192 1026

Derby Office
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
71 Thomas Street
Halls Creek WA 6770
Tel (08) 9168 6114
Kununurra Office
State Government Building
Cnr Konkerberry Drive and Messmate Way
Kununurra WA 6743
Tel (08) 9168 0333

Wyndham Office
Lot 994 Great Northern Highway
Wyndham WA 6740
Tel (08) 9161 1110

Yurag-Man-Gu Taam-Purru
Placement and Support Centre
Cnr Thomas and Terone Streets
Halls Creek WA 6770
Tel (08) 9168 6136

Murchison District

Murchison District (Geraldton)
45 Cathedral Avenue
Cnr Chapman Road
Geraldton WA 6530
Tel (08) 9921 0768

Carnarvon Office
Stuart Street
Carnarvon WA 6701
Tel (08) 9941 1244

Geraldton Parent Link
Home Visiting Service
Spalding Family Centre
75 Mitchell Street
Geraldton WA 6530
Tel (08) 9923 1125

Meekatharra Hostel
Consul Road
Meekatharra WA 6642
Tel (08) 9981 1152

Meekatharra Office
Lot 83 Main Street
Meekatharra WA 6642
Tel (08) 9981 1104

Mt Magnet Office
Lot 124 Laurie Street
Mt Magnet WA 6638
Tel (08) 9963 4190

Mullewa Office
Main Road
Mullewa WA 6630
Tel (08) 9961 1004

Waran-Ma Group Home
15 Smith Street
Carnarvon WA 6701
Tel (08) 9941 4125

Westview Hostel
32 Swan Drive
Sunset Beach
Geraldton WA 6530
Tel (08) 9938 1930

Wiluna Office
Lot 1466 Wotton Street
Wiluna WA 6646
Tel (08) 9981 7097

Pilbara District

Pilbara District (Karratha)
WA Government Administration Building
Cnr Searipple and Welcome Roads
Karratha WA 6714
Tel (08) 9185 0200

Hedland Parent Link
Home Visiting Service
3 Jibson Close
South Hedland WA 6722
Tel (08) 9172 1500

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
Karringal House
1 Ashburton Avenue
Paraburdoo WA 6754
Tel (08) 9189 5651

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

South Division

Crisis Care Unit
Tel (08) 9223 1111
Tel 1800 199 008 (freecall STD)

Family Helpline
Tel (08) 9223 1100
Tel 1800 643 000 (freecall STD)

Family Information Records
Bureau
189 Royal Street
East Perth WA 6004
Tel (08) 9222 2926
Tel 1800 000 277 (freecall STD)

Fremantle District
25 Adelaide Street
Fremantle WA 6160
Tel (08) 9431 8800

Mandurah Parent Link Home
Visiting Service
Shop 115 Mandurah Forum
Shopping Centre
Pinjarra Road
Mandurah WA 6210
Tel (08) 9535 9190

Men's Domestic Violence
Helpline
Tel (08) 9223 1199
Tel 1800 000 599 (freecall STD)

Peel District (Mandurah)
Cnr Tuckey and Sutton Streets
Mandurah WA 6210
Tel (08) 9535 6688

Port Kennedy Beach Camp
Lot 88 Secret Harbour Boulevard
Secret Harbour WA 6173
Tel (08) 9524 7772

Rockingham District
Home and Building Centre
85 Chalgrove Avenue
Rockingham WA 6168
Tel (08) 9527 0100

Bunbury District

Bunbury District (Bunbury)
80 Spencer Street
Bunbury WA 6230
Tel (08) 9721 5000

Busselton Office
Suite 7-9
8-10 Prince Street
Busselton WA 6280
Tel (08) 9752 3666

Canowindra Hostel
PO Box 1708
Bunbury WA 6230
Tel (08) 9795 7052

Collie Office
68 Wittenoom Street
Collie WA 6225
Tel (08) 9734 1699

Gnowangerup Resource Centre
Cnr Corbett and Aylmore Streets
Gnowangerup WA 6335
Tel (08) 9827 1467

Great Southern District

Albany Office
25 Duke Street
Albany WA 6330
Tel (08) 9841 0777

Albany Parent Link
219 North Road
Albany WA 6330
Tel (08) 9842 3696

Katanning Office
Reidy House
25 Amherst Street
Katanning WA 6317
Tel (08) 9821 1322

Manjimup Office
Lot 432 South West Highway
Manjimup WA 6258
Tel (08) 9771 1711

Margaret River Office
33 Tunbridge Street
Margaret River WA 6285
Tel (08) 9757 2910

Office for Children and Young People's Policy

7th Floor
Albert Facey House
469 Wellington Street
Perth WA 6000
Tel (08) 9476 2012

Broome Community House
Cnr Frederick and Weld Streets
Broome WA 6725
Tel (08) 9192 8728

Manjimup Youth Resource Centre
Cnr Moore and Rutherford Street
Manjimup WA 6258
Tel (08) 9771 8930

Family and Domestic Violence Unit

1st Floor Hartley Building
141 St Georges Terrace
Perth WA 6000
Tel (08) 9264 6350

Office for Seniors Interests and Volunteering

Seniors Interests

4th Floor May Holman Centre
32 St Georges Terrace
Perth WA 6000
Tel (08) 9220 1111

Seniors Information Service

Tel (08) 9328 9155
Tel 1800 671 233 (freecall STD)
Tel 1800 555 677 (National Relay Service and TTY)

Volunteering

4th Floor May Holman Centre
32 St Georges Terrace
Perth WA 6000
Tel (08) 9220 1111
Tel 1800 617 233

Office for Women's Policy

1st Floor Hartley Building
141 St Georges Terrace
Perth WA 6000
Tel (08) 9264 1920

Appendix 8: Advisory committees

Community Development

Adoption Applications Committee (established 1994)

Membership (as at 30 June 2003)

Leah Bonson (Chair)	Director East Division, Department for Community Development
Derek D'Cruz	Principal Officer Cultural Division, Department for Community Development
Mary Grace	Team Leader Adoption Service, Department for Community Development
Colin Keogh	Manager Adoption Service, Department for Community Development
Grey Searle	Senior Principal Officer Psychology, Department for Community Development
Bob Sprenkels	Team Leader Adoption Service, Department for Community Development
Margaret van Keppel	Clinical Psychologist (independent member)

Terms of reference

- To consider whether or not persons who have applied to the director general under section 38(1) of the *Adoption Act 1994* are suitable for adoptive parenthood.
- To approve or not approve such persons as prospective adoptive parents, generally section 13(1); or to recommend to the Department in relation to the age, origins, ethnic background, medical, behavioural or psychological care of a child whom the applicant(s) is/are suitable to adopt, section 13(2) and section 52(1)(a)(aa).

Sitting fees

Independent members	\$66
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Advisory Council on the Prevention of Deaths of Children and Young People (established 2003)

Membership (as at 30 June 2003)

Professor Fiona Stanley AC (Chair)	Telethon Institute for Child Health
Colleen Hayward (Deputy Chair)	Aboriginal and Torres Strait Islander Commission
Dawn Besserab	Department for Indigenous Affairs
Jane Brazier	Department for Community Development
Dr Edouard d'Espaignet	Epidemiologist
Jane Freemantle	Researcher, ICHR
Michael Jackson	Population Health, Department of Health
Stanley Jeyaraj	Kids Help Line
Dr Shane Kelly	Women and Children's Health Service, Department of Health
Dr Jacquie Scurlock	Paediatrician, Princess Margaret Hospital

Terms of reference

- Review and analyse data, information and research relating to the causes of deaths of children and young people, identify patterns and trends relating to those deaths and consider pathways to prevention.
- Identify areas that would benefit from further research and consider linkages of data to better inform pathways to prevention.
- Evaluate the effectiveness of interventions designed to reduce or prevent deaths of children and young people, and identify policies, programs and practices that are successful in reducing or preventing deaths of children.
- Formulate recommendations to be implemented by government and private organisations and by the community for the prevention or reduction of deaths of children and young people.
- Undertake other functions relating to the promotion of the health, safety and wellbeing of children as the Minister may direct.

Sitting fees

Chair	\$470 per day	\$310 per part day
Independent members	\$320 per day	\$210 per part day

Case Review Board (established 1988)

Membership (as at 30 June 2003)

Valma Cearnas (Chair)	Retired Solicitor
Carol Webb (Deputy chair)	Solicitor
Rosemary Cant	Clinical Psychologist
Jennie Hannan	Social Worker
Barbara Meddin	Senior Professional Officer Social Work, Department for Community Development
Grey Searle	Senior Professional Officer Psychology, Department for Community Development
Patrick Wyburn	Social worker

Terms of reference

- An administrative board of review.
- To provide advice to the Director General.
- To review, on appeal, decisions made as part of a formal case conference plan for a ward.
- To focus on decisions which 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.

Sitting fees

Chair	\$380 per day or part thereof
Members	\$123 per half day

Child Care Services Board (established 1989)

Membership (as at 30 June 2003)

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. The term of office of the current board was extended on 7 March 2003 for six months.

Karen Williams (Chair)	Independent member
Bronwyn Stewart (Deputy Chair)	Independent member
Heather Finch	Independent member
Wendy Lamotte	Independent member
Dr Linda Slack-Smith	Independent member

Terms of reference

- To assess applications for licences and permits to provide a child care service.
- To assess applications to renew a licence.
- To consider breaches of the regulations or the act.
- To initiate prosecutions for breach of the regulations or the act.
- To cancel or suspend a licence or permit.
- To exercise discretionary powers as allowed by the regulations.

Sitting fees

Chair	\$330 per day	\$220 per half day
Independent members	\$220 per day	\$150 per day

Child Death Review Committee (established January 2003)

Membership (as at 30 June 2003)

Hon Kay Hallahan (Chair)	Independent member
Rosemary Cant	Independent member
Darryl Henry	Independent member
Pat Loxton	Independent member

Terms of reference

- Undertakes reviews of particular cases where children and young people known to the Department for Community Development have died.
- Provides comment and advice on service and systems levels issues and themes that emerge through the review process and frame these within a best practice context.
- Identifies good standards of case practice.
- Where appropriate offers recommendations to improve service and system responses.
- Identifies classes of deaths or issues that may benefit from further investigation or research.
- Prepares an annual report for the Minister and Director General.

Sitting fees

Chair	\$330 per day	\$220 per half day
Independent members	\$220 per day	\$150 per day

Children and Young People in Care Advisory Committee (established July 2002)

Membership (as at 30 June 2003)

Allan Skinner (Chair)	Community representative
Fay Alford	President, Foster Care Association of WA
Pauline Bagdonavicius	Executive Director, Department for Community Development
Debra Carson	Kinship Carer, Yorganop
Michael Claire	Associate Professor in Social Work and Social Policy, University of WA
Leah Cole	Youth representative
Paul Everall	Western Australian Council of Social Service representative
Glenda Kickett	Social Worker, Djooraminda
Clare MacRae	Children Youth and Families Agencies Association (CYFAA) representative
Lex McCulloch	Executive Director, Department for Community Development
Nadja Mischin	Facilitator, CREATE Foundation
Ramdas Sankaran	Executive Director, Ethnic Communities Council of WA
Helen Shanks	Youth Affairs Council of Western Australia (YACWA) representative

Terms of reference

- To provide advice on the direction of policy and practice issues which will improve outcomes for children and young people who are at risk of entering, in, or leaving care.
- To advise on future directions in out of home care in emerging fields of interest as identified by the Director General.
- To undertake projects which contribute to policy and strategic change related to out of home care including:
 - leaving care to independent living
 - drug issues of young people in care
 - drug issues of parents of children in care
 - issues for children and young people in care in rural and remote regions
 - issues for Aboriginal children and young people in care.

Sitting fees

Chair	\$330 per day	\$220 per half day
Independent members	\$220 per day	\$150 per half day

Ministerial Advisory Council on Child Protection (established January 2003)

Membership (as at 30 June 2003)

Rae Walter (Chair)	Executive Director, Ngala Family Resource Centre
Susan Ash (Deputy Chair)	Wanslea Family Services
Leena Bakshi	Ethnic Communities Council of WA
Darryl Henry	Yorgum Aboriginal Counselling Service
Helen Liedel	Curtin University School of Social Work and Social Policy
Det Supt Alan McCagh	Police Service of Western Australia
Lesley McComish	Department of Justice
Lex McCulloch	Department for Community Development
Carol Peltola	Consultant: Child Protection
Pam Thorley	Department of Indigenous Affairs
Kerry Usher	Department of Education and Training
Tracey Westerman	Indigenous Psychological Services
Dr Peter Winterton	Princess Margaret Hospital for Children

Terms of reference

- To provide the government of Western Australia through the Minister for Community Development with timely and expert advice on protective systems for children and young people, and support for the families.
- To facilitate the coordination and exchange of expertise and information between representatives of Government and non government agencies on matters relating to child protection.
- To identify research priorities that will assist in improving child protection outcomes for children and their families.
- To advise on and facilitate interagency training on matters relating to child protection.
- To undertake projects and other tasks as requested by the Minister.

Sitting fees

Chair	\$330 per day	\$220 per half day
Independent members	\$220 per day	\$150 per half day

Western Australian Supported Accommodation Assistance Program (SAAP) State Advisory Committee (established September 2002)

Membership (as at 30 June 2003)

Hon Sue Ellery MLC (Chair)	Member for South Metropolitan Region
Pauline Bagdonavicius	Executive Director, Department for Community Development
Venis Collard	Coordinator, Moorditch Koolak Housing Project
Ann Deanus	Director, Women's Health Care Association
Vivien Durkay	Team Leader, Centrecare
Brian Dynon (ex officio)	Department of Family and Community Services
Lynette Evans	Director, St Bartholomew's House Inc
Dr Aaron Groves (ex officio)	Department of Health
Ross Kyrwood	Director, Salvation Army Crossroads West
Tricia Lee	Executive Manager Community Development, Anglicare WA
Alan McDonald	Manager, Salvation Army Lentara Men's Hostel
Jeff Mould (ex officio)	Department of Housing and Works
Wayne Press	Accommodation Coordinator, North Perth Migrant Resource Centre
Vicki Quinn	Coordinator, Wonthella House Inc Geraldton
Janette Rowe	Manager, Albany Youth Support Association

Terms of reference

- To provide advice to the Minister on matters pertaining to SAAP.
- To advise on emerging issues as identified by the Minister.
- To advise on issues of homelessness as they relate to SAAP.
- To contribute to program development and policy in SAAP.
- To contribute to the implementation and evaluation of the fourth SAAP Agreement.

Sitting fees

Chair	\$323 per day	\$213 per half day
Independent members	\$215 per day	\$142 per half day

Children and Young People's Policy

Cadets WA Reference Group (established March 2001)

Membership (as at 30 June 2003)

Paul O'Connor (Chair)	Office for Children and Young People's Policy
Squadron Leader (AAFC) Neil Baker	Australian Air Force Cadets
Captain (AAC) Pam Hayes	Australian Army Cadets
Bronwyn Humphreys	Department of Conservation and Land Management
Barbara Hollin	Australian Red Cross
Geoff Hurren	Office for Children and Young People's Policy
Michelle John	Australian Red Cross
Senior Constable David Jones	Western Australian Police Service
Rodger Kelly	Office for Children and Young People's Policy
Mick Kinsella	Fire and Emergency Services Authority
Commander Peter Pemberton ANC	Australian Navy Cadets
Robert Somerville AM	Department of Education and Training
Dirk Sunley	St John Ambulance Cadets
Derick Veasey	Emergency Services Cadets

Terms of reference

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

Sitting fees

nil

Office for Children and Young People's Policy Reference Group (established June 2002)

Membership (as at 30 June 2003)

Vanessa Elliot (Chairperson)	Community representative
Jenna Andrews	Community representative
Shawn Boyle	Western Australian Council of Social Service (WACOSS)
Kim Clarke	Institute for Child Health Research
Jason LeCoultre	2002 WA Young Person of the Year
Lorna Long	Meerilinga Young Children's Foundation
Jethro Sercombe	Community representative
Fiona McRobbie	Office for Children and Young People's Policy
Sandra Spadanuda	Youth Affairs Council of WA

Children's Working Group:

Troy Anderson
Patrick Callaghan
Sarah Green
Tim Rey
Helen Singer
Cassandra Worthington

Term of reference

- To establish the role and functions of the new Office for Children and Young People's Policy.
- The reference group oversaw a broader consultation process with key stakeholders, via a series of stakeholder consultation forums that determined the following:
 - key operating principles
 - key role/s and objectives
 - strategic partnerships
 - innovative ways of dealing with the overlapping age groups
 - policy development framework
 - innovative options for engaging with children and young people

Sitting fees

nil

Youth Media Group (established August 1998)

Membership (as at 30 June 2003)

Ray Della-Polina (Chair)	Marlows Auto Parts and Accessories
Richard Allen	Channel 9
Steve Altham	ABC TV and Radio
David Baylis	Community Newspaper Group
Lynne Cahill	The West Australian
Iain Cameron	Community Newspaper Group
Kevin Campbell	Community representative
Peter Carroll	RTR-FM
Sir James Cruthers	The Sunday Times
Kate Gauntlett	The West Australian
Leanne Glamuzina	96FM/6PR
Garry Hawkins	The Sunday Times
Ian Leggoe	Australia Post
Fiona McRobbie	Office for Children and Young People's Policy
Sue-Ellen Middleton	Office for Children and Young People's Policy
Kylee Payne	Network Ten (Perth) Limited
Linda Wayman	PMFM 92.9
Chris Wharton	Channel 7

Term of reference

- To promote the positive image of young people by encouraging the media to promote a positive image of young people and provide a balanced reporting of youth issues.

Sitting fees

Nil

Family and Domestic Violence

Family Violence Coordinating Committee (established September 2001)

Membership (as at 30 June 2003)

Pauline Phillips (Chair)	
Arina Aoina	Women's Refuge Group
Pauline Bagdonavicius	Department for Community Development
Robert Harvey	Department of Justice
Suzie Herbert	Domestic Violence Council
Dr Shane Kelly	Department of Health
Superintendent Alan McCagh	Western Australian Police Service
Diane Popovich	Ethnic Communities Council of WA
Irene Stainton	Family and Domestic Violence Unit
Bob Thomas	Department of Housing and Works
Pam Thorley	Department of Indigenous Affairs
Ian Trust	ATSIC State Council
George Turnbull	Legal Aid Commission
Kerry Usher	Department of Education and Training

Terms of reference

- To develop a strategic approach to planning and coordination of the across Government response to family and domestic violence.
- To ensure the policy framework will support regional coordination of services in recognition of the varying practices demanded by local geographical and cultural variations.
- To develop interagency protocols across Government together with a Memorandum of Understanding endorsed by relevant director generals to ensure the implementation of a coordinated response to family and domestic violence.
- To develop mechanisms that evaluate and monitor the implementation of the protocols initially for a period of 12 months after their endorsement.
- To facilitate community development of indicators/benchmarks to enable measurement of the achievement of family violence strategies.
- To advise the Minister and regularly report to the Cabinet Sub-Committee on Social Policy as to directions, emerging issues and resourcing implications for family violence.

Sitting fees

Chair	\$462 per day	\$305 per half day
Independent members	\$308 per day	\$203 per half day

Seniors Interests and Volunteering

Active Ageing Taskforce (established December 2001)

Membership (at closure on 30 March 2003)

Hon Cheryl Davenport (Chair)	Community representative
Nigel Barker	Executive Director, Council on the Ageing (WA) Inc
Dr Jane Barratt	President, Carers WA
Jean Beard	Manager, Broome Aged and Disabled Services
Hazel Butorac	President, Mature Adult Learning Association Inc
Patricia Creevey	Deputy Mayor, City of Mandurah
Stuart Flynn	Chief Executive Officer, Southern Cross Care (WA) Inc
Anna Harrison	Program Manager, Umbrella
Judy Hogben	Executive Director, Office for Seniors Interests and Volunteering
Deborah Kirwan	President, Council on the Ageing (WA) Inc
Trevor Lee	Consultant, Lee Phillips and Associates
Marie Mathews	Immediate Past President, Seniors Recreation Council of WA Inc
Irene Mills	Rural and Regional Representative, Western Health Services Board
Gail Milner	A/Director Aged and Continuing Care Branch, Department of Health
Dianne Moran	Former Executive Director, Positive Ageing Foundation
Myrtle Mullaley	Seniors Week Advisory Council

Terms of reference

- To develop an innovative and relevant across government five to 10 year policy framework that promotes the active and visible participation of older people in Western Australian communities.
- To develop strategies, including partnerships with local authorities, to ensure genuine consultation and participation on new active ageing initiatives so that informed discussion can be reflected in government decision making.
- Recommend a range of programs and strategies based on the principles of coordination, inclusion, collaboration and flexibility.
- Recommend an ongoing consultative process to ensure emerging needs and issues for seniors are reflected within the policy framework and the strategies contained within it.

With the presentation of the Active Ageing Taskforce report, this Taskforce was disbanded.

Sitting fees

Chair	\$359 per day
Independent members	\$239 per day

Carers Act Executive Working Group (established November 2001)

Membership (as at 30 June 2003)

Hon Ljiljanna Ravlich MLC (Chair)	Member for East Metropolitan Region
Noreen Fynn	Carers Association of WA Inc
Stephen Boylen	Office for Seniors Interests and Volunteering
Judith Chernysh	Disability Services Commission
Helen Joyce	Office for Seniors Interests and Volunteering
Gail Milner	Department of Health
Janet Peacock	Department of Health
Judy Wilkinson	Department for Community Development

Terms of reference

- To develop a broad policy framework to underpin government's response and commitment to carers.
- To review existing state legislation and how it impacts on carers.
- To review national and international legislation that impacts on carers.
- To identify and recommend the scope of the proposed Carers Act.
- To provide drafting instructions to parliamentary counsel and oversee development of a draft bill.

Sitting fees

NII

Volunteering Reference Group (established August 2001)

Membership (at closure on 31 December 2002)

David Templeman MLA (Chair)	Member for Mandurah
John Capes	Fire and Emergency Services Authority Board
Dr Judy Esmond	Curtin University of Technology
Malcolm Fialho	The University of Western Australia
Judy Hogben	Office for Seniors Interests and Volunteering
Suzanne Johnson	Alcoa of Australia Limited
Trish Langdon	Western Australian Council of Social Service (WACOSS)
Clive Robartson	WA Local Government Association
Christopher Smith	Disability Services Commission Board
Louise Weaver	Volunteering WA

Terms of reference

- To develop a compact/agreement that will provide a framework for effective cooperation between the Western Australian government and the voluntary sector, support the value of volunteers and encourage volunteering in Western Australia now and into the future.
- To examine other existing compacts/agreements between governments and voluntary sectors in Australia and overseas to identify key success factors that may be suitable for Western Australia.
- To identify appropriate elements/issues/key stakeholder input for inclusion in the compact/agreement.
- To develop a compact/agreement including the key issues to be addressed and present this to the Minister with responsibility for Volunteering.
- To disseminate the compact for public comment.
- Present the final compact/agreement to the Minister with responsibility for Volunteering for endorsement before December 2002.
- To seek input throughout the process from relevant individuals and organisations and incorporate feedback into the document.

With the completion of the consultation process and the presentation of *Valuing Volunteering – A Shared Vision* to the Minister on 5 December 2002, this Reference Group was disbanded.

Sitting fees

NII

Women's Policy

Women's Advisory Council (established 1983)

Membership (as at 30 June 2003)

Arina Aoina (Chair)	Community representative
Jennifer Au Yeong	Community representative
Fionnuala Frost	Community representative
Jessie Giles	Community representative
Maria Osman	Office for Women's Policy
Clare Ozich	Community representative
Alison Preston	Community representative
Pat Kopusar	Community representative

Terms of reference

- To advise the Minister on issues emerging from the women's forums and further develop, refine and revise the goals, strategies and indicators from the community consultations.
- To track progress toward the achievement of goals and report annually to the Minister via the women's progress report.

Sitting fees

Chair	\$359 per day	\$237 per half day
Independent members	\$239 per day	\$158 per half day

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