The Hon Sheila M’Hale MLA
Minister for Community Development; Women’s Interests

The Hon Bob Kucera APM JP MLA
Minister for Seniors

The Hon Mark McGowan MLA
Minister for Youth

On behalf of the Department for Community Development and in accordance with section 62 of the Financial Administration and Audit Act 1985, I have pleasure in submitting for your information and presentation to Parliament the Annual Report of the Department for Community Development for the financial year ended 30 June 2005.

Jane Brazier
Accountable Officer
31 August 2005
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The financial year 2004-05 has been a significant time of change for the Department for Community Development.

The department now reports to three Ministers – the Honourable Sheila McHale MLA, Minister for Community Development and Women’s Interests, the Honourable Bob Kucera APM JP MLA, Minister for Seniors and the Honourable Mark McGowan MLA, Minister for Youth. Within these new reporting relationships, the department will continue to work collaboratively to strengthen and support children, families, individuals and communities.

The department now has a new strategic plan for 2005-2007. The plan consolidates new directions coming from government planning, new legislation and policies.

A significant achievement during the year was the finalisation of new legislation, the Children and Community Services Act 2004, which replaces three existing Acts. This legislation has been over 15 years in the making and represents the most major child protection reform in Western Australia in 50 years. The new legislation provides a stronger and more flexible approach for the protection of children and reinforces more than ever that the best interests of the child are paramount. It has been specifically designed so that children who need protection and care have a say in decisions which affect them.

The Act requires the department to prepare a Charter of Rights for all children and young people in its care, and develop a principle for the placement of culturally and linguistically diverse children and young people into care.

The Working with Children (Criminal Record Checking) Act 2004 received assent in December 2004. This Act will facilitate checking the criminal records of people working with children. A Working with Children Screening Unit has been established to draft regulations and implement the checking of criminal records through CrimTrac and the Western Australia Police. It is anticipated that the Act will be proclaimed in 2006.

The Acts Amendments (Family and Domestic Violence) Act 2004 was proclaimed in December 2004. This legislation broadens the definition of family and domestic violence to include intimidation and threats and recognises the impact of violence on children. It strengthens the protection offered to victims and increases the powers of police. The department updated its operational policy and guidelines to reflect these changes and improved its protocols with police to ensure more timely, collaborative and coordinated responses to victims.

Other legislation which will impact the department is the introduction of the Commissioner for Children and Young People Bill 2005. When passed, the legislation will create an independent commission with a broad mandate to consider issues for children and young people.

The department continued to implement an Organisational Cultural Change Program which aims to progressively change the department’s culture to better align it to the department’s vision and values. Most importantly it will prepare the department well for meeting the needs of the community. It includes initiatives to improve the attraction and retention of staff, leadership and management, performance development and communication.

One of the strategies developed in 2004-05 to promote cultural change has been the Transformational Leadership Program. Innovative and transformational leadership is required at all levels if we are to grow our organisation to be the best. Strong leadership is necessary to build excellence. Everyone is responsible for some degree of leadership in the workplace, but if they are to assume a leadership role, people need to know where the organisation is going and what sort of behaviour is required to enable it to achieve its aims. Leadership training was provided to key senior staff and a transformational leadership model will be developed in conjunction with staff over the next two years.
The number of children in the department’s care has continued to increase due to more children entering in care, and children staying in care longer. Providing quality care for this rising number of children remains one of the department’s major responsibilities. In response, the department continued to implement important new initiatives and expand on the services for children in care.

One of these initiatives has been the consolidation of the Duty of Care Unit which tracks and monitors notifications of alleged abuse or critical incidents affecting children in care. One of the unit’s tasks has been to examine all substantiated cases of abuse in care from the past 11 years and refer the affected children and young people to independent legal advice. During 2004-05, the department referred 167 children who had been abused in care between 1993 and March 2004, to independent legal advice.

The Family and Domestic Violence Unit’s coordination of the Family and Domestic Violence State Strategic Plan and first action plan means government departments are now working together under a single policy framework in this critical area.

New initiatives have resulted from the Active Ageing Strategy developed by the Office for Seniors Interests and Volunteering, including those to support and recognise the role and needs of carers. The office has also undertaken significant work to respond to the needs of the growing number of grandparents raising their grandchildren.

The Office for Women’s Policy promoted gender analysis in the government sector and, through the Indigenous Women’s Congress, provided a voice for Indigenous women and developed the first Indigenous Women’s Report Card.

The Office for Children and Youth ensured that the voices of children and young people were heard in the development of policies and programs through the Children’s Advisory Group, the State Youth Council and regional development officers.

The department called for tenders during the year for a new client information system to replace the existing database which was introduced in 1994. The new system, Assist-D will use recent technological developments to support work practice and decision-making across the department’s statewide services. Work on developing the new system will begin in 2005-06.

Major challenges awaiting us in 2005-06 include translating new legislation into policy and practice, quality assuring practice and building our skills base, particularly in the areas of child protection and care for children, to ensure that strengths-focused work is balanced by rigorous attention to the safety and wellbeing of children.

The following report demonstrates significant achievements for the department and also highlights those areas we intend to address in 2005-06. I am looking forward to working with the Executive and management team, our staff, foster carers, community and business partners, children and young people, parents and other family members as we continue to strengthen and improve the way we work with children, adults and communities in Western Australia.

Jane Brazier
Director General
The Department

<table>
<thead>
<tr>
<th>Vision</th>
<th>Improved social wellbeing for all Western Australians.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mission</td>
<td>To strengthen, support, protect and promote the wellbeing of individuals, families and communities.</td>
</tr>
<tr>
<td>Values</td>
<td>We are an organisation that:</td>
</tr>
<tr>
<td></td>
<td>- builds on strengths and capacities</td>
</tr>
<tr>
<td></td>
<td>- pursues equity and values diversity</td>
</tr>
<tr>
<td></td>
<td>- encourages innovation</td>
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<td></td>
<td>- enhances staff development</td>
</tr>
<tr>
<td></td>
<td>- collaborates as a partner</td>
</tr>
<tr>
<td></td>
<td>- respects the people with whom we work.</td>
</tr>
</tbody>
</table>

The Department for Community Development strives to enhance the social sustainability of communities by working in partnership with not-for-profit organisations to build the strengths and capacities of individuals, families, children and young people and communities.

The department’s work is based on four key principles – engagement, inclusiveness, collaboration and capacity building.

The department provides services that protect children from harm and care for children who are unable to live at home; support children, young people, men, women, seniors and families; assist community members in crisis; and enable families and communities to find solutions to issues which affect them.

Offices for women, seniors and volunteers, children and young people and family and domestic violence coordinate policy across government and engage with communities. A specific directorate has responsibility for Indigenous priorities.

In January 2005, the department released its strategic plan for 2005-2007. The plan demonstrates how the department is working towards ensuring improved social wellbeing for all Western Australians over the next two years. It consists of the department’s four strategic objectives, each of which are supported by key activities:

- building the capabilities of individuals, families and communities and the not-for-profit sector
- striving for excellence in the standard of care and safety responses for individuals, families and communities
- leading in the creation and delivery of policies for the social sustainability of Western Australian communities
- growing our organisation to be the best.

The department has three desired outcomes which support the Government’s strategic goal ‘to enhance the quality of life and wellbeing of all people throughout Western Australia’. The department delivers nine services to achieve these outcomes, which are shown in Figure 1 overleaf. This figure also shows the alignment of the four objectives of the department’s strategic plan to the State Government’s goal.
Outcomes and services

Figure 1: Alignment of the department’s strategic plan and outcomes to the government strategic goal

<table>
<thead>
<tr>
<th>Strategic Plan Enabling Objective</th>
<th>Service Delivery</th>
<th>Strategic Plan Objectives</th>
<th>Department Outcome</th>
<th>Government Strategic Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Growing our organisation to be the best</td>
<td>1. Community development</td>
<td>Building the capabilities of individuals, families, communities and the not-for-profit sector</td>
<td>Communities are strengthened so that individuals and families are able to better meet their needs, achieve self-reliance and contribute to their own solutions</td>
<td>To enhance the quality of life and wellbeing of all people throughout Western Australia</td>
</tr>
<tr>
<td></td>
<td>2. Children’s and young persons’ policy</td>
<td>Leading in the creation and implementation of policies for the social sustainability of Western Australian communities</td>
<td>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</td>
<td></td>
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<tr>
<td></td>
<td>3. Positive ageing policy</td>
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<td></td>
<td></td>
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<tr>
<td></td>
<td>4. Women’s policy and progress</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>5. Volunteering policy and coordination</td>
<td></td>
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<td></td>
<td>6. Aboriginal and Torres Strait Islander policy coordination</td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>7. Care and safety services</td>
<td>Striving for excellence in the standard of care and safety responses for individuals, families and communities</td>
<td>Families and communities are supported to provide for the care and safety of their members</td>
<td></td>
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<td></td>
<td>8. Family and domestic violence coordination</td>
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<td></td>
<td>9. Working with children criminal records screening</td>
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Structure and management

Ministerial responsibilities

The Honourable Sheila M\textsuperscript{c}Hale MLA was appointed Minister for Community Development, Women’s Interests, Seniors and Youth on 16 February 2001, and was given responsibility for Volunteering in July 2002. In March 2005, responsibility for Seniors and Youth was transferred to the Honourable Bob Kucera APM JP MLA and the Honourable Mark McGowan MLA respectively. However, the Office for Seniors Interests and Volunteering and the Office for Children and Youth continue under the administrative accountability of the Department for Community Development. The relationship of Ministers to services is shown below.

<table>
<thead>
<tr>
<th>Minister for Community Development; Culture and the Arts; Women’s Interests</th>
<th>1. Community development</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>4. Women’s policy and progress</td>
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<tr>
<td></td>
<td>6. Aboriginal and Torres Strait Islander policy coordination</td>
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<td></td>
<td>7. Care and safety services</td>
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<td></td>
<td>8. Family and domestic violence coordination</td>
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<td></td>
<td>9. Working with children criminal records screening</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Minister for Disability Services; Sport and Recreation; Citizenship and Multicultural Interests; Seniors</th>
<th>3. Positive ageing policy</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5. Volunteering policy and coordination</td>
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</tbody>
</table>

| Minister for Tourism; Racing and Gaming; Youth; Peel and the South-West | 2. Children’s and young persons’ policy |

At 30 June 2005, the following committees provided independent advice to the Minister for Community Development; Women’s Interests:

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

The membership and terms of reference of these and other committees can be found in Appendix 1.

Statutory authority

As at 30 June 2005 the Minister for Community Development; Women’s Interests is responsible for administering the following acts and regulations:

- Adoption Act 1994
- Adoption Regulations 1995
- Children and Community Services Act 2004
- Child Welfare Act 1947
- Community Services Act 1972
- Community Services (Child Care) Regulations 1988
- Community Services (Outside School Hours Care) Regulations 2002
- Community Welfare Organisations Regulations 1980
- Welfare and Assistance Act 1961
- Welfare and Assistance Act Regulations 1962
- Working with Children (Criminal Record Checking) Act 2004

The Minister for Seniors is responsible for administering the Carers Recognition Act 2004 and the Volunteers (Protection from Liability) Act 2002.

The department also has responsibilities under Acts administered by other authorities and these are listed in Appendix 2.
### Director General

Jane Brazier

- Executive Services
- Office of the Director General
- Consumer Advocacy Services
- Ministerial Liaison
- Corporate Communications and Marketing
- Legal Issues
- Organisational Cultural Change Program

### Office for Seniors Interests and Volunteering

Judy Hogben

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

### Office for Children and Youth

David Vicary

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

### Family and Domestic Violence Unit

Mark Glasson (acting)

- Policy coordination and development
- Community engagement

### Office for Women’s Policy

Maria Osman

- Planning and policy
- Community engagement

### Business Services

Mino Intini

- Business improvement
- Financial services
- Human resources
- Information management
- Working with children criminal record checking

### Program and Sector Development

Pauline Bagdonavicius

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

### Indigenous Policy

Wendy Dawson

- Aboriginal and Torres Strait Islander strategy, policy and coordination

### Community Development and Statewide Services

Lex McCulloch

- Operational resources support
- Operational policy
- Legal services

#### East division

- Adolescent and child support services
- Adoptions
- Armadale
- Cannington
- Foster carer recruitment
- Goldfields
- Midland
- Wheatbelt

#### North division

- Aboriginal student accommodation service
- Community skills training centre
- Emergency services
- Joondalup
- Keith Maine youth camp
- Kimberley
- Marmoooka
- Mundaring
- Perth
- Pilbara

#### South division

- Crisis Care
- Fremantle
- Great Southern
- Peel
- Rockingham
- South west
Administrative structure

Figure 2 shows the department’s structure and executive directors at 30 June 2005. The department employs over 1,600 staff and comprises the following major directorates and policy offices.

Office of the Director General

The Office of the Director General has responsibility for ministerial support and liaison, public relations, strategic legal issues and consumer advocacy. It also provides advice to the Director General and executive and ensures appropriate engagement of other government departments and the media.

Office for Seniors Interests and Volunteering

Seniors Interests works to strengthen and promote the capacity of Western Australian communities to meet the needs of an ageing, diverse, participatory and changing society. Key activities undertaken include policy development, service provision, funding and support for not-for-profit organisations, community engagement and consumer advocacy. The office includes the Volunteering Secretariat which develops and implements government policy on volunteering and coordinates ongoing research and evaluation of volunteering initiatives. It also develops programs which support and extend volunteering. The office reports to the Minister for Disability Services; Sport and Recreation; Citizenship and Multicultural Interests; Seniors.

Office for Children and Youth

The role of this office is to promote and develop the ideas of young Western Australians, connecting them with government and the community and using their insights and experiences to shape government policy and programs. The office encourages consultation with children and young people and enhances their capacity to participate in society and decision-making. The Office for Children and Youth reports to the Minister for Tourism; Racing and Gaming; Youth; Peel and the South-West.

Office for Women’s Policy

The role of this office is to provide policy advice, coordination, analysis and information on matters affecting women. Strategic priorities address systemic barriers and improve the wellbeing of women.

Family and Domestic Violence Unit

The role of the unit is to coordinate an across-government response to family and domestic violence and to deliver a range of policy and community engagement programs. It provides advice to government, supports regional coordination of services, and collects, monitors and evaluates evidence from research and practice.

Business Services

Business Services Directorate supports the department’s corporate governance by providing financial, purchasing, asset, human resource, information services, internal audit, business improvement services and working with children criminal records screening.

Program and Sector Development

This directorate provides strategic planning, policy, program development, analysis and review in the areas of:

- supporting and protecting children, young people and families
- funding non government services
- children’s services and child care licensing
- social inclusion
- access and equity.

It conducts research and evaluations, provides information for state and national reporting and supports advisory committees.

Indigenous Policy Directorate

This directorate provides policy advice, strategic analysis and information to the department on Indigenous issues and undertakes initiatives to improve attitudes towards Indigenous people and promote cultural awareness.
Community Development and Statewide Services

This directorate is the community development and service delivery arm of the department. It performs the department’s statutory functions, develops and provides services to families and individuals, provides contract management and support for funded agencies, and undertakes community development and capacity building initiatives.

Service delivery is divided into three divisions comprising eight metropolitan and eight country districts (as shown in Figure 3). Each district works inclusively with other agencies and members of the community to achieve better outcomes for individuals and families.

Each district includes the following responses:

- child protection
- children and young people in care and placement services
- children’s services
- community development
- early education and parenting support
- financial assistance
- psychological and therapeutic services.

All districts have specialist officers responsible for children’s services, child protection, community development/funding and Aboriginal services.

Contact information for the department’s offices can be found in Appendix 3.

Customer profile

In 2004-05, the Department for Community Development’s service delivery offices provided one-to-one services to around 41,000 individual customers. In addition, the department’s offices provided short-term assistance, such as information and referral, to people on around 90,000 occasions. Through its funded partners in the not-for-profit sector, the department also provided services to around 125,000 people during the financial year. Some people received services both from the department and from funded service providers in 2004-05. A list of the department’s funded services can be found in Appendix 4.

In 2004-05, just over 60 percent of the department’s overall customer base (customers of both department and funded service providers) were female and just under 40 percent were male. Around 35 percent of the department’s customers were aged 18 or younger. About 26 percent of the department’s overall customer base was Indigenous. As in previous years, the department’s Indigenous customers were over-represented compared to their proportion of the general Western Australian population. Approximately seven percent of the department’s customers in 2004-05 came from culturally and linguistically diverse backgrounds. The age, gender and ethnicity breakdown of the department’s customers is broadly comparable between those served by district offices and those served through funded providers.

In relation to the ‘family type’ of customers, there are significant differences in the profile of the department’s direct customers and those served through the non government sector. A greater proportion of single people with and without children receive services from the non government sector, whilst the department directly serves a greater proportion of couples and single people with children.

Table 1 shows the reasons why people contacted the department in 2004-05. The data relates only to customers making contact through the district offices, including both new and existing customers, and the reasons why they made contact. 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 2,353 contacts involving crisis other than financial issues (such as suicide risk, domestic violence and homelessness).
Table 1: Primary reasons for all new contacts to the department in 2004-05

<table>
<thead>
<tr>
<th>Primary reason</th>
<th>Number of contacts</th>
<th>Number of people</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adoption issues</td>
<td>411</td>
<td>403</td>
</tr>
<tr>
<td>Best beginnings home visiting service</td>
<td>282</td>
<td>278</td>
</tr>
<tr>
<td>Carer enquiries (enquires from foster carers/potential carers)</td>
<td>1,728</td>
<td>1,503</td>
</tr>
<tr>
<td>Child care issues</td>
<td>61</td>
<td>61</td>
</tr>
<tr>
<td>Child concern reports</td>
<td>2,832</td>
<td>2,679</td>
</tr>
<tr>
<td>Child maltreatment allegations</td>
<td>3,175</td>
<td>2,934</td>
</tr>
<tr>
<td>Custody/access issues</td>
<td>423</td>
<td>417</td>
</tr>
<tr>
<td>Family history/reunion</td>
<td>29</td>
<td>29</td>
</tr>
<tr>
<td>Family problems</td>
<td>6,342</td>
<td>5,895</td>
</tr>
<tr>
<td>Family violence</td>
<td>1,295</td>
<td>1,226</td>
</tr>
<tr>
<td>Financial problems</td>
<td>14,985</td>
<td>9,861</td>
</tr>
<tr>
<td>Homelessness</td>
<td>698</td>
<td>543</td>
</tr>
<tr>
<td>Other crisis issues (suicide risk, psychiatric, medical, legal problems)</td>
<td>360</td>
<td>343</td>
</tr>
<tr>
<td>Parenting issues</td>
<td>183</td>
<td>183</td>
</tr>
<tr>
<td>Request for out-of-home care or no guardian</td>
<td>24</td>
<td>24</td>
</tr>
<tr>
<td>Substance abuse problems</td>
<td>286</td>
<td>274</td>
</tr>
<tr>
<td>Trauma support</td>
<td>294</td>
<td>289</td>
</tr>
<tr>
<td>Youth support(b)</td>
<td>35</td>
<td>34</td>
</tr>
<tr>
<td>All other reasons</td>
<td>10</td>
<td>10</td>
</tr>
</tbody>
</table>

(a) Data excludes contact log queries which are described as short-term assistance in the preceding text.

(b) This new category includes Youth Homeless Allowance and Supervised Bail Program contacts. The latter was previously reported within the category ‘all other reasons’.

In addition to this direct service delivery the department also works with a range of communities of interest through a variety of community development projects and other activities which are described later in this report.
Figure 3: Divisions, districts and offices
Better Planning: Better Services – A Strategic Planning Framework for the Western Australian Public Sector is a concise statement of the Western Australian Government’s intentions to improve the quality of life for all Western Australians. The framework is built around five strategic goals that contribute to achieving the Government’s vision, ‘...the best opportunities for current and future generations’.

The Department for Community Development contributes primarily to Government Strategic Goal 1 ‘to enhance the quality of life and wellbeing of all people throughout Western Australia’. The following section describes the department’s contribution to all five government strategic goals: people and communities, the economy, the environment, the regions and governance.

People and communities

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

Disability services

Wherever possible, the department endeavours to make provision for customers with disabilities to access services, contribute to decision-making and participate in public consultations. Information continued to be provided to the public with the use of clear, concise and jargon free language in department publications. A TTY number is available for people who are hearing-impaired to contact the department.

During the year, the department progressed the development of protocols with the Disability Services Commission for respective agency responsibilities for children with disabilities who require out-of-home care.

The research report ‘Silent Voices, Women with Disabilities and Family and Domestic Violence’, released in November 2003, highlighted the lack of support available for women with disabilities who experience domestic violence, and lack of knowledge of the issues confronting these women. Following the release of this report, the department’s Family and Domestic Violence Unit funded a project to provide training to workers in the disability and domestic violence fields on working with women with disabilities who were experiencing domestic violence. A steering committee was established with People With Disabilities (WA) Inc, the Ethnic Disability Advocacy Centre and the Family and Domestic Violence Unit. The project is expected to be completed in late 2005.

Carers

The Carers Recognition Act 2004 came into effect on 1 January 2005. The Act affects the Department of Health and the Disability Services Commission and all agencies funded by them. The Act is aimed at changing the culture of service providers so that the impact on carers is considered when services are planned, delivered and reviewed. It acknowledges not only carers of the disabled but the more than 20,000 carers in Western Australia who provide other informal or unpaid care to family, friends or neighbours. In May 2005, responsibility for the Act was transferred to the Minister for Seniors.

Cultural and linguistic diversity

The Department for Community Development made significant progress during the year on cultural and linguistic diversity matters.

The department’s two senior cultural diversity officers continued to provide the cultural diversity component of staff training in collaboration with the Community Skills Training Centre.

Chief among the achievements was the development of a child placement principle specific to culturally and linguistically diverse children. This work was undertaken by the Quality Care and Case Practice Subcommittee of the Children and Young People in Care Advisory Committee. This document constituted a major development in ensuring that the department meets its obligations under Section 80 of the new Children and Community Services Act 2004. The principle was
introduced across the service delivery arm of the department and training was developed for field staff.

In another important development, the first draft of the new department Cultural and Linguistic Diversity Strategic Plan 2005-2007 was completed after an extensive internal and external consultation process that covered metropolitan and regional locations across the state, and included the participation of over eighty government agencies, not-for-profit organisations and ethnic community groups. It is expected that the plan will strengthen the department’s work and focus on cultural and linguistic diversity in all of its programs.

The Office for Women’s Policy continued to engage women and not-for-profit organisations from diverse communities of interests through the Western Australian Women’s Grants Program. A total of 45 projects were funded in the 2004-05 financial year, of which 20 percent (nine projects) went to culturally and linguistically diverse communities.

In addition to these developments, the department continued to be involved as a pilot agency for the development of the public sector’s Anti-Racism and Equality Program. The Equal Opportunity Commission released a Policy Framework for Substantive Equality in February 2005. The framework is a summary guide for chief executive officers for responding to the different needs and priorities of individuals and communities and addressing systemic discrimination. The department will be implementing the policy framework in 2005-06.

The department continued to provide translation and interpreting services on request and actively participated in discussions with the Office of Multicultural Interests towards the development of the State Government’s Language Services Policy Framework.

A very important aspect of the department’s work involves new and emerging communities such as those coming from African countries under the Australian Government’s humanitarian program. The department maintained an effective working relationship with the Department of Immigration and Multicultural and Indigenous Affairs, actively contributing with liaison, consultation and training in relation to their Integrated Humanitarian Settlement Services strategy.

Senior cultural diversity officers continued to foster existing diversity networks across metropolitan and regional areas and encouraged the development of new ones, in close cooperation with local officers. These networks are an invaluable resource for department offices and generally contributed to an improvement in the department’s relationship with ethnic community groups and local service delivery agencies.

In addition to these local networks, the department participated in both formal and informal forums and networks involving other government agencies. Some outcomes include the creation of multicultural playgroups in Rockingham and Butler, and the employment of a part-time coordinator at the Mirrabooka Parenting Service to identify communities of interest and develop strategies to target parenting.

Senior cultural diversity officers also provided case management support and advice to field staff in relation to cases involving clients from culturally diverse backgrounds. A senior cultural diversity officer is now a permanent member of the department’s Emergency Services Unit’s Internal Coordination Group, and contributed to the response to the Tsunami tragedy that struck countries in South East Asia and Africa.

The department’s contribution for this year’s Harmony Week celebrations saw district offices across the state involved in activities to mark the occasion. The week of celebrations culminated in a Harmony Week Seminar held in East Perth.

The department’s Family and Domestic Violence Unit progressed a number of initiatives to respond to domestic violence in ethnic communities. These include the CALD Radio Program, the development of radio announcements for World Radio 6EBA FM, and the development of two resources in relation to family and domestic violence. In addition, the unit helped establish an African Communities Family Support and Domestic Violence Planning Group in response to requests for support following a death in November 2004. The unit and the Office of Multicultural Interests sponsored a forum with the African Communities Planning Group to explore the communities’ perception of domestic violence and contributing factors in the African context. The forum also sought to strengthen relationships within the African community and between government and service providers.

The Office for Children and Youth continued to maintain a partnership with the Office of Multicultural Interests, with regard to delivering outcomes as part of the Ethnic Children and Youth at Risk in WA project. The aims of the project include identifying and exploring issues for ethnic children and youth at risk, as well as developing appropriate strategies to address those issues. One of the major initiatives undertaken by both offices, in late June 2004, was a large-scale consultation with ethnic young people to identify their needs and priorities as well as their issues and concerns.
Aboriginal and Torres Strait Islanders

The Department for Community Development undertook a wide range of activities to support Indigenous people during the year. Research was conducted on elder abuse in Aboriginal communities. A framework, Indigenous Vision 2005-2009, and action plan were developed to guide staff in their work with Aboriginal people.

The department continued to participate on the Western Australian Aboriginal Justice Agreement Working Group. An information booklet Keeping our Kids Safe was produced for Aboriginal families.

The Safe Places Safe People initiative was introduced in Aboriginal communities in Kununurra, Halls Creek, Port Hedland and Laverton.

Indigenous Community Partnerships Fund grants were provided to facilitate responses by Aboriginal communities to the issues identified by the Gordon Inquiry.

An Indigenous Women’s Report Card was developed in partnership with the Indigenous Women’s Congress and the Australian Bureau of Statistics. Initiatives were developed to target Indigenous women in response to the National Action Plan for Indigenous Women and Reconciliation.

More information on the department’s work with Aboriginal and Torres Strait Islander people can be found in the report on services.

Family and Domestic Violence State Strategic Plan

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

The State Strategic Plan requires an action plan to be developed each year that progresses the identified key themes and focus areas of the plan. The Western Australian Family and Domestic Violence Action Plan 2004-2005 was released in September 2004.

All government agencies are currently reporting on the progress of their actions for 2004-05 and this will be published in the latter half of 2005.

Highlights of the report will include redevelopment of the domestic violence legislation, information sessions for magistrates, resources for children, progress on the data collection project and development of a comprehensive culturally and linguistically diverse strategy.
The economy

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

The department works primarily with families and single people with children, many of whom live in rural and remote regions of the state, and around one quarter of whom are Indigenous. The social circumstances of these people and their communities can limit their access to services and employment.

By utilising its funding for service provision, policy development and community capacity building initiatives, the department assists those at risk of disadvantage to participate more fully in the state’s economy.

Funding and financial information

Table 2 provides a summary of the Department for Community Development’s actual and budget position, funded by appropriations from the consolidated fund, Commonwealth specific-purpose grants and other revenues.

Adjustments to the service appropriation for 2004-05 of $2.34 million relate to additional funding for Working with Children Criminal Record Checks, the CSA-related wages outcome, an increase in depreciation and a reduction in appropriation for procurement savings.

Other revenue received in 2004-05 was $4 million greater than budget due to unanticipated revenue from Commonwealth and other government departments.

Total cost of services in 2004-05 was greater than the published figure by $14 million. However, the total cost of services estimate in the State Government’s 2004-05 mid-year review was adjusted to $230 million to reflect the higher-than-expected level of carryovers from 2003-04 which resulted from delays in expenditure on election commitments, the Gordon Inquiry, State Homelessness Strategy initiatives and capital projects.

The net asset position for the department on 30 June 2005 increased by $4.2 million compared with the position twelve months previously. This is due mainly to a revaluation of non-current assets being made during the financial year.

Table 2: Funding and other financial information

<table>
<thead>
<tr>
<th>Funding</th>
<th>Budget 2004-05 $'000</th>
<th>Actual 2004-05 $'000</th>
<th>Actual 2003-04 $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recurrent funds</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service appropriation</td>
<td>197,516</td>
<td>199,853</td>
<td>189,330</td>
</tr>
<tr>
<td>Commonwealth specific-purpose grants</td>
<td>17,595</td>
<td>17,615</td>
<td>17,269</td>
</tr>
<tr>
<td>Other revenues</td>
<td>1,379</td>
<td>5,702</td>
<td>3,823</td>
</tr>
<tr>
<td>Total recurrent funds</td>
<td>216,490</td>
<td>223,170</td>
<td>210,422</td>
</tr>
<tr>
<td>Capital funds</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contributed equity/appropriations</td>
<td>4,984</td>
<td>4,984</td>
<td>3,841</td>
</tr>
<tr>
<td>Capital funds carried over/service appropriations</td>
<td>6,929</td>
<td>7,935</td>
<td>1,470</td>
</tr>
<tr>
<td>Holding account drawdowns</td>
<td>3,155</td>
<td>3,155</td>
<td>2,885</td>
</tr>
<tr>
<td>Total capital funds</td>
<td>15,068</td>
<td>16,074</td>
<td>8,196</td>
</tr>
<tr>
<td>Total funding(a)</td>
<td>221,474</td>
<td>228,154</td>
<td>214,263</td>
</tr>
<tr>
<td>Total cost of services</td>
<td>218,881</td>
<td>233,203</td>
<td>218,006</td>
</tr>
<tr>
<td>Total net assets</td>
<td>67,727</td>
<td>71,675</td>
<td>67,478</td>
</tr>
</tbody>
</table>

(a) Total funding is comprised of total recurrent funds plus contributed equity/appropriations
Capital projects

The department’s capital works program provides for the replacement, maintenance and expansion of assets that support the delivery of the department’s services.

These assets include service delivery offices, community facilities, hostels, group homes, hardware, software and office equipment. The 2004-05 year was significant in that, although no major projects were completed, numerous projects were commenced and commitments made towards completion in the following years. This includes new accommodation for departmental staff, upgrade to residential hostels and a number of joint ventures with local government authorities to provide multipurpose use facilities for the community. These are shown in Table 3 below.

Table 3: Capital projects in progress 2004-05

<table>
<thead>
<tr>
<th>Project</th>
<th>Estimated cost</th>
<th>Estimated year of completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Esperance office refurbishment</td>
<td>$100,000</td>
<td>2005</td>
</tr>
<tr>
<td>Kununurra Community Centre</td>
<td>$725,000</td>
<td>2006</td>
</tr>
<tr>
<td>Dalyellup Community Centre extensions</td>
<td>$400,000</td>
<td>2006</td>
</tr>
<tr>
<td>Hudson Road Family Centre extensions</td>
<td>$550,000</td>
<td>2006</td>
</tr>
<tr>
<td>Broome office accommodation</td>
<td>$550,000</td>
<td>2006</td>
</tr>
<tr>
<td>Canowindra Hostel major refurbishment</td>
<td>$1,300,000</td>
<td>2006</td>
</tr>
<tr>
<td>Myera Residential Hostel</td>
<td>$560,000</td>
<td>2006</td>
</tr>
<tr>
<td>Bamburra Residential Hostel</td>
<td>$450,000</td>
<td>2006</td>
</tr>
<tr>
<td>Ardross Residential Hostel</td>
<td>$550,000</td>
<td>2006</td>
</tr>
<tr>
<td>Carnarvon office accommodation</td>
<td>$500,000</td>
<td>2006</td>
</tr>
<tr>
<td>Kalgoorlie service delivery office</td>
<td>$925,000</td>
<td>2006</td>
</tr>
<tr>
<td>Busselton Community Centre(a)</td>
<td>$706,000</td>
<td>2007</td>
</tr>
<tr>
<td>Fitzroy Crossing Community and Child Care</td>
<td>$1,500,000</td>
<td>2007</td>
</tr>
<tr>
<td>South Hedland office</td>
<td>$684,000</td>
<td>2007</td>
</tr>
<tr>
<td>Craigie Community Centre(b)</td>
<td>$869,000</td>
<td>2007</td>
</tr>
<tr>
<td>Child care and family centre minor capital works</td>
<td>$450,000</td>
<td>ongoing</td>
</tr>
</tbody>
</table>

(a) Estimated cost includes $200,000 grant from shire
(b) Previously allocated to Currambine

Purchasing services

Non government funding

During 2004-05, the department continued to build partnerships with the Western Australian Council of Social Service (WACOSS), not-for-profit agencies and other State Government departments to progress whole-of-government funding policy.

In June 2004, the Not-for-Profit Funding Reform Project Steering Committee recommended six principles to guide and underpin the department’s funding arrangements and relationships with the not-for-profit sector. The principles support building on existing frameworks to incorporate user-friendly funding processes that:

- achieve optimal outcomes
- are open, accountable and transparent
- provide equity of access and process
- are culturally appropriate
- acknowledge unique issues that impact funding processes
- are flexible and responsive
- and are guided by the State Government’s Funding and Purchasing Community Services Policy.

Throughout 2004-05, the department applied these principles to identify strengths in existing practice and to promote continuous improvement in the department’s funding and contracting processes. Examples are the Early Years and the Indigenous Community Partnerships grants where the funding process was revised to be a more user-friendly and equitable process for all services. Both grants
incorporate an open application process that uses a simplified and plain English application form and abridged assessment process.

**Industry Plan for the Non Government Human Services Sector**

During 2004-05, the department worked with the Department of the Premier and Cabinet, WACOSS and other State Government and community agency representatives to progress work arising from the Industry Plan for the Non Government Human Services Sector, which was released in June 2004.

A priority area for the plan involved identifying strategies to build the capacity of non government organisations in relation to governance, financial management and accountability, human resource management and development, leadership and policy development and service delivery and evaluation. The Sector Reform and Development Working Party developed an issues paper identifying options for building the capacity of community agencies, which will be widely circulated during public consultations in 2005-06. Feedback from the consultation process will inform the development of options to be presented to government during the coming financial year.

In line with its commitments under the State Government’s Western Australian Indexation Policy for the Non Government Human Services Sector, the department paid a rate of 3.1 percent indexation during 2004-05.

**Community Insurance Fund**

The department is one of many contact agencies for lodging applications to join the Community Insurance Fund, which was established in January 2003 to assist community organisations to access a government secured insurance scheme. Applicants are assessed by the department in accordance with the eligibility criteria established by the Insurance Commission of Western Australia and the Department of Treasury and Finance.

During 2004-05, the department dealt with 23 enquiries about the fund. It received six completed applications, which it recommended to the Insurance Commission. The commission advised that it supported the department’s recommendations for applicants to join the scheme where due diligence processes have been completed, and that successful applicants from the previous year had re-applied directly with the commission to continue insurance coverage under the scheme.

**Recruitment**

The department received an allocation of 50 new full-time equivalents (FTE) in 2003-04. Human Resources Division coordinated and supported the recruitment of employees to these positions from July 2004, which included the use of existing pool appointees. The 50 new FTE were used to create both full-time and part-time permanent positions: five in the south west, two each in the Peel and Wheatbelt districts, one each in the Kimberley and Pilbara, four in the Murchison and 35 in the metropolitan area.

During 2004-05, the 65 positions created in response to the **Gordon Inquiry into Response by Government Agencies to Complaints of Family Violence and Child Abuse in Aboriginal Communities** grew to 72. Eighteen temporary youth and family engagement worker positions, including one pilot country position, were extended to 30 June 2006. A new recruitment process for the metropolitan based youth and family engagement worker positions attracted a field of 59 applicants, with 17 recommendations being made by June 2005.

The department provided funding to WACOSS to implement EmployRight! in its funded not-for-profit services. EmployRight! is a selection, recruitment and occupational health and safety capacity building project. It includes a resource kit comprising the Choose with Care handbook, statewide training, a helpline and website.

EmployRight! provides agencies with information and resources about criminal record checking, emphasising that it is one element of an overall strategy for protecting children. Well-developed selection and assessment procedures, together with supervision processes, are equally important in ensuring the suitability of those with a key role in working with children and young people.

During stage one of EmployRight!, from April 2003 to December 2004, 21 training sessions were conducted (seven metropolitan and 14 rural) with the 170 participants expressing a high level of satisfaction with the training and information provided in the Choose with Care resource kits. Additional resource kits were distributed to funded services by the department’s community development and funding officers and children’s services officers.

Funding for stage two of EmployRight!, from January to December 2005, will enable the upgrade of the website and helpline and the provision of a further 14 training sessions.
The environment

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

Recycling

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

Energy smart

In accordance with the government’s energy smart initiative, the department is committed to achieving a total 12 percent reduction in non transport-related energy use between 2001-02 and 2006-07. A five percent reduction was achieved in 2002-03, with a further one percent reduction in 2003-04. The department was committed to achieving an additional two percent in savings (eight percent overall) in 2004-05.

While staff numbers increased significantly during the last two years, the department strived to meet the targets through such initiatives as:

- ongoing advice to work units on how to save energy
- a mid-year review of consumption for all sites, including for the first time the ability to provide units with more up-to-date data from the department’s financial information management system
- a major upgrade to more energy-efficient lighting (resulting in a 60 percent reduction in consumption) and installation of submeters to assist with monitoring consumption with the assistance of a capital upgrade loan from the Sustainable Energy Development Office
- securing funds from the Sustainable Energy Development Office to undertake energy audits at six major metropolitan service delivery offices and seven country units in the Great Southern.

Recently completed energy audits identified a number of new initiatives to be implemented in 2005-06. Many of these activities will require identification of minor program maintenance funding to rectify problems such as lack of insulation, unsuitable or outdated lighting, lack of metering and adjustment of air conditioning running times.

At a strategic level, the Energy Smart initiative was incorporated into the Sustainability Executive Group agenda. Major initiatives such as the procurement of more energy-efficient equipment are being considered.

Overall, initiatives undertaken by the department achieved the eight percent reduction since the 2001-02 base year (Table 4) and a reduction in energy use per FTE. This is despite increased energy use in some areas, particularly care facilities, several of which were upgraded or began operating at full capacity during 2004-05.

Table 4: Energy Smart Government Program 2004-05

<table>
<thead>
<tr>
<th>Energy Smart Government program</th>
<th>Baseline Data</th>
<th>2004-05 Actuals</th>
<th>Variation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy consumption (mega joules)</td>
<td>18,302,597</td>
<td>16,796,427</td>
<td>-8.23%</td>
</tr>
<tr>
<td>Energy cost</td>
<td>$778,425</td>
<td>$617,025</td>
<td></td>
</tr>
<tr>
<td>Greenhouse gas emissions (tonnes of CO₂)</td>
<td>4,263 tonnes</td>
<td>3,958 tonnes</td>
<td></td>
</tr>
<tr>
<td>Performance indicators</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- mega joules per square metre (office space)</td>
<td>793 MJ</td>
<td>579 MJ</td>
<td></td>
</tr>
<tr>
<td>- mega joules per FTE</td>
<td>22,169 MJ</td>
<td>14,730 MJ</td>
<td></td>
</tr>
</tbody>
</table>
The Western Australian Government’s goal is to ensure that regional Western Australia is strong and vibrant. Strategic outcomes include effective government service delivery, safe and cohesive regional communities, and enhanced quality of lifestyle in the regions.

The department is committed to strengthening regional Western Australia and undertook a range of activities during 2004-05 to enhance the quality of life for regional communities, including:

- commencement of capacity builder staff in Esperance, Meekatharra, Tom Price, Katanning, Mirrabooka, Onslow and Carnarvon
- consolidation of the HYPE (Helping Young People Engage) program in Broome and Meekatharra - the Port Hedland HYPE ‘Mingle Mob’ was a finalist for the Premier’s Awards for Excellence in Public Sector Management, in the category of social and community development
- Establishment of new Early Years community sites in Fitzroy Crossing, Katanning, Bunbury, Mullewa, the Tjurabalan/Balgo area and the Ngaanyatjarra Lands
- development of a Youth Services Directory for the Great Southern region
- staging of a youth conference for young people and service providers in the South West
- inclusion of five Aboriginal children from Mullewa on the Children’s Advisory Group
- a meeting in Argyle, with a group of young people from the Kimberley to plan for the 2006 Kimberley Youth Gathering
- establishment of Youth Coordinating Networks in Mullewa and Morawa to enable youth service providers to work together more effectively
- involvement of young people in the development of the Festival of the Wind Safe Rave by the Esperance Development Officer
- development of ‘The Shack’, a unique youth space for young people in Geraldton
- a bush medicine workshop held for young people in Roebourne
- Volunteer Speakers Program presentations in Port Hedland, Derby, Fitzroy Crossing, Kununnurra and Broome as part of a special Seniors Card marketing program in regional areas
- development of a remote services package to attract workers to Warburton, Kalumburu and Balgo
- appointment of a Strong Families coordinator in Wyndham in addition to the seven existing coordinators covering Broome, Port Hedland, Geraldton, Kalgoorlie, Northam, Bunbury and Albany
- introduction of the Safe Places Safe People initiative in Kununurra, Halls Creek, Port Hedland and Laverton
- consultations with rural and remote Supported Accommodation Assistance Program services in the Goldfields, Southwest, Great Southern and the Kimberley
- funding to the Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women’s Council, the Warmun Community Council and the Shire of Meekatharra for new domestic violence services.

The department’s regional activities are discussed in further detail in the report on services.

Regional Engagement Forums

The department’s Office for Women’s Policy partnered with regional district offices to hold a number of community engagement forums on women’s health, wellbeing and safety in Karratha, Kalgoorlie, Katanning, Bunbury and Geraldton. The aim of the forums was to enable district offices to strengthen partnerships with key local women’s groups (such as women’s health services and domestic violence groups) and to speak with women about local issues affecting their health, wellbeing and safety. The regional forums engaged more than 220 women from diverse communities of interest across Western Australia. Recommendations affecting 60 local, state, federal and community agencies were generated from the forums.

To facilitate and encourage applications from women in regional areas, a workshop for potential applicants for the annual Western Australian Women’s Fellowship was presented via videoconference to participants in Kojonup, Williams, Karratha, Wyndham, Bridgetown, Kalbarri, Jigalong and Balgo (Wirrimanu).
The Office for Women’s Policy, in conjunction with the Pilbara Development Commission, the Port Hedland Soroptimists and the Pilbara Women in Management Reference Group, jointly sponsored the Pilbara Women in Management Forum in June 2005. The forum supported women in management in the Pilbara region by encouraging networking, mentoring and professional development.

**Attraction and retention of staff in regional areas**

Issues relating to the attraction and retention of staff in certain regional and remote locations of Western Australia remain consistent with the experiences of other public sector agencies. In 2004-05, the department successfully attracted community child protection workers to isolated and remote Aboriginal communities as a result of an innovative and intensive attraction and retention campaign and the development of position-specific benefits.

In collaboration with the Department of Education and Training, the Department of Health, the Western Australia Police, the Office of Multicultural Interests and the Department of Local Government and Regional Development, the department funded a regional attraction and retention research project which is being conducted by Edith Cowan University and the University of Western Australia’s Institute for Regional Development. A series of across-agency regional workshops were held with staff in November 2004 to identify location-specific attraction and retention issues in regional Western Australia. The findings of this research project will be released late in 2005.

The department began reviewing the salary structure and classifications for clinical psychologists to identify a range of strategies that support the attraction and retention of employees in this occupational group.
Governance

The State Government’s goal is to govern for all Western Australians in an open, effective and efficient manner that also ensures a sustainable future. The department is committed to appropriate governance including planned decision-making and resource allocation, increased use of technology and effective, independent oversight and reporting.

Staffing levels

The Department for Community Development employed 1,625 staff as at 30 June 2005 and for the 2004-05 financial year utilised an average of 1,362 full time equivalents (FTE) throughout the state (see Table 5). The average FTE usage for the department was five fewer than in the 2003-04 financial year. As at 30 June 2005, 77 percent of all staff were female and 23 percent were male. To encourage the development of staff across the whole of the public sector, the department employed 18 staff on temporary secondment from other public sector agencies and in turn released 24 department staff on secondment to other public sector agencies as at 30 June 2005.

Table 5: Employment levels at 30 June 2005

<table>
<thead>
<tr>
<th>Directorate/Office</th>
<th>Actual average FTE usage 2004-05</th>
<th>Number of staff at 30 June 2005&lt;sup&gt;(a)(b)&lt;/sup&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Full-time</td>
</tr>
<tr>
<td></td>
<td></td>
<td>P</td>
</tr>
<tr>
<td>Office of the Director General</td>
<td>25.20</td>
<td>14</td>
</tr>
<tr>
<td>Business Services Directorate</td>
<td>127.83</td>
<td>99</td>
</tr>
<tr>
<td>Community Development and Statewide Services Directorate</td>
<td>1,027.99</td>
<td>698</td>
</tr>
<tr>
<td>Indigenous Policy Directorate</td>
<td>6.57</td>
<td>6</td>
</tr>
<tr>
<td>Program and Sector Development Directorate</td>
<td>87.74</td>
<td>66</td>
</tr>
<tr>
<td>Office for Children and Youth</td>
<td>23.21</td>
<td>19</td>
</tr>
<tr>
<td>Family and Domestic Violence Unit</td>
<td>13.27</td>
<td>9</td>
</tr>
<tr>
<td>Office for Seniors Interests and Volunteering</td>
<td>31.78</td>
<td>24</td>
</tr>
<tr>
<td>Office for Women’s Policy</td>
<td>18.65</td>
<td>14</td>
</tr>
<tr>
<td>Total number of FTE/staff</td>
<td>1,362.24</td>
<td>949</td>
</tr>
</tbody>
</table>

(a) P = Permanent; F = Fixed term contract; C = Casual
(b) Staffing numbers include seconded staff from other government departments who were paid by the department, and excludes department staff seconded to and paid by other departments.

Cultural change

Since the creation of the new Department for Community Development in 2001, the department has been implementing a significant change agenda. Part of this agenda is the Organisational Cultural Change Program which aims to progressively develop the culture to better align to the department’s vision and values. Seven initial projects were identified: violence and aggression towards staff by clients, staff attraction and retention, bullying, leadership and management, performance development, supporting Indigenous and non-social work staff, and communication.

In 2004-05, approximately 100 staff volunteered to join the project groups which identified the key strategies and initiatives needed to build the culture of the organisation. Work began on developing and implementing initiatives, including:

- a Transformational Leadership Program involving extensive work with the executive team, senior management and approximately 400 staff over the next 24 months to develop a transformational leadership model
- new workplace issue and grievance resolution policy and procedures, including training for all line managers, creation of a video training package for future line managers and an online education package for all staff
• performance development skill sessions for line managers on mentoring and coaching staff for improved performance, which will be complemented with a review and reinforcement of the department’s performance appraisal system

• a project to encourage positive working relationships between clients and staff to reduce the occurrence of aggression by clients

• a range of supports for Indigenous staff.

To support the change process, the department undertook an organisational health survey in November 2004, which will be used as an ongoing tool to monitor the progressive change of the department’s culture. The results of the first survey provided a baseline against which the success of the change initiatives will be measured. It also provided feedback which will assist the department to determine whether other initiatives are needed.

**Workforce Planning Strategy**

A Strategic Workforce Planning Framework was introduced in 2004-05. This included implementation of six-monthly workforce profile reports and individual coaching sessions with business unit managers on workforce planning strategies and approaches, including identifying risk factors and opportunities for further development.

To ensure that workforce profile information was up-to-date, an employee diversity review was undertaken with all staff.

**Candidate management system**

Following the implementation of the Recruitment Advertising and Management System (RAMS) across the Western Australian public sector by the Department of the Premier and Cabinet, the department began using the Candidate Management System (CMS).

CMS is an extension of RAMS, which allows applicants to apply for positions online and provides the department with the ability to receive and process applications in a secure database. CMS provides the department with significant benefits including automatic acknowledgment of applications received online, streamlined communication with applicants, online access and advanced reporting on recruitment processes and outcomes.

Linked to the RAMS product, two new online jobs boards were developed to improve the access for potential applicants to both internally and externally advertised vacancies. The new jobs boards are similar in appearance to the existing public sector website [www.jobs.wa.gov.au](http://www.jobs.wa.gov.au).

**Pool recruitment**

Innovative pool recruitment practice introduced in 2003-04 continued in 2004-05. Pool recruitment was used to engage field workers, direct care workers and child care licensing officers across the metropolitan area.

Consultation with field workers highlighted that while the pool process was indeed beneficial in providing cost and time savings, it needed to focus more on targeting candidates with specific skill sets. As a result, a new targeted pool recruitment process for field workers began in June 2005.

**Public sector and anti-racism program**

Over the past year, the department supported the development of the Public Sector Substantive Equality Policy Framework, which aims to ensure that public services are not only accessible but also responsive to the needs of different individuals and groups. Prior to the release of the framework, a pilot was conducted with four public sector agencies to evaluate the viability and acceptability of the framework. Within the department, this pilot was held with the Engagement Team in the Perth District Office.

**Occupational safety and health**

Recent amendments to the *Occupational Safety and Health Act 1984* necessitated a broader understanding of responsibilities and accountabilities in terms of discharging duty of care as well as ensuring employees are more aware of their responsibilities.

The department placed more emphasis on the role of its Occupational Safety and Health Steering Group, which ensures compliance with the requirements of the Act. The committee is comprised of senior management, unit managers and occupational safety and health representatives.

The occupational safety and health compliance audit and inspection program continued in 2004-05, with many locations completing their second inspection cycle and showing improvements. Most locations have now received an Occupational Safety and Health Resources File that was developed and implemented over the past two years.
Practical in-house claims management and procedures continue to reduce the department’s workers compensation premiums. During 2004-05 there was a slight increase in the total number of workers compensation claims (see Table 6), which will be monitored over the coming year.

Table 6: Workers compensation and lost time incidents 2002-03 to 2004-05

<table>
<thead>
<tr>
<th></th>
<th>Number of claims</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2004-05</td>
</tr>
<tr>
<td>Total workers compensation claims</td>
<td>61</td>
</tr>
<tr>
<td>Lost time injuries (days)</td>
<td>26</td>
</tr>
<tr>
<td>Lost time frequency rate&lt;sup&gt;(a)&lt;/sup&gt;</td>
<td>8.30</td>
</tr>
<tr>
<td>Duration rate&lt;sup&gt;(b)&lt;/sup&gt;</td>
<td>22.76</td>
</tr>
<tr>
<td>Number of incidents reported</td>
<td>231</td>
</tr>
</tbody>
</table>

<sup>(a)</sup> This is a ratio involving a calculation of number of accidents to staff hours worked. A smaller rate indicates an improving trend.

<sup>(b)</sup> The average number of days lost per incident.

It is anticipated that workers compensation and occupational safety and health functions will continue to be retained by the department, as these were identified as ‘out of scope’ for the transition to the State Government’s Shared Services Centre in 2007. This will provide an opportunity to build further on what has been achieved to date and to continue to demonstrate best practices in the work environment.

Equal opportunity and valuing diversity

In 2004-05, the department exceeded its targets for employees from both cultural and linguistically diverse and Indigenous backgrounds (Table 7). As at 30 June 2005, cultural and linguistically diverse staff numbers increased by 34, to 130 staff or eight percent of the workforce, compared to six percent at the same time last year. Indigenous staff numbers increased by 10 to 184 staff, or 11 percent of the workforce.

Whilst the proportions of youth (less than 25 years) and people with disabilities did not reach planned targets, growth continued in both areas. The number of youth increased by 19 to 85 staff or five percent of the workforce, in comparison to four percent (66 staff) last year. Staff with disabilities increased by seven, to 50 staff.

Table 7: Comparison of diversity targets and actual values as at 30 June 2005

<table>
<thead>
<tr>
<th></th>
<th>Culturally diverse</th>
<th>Percentage of total employees</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6.7</td>
<td>10.0</td>
</tr>
<tr>
<td></td>
<td>8.0</td>
<td>11.3</td>
</tr>
</tbody>
</table>

The equity index is a measure of the distribution of members of an equal employment opportunity 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 groups in more senior staffing levels will lead to a high index score. An equity index of 100 is the ideal. The equity index for staff from cultural and linguistically diverse backgrounds and people with disabilities increased notably in 2004-05 (Table 8) which reflects that staff in these groups are occupying more positions at the senior levels.
Table 8: Comparison of equity targets and actual values as at 30 June 2005

<table>
<thead>
<tr>
<th>Equity index(a)</th>
<th>Culturally diverse</th>
<th>Indigenous</th>
<th>People with disabilities</th>
<th>Women</th>
<th>Youth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target – 30 June 2005</td>
<td>81</td>
<td>50</td>
<td>63</td>
<td>78</td>
<td>-</td>
</tr>
<tr>
<td>Actual - 30 June 2005</td>
<td>127</td>
<td>65</td>
<td>64</td>
<td>83</td>
<td>22</td>
</tr>
<tr>
<td>Actual – 30 June 2004</td>
<td>89</td>
<td>61</td>
<td>47</td>
<td>81</td>
<td>-</td>
</tr>
</tbody>
</table>

(a) Equity index calculation excludes casual employees

Tables 9 and 10 below show that the representation of women in management increased by 16 staff to 61 percent of total management, three percent more than in June 2004 and 10 percent more than in June 2003.

Table 9: Number of women in management at 30 June 2005

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of women</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Level 6</td>
</tr>
<tr>
<td>June 2005</td>
<td>102</td>
</tr>
<tr>
<td>June 2004</td>
<td>89</td>
</tr>
<tr>
<td>June 2003</td>
<td>71</td>
</tr>
<tr>
<td>June 2002</td>
<td>105</td>
</tr>
<tr>
<td>June 2001</td>
<td>78</td>
</tr>
</tbody>
</table>

Table 10: Percentage representation of women in senior positions at 30 June 2005

<table>
<thead>
<tr>
<th>Year</th>
<th>Women as a percentage of total employees</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Level 6</td>
</tr>
<tr>
<td>June 2005</td>
<td>64</td>
</tr>
<tr>
<td>June 2004</td>
<td>61</td>
</tr>
<tr>
<td>June 2003</td>
<td>55</td>
</tr>
<tr>
<td>June 2002</td>
<td>59</td>
</tr>
<tr>
<td>June 2001</td>
<td>53</td>
</tr>
</tbody>
</table>

Table 11 shows the actual number of employees within equal employment opportunity groups. Staffing numbers increased across all groups. In particular, there was a 35 percent increase in the number of cultural and linguistically diverse staff and a 29 percent increase in the numbers of youth.
<table>
<thead>
<tr>
<th>Year</th>
<th>Number of employees</th>
<th>Culturally diverse</th>
<th>Indigenous</th>
<th>People with disabilities</th>
<th>Youth</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 2005</td>
<td>1,625</td>
<td>130</td>
<td>184</td>
<td>50</td>
<td>85</td>
</tr>
<tr>
<td>June 2004</td>
<td>1,541</td>
<td>96</td>
<td>174</td>
<td>43</td>
<td>66</td>
</tr>
<tr>
<td>June 2003</td>
<td>1,435</td>
<td>95</td>
<td>129</td>
<td>33</td>
<td>49</td>
</tr>
<tr>
<td>June 2002</td>
<td>1,428</td>
<td>90</td>
<td>118</td>
<td>35</td>
<td>50</td>
</tr>
<tr>
<td>June 2001</td>
<td>1,445</td>
<td>78</td>
<td>117</td>
<td>34</td>
<td>64</td>
</tr>
</tbody>
</table>

In 2004, the department developed an Indigenous Employment Strategy and began working on a range of initiatives during 2004-05, including:

- a ‘Working in Partnership with Indigenous People’ program to be piloted in the East Kimberley region of Western Australia for new Indigenous and non-Indigenous staff
- a ‘Wrap-Around Service’ providing a comprehensive package of support services to Indigenous employees, which is being trialled in Kununura and Albany-Katanning
- existing worker traineeships for permanent Indigenous staff to provide formal qualifications in Certificates III and IV in Community Services and Certificate III in Children’s Services
- an Indigenous induction and training guide for Indigenous employees new to the public sector, to provide a better understanding of the public sector as well as the award, policies and procedures relevant to their employment
- a cultural leave policy which recognises the cultural sensitivities and obligations required of Indigenous staff
- an Indigenous distribution list and network group to provide information on the job and other career development opportunities available.

A priority of the Department of the Premier and Cabinet is to increase the numbers of young people (aged 25 years and younger) and people with disabilities employed in the Western Australian Public Sector. To this end, the department launched its youth and disability employment strategies in June 2004. A Youth Steering Committee and a Youth Working Group were formed to target attraction and retention strategies for young people.

In addition to the Youth Employment Strategy, the department continued to provide significant work experience and student placement opportunities for people under 25 years of age. In 2004-05, the department provided 104 university practicum placements for students. The average duration of placement was three months. Of these practicum placements, four psychology and approximately 50 social work placements were provided to students under the age of 25 years.

To increase employment opportunities for people with disabilities, a reference group was created to identify strategies including identification of suitable positions and a general awareness-raising program to communicate the benefits of employing people with disabilities.

**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 it has complied with public sector standards, codes of ethics and any relevant code of conduct. These policies and procedures are contained in a best practice manual which is accessible by all employees via the department’s intranet.

To monitor and assess the extent of compliance with the ethical codes and public sector standards, the department conducts an annual audit. The audit for the 2004-05 year reported that the department met the requirements of the Public Sector Standards in Human Resource Management to a satisfactory level, and noted that the department will undertake further development of the performance management system in the coming year.

In 2004-05, no complaints were made in relation to non-compliance with the ethical codes. A total of seven applications were received in 2004-05 for breach of standards review and corresponding outcomes. No breaches were found.
Corruption prevention

The department, in line with Premier’s Circular 2005/02, took a number of steps to identify and reduce any risk of corruption and misconduct, including documenting appropriate policies and procedures in the department’s best practice manual. As part of the risk management plan, a major review was undertaken, in accordance with Treasurer’s Instruction 825 using the processes set out in AS/NZS 4360:2004 on Risk Management, to logically and systematically identify risks of corruption and misconduct and to address these to minimise impact. The risk management plan specifically targeted integrity and security of data, theft, fraud, unauthorised transactions, misconduct and purchasing processes.

The department’s Internal Audit Branch manages the contents of the risk management plan and targets appropriate areas for periodic review. Regular reports on the risk management plan are made to the department’s Internal Audit Committee.

The department’s Human Resources Division proactively undertook measures to reduce the risk of corruption and misconduct in the department. As part of regular district visits, informal sessions were held with employees and management on the standard of behaviour expected of public officers as provided for by the Public Sector Management Act 1994, Public Sector Code of Ethics, the department’s code of conduct and the Corruption and Crime Commission Act 2003.

Work commenced on refreshing management and staff on the discipline process under the Public Sector Management Act 1994 and the department’s obligation to report incidents of misconduct and corruption to the Corruption and Crime Commission. During the course of the 2004-05 financial year, there were no incidences of a discipline process being initiated due to an allegation of corruption.

Public interest disclosures

The Public Interest Disclosures Act 2003 came into effect in July 2003. It defines special action that must be taken by agencies in relation to disclosures of public interest information that may show that a public authority, officer or contractor has been, or proposes to be involved in, improper conduct, the committing of an offence, misuse of public resources, or an act or omission which poses a risk to the public or the environment. There were no reported cases in 2004-05.

Research and evaluation

The department is committed to evidence-based policy and practice, and for this purpose undertakes a broad program of research and evaluation initiatives. As well as projects conducted internally by department staff, a significant agenda has been to seek research partnerships with government and non-government organisations and academic institutions. These partnerships are intended to share and develop capacities and resources for research in the sector, and provide more extensive, useful and independent information for policy and decision-making. Two department staff were outposted to the University of Western Australian and Curtin University of Technology during the year to pursue projects relating to the needs of vulnerable children, and to community capacity building.

The department undertook a wide range of research and evaluation projects during the year (refer to Appendix 5).

Freedom of information

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

In 2004-05, the department accepted 46 valid applications for access, or amendment, to information in accordance with the Freedom of Information Act 1992. The number of applications was fewer than the previous year. Each application took an average of 18 days to process, a shorter time than the previous year’s figure and significantly less than the government requirement of no more than 45 days. Table 12 shows the number of applications over the last five years.
Table 12: Freedom of information applications 2000-01 to 2004-05

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Applications received</td>
<td>46</td>
<td>61</td>
<td>42</td>
<td>71</td>
<td>65</td>
</tr>
<tr>
<td>Applications withdrawn (a)</td>
<td>19</td>
<td>17</td>
<td>8</td>
<td>18</td>
<td>30</td>
</tr>
<tr>
<td>Personal applications</td>
<td>34</td>
<td>37</td>
<td>24</td>
<td>39</td>
<td>39</td>
</tr>
<tr>
<td>Non personal applications</td>
<td>12</td>
<td>24</td>
<td>18</td>
<td>32</td>
<td>26</td>
</tr>
<tr>
<td>Average days</td>
<td>18</td>
<td>24</td>
<td>31</td>
<td>25</td>
<td>23</td>
</tr>
</tbody>
</table>

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

Record keeping plan

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

Evaluation of the department’s record keeping systems commenced, with the initial stages of planning for a new electronic document and records management system well underway. Further evaluation will occur over the next twelve months and the results will be used to form the functional requirements for the new system, with implementation planned for 2006. The Record Keeping Plan will be reviewed at this time.

Training in records management is provided to those departmental staff who use the current records management system, TRIM. Several different packages are offered, dependent on the user’s requirements.

Table 13: Staff records management training 2004-05

<table>
<thead>
<tr>
<th>Total training sessions</th>
<th>TRIM Webdrawer training sessions</th>
<th>TRIM Production training sessions</th>
<th>Number of staff trained in client records management</th>
<th>Number of staff trained in administrative records management</th>
</tr>
</thead>
<tbody>
<tr>
<td>110</td>
<td>43</td>
<td>67</td>
<td>65</td>
<td>99</td>
</tr>
</tbody>
</table>

The effectiveness of the record keeping training program will be reviewed upon implementation of the electronic document and records management system.

As well as the specialised training packages for TRIM users, the department provides comprehensive information on records management practices and employee responsibilities through its online induction program for new employees, and Best Practice Manual entries.

Information Services staff conduct quality assurance and compliance audits of administrative and client records held by each office of the department at least once a year. They have reported improvements in compliance to the department’s record keeping plan over the past two years.
Advertising and sponsorship

As required under the Electoral Act 1907, Table 14 shows the department’s total expenditure and names of recipients under the categories of advertising, market research, media advertising and direct mail organisations. There was no expenditure in the category of polling organisations.

Table 14: Advertising and marketing expenditure 2004-05

<table>
<thead>
<tr>
<th>Category</th>
<th>Organisation</th>
<th>Total category amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advertising agencies</td>
<td>Christine Glenister and Associates; Vinten Browning</td>
<td>$78,559</td>
</tr>
<tr>
<td>Market research organisations</td>
<td>Core Marketing; MY Data; Patterson Market Research</td>
<td>$66,979</td>
</tr>
<tr>
<td>Media advertising organisations</td>
<td>MarketForce Productions; Media Decisions; Riverina Media Group</td>
<td>$327,642</td>
</tr>
<tr>
<td>Direct mail organisations</td>
<td>Salmat Laser Printing and Mailing Services; Northside Distributors; Zipform</td>
<td>$68,713</td>
</tr>
</tbody>
</table>

Details of sponsorship both received and provided by the department can be found in Appendix 6.

Sustainability

Consistent with the requirements of the Western Australian State Sustainability Strategy, the department produced a Sustainability Action Plan for 2005-2007.

The outcomes of the plan further inform planning and decision-making, and strengthen the department’s focus on engaging with and working to build the capacity and resilience of young people, families and communities through the principles of inclusiveness, engagement, collaboration and capacity building.

Some examples of sustainability initiatives undertaken by the department in 2004-05 were:

- **Early Years Strategy**
  This is a joined-up government approach, involving the collaboration of key government agencies and local communities, to enhance the community’s long-term capacity to support the development of young children aged antenatal to eight years and their families and carers. Twenty-two communities throughout Western Australia (with three more invited to take part) are now engaged in developing their own local response with the assistance of three project officers.

- **Family and Domestic Violence State Strategic Plan**
  Following the development of the first action plan, the Family and Domestic Violence Unit is coordinating government departments to work together under a single policy framework in this critical area.

As discussed earlier under Environment, at an operational level the department continued to pursue environmental and economic sustainability activities through recycling programs, energy conservation and fleet management practices.

In terms of sustainable governance, the department is committed to providing opportunities for its own employees and staff from the not-for-profit sector to participate in sustainability education, training and awareness-raising initiatives.

The department incorporated an interim sustainability self-assessment checklist as a standard in its executive briefing template. The checklist is a way of reminding authors of executive briefings of the sustainability criteria they should address in regard to social, economic and environmental issues.

A new online community portal was launched on the department’s internet site to make the work of the department more transparent and accessible to the community. A number of policies and strategic frameworks were made publicly available, many for the first time.
Audit reviews

The department undertook a comprehensive program of internal audit reviews during the 2004-05 financial year. The areas audited were identified via a formal risk assessment and took into account management requirements. These audits included:

- contract management
- use of common use contracts
- reviews of funded organisations
- purchasing quality services from funded organisations
- information technology security
- IT software licensing
- IT disaster recovery
- risk management planning and strategic management
- review of activities in service delivery offices
- audits of portfolio offices
- financial assistance to clients
- bill paying service for clients
- general purchasing and accounts payment
- records management
- compliance with public sector human resource standards
- personnel and payroll services.

Information technology

The department called for tenders and began the selection process for a provider to develop a new client information system, Assist-D, to replace the current system which is 11 years old. Development of the new system will begin in 2005-06.

A major upgrade of software tools, servers and the computer network was completed in 2004-05, in order to improve the ability of staff to collaborate and share information efficiently and effectively, and to prepare for the implementation of Assist-D. In addition, a program to replace the ageing fleet of personal computers commenced.

Work began on an information system to facilitate the checking of criminal records through CrimTrac and the Western Australia Police.

The department redesigned its intranet site to improve searching and navigation and give the site pages a common look and feel. For the first time, work units were able to create and maintain their own content without the assistance of technical experts. In December 2004, the department also launched its new online community portal www.community.wa.gov.au.
Report on services

Community development

This includes:

- Community capacity building
  - Early intervention and parenting services
  - Not-for-profit organisations
- Child care and child care licensing
- Family information
- Training
- Future directions

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

Community capacity building

The overall aim of community capacity building is to increase the ability of communities to make informed choices so they can shape their own lives. The department supports individuals, families and communities to make their own decisions about how to manage the issues confronting them.

A capacity building approach acknowledges that no single agency or service provider has all the answers to the very complex issues confronting families and communities. It recognises that while there will always be a need to help those with insufficient resources to achieve solutions, every individual, family or community with an issue has existing strengths, holds some of the answers and can contribute to the solutions.

Building resilience and resourcefulness helps people to be self sufficient rather than dependent. It encourages people to discover their own strengths, reach their own potential, problem solve for themselves, and in the process develop the confidence necessary for an independent life.

Capacity-building includes working in partnership with other government agencies, business, industry, the not-for-profit sector, community organisations and other sectors to achieve better outcomes for people.

During the year, the Capacity Building Strategic Framework 2005-2007 was completed. The framework outlines the department’s approach in three areas: building capacity in individuals and families, building capacity in communities, and for the department and the not-for-profit sector to work in a capacity building approach. It supports the objectives of the department’s Strategic Plan 2005-2007. The framework underpins all areas of the department’s work and encompasses all of its functions including policy formulation, program development, funding arrangements and relationships, administration, coordination, provision of services and responses and volunteering support.

Eight capacity builders commenced in Esperance, Meekatharra, Tom Price, Katanning, Mirrabooka, Onslow, Perth and Carnarvon. An evaluation of these positions and initiatives began in partnership with the Curtin University Alcoa Research Centre for Stronger Families.

The HYPE (Helping Young People Engage) strategy was extended during 2004-05 to Thornlie. The strategy is aimed at building the capacity of the community to deal with issues of antisocial behaviour in young people and involves partnerships between the department, local government and local businesses. In 2004-05, the department consolidated HYPE in Broome and Meekatharra. The Port Hedland HYPE ‘Mingle Mob’ was nominated for a Premier’s Award in the category of social and community development.

During 2004-05, the department, along with four other State Government departments, continued its involvement in the Gender Analysis of Policy project. More information on this project can be found in the report on Women’s Policy and Progress. As part of the project, aspects of gender analysis were incorporated into the Service Group Review of Family Support, Home Visiting, Parenting and Counselling services funded by the department. Outcomes from the project will inform the development of a Gender Analysis of Policy suited to the Western Australian context.
Early intervention and parenting services

Promoting a focus on children in the early years and investing in support for families and communities in the early years including intervention and prevention, is a priority for the department. The early years are a unique period and it is important that every child has the opportunity to make a strong start. Alongside these developmental opportunities that enrich the early years, children are also vulnerable to harm. Early intervention services strengthen the ability of families and communities to promote children’s wellbeing, to help break intergenerational cycles of abuse and neglect and reduce the need for more intrusive intervention services in a child’s life.

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

The Departments for Community Development, Health, and Education and Training provided leadership and secretariat support to the Early Years Strategy Steering Committee, which is responsible for implementing the strategy. An evaluation of the strategy began which will be completed in 2005-06.

As part of its commitment to the strategy, the department supported twenty-two Early Years community sites in 2004-05, including ten new sites at Kwinana, Mirrabooka, Fitzroy Crossing, Katanning, Bunbury, Hamilton Hill/Coolbellup, Mullewa, Somali families in Perth, the Tjurabalan/Balgo area (including Mulan, Billiluna and Ringers Soak) and the Ngaanyatjarra Lands.

Three more communities – the Merredin region, the City of Canning and Parents in Metropolitan Prisons – were recently invited to participate in the strategy. Three project officers work collaboratively with community members and agencies in these identified sites to develop local early years networks, map existing services and identify local priorities for young children.

Early Years communities can access grants to help implement their local plans. The Department for Community Development and Lotterywest have developed a partnership to streamline and maximise a combined grants approach. An amount of $1.86 million was allocated over three years for grants of up to $35,000. A total of $841,814 was paid to 29 organisations for 43 Early Years projects in 18 communities in 2004-05.

Metropolitan and country district offices were provided with $10,000 and $15,000 respectively to encourage early years activities at a local level. In total, $180,000 was allocated to districts, and $8,900 allocated for central early years activities, which included events or promotions across several districts.

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

In March 2005, Best Beginnings was expanded to include Fremantle in addition to the existing five metropolitan and two country sites. Recent redevelopments to the Best Beginnings database saw enhancements to the collection and reporting of consumer data, which will assist in the continuous improvement of the program.

The Best Beginnings action plan, developed in 2003-04, was implemented during the year to improve delivery of the program to culturally and linguistically diverse families. An evaluation of a six-month pilot, where each site monitored their interaction and progress with a culturally and linguistically diverse family, found that the program was engaging well with this group. A series of tailored training events addressing the specific needs of new and emerging communities were delivered to Best Beginnings staff.

Best Start services aim to engage with parents and extended family of Indigenous children aged zero to five years to ensure their needs are met and improve their transition to school. Best Start services operated at 20 locations (five more than in 2003-04) mostly in rural and remote localities, and staff offered a range of activities including playgroups, home visits, workshops and social and cultural activities. The additional sites were made possible through the creative work of regional offices in order to meet the demand for Best Start services in their areas.

Best Start training was held in Perth and twenty-two representatives from eleven of the sites attended. Information gathered from the training will be used to further enhance delivery of the service in local communities.

Four Aboriginal Early Years support services for families with children aged under zero to three years were operated by not-for-profit agencies at Midland, Armadale, Clarkson/Meriwa and the Goldfields. A community consultation process was undertaken to find a provider for a service at Albany.
Fourteen parenting services located across the state continued to provide a free lending library service on a wide variety of parenting issues, offered courses and workshops to groups of parents, and provided support and information to individual parents on request. Parenting services are located in Albany, Balga, Broome, Bunbury, Carnarvon, Geraldton, Joondalup, Kalgoorlie, Karratha, Langford, Mandurah, Midvale, Northam and Port Kennedy.

Eight departmental and five non-government Parent Link home visiting services continued to operate during the year. The services are located in Albany, Armadale, Fremantle, Geraldton, Joondalup, Mandurah, Midland, Mirrabooka, Northam, Rockingham, Scarborough, South Hedland and Victoria Park. The services support families to develop skills and strengths in their parenting role and match them with trained volunteers who deliver a structured program within the home setting.

The department has been working closely with the Office of Crime Prevention in the development of the Responsible Parenting Initiative, with an emphasis on working voluntarily with parents. The first site of the ParentSupport service commenced in November 2004 in the south east metropolitan corridor.

The department’s Cannington and Armadale offices have been assisting in the development of an assessment and referral process. The aim is to ensure that where children under 15 are in trouble at school or in the community that their parents or carers can be referred to ParentSupport. The service will provide parents or carers with firm support in their role and specific coaching to achieve positive changes in their child’s behaviour. A collaborative interagency approach is a key factor to the success of the initiative. The Parental Support and Responsibility Bill 2005 was introduced to Parliament on 1 June 2005, and will enable authorised agencies including the department, to enter into a Responsible Parenting Agreement with a parent and allow these agencies to make application to the Children’s Court for a Responsible Parenting Order if necessary.

Not-for-profit organisations

During 2004-05, the department continued to work with community organisations and individuals to plan and provide services for families and individuals which build on their strengths and increase their skills to care for children and young people. This involved the allocation of $66 million in recurrent funding to 320 not-for-profit organisations for provision of 545 funded services.

The department is working to strengthen its partnership with the community sector by building the organisational capacity of not-for-profit organisations through initiatives such as support for the implementation of the Industry Plan for the Non Government Human Services Sector and provision of funding to WACOSS for delivery of the EmployRight! project.

Child care and child care licensing

At 30 June 2005, there were 1,442 licensed child care services in Western Australia, consisting of 531 child care centres for children aged zero to six years, 805 family day carer services and 106 outside school hours care centres. Combined, these services offer 31,901 child care places throughout the state.

During the year, there were 101 substantiated breaches of regulations following investigations of allegations made to the Child Care Licensing Unit.

Licensing staff training in Certificate IV in Government: Statutory Compliance contributed to the department’s improved ability to impose sanctions for breaches of the regulations. In 2004-05, the department successfully prosecuted two services for breaches of the Community Services (Child Care) Regulations 1988 and began a third prosecution.

The Child Care Advisory Committee reports to the Minister for Community Development and had its inaugural meeting in November 2004. Its terms of reference provide it with the mandate to:

- monitor local, state, national and international trends and issues impacting on child care and make recommendations in relation to licensing and quality assurance to improve outcomes for children
- promote and advocate for the interests of children and parents in government decision-making, policy, planning and practice related to child care
- advise on and promote good quality child care services as an integrated early years support and development strategy available to all children in Western Australia.
The committee meets on a quarterly basis and is currently focusing on:

- quality staffing in the child care industry
- quality practice (health and safety, curriculum, and physical environment)
- sector management
- child care models for access and innovation.

The Department for Community Development successfully fulfilled its 2004-05 contract with the Australian Government to provide training and support to assist the outside school hours care sector to implement the Australian Government’s Child Care Services Quality Assurance Program. In Western Australia, this model resulted in a 98 percent participation rate of eligible services in the training and workshops the department has delivered throughout the state. The Australian Government’s Department of Family and Community Services indicated its satisfaction with the way training and support was delivered in Western Australia by awarding the department another contract, valued at $253,060, for the period July 2005 to November 2005.

The Department for Community Development began developing new child care regulations required for the proposed commencement of the *Children and Community Services Act 2004*. The new regulations will reflect the objectives and principles of the Act, specifically to protect and promote the best interests of children receiving child care services.

Implementation of the new regulations will be a two-stage process. In the first stage, improvements of a more minor nature will take effect from proclamation of the Act. The second stage will begin as soon as practicable after the commencement of the new regulations and will incorporate more complex issues such as staff to child ratios, transport and premises.

The requirement for new regulations provides the child care sector and other stakeholders with the opportunity to feed back their interests and needs to help enable a stronger and more coherent regulatory framework that deals with contemporary issues and reflects modern law.

**Family information**

During the year, the Family Information Records Bureau continued to deal with significant and sensitive challenges relating to the separation of children from their families. In 2004-05, there was a significant increase in the number of formal applications and telephone enquiries received by the bureau.

The bureau continued to identify and preserve records of significance to the Aboriginal and Torres Strait Islander community, former British and Maltese child migrants and children in care. The bureau also digitally imaged records from the former Native Welfare and Community Welfare departments to preserve deteriorating original records.

Community meetings were an important focus of the bureau’s work with visits to ‘Stolen Generation’ meetings, remote community reunions, and presentations to service providers.

In October 2004, the department launched the publication *Signposts: A Guide for Children and Young People in Care in WA from 1920*. An interagency reference committee develops protocols between agencies, develops a standard process for maintaining information for all agencies, and manages storage, custody and preservation of the information.

*Signposts* is a guide that aims to help people who were in out-of-home residential care or youth supported accommodation as a child or young person, to find information about that period of their lives. It does not hold records itself but rather, directs people to agencies where records might be located.

*Signposts* contains information and contact details for more than 200 facilities. Where possible, historical information about the role or activities of the facilities was included. This guide will assist tens of thousands of Western Australians who were formerly in care to find out more about their past.

In December 2004, the department unveiled a memorial commemorating almost 3,000 former British and Maltese unaccompanied child migrants who came to Western Australia between 1913 and 1968. The statue, which is located at the Maritime Museum in Fremantle, represents a boy aged 12 and a girl aged 10. It is a visual image that captures the feelings of these children who left the known to come to a far-away unknown place, with an equally unknown future.

**Training**

The Community Skills Training Centre delivered 215 training programs in 2004-05 to 3,209 participants, an increased participation rate of four percent since last year. Participants included 1,525 department staff and 1,684 staff from the Supported Accommodation Assistance Programme (SAAP) and other community service sectors.
In 2004-05, the centre was restructured to suit the new strategic direction of the department to form a Learning Development Unit focusing on a learning development approach. This will enable greater development of competency-assessed training, strengthen more flexible arrangements in the delivery of training and continue to build partnerships with stakeholders. Other initiatives include the launching of the new Fieldworker Start Up Program, previously known as Foundation Training, and development of a new e-learning capability.

The centre continued to customise in-service training to include a number of innovations in service delivery. For department staff, training was developed and delivered in Critical Decision-Making in Child Protection, Identifying Child Abuse and Child Assessment Interviews and Team Leader Training. In addition, the centre worked in partnership with the Western Australia Police, Princess Margaret Hospital and the Department of Justice to design and develop competency-based training for police and department staff through the new Specialist Child Interview Unit.

As a result of consultation with the community services sector, packages were customised to enable greater capacity building at local level for future delivery to be undertaken by local trainers, thereby reflecting local needs. These training packages focussed on communication and counselling skills, family violence, working with Aboriginal and Torres Strait Islander people, substance abuse, mental illness, administrative and organisational skills. All of these training courses were oversubscribed to twice their capacity. A total of 145 courses were delivered, including 104 in the metropolitan areas and 41 in regional areas.

The Community Development Seminar Series continued to operate in 2004-05. It is organised and resourced by a collaborative partnership that includes: the Australian Government Department of Family and Community Services; Lotterywest; Learning Centre Link; Western Australian Council of Social Service (WACOSS); Alcoa Research Centre for Stronger Communities at Curtin University of Technology; UWA Social Work and Social Policy Department; Department for Community Development, Telethon Institute for Child Health Research; and the City of Melville.

The seminars provide a free educational and networking forum for participants from government and non government agencies, the private sector and community groups. In 2004-05, six seminars and three half-day workshops featured international, interstate and local presenters. The seminars attracted between 100 and 200 participants and workshops were oversubscribed.

The financial year saw further consolidation of country participation through videoconferencing. The series working group, through Learning Centre Link, was successful in gaining a grant for the videoconferences from Lotterywest. The Telethon Institute for Child Health Research and WA Country Health Services, Department of Health assisted with broadcasts. There were five videoconferences reaching between four and 34 regional sites each session.

The series working group gave a ‘collaborative partnerships’ presentation to the 2005 WA Local Government Community Services Association Conference.

Future directions

The State Government will establish the Western Australian Commissioner for Children and Young People in 2004-05, focusing on the rights, best interests and wellbeing of all children. The Commissioner will report directly to Parliament and have special powers of inquiry across the private and public sectors and local government.

In 2005-06, the department will:

- implement the Early Years Strategy in an additional 12 communities to increase understanding of the importance of the early years and develop local plans
- under the Children and Community Services Act 2004 develop new regulations to replace the Community Services (Child Care) Regulations 1988 and amend the Community Services (Outside School Hours Care) Regulations 2002 to reflect the new provisions which have a stronger focus on licensee responsibilities in light of increasing commercialisation of child care
- license all outside school hours care services by 27 August 2005
- expand the HYPE (Helping Young People Engage) strategy, involving partnerships with local government and businesses, to build the capacity of communities to deal with antisocial behaviour of young people
- complete delivery of a training program for utilising a strengths-based philosophy in practice.
Children’s and young persons’ policy

This includes:
- Customer profile
- Policy and programs
- Children and youth development
- Promoting positive images of children and youth
- Consultation and participation
- Future directions

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

Customer profile

At 30 June 2004, there were an estimated 712,254 children and young people aged 25 years and under in Western Australia. They represented 36 percent of the state’s total population (17 percent were children aged 12 years and younger and 19 percent were young people aged between 13 and 25 years).

Seventy percent of the state’s children and 76 percent of the state’s young people live in the Perth metropolitan area. There is considerable diversity among children and young people in Western Australia, which means emerging issues must be treated with sensitivity.

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

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

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

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

Policy and programs

The department’s Office for Children and Youth and the Department of Education and Training developed a teacher-led consultation, a comprehensive workshop package sent to over 100 government schools in term 1, 2004. The information gathered from children in years five to seven was collated into a resource to assist organisations to take the views of children into account when developing policy and programs. The resource has been distributed widely.

A young children’s book The Caterpillar Story which teaches them decision-making skills, and encourages them to ‘have their say’ and get involved is under development. The department’s Office for Children and Youth hosted a visit from Dr Suzanne Hood, an expert on children’s participation from the United Kingdom, in October 2004.

Managing and Avoiding Debt: A Young Person’s Guide was developed to assist young people in understanding some of the common problem areas, with a view to avoiding debt in the future. The guide will be released in August 2005. Some of the major focus areas included within the guide are:

- budgeting techniques
- financial responsibility
- credit cards, credit lines and store credit cards
- mobile telephone bills and common traps
- buying a car, computers and technology
- shopping on the internet
- house sharing considerations
- managing debts and where to get help.
In late 2004, a steering group was formed to oversee the development of an Indigenous Youth Leadership Program. A working group was also formed to identify practical tasks that needed to be undertaken. The program objectives were identified and a program officer was employed.

Six part-time regional development officers continued to provide support to programs and services to children and young people in Manjimup, Albany, Kununurra, Geraldton, Esperance and Port Hedland. A seventh development officer works full-time in the metropolitan area. The development officers create opportunities for children and young people to participate in local decision-making and facilitate their engagement in events and activities.

Significant achievements included:

- development of a Youth Services Directory for the Great Southern region
- staging of a youth conference for young people and service providers in the South West
- consulting with children and young people across the state to seek their input into the development of the Western Australian Commissioner for Children and Young People
- a meeting of young people from the Kimberley, supported by the development officer in Kununurra, in Argyle to plan for the 2006 Kimberley Youth Gathering
- establishment of Youth Coordinating Networks in Mullewa and Morawa by the Mid West development officer, to enable youth service providers to work together more effectively
- introduction of young people to event management by the Esperance development Officer, by involving them in the development of the Festival of the Wind Safe Rave
- work with young people and key stakeholders by the Mid West development officer to develop ‘The Shack’, a unique youth space for young people in Geraldton
- a bush medicine workshop for young people in Roebourne, with financial assistance from the Office and support from the Pilbara development officer.

The department launched its youth and disability employment strategies in 2004. A Youth Steering Committee and a Youth Working Group were formed to target attraction and retention strategies for young people. The department continued to provide work experience and student placement opportunities for young people under 25 years of age.

In line with the 2002 recommendation of the Children’s and Young People’s Reference Group, the Office for Children and Youth continued, with the assistance of the Australian Bureau of Statistics, to develop statistical wellbeing indicators for children and youth in Western Australia. The indicators will support informed decision-making across government by providing an evidence base for policy and programs, and will be released in late 2005.

Funding was provided to 28 youth coordinating networks throughout the state to ensure that programs and services for young people were supported and coordinated.

The Office for Children and Youth, in conjunction with Healthway, conducted a Cultural Grants Review of the Youth Grants WA program and YouthSpaces and Facilities Fund. The purpose of the review was to determine how the existing grants processes could be changed to increase access by Indigenous communities. Feedback was gathered from 56 locations in Western Australia via face to face visits, verbal responses and a survey instrument. A total of 428 people were consulted as a part of the process, of which 245 were Indigenous people aged between 12 and 25 years. A revised application process was developed for the Youth Grants WA program as a result of the review. The cultural grants review report includes a number of relevant recommendations for many funding bodies that provide funding to Indigenous communities.

**Children and youth development**

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 2005, 183 cadet units were operating in Western Australia involving 6,750 cadets. This is an increase of 12 cadet units and 175 cadets since the same time last year.

Grants totalling $1.3 million were allocated to 23 community-based organisations to provide development services to children and young people. These offered opportunities to develop leadership, life skills and teamwork through activities, events and experiences. Telephone services provided support for those in need of assistance.

Increasingly, grandparents are taking a lead role in caring for their grandchildren on a full-time basis. In order to engage children and youth who are currently in the primary care of their grandparents,
the department coordinated a series of ‘grandfamilies’ camps, giving both grandparents and their grandchildren the opportunity to share experiences with those in a similar situation.

Youth Grants WA provides grants of up to $5,000 for activities that encourage youth participation, and the provision of services and facilities for young people aged 12 to 25 years. Funded projects promote young people’s broad social health and wellbeing, strengthen their resilience, better prepare them for work and adult life, and promote active citizenship. A number of Indigenous-specific programs were funded out of a total of 66 approved applications.

In 2004-05, the YouthSpaces and Facilities Fund continued to assist rural and regional communities to develop youth-oriented cultural venues and public spaces. The program aims to increase youth participation in cultural, recreational and sporting activities at well planned, designed and managed community facilities and public spaces. Grants of up to $25,000 were available to establish or modify facilities and venues that appeal to young people and meet their needs for formal and informal activities.

Promoting positive images of children and youth

In conjunction with the Youth Media Committee, the 2003 Youth Survey was undertaken to gather the views, aspirations and attitudes of young people in Western Australia. The survey provided comprehensive data on issues and topics of concern to young people and gave a detailed understanding of their views on a range of programs and services. The survey also enabled comparative analysis with the 2000 Youth Survey. Due to the success of this survey the Office for Children and Youth will be undertaking another survey in 2006.

The Positive Image Award was held in December 2004. It was developed to recognise students who promote a positive image for other students within their school or wider community. Association with this award serves to increase students’ confidence and connection to the school and wider community.

The seventh annual Western Australian Youth Awards Showcase provided young Western Australians with recognition for their achievements and contributions to the community. The 2005 Western Australian Young Person of the Year was Alexandra Shaw. Alexandra is a strong advocate for the deaf community, and has been involved in the community since the age of 11, bringing about many changes. She is the first deaf Auslan user to complete her Tertiary Entrance Examinations with a result of 96.85 per cent.

Winners of these and other awards given by the department are listed in Appendix 7.

Consultation and participation

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

Consultations were conducted with children and young people throughout the state to provide input into the model for the state’s Commissioner for Children and Young People.

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

The Children’s Advisory Group, which was established in April 2004 to offer the opportunity to consult with children on policy and program development, was expanded from three metropolitan schools to five. Representation from five Aboriginal children from Mullewa was also added to this group.

The State Youth Council was established in July 2005, with the aim of working with the department’s Office for Children and Youth to provide advice and direction on policies and programs created for their peers. The group consists of thirteen members between the ages of 13 and 26, from culturally and linguistically diverse backgrounds. The council’s vision is to identify, advise and act on issues affecting the young people of Western Australia. A joint meeting of all youth councils across Australia was held in Adelaide from 5 to 6 May.
Future directions

In 2005-06, the Office for Children and Youth will:

- develop and deliver training to the government and non-government sectors in advocacy and the engagement of children and young people
- implement a recognition program for good practice in the children’s sector and develop an awards program to recognise innovation and good practice in childhood development and services
- provide opportunities for children and young people in regional Western Australia to engage in the development of policies, programs and activities
- develop a Cadet Consultative Group
- in partnership with the Office of Multicultural Interests, identify issues and develop strategies to address the needs of at-risk children and young people from culturally and linguistically diverse backgrounds in Western Australia
- develop and implement an Indigenous Youth Leadership program
- expand the Cadets WA program, increase the number of cadets, provide more opportunities for members and open cadet units in more locations across the state
- continue to develop the awards program through consultation with key stakeholders
- publish and consolidate the wellbeing indicators for children and young people
- expand the Children’s Advisory Group to include an alumni group of past members
- continue to produce publications that are relevant to the needs of children and young people.
Positive ageing policy

This includes:
- Customer profile
- Active Ageing Strategy
- Carers Recognition Act 2004
- Grandparents raising grandchildren
- Caring for carers
- Topic sheets
- Volunteer speakers program
- Smart cards
- Future directions

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

Customer profile

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

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

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

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

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

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

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

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

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

Active Ageing Strategy

The State Government released Generations Together: A Guide to the Western Australian Active Ageing Strategy in March 2004. This strategy provided a whole-of-government framework to promote partnerships, policies and programs that responded to the challenges and opportunities presented by our ageing population.

The strategy included a government commitment of $3.1 million over four years for active ageing initiatives, the majority of which were funded to begin in the second half of the 2004-05 fiscal year.
The strategy contains an ongoing commitment to improving the capacity and wellbeing of older adults. It recognises the importance of early life experiences, education, gender and culture on an individual’s ability to age well and the important role all levels of government and communities play in promoting healthy, active ageing.

Central to the Active Ageing Strategy is the work that the department’s Office for Seniors Interests and Volunteering is undertaking with the World Health Organisation to develop an Active Ageing Scorecard that will report on community indicators of the status of active ageing in Western Australia. The scorecard will be published every three to five years and report upon indicators of the status of active ageing in Western Australia, measuring achievements against the vision statement of the Taskforce:

‘In ten years’ time increasing numbers of older Western Australians are measurably healthier, more physically active, and growing numbers are valued active participants in the workforce and in community and cultural life. Strong, mutually beneficial intergenerational connections promote a sense of belonging and security. Attitudes to ageing are positive across the community.’

In order to measure success against this vision, the scorecard will have a series of indicators across five priority areas to measure active ageing among people 60 years of age and over.

Where possible, information will be obtained for seniors overall, for five-year age cohorts, males and females, metropolitan and country respondents, Indigenous seniors and seniors from culturally and linguistically diverse backgrounds. However, it is evident that only minimum data is available on the basis of birthplace for Indigenous seniors. Diversity analysis was initiated to supplement the data obtained in the scorecard for these important groups of seniors.

Two other major areas advanced under the Active Ageing strategy were depression awareness and elder abuse.

The need for community awareness and education about non-clinical depression in older people was substantiated in a comprehensive scoping report undertaken in 2004-05. The report found that there was a low level of awareness of depression in older people, that depression was viewed as a normal part of ageing and that people were not aware of where to go for advice and support.

Following this report, the Office for Seniors Interests and Volunteering explored partnerships with Australian and State Government and local organisations to implement strategies to inform older people, their families, friends and neighbours and service providers about how depression can affect older people and how they can be assisted.

Through the Active Ageing agenda, three strategies were put in place in response to the issue of elder abuse.

The Alliance for the Prevention of Elder Abuse WA (APEA:WA) brings together Western Australian organisations that support and service older people and their family and friends who are experiencing elder abuse. These organisations comprise Advocare, Office of the Public Advocate, Office for Seniors Interests and Volunteering, Legal Aid Western Australia, Disability Services Commission, Department of Health, Office of the Chief Psychiatrist, Public Trust Office, Western Australia Police and Indigenous representation.

As a high level policy group, APEA:WA:

- advocates for a whole-of-government response to elder abuse
- works to influence represented agencies and others to achieve its purpose
- works within the framework of the Western Australian Family and Domestic Violence and Active Ageing strategies.

Identifying and responding to elder abuse in Aboriginal communities was advanced through research undertaken in 2005. The research focused on identifying whether maltreatment of older people is an issue in Aboriginal communities and what differences exist in urban, traditional and remote communities. The research also gathered the views of Aboriginal people on how best to identify and respond to abuse when it occurs, and also sought to identify priorities and strategies to further address the issue in the future.

Research commenced into the issue of elder abuse in culturally and linguistically diverse communities. The research will develop an understanding of what constitutes elder abuse in these communities and identify any issues unique to them. The research will also gather the views of culturally and linguistically diverse people on how best to identify and respond to elder abuse when it occurs, identify appropriate ways to raise awareness of the issue of elder abuse in ethnic communities, and identify priorities and strategies to further address the issue in the future.
At the end of 2004, a progress report on the Active Ageing Strategy was produced. The report outlines the progress on the implementation of each of the initiatives contained in the Strategy. At the time of the report’s release 12 of the 49 initiatives contained in the strategy were complete, and work was being undertaken on the remainder.

**Carers Recognition Act 2004**

The Western Australian Government made a commitment to develop legislation that provides formal recognition for informal carers in the community, as well as highlighting their need for services and support. Specifically, the undertaking was to work with carers and support organisations to develop carers legislation which serves the interests and rights of carers and provides a mechanism for more involvement of the carer in the assessment, service planning and delivery of care, as well as including enhanced complaint mechanisms.

The Australian-first Carers Recognition Act 2004 came into effect on 1 January 2005. Under the Act:

- a carers charter enshrines in legislation a set of standards for agencies that deal with carers
- agencies are required to comply with standards to ensure carers are involved in decision-making
- carers will have the right to access formal complaint mechanisms to air grievances related to their treatment as carers.

The Act also establishes a Carers Advisory Council to monitor agencies’ compliance with the charter and report to the Minister. Nominations for the council were sought from the public and a shortlist of applicants was developed for the Minister’s consideration.

At the same time, public service organisations affected by the Act commenced work developing the reporting framework that will inform the operations of the council.

In May 2005, responsibility for this Act was transferred to the Minister for Seniors.

**Grandparents raising grandchildren**

Since 2001, significant work has been undertaken to respond to the need of the growing population of grandparents raising their grandchildren, due to their own children’s inability to parent as a result of drug or alcohol abuse, mental illness, imprisonment or death. In 2004-05, this target group was engaged by:

- funding Wanslea Family Services to provide an 1800-telephone information line, which offers practical assistance; informal counselling and information on child management and education; financial support and links to other community resources; and country and metropolitan support group networks
- funding and assisting in the running of a grandparent/grandchild short break program in Albany
- funding an Indigenous grandparent/grandchild short break camp for families living in the metropolitan area
- producing the booklet *Grandfamilies: A resource guide for Western Australian grandparents raising grandchildren*.

**Caring for carers**

The State Government has a commitment to provide practical recognition of carers and the vital role they play in providing community care and support for care recipients.

The department funded and supported the Carers Symposium 2004. The symposium focused on examples of good practice in carer support and service delivery to inform service providers, with particular emphasis on those service providers who will be required to comply with the Carers Recognition Act 2004 Carers Charter.

The department funded carer manual lifting training in a response to research that shows a high rate of injury to carers caused by lifting and transferring care recipients, and also lifting equipment (such as wheelchairs into the boots of the cars). The cost of injury to carers is high, a result of these injuries is often that the cared for person requires either respite or sometimes permanent residential care.

All services funded under the department’s Caring for Carers program were subjected to a major review. The review identified that all services met their funded objectives, and that the ongoing level of need warranted continuation of the services. The review supported negotiations with the Department of Treasury and Finance, which provided additional funding to enable the services to continue in 2005-06.
**Topic sheets**

To strengthen and promote the capacity of Western Australian communities to meet the needs of an ageing, diverse, participatory and changing society, a range of publications exist to inform planners, community leaders, academic researchers and others about trends and issues. In 2004-05, two new topic sheets were produced.

*Seniors, Safety and Crime – a New Outlook* provides up-to-date information on seniors’ crime risk and discusses a number of related issues, including crime prevention for seniors, fear of crime, elder abuse, and victim support services.

*Western Australia’s Baby Boomers – Our Future Seniors* provides information on Western Australia’s future seniors, the baby boomers. The topic sheet looks at selected issues such as education and health, and the impact baby boomers will have on future infrastructure and services.

**Volunteer speakers program**

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

In 2004-05, 75 presentations were made to audiences totalling 3,575 people. The Volunteer Speakers Program also gave presentations in Port Hedland, Derby, Fitzroy Crossing, Kununurra and Broome as part of a special Seniors Card marketing program in regional areas.

**Smart cards**

The WA Seniors Card offers a wide range of valuable State Government concessions and discounts on private sector products and services. One of these is a concession fare on all Transperth services (bus, train and ferry). Seniors Card members are also issued with a ‘Seniors Ticket’ that entitles them to free travel on Sunday, public holidays and during Seniors Week.

When Transperth decided to introduce a new ticketing system called SmartRider using smart card technology, it asked the department to consider combining it with the WA Seniors Card.

A postal survey was conducted in September 2004 of 1,500 Seniors Card holders to find out how they felt about using the SmartRider system and having the Seniors Card and SmartRider combined. About one-quarter of the 625 respondents used public transport. The survey findings are based on their responses. Forty-two per cent were very or fairly positive about the introduction of the SmartRider system with another 20 percent being neutral. Forty-six percent felt very or fairly positive about having a combined Seniors Card/SmartRider and 16 percent felt neutral.

The department’s Office for Seniors Interests and Volunteering is working with Transperth to implement a combined Seniors Card/SmartRider.

**Future directions**

In 2005-06, the Office for Seniors Interests and Volunteering will:

- improve the awareness, value and relevance of the Seniors Card, particularly in regional areas, by increasing the number and types of businesses offering relevant discounts and increasing promotion of the card
- support and coordinate key stakeholders to consult and develop innovative and accessible housing options for older people
- partner with local government to support and promote acknowledgement of ageing issues and engagement of older people
- establish a Carers Advisory Council
- develop a depression awareness program for older people, service providers, carers and families
- work with a range of stakeholders to implement and develop an elder abuse prevention alliance to inform government policy and promote community and professional awareness and understanding of elder abuse
- design and implement inter-generational strategies to challenge perceptions of and responses to ageing.
Women’s policy and progress

This includes:

- Customer profile
- Capacity building
- Grace Vaughan Memorial Lecture 2004
- Women’s Information Service
- Policy and programs
  - Gender analysis project
  - Complementary women’s report cards
  - Statistical profile of women in WA
  - Gender equity resource kit
  - Indigenous women’s national action plan
  - Women and ageing
  - Women’s safety
- Future directions

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

Customer profile

Women in Western Australia continued to enjoy the benefits of a strong state economy and healthy labour market, with the employment participation rate growing from 57 percent in June 2004 to 60 percent in June 2005. During the same period, women’s unemployment rate fell from 5.8 percent to 5.3 percent.

Despite strong employment growth, the most recent statistics show that the gap between men and women’s wages continues to be the highest of all states and territories. On average, women in Western Australia earn 74 percent of men’s average weekly earnings, or $287 less than men per week. Nationally, women earn 85 percent of men’s wages. The gender pay gap partly contributes to the problem of low superannuation accumulation by women in Western Australia. In 2002, only 11 percent of women had a balance of more than $40,000, compared to 26 percent of men. Twenty-eight percent of women aged 15-69 in Western Australia have no superannuation at all.

At June 2005, 73 percent of all part-time employees were women. Over the past year the proportion of employed women working part-time has remained stable at 48 percent. The most recent data also shows that women are more likely than men to be employed under casual working arrangements. At November 2003, 29 percent of employed women, compared to 23 percent of employed men, reported that they did not have access to leave entitlements. The 2001 Census revealed that 85 percent of lone parent families were headed by women. Thirty-two percent of these households were living on less than $300 a week, rising to 57 percent of households where the sole female parent was Indigenous.

Capacity building

In 2004-05, 45 projects were funded for women, 24 in the metropolitan area and 21 in rural, regional and remote communities. Of the projects funded, 27 percent were for women in Indigenous communities, 20 percent for women from culturally and linguistically diverse communities, 16 percent for women with disabilities and 2 percent for lesbian women. Western Australian Women’s Grants support the participation and economic empowerment of women in the community by funding seminars, workshops, skill development opportunities and leadership training.

The Indigenous Women’s Congress is a ministerial advisory committee established in August 2003. In 2004-05, the congress provided advice and guidance on the development of the first Indigenous Women’s Report Card. Two members of the congress were among the 300 women who attended the inaugural National Indigenous Women’s Conference in New South Wales in June 2005.

The congress provided Indigenous women with a voice directly to government by providing input on matters such as the Aboriginal Justice Statement, raising issues of concern with relevant government agencies, guiding development of the Indigenous Women’s Report Card and participating in regional, state and national forums during the year.

As part of an ongoing program of consultation with women’s groups in Western Australia, a diverse group of women were engaged on issues affecting their lives. Consultations were held with over 20 women’s non government organisations to identify current priorities for women within their
communities of interest and identify opportunities for partnerships. The results of these consultations were used to determine future work priorities and to inform government policy-making.

Capacity building forums were delivered to approximately 180 Indigenous women, entitled ‘Strong Women, Strong Leaders, Strong Communities’. The aim of the workshop was to develop the skills and capacity of Indigenous women to participate in leadership opportunities.

Grace Vaughan Memorial Lecture 2004

Well over 180 people attended the 2004 Grace Vaughan Memorial Lecture, which presented a lecture and panel discussion of local and national speakers on the topic of ‘Sex, Power and Sport’. The event stimulated community debate on the issue of sexual assault in sport.

Women’s Information Service

In 2004-05, the Women’s Information Service provided 6,000 telephone referral and information services on issues such as health, legal, counselling, domestic violence, financial and government services for women throughout Western Australia. The Women’s Information Service also handled email enquiries, and sent information out via email subscription lists for women in the community (Winfo Alerts) and Indigenous women (Indigenous Women’s Email Network).

Policy and programs

Gender Analysis Project

The department’s Office for Women’s Policy, in conjunction with the Universities of Adelaide and Western Australia, and the South Australian Office for Women, secured an Australian Research Council grant for a project entitled Gendering Impact Assessment: A New Framework for Producing Gender-Inclusive Policy. The project is funded for $380,000 over three years. As part of the project, the department is partnering with the Departments of Health, Consumer and Employment Protection, Local Government and Regional Development and the Western Australia Police.

During 2004-05, a wide range of projects were introduced to promote gender analysis across the sector, including:

- development and application of tools and methodologies for carrying out gender-based analysis – a comprehensive training manual was developed to build the capacity of policy makers, researchers and service providers to undertake and implement gender analysis
- encouraging agency-specific collection and analysis of gender-disaggregated data
- delivering a half day Gender Analysis Project (GAP) training session to over 130 public sector staff
- preparing a GAP information brochure
- delivery of a presentation on Canada’s Gender Equality Policies and showcasing the five trial projects to more than 240 public and community participants (the event was held on International Women’s Day 2005 in partnership with EOC, OCEO and IPPA)
- GAP presentations to a diverse group of non government organisations (more than 400 people)
- distributing relevant, user-friendly material to government and community organisations
- a series of four workshops for policy makers, trainers and researchers, to be delivered as part of the 2005 IPPA Professional Development Program
- providing consultancy expertise and advice to a number of agencies.

Complementary Women’s Report Cards

An Indigenous Women’s Report Card was developed in partnership with the Indigenous Women’s Congress and the Australian Bureau of Statistics. The report card provides a baseline set of indicators which aim to measure improvements in the lives and experiences of Indigenous women in Western Australia.

During 2005, a Culturally and Linguistically Diverse Women’s Report Card will be developed.

A Statistical Profile of Women in WA

_Women in WA: A Statistical Profile_ presents an inclusive profile of women’s lives, covering women’s experiences of employment, education, law, family care, safety and health. The publication supports the development of complementary report cards by attempting to redress the lack of information on particular communities of women and presenting the available data on women in regional Western Australia.
Gender Equity Resource Kit
The department’s Office for Women’s Policy in partnership with the Office for Children and Young People and the Department of Education and Training began developing an online resources kit on gender equity aimed at providing teachers with resources on gender issues.

Indigenous Women’s National Action Plan
The National Action Plan for Indigenous Women and Reconciliation was endorsed by Ministers at the Commonwealth, State, Territories and New Zealand Minister’s Conference on the Status of Women Council Meeting (MINCO) meeting in Melbourne in 2003. The plan identified three key areas for immediate action: Indigenous women and leadership, Indigenous women and safety, and Indigenous women and economic status.

A range of initiatives were developed targeting Indigenous women as part of the state’s response to the plan. These include the establishment of the Indigenous Women’s Congress, the Indigenous Women’s Email Network and the Indigenous Women’s Across Government Reference Group. Scholarship funding for Indigenous leadership was provided through the 2004 MINCO, with six of the 12 female recipients coming from Western Australia.


Women and ageing
The department contributed to a national forum on ‘Women’s Ageing and Participation’ established by the Commonwealth, States, Territories and New Zealand Ministers’ Conference on the Status of Women, held in Queensland in May 2005. Themes for the forum included superannuation, financial security, social inclusion and employment.

Women’s safety
A discussion paper was commissioned on women’s safety, which examines the incidence and issues surrounding violence against women in Western Australia and potential approaches for a women’s safety strategy. The paper will form the basis for consultations with government and non government groups with a view to developing recommendations for a strategy to improve the safety of women in the community.

Future directions
In 2005-06, the Office for Women’s Policy will:

- facilitate across-government leadership in the development of a nationally recognised model of gender analysis, and expand the understanding and application of a gendered approach to policy development and service delivery
- build the capacity of women’s groups and the non government sector, through engagement, capacity building and information provision, to develop innovative and sustainable social policy solutions for women
- work in partnership with government and the non government sector to examine issues of importance to women such as leadership and decision-making, safety, economic independence and the work/life balance.
Volunteering policy and coordination

This includes:
- Customer profile
- Policy and programs
- Capacity building
- Recognition programs
- Communication
- Future directions

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

Customer profile

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

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

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

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

According to Australian Bureau of Statistics estimates, volunteers contribute over 70 million hours of unpaid work over a 12 month period worth $778 million based on an hourly rate of pay of $11.

Policy and programs

During late 2004, extensive consultations took place with the volunteering sector as part of a commitment to revisit and review the goals and vision set out in *Valuing Volunteering – A Shared Vision* in 2002. Interviews were conducted with all State Government departments involving volunteers, and focus groups were held with community and local government representatives. *Revisiting the Vision 2004* was released on Thank a Volunteer Day, 5 December 2004. *Revisiting the Vision 2004* reaffirms the value and direction of the original goals, identifies new goals for the years 2005-2007 and provides some encouraging case studies illustrating the kinds of achievements being made in the sector.

The Western Australian State Sustainability Strategy was supplemented in 2004 by the Department of the Premier and Cabinet’s *Leading by Example: A Resource Guide for Implementing the Sustainability Code of Practice for Government Agencies*. As part of this, the Volunteering Secretariat developed a web-based Guide to Employee Volunteering: An Evolving Resource for Public Sector Agencies. This resource assists public sector agencies to develop action plans against Section 3.3 of *Leading by Example*, ‘Volunteering for Community Development’.

Further work was undertaken in 2005 to develop and publish *Employee Volunteering and Corporate Social Responsibility: A Guide to Employee Volunteering*, which was launched by the Minister during National Volunteer Week 2005. This comprehensive guide assists private and public sector organisations to plan, develop and implement employee volunteering programs. It contains different models to consider, resources to utilise and step by step checklists to assist in planning. Case studies of employee volunteering in organisations both locally and in the Eastern States are included. This guide represents the first step in encouraging the uptake of employee volunteering by organisations in Western Australian.

The importance of effective pre-entry screening and selection processes was reinforced by organisations during the *Revisiting the Vision* consultations. The National Police Checks for Volunteers Program, run by the department’s Volunteering Secretariat and the Western Australia Police, grew steadily in 2004-05 with over 600 organisations registered and over 20,000 checks of volunteers completed since the program began. The Volunteering Secretariat also provided advice and assistance in the planning and community education activities of the Working with Children...
Implementation Project, which will see staged introduction of mandatory police checks for volunteers working with children over the next three years. Preparatory work was done to allow the police checks program to continue to provide police checks for the significant number of volunteers working with other vulnerable groups, driving or in positions of financial trust, who will not be checked through the working with children checks process.

Capacity building

Funding and support for 16 volunteer resource centres continued in 2004-05 to enable them to provide volunteering referral and organisation support services. An external review of the Volunteer Resource Centre Program was conducted, which found that over the three years of the funding program to 31 December 2004, 4,500 volunteers were referred through resource centres with over 1500 volunteers referred in the June to December 2004 period alone. Over 830 volunteering organisations were supported and awareness of the value of volunteering rose in all communities taking part in the program. In response to a recommendation of the review report, the program will continue and funding will be increased by $7,500 per centre.

During 2004-05, considerable energy was focused on developing the informal network of volunteer resource centres into a stronger cohesive group. In May 2005, Volunteer Resource Centre Alliance WA was formed, with all 22 volunteer resource centres as members. Volunteering WA continues to provide training, networking meetings and other support services to volunteer resource centres with funding from the department.

The Shared Vision Training Grants Program resulted in funding of $150,000 to 17 groups of organisations to develop and deliver innovative training programs for volunteers. The emphasis of the program was on collaboration between organisations to develop cost-effective training and reduce duplications. Three of the groups gave overviews of their programs at a special presentation in May 2005. Resource material developed through the program is being put into a clearing house via the Volunteering Secretariat website for access and use by the volunteering sector.

Recognition Programs

Recognition of the contribution of volunteers remains a high priority. Sixty-seven organisations were funded to hold celebrations to mark Thank a Volunteer Day on 5 December 2004 and a celebration event was staged to mark this important day. In partnership with Volunteering WA, National Volunteers Week in May was also recognised, with a supplement in the West Australian, a message from the Minister and a number of events being held.

Communication

There is a strong commitment to two-way communication with the voluntary sector in Western Australia. As well as ongoing liaison and input, an up-to-date web page was maintained with details of current policy and programs, links to relevant organisations and information and a feedback mechanism. Two newsletters were also published during the year.

In partnership with the Ethnic Communities Council, consultations were conducted with people from culturally and linguistically diverse backgrounds and representative organisations, to identify barriers and motivators for volunteering. Planning commenced for a publication highlighting examples of Aboriginal and Torres Strait Islander community involvement and exploring the different perceptions of volunteering in these communities.

Future directions

In 2005-06, the Office for Seniors Interests and Volunteering will:

- work with the public and private sectors to promote corporate and employee volunteering
- work with the public sector to better identify the extent and nature of volunteer participation in the public sector
- assist the volunteering sector to understand and use effective employment policies and practices for volunteers.
Aboriginal and Torres Strait Islander policy coordination

This includes:
- Customer profile
- Policy development
- Coordination
- Community awareness
- Reconciliation
- Future directions

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

Customer profile

Aboriginal and Torres Strait Islander people are over-represented as customers of the department compared to them as a proportion of the general population. Approximately 26 percent of the department’s customer base in 2004-05 were Aboriginal and Torres Strait Islander. Of particular concern is that approximately 36 percent of children in care are Aboriginal and Torres Strait Islander.

Aboriginal and Torres Strait Islander people have a different age profile to other Western Australians, and tend to have a different geographic distribution. Relatively few Aboriginal and Torres Strait Islanders live to become seniors, and a higher proportion of their population is under 18 years of age. Over 60 percent of Aboriginal and Torres Strait Islander people live outside the Perth metropolitan area, compared to 26 percent of the non-Aboriginal Western Australian population.

These trends illustrate the need to pay particular attention to the circumstances of Aboriginal and Torres Strait Islander people when planning department activities.

Policy development

The framework Indigenous Vision 2005-2009 was completed during the year. The framework directs and guides staff to work in new and innovative ways that are inclusive of Aboriginal and Torres Strait Islander Elders, children, young people, families, communities and individuals. An action plan, guiding principles, brochure and poster were produced to promote the framework.

The department also developed an interim policy to acknowledge, value and strengthen the safety and wellbeing of Indigenous children and young people. The policy is entitled A Capacity Building Approach to Safeguarding and Promoting the Wellbeing of Children and Young People – A Partnership Between the Department for Community Development and Aboriginal and Torres Strait Islander Communities.

The aim of the policy is to support the department to achieve the protection of children and safeguard and promote their wellbeing by effective engagement with parents, carers and their communities to strengthen their capacity to provide safe and nurturing care.

The policy is informed by contemporary literature and consultation with internal reference group members and staff, communities, service providers and government representatives in Fitzroy Crossing, Halls Creek and Broome. Further consultation with internal and external stakeholders across the state will finalise the policy document.

Coordination

Best Start support staff held a two-day professional development workshop for all program coordinators and activity leaders. The purpose of the workshop was to provide an opportunity for programs to showcase their service models, including program development and implementation, and identify best practice. Issues and gaps raised at the workshop resulted in a series of recommendations, which are currently under consideration by executive.

An internal case review and sample interview process was completed during the year in a project analysing the circumstances of 50 Indigenous wards who had entered the care of the department. The project reference group consisted of staff from the CREATE Foundation and the department. A number of recommendations were developed relating to case practice, department responses and cultural appropriateness, which received executive endorsement.

The Western Australian Aboriginal Justice Agreement is a partnership between the Department for Community Development, Department of Justice, Department of Indigenous Affairs, Western Australia Police, the Aboriginal Legal Service and Aboriginal people.
The agreement aims to improve justice outcomes for Aboriginal people by:

- establishing safe, secure and just communities
- increasing the capacity of government and Aboriginal people to work in partnership
- ensuring government meets its obligation to provide equitable access to justice-related services across the state
- reducing contact of Aboriginal people with the criminal justice system
- lowering the incarceration rate of Aboriginal people in this state.

The department continued to participate on the Western Australian Aboriginal Justice Agreement Working Group to ensure appropriate key linkages between the agreement and other key areas of Aboriginal policy development and strategies of government for achieving justice-related outcomes.

A position paper was developed during the year regarding enhanced cultural leave provisions for the department’s Aboriginal and Torres Strait Islander staff. Further work will be undertaken to develop an overarching cultural leave principle, which supports Aboriginal and Torres Strait Islander staff to express their cultural values and the ability to respond to their cultural obligations.

A model was developed for the creation of a new department Aboriginal and Torres Strait Islander Advisory Committee. The draft terms of reference are to:

- monitor departmental policies
- provide direction to the Indigenous Policy Directorate
- identify opportunities for development
- provide advice for strategic management.

The committee will complement the role of the department’s Indigenous Policy Directorate and will provide cultural advice, guidance and direction. It will support and assist Aboriginal and Torres Strait Islander ‘ways of working’, networking and liaison with the community and non government organisations and represent the community’s views. The committee will begin operating in 2005-06.

The department is represented on the Aboriginal and Torres Strait Islander Services Working Group, which comprises senior officers from each state and territory. The group progresses issues raised by the Community Services Ministers Advisory Council, through the Council of Australian Governments. It focuses on:

- developing practical responses and modes of service delivery to promote Aboriginal and Torres Strait Islander family wellbeing and resilience
- the establishment of a national practice network to promote best practice in child and family wellbeing and resilience
- reporting on and supporting a national standard for the Aboriginal and Torres Strait Islander Child Placement Principle, Family History and Link-Up services.

The department’s Indigenous Policy Directorate began planning an Indigenous youth consultation workshop in conjunction with Cannington District and Aboriginal organisations including Langford Aboriginal Association, Westan Aboriginal Corporation and Communica. The aim of the workshop, which will be held in September 2005, is to gain a better understanding of the attitudes of children and young people who are in care, or are at risk of entering care, as a result of parental drug and alcohol use, and identify services which would assist children and families with difficulties.

Community awareness

The department produced an information booklet entitled Keeping Our Kids Safe for Aboriginal families. The booklet includes photos of Aboriginal families and is language appropriate. It provides helpful information relating to child safety, positive parenting tips and support services.

Reconciliation

Each year the department is involved in National Reconciliation Week to renew commitment to building and strengthening relationships with Aboriginal and Torres Strait Islander peoples. This year’s theme was ‘Reconciliation: Take the next step’. In 2005, many district offices conducted their own events or coordinated activities in partnership with other organisations. The department, in collaboration with the Department of Health, Office of Aboriginal Health and non government partners, the Aboriginal Alcohol and Drug Service, Yorgum Aboriginal Counselling Service and Derbarl Yerrigan Health Service, coordinated the annual flag raising ceremony and official launch of National Reconciliation Week 2005, and a reconciliation breakfast. Both events featured Aboriginal and Torres Strait Islander Elders, local Aboriginal keynote speakers and entertainment.

The department is involved in National Aboriginal and Islander Day Observance Committee (NAIDOC) Week to recognise, celebrate and promote the richness and diversity of Aboriginal and Torres Strait Islander people’s culture and heritage.
The national theme for 2004 was ‘Self Determination-Our Community-Our Future-Our Responsibility’ and the national focus was in Perth. During NAIDOC Week 2004, many directorates and offices conducted their own events or coordinated activities in partnership with other organisations. The department helped sponsor the NAIDOC cultural event, which was held in Forrest Place, Perth. The event involved the official opening ceremony and presentation of NAIDOC awards. This was an opportunity for individuals, community groups, agencies and departments to showcase their programs and services to the wider community.

**Future directions**

In 2005-06, the department will:

- develop a framework to engage Aboriginal and Torres Strait Islander fathers and young men, portraying positive experiences, images and messages of Aboriginal and Torres Strait Islander parenting/ fatherhood to young men and fathers
- commence developing a cultural leave and sensitivity framework for the department to address cultural issues for Aboriginal and Torres Strait Islander staff
- coordinate and facilitate an Indigenous Staff Conference proposed for May 2006
- develop a consultation model and guidelines to ensure the effective implementation of the Aboriginal and Torres Strait Islander Child Placement Principle
- document the Mirrudu Model, ‘ways of working’ with Aboriginal children and families
- facilitate the department’s involvement in National Reconciliation Week and National Aboriginal and Islander Day Observance Committee (NAIDOC) Week
- coordinate and facilitate an Indigenous Mothers and Daughters Camp
- manage the ‘Promoting Strong Communities’ Indigenous internet resource directory.
Care and safety services

This includes:

- Children and Community Services Act 2004
- Gordon Inquiry initiatives
- Protecting children
  - Maltreatment
  - Care and Protection applications
- Children in care
  - Quality care
  - CREATE
  - Duty of care
  - Foster care
  - Reunification and leaving care
- Adoptions
- Appeals and complaints
- Crisis services
  - Emergency response
  - Financial assistance and counselling
  - Supported accommodation
- State Homelessness Strategy
- Services for family and domestic violence

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

Children and Community Services Act 2004

The Children and Community Services Act 2004, which replaces the Child Welfare Act 1947, Community Services Act 1972 and the Welfare and Assistance Act 1961, is the culmination of much detailed work over many years. The legislation brings about the most significant changes in Western Australian child welfare legislation in over half a century.

The Children and Community Services Act 2004 was passed by Parliament on 23 September 2004 and assented to by the Governor on 20 October 2004.

The objects of the Act indicate the breadth of the legislation. The objects are to:

- promote the wellbeing of children, other individuals, families and communities
- acknowledge the primary role of parents, families and communities in safeguarding and promoting the wellbeing of children
- encourage and support parents, families and communities in carrying out that role
- provide for the protection and care of children in circumstances in which their parents have not given, or are unlikely or unable to give, that protection and care
- protect children from exploitation in employment
- protect and promote the best interests of children who receive child care services.

Two sections of the Act, section 3 (terms used in the Act) and section 102 (leaving child unsupervised in vehicle) have been proclaimed and came into effect on the 22 January 2005. The remainder of the Act is planned to come into effect in 2006. A Legislation Implementation Steering Committee was established to oversee the preparations for implementation.

The Children and Community Services Act 2004 has significant implications for the Children’s Court and the department began working with the Court to prepare for the operation of the Act.

Work also commenced on amendment of departmental documentation for consistency with the new legislation. Drafting Instructions were prepared for development of the regulations to accompany the Act.

Key areas of the Children and Community Services Act 2004 include:

- ensuring children in state care can participate in the decision-making processes that affect their lives
- acknowledging the state’s responsibility to provide assistance to children leaving care
- increased accountability and transparency of department processes in relation to working with families and children
- provision for a Charter of Rights for Children in Care within 12 months of the new legislation coming into operation
- more flexibility for the Children’s Court regarding different types of protection orders for children
updated provisions for the employment of children, including establishment of a minimum age requirement for different types of work

an improved regulatory framework in relation to child care services to address the emerging trend of large corporations entering the child care service industry.

Gordon Inquiry initiatives

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

In order to minimise the number of times a child must retell their abuse experiences to the police, department staff and medical practitioners, the Specialist Child Interview Unit was established in Subiaco and became fully operational on 5 July 2004. The interviews are child-focused and assess the ongoing safety needs of the child and gather evidence for prosecution. Princess Margaret Hospital offers therapeutic services to families at the same location.

Recruitment of staff for an additional 25 community child protection worker positions continued across the state. These workers develop community and family capacity to provide safe environments for children. They also undertake child protection assessments. Four of the ten metropolitan positions were allocated to the Specialist Child Interview Unit.

A remote services package was developed to attract workers to the remote locations of Warburton, Kalumburu and Balgo. The communities were involved in the selection of these workers who commenced employment in April 2005.

As at 30 June 2005, 23 positions had been filled, with the two remaining workers commencing early in 2005-06. During the year, the community child protection worker program overall reported that 40 to 45 percent of worker time was spent on community development activities, and 30 to 35 percent on child protection.

An additional Aboriginal support worker position was created during the year, taking the total number of these positions across the state to 15. The workers form relationships with at risk Aboriginal children and young people who are resistant to working with the department and police. They provide counselling and support, and link identified children and young people with relevant agencies and community resources. Five are based in the metropolitan area and 10 in the country. At 30 June 2005, 13 of these positions were filled.

Each Aboriginal support worker works with an average of around 40 individuals each quarter, of which approximately one third are new casework contacts. It is estimated that in the 2004-05 financial year, casework occurred for approximately 900 individuals.

The number of youth and family engagement worker positions increased during the year from 14 to 18. Three additional workers were appointed in the metropolitan area and another in Albany. Youth and family engagement workers work intensively with a small number of Aboriginal families and their children to find appropriate solutions to high risk behaviours, and link the families to relevant agencies and community resources to ensure appropriate responses are provided.

They work with an average of six families per quarter, with approximately half being new families and almost all involving extended/blended family members. During 2004-05, youth and family engagement workers undertook casework with approximately 170 families and made casual contact with around 225 additional individual members of their target group.

The Strong Families initiative was expanded from 12 to 13 locations across the state with an additional coordinator located in Wyndham. Seven other coordinators cover regional areas from Broome, Port Hedland, Geraldton, Kalgoorlie, Northam, Bunbury and Albany, while five coordinators provide coverage to the metropolitan area. During the year, 932 meetings were held, 879 of these with families new to the program. Fifty-eight percent of the participating families were Aboriginal or Torres Strait Islander.

In 2004-05, a three-year independent evaluation of the program commenced. At the conclusion of stage one of the evaluation, the evaluators assessed the level of program effectiveness as ‘promising and appropriate to a program at the mid-implementation stage’.

In 2004-05, the department introduced the Safe Places Safe People initiative in partnership with Aboriginal communities in the towns of Kununurra, Halls Creek, Port Hedland and Laverton. This initiative supports a process whereby young people and children can access a safe place overnight when they can’t go home and the Safe Places Safe People participants in these communities receive a small reimbursement.

‘Promoting positive images of Aboriginal children, families and communities’ was a recommendation from the Gordon Inquiry, resulting in the development of culturally sensitive education and
community awareness-raising strategies. Over 30 community capacity building initiatives were organised throughout the state involving key stakeholders in government, community, non-government and businesses. Positive images of Aboriginal people were promoted through the media and a ‘Promoting Strong Indigenous Communities’ directory of over 200 initiatives was developed, which will be placed on the Department for Community Development website in July 2005.

The Indigenous Community Partnerships Fund provides small-scale grants of up to $15,000 for innovative community initiatives that facilitate responses by Aboriginal communities, working in partnership with government agencies, to address the issues identified by the Gordon Inquiry. Key themes are:

- reducing abuse and violence in Aboriginal communities
- strengthening responses to vulnerable children and adults at risk
- strengthening the safety of the community
- strengthening the governance, confidence, economic capacity and sustainability of communities.

During 2004-05, grants totalling $169,876 were allocated.

**Protecting children**

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

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

In 2004-05, the department redeveloped its standard casework risk assessment framework for use by case workers. Previously called the Risk Analysis and Risk Management Framework (RARM), the new Child Safety Assessment Framework places a greater emphasis on strengths-based approach to safety assessment. The framework is for practitioner planning and decision-making about the safety and wellbeing of children and young people. It is underpinned by a set of principles which have the child’s safety as the primary focus, and is derived from the belief that all families have the potential strengths to create safety for their children.

The department produced three publications designed to increase community awareness of child abuse and neglect and child protection. Two of the publications (one of which was specifically for Indigenous communities) were produced for parents and families and provide information on parenting, definitions and descriptions of abuse and tips on how to keep their children safe.

The Advisory Council on the Prevention of Deaths of Children and Young People oversaw the development of a total population mortality database describing comprehensive maternal, paternal and infant perinatal and demographic information, validated cause of death, place of death and geographical location at time of birth and death for every Western Australian child born between 1980 and 2002.

The council also published *The First Research Report: Patterns and Trends in Mortality of Western Australian Infants, Children and Young People*. This report was tabled in Parliament by the Minister for Community Development on 26 May 2005. It provides comprehensive information about trends and patterns of mortality among Western Australian born infants, children and young people. The data is presented giving particular focus to the disparity between Aboriginal and non-Aboriginal populations. The report’s findings, together with the recommendations published in the council’s annual report, will guide the council’s work and priorities over its current term.

The Department for Community Development has a reciprocal agreement with the State Coroner to receive information in all cases where children aged 18 years and younger have died from non-natural causes and where the cause of death was unknown. Ninety-six notifications were received during 2004-05.

An internal review process examines the department’s role in cases that meet review criteria, to identify trends in child deaths and address systemic issues internally and between the department and other agencies. An independent child death review process also exists in the form of the Child Death Review Committee. The committee reviewed 10 cases in 2004-05 taking the total number of cases reviewed since the committee began in 2003 to 20.

The examination of cases provides guidance to policy, program and service providers to reduce future harm to children. The recommendations of both review processes contribute to the department’s improved practice and service development, and highlight the need for a collaborative cross-sectorial approach to achieve effective outcomes with high risk families.
In 2004-05, the Ministerial Advisory Council on Child Protection focussed on a number of key priority areas based on the recommendations made in its report *Caring Well – Protecting Well: Investing in Systemic Responses to Protect Children in WA*. This report was completed in June 2004 and the council subsequently developed an action plan to support and implement key recommendations made in the report.

One identified priority area was the provision of high quality whole-of-career training and opportunities for child protection workers. The council commissioned a research project to determine the level of professional development and training undertaken by those currently working in the child protection area and identify the different types of child protection training available in the state. Recommendations will also be made to address any identified areas for improvement. This project is currently in progress.

Another priority area arising from *Caring Well Protecting Well* was to examine the barriers that prevent or reduce the extent of information-sharing between government agencies where child abuse or neglect is either alleged or suspected. The council commissioned a research project that will focus on the myths and realities associated with sharing information for child protection purposes. Work will be primarily based on a comprehensive survey of key professionals and others working with children and their families to identify real or perceived barriers. This report is expected to be presented to the council in the latter part of 2005.

**Maltreatment**

Table 15 depicts the department’s responses to child maltreatment allegations in 2004-05. The number of allegations increased by 33 percent (784 allegations) compared to 2003-04.

<table>
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<th>Response</th>
<th>Nature of allegation(^{(a)})</th>
<th>Year</th>
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<th>Physical Abuse</th>
<th>Sexual abuse</th>
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<td>Substantiated</td>
<td></td>
<td>2004-05</td>
<td>323</td>
<td>83</td>
<td>326</td>
<td>214</td>
<td>5</td>
<td>951</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2003-04</td>
<td>271</td>
<td>102</td>
<td>293</td>
<td>222</td>
<td>7</td>
<td>895</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2002-03</td>
<td>263</td>
<td>67</td>
<td>240</td>
<td>221</td>
<td>5</td>
<td>796</td>
</tr>
<tr>
<td>Unsubstantiated</td>
<td></td>
<td>2004-05</td>
<td>199</td>
<td>58</td>
<td>419</td>
<td>431</td>
<td>18</td>
<td>1,125</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2003-04</td>
<td>170</td>
<td>55</td>
<td>377</td>
<td>380(^{(c)})</td>
<td>3</td>
<td>985(^{(c)})</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2002-03</td>
<td>114</td>
<td>43</td>
<td>334</td>
<td>318</td>
<td>8</td>
<td>817</td>
</tr>
<tr>
<td>Investigation not possible(^{(d)})</td>
<td></td>
<td>2004-05</td>
<td>5</td>
<td>0</td>
<td>2</td>
<td>6</td>
<td>0</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2003-04</td>
<td>2(^{(c)})</td>
<td>0</td>
<td>13</td>
<td>19</td>
<td>0</td>
<td>34</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2002-03</td>
<td>3</td>
<td>2</td>
<td>12</td>
<td>18</td>
<td>0</td>
<td>35</td>
</tr>
<tr>
<td>Investigation not undertaken(^{(e)})</td>
<td></td>
<td>2004-05</td>
<td>7</td>
<td>0</td>
<td>11</td>
<td>6</td>
<td>0</td>
<td>24</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2003-04</td>
<td>18</td>
<td>2</td>
<td>13</td>
<td>30</td>
<td>0</td>
<td>63</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2002-03</td>
<td>5</td>
<td>4</td>
<td>4</td>
<td>19</td>
<td>2</td>
<td>34</td>
</tr>
<tr>
<td>In process</td>
<td></td>
<td>2004-05</td>
<td>242</td>
<td>91</td>
<td>363</td>
<td>356</td>
<td>11</td>
<td>1,063</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2003-04</td>
<td>85</td>
<td>20</td>
<td>145</td>
<td>163</td>
<td>2</td>
<td>415</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2002-03</td>
<td>120</td>
<td>21</td>
<td>161</td>
<td>261</td>
<td>2</td>
<td>565</td>
</tr>
<tr>
<td>Total allegations</td>
<td></td>
<td>2004-05</td>
<td>776</td>
<td>232</td>
<td>1,121</td>
<td>1,013</td>
<td>34</td>
<td>3,176</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2003-04</td>
<td>546</td>
<td>179</td>
<td>841</td>
<td>814</td>
<td>12</td>
<td>2,392(^{(c)})</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2002-03</td>
<td>505</td>
<td>137</td>
<td>751</td>
<td>837</td>
<td>17</td>
<td>2,247</td>
</tr>
</tbody>
</table>

\(^{(a)}\) In a small number of cases the nature of the alleged maltreatment may differ from the type of maltreatment identified during the investigation.

\(^{(b)}\) 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.

\(^{(c)}\) These figures were incorrectly published in last year’s report.

\(^{(d)}\) Investigation not possible refers to when the subject child or family cannot be located.

\(^{(e)}\) Investigation not undertaken refers a decision to not investigate an allegation of maltreatment because a further evaluation of the referral information indicates that an alternative response is more appropriate.
There were increases in the number of allegations in all categories. There was an increase of 42 percent in allegations where neglect was the primary concern, 33 percent where physical abuse was the primary concern, 30 percent where emotional abuse was the primary concern and 24 percent where sexual abuse was the primary concern.

Each year there is a small proportion of allegations that cannot be investigated, or investigations were not undertaken. In 2004-05, 13 allegations (less than one percent of all allegations) could not be investigated for reasons such as inadequate identifying information, or the family had left the area and could not be found. One percent of initial referrals of child maltreatment allegations were not, on further assessment, determined to be a child maltreatment allegation and an alternative response was required.

Substantiations increased by six percent (an increase of 56 substantiated allegations). This rise was due to increases in the totals for substantiated neglect and substantiated physical abuse, while other categories fell slightly. However, the number of cases ‘in process’ means that trends in outcomes should be treated with caution.

For all allegations where an investigation was finalised, harm to the child was substantiated in 46 percent of cases in 2004-05. This is a slight decrease from the substantiation rate of 48 percent in 2003-04 and 49 percent in 2002-03.

Figure 4 depicts the statutory processes involved in the care and safety of children. It can be seen that the number of care and protection applications are relatively small compared to the number of allegations. When reading the figure it should be noted that for an individual child, not all these processes would necessarily occur in a single financial year. Hence, some of the care and protection orders made may be for allegations which occurred during 2003-04 or earlier.

**Figure 4: Responses to child maltreatment allegations 2004-05**

![Diagram showing responses to child maltreatment allegations 2004-05](image)

**Note:**
(a) 1,063 investigations were still ongoing as at 15 July 2005.
(b) A number of care and protection applications are not preceded by allegations of abuse or neglect.
(c) Care and protection applications made in previous years may result in orders (wardship) granted in 2004-05.
(d) Not all children become wards or are placed under the guardianship of the Director General for reasons of maltreatment. Not all instances of wardship are preceded by a care and protection application. In 2004-05, 245 children became wards through a care and protection application, 26 through adoption, eight through interstate transfer of responsibilities and two through the Immigration (Guardianship of Children) Act 1946. This compares to 227 through care and protection applications, 25 through adoption, and two through the Family Court of Western Australia in 2003-04.

**Care and protection 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 2004-05, 355 children were apprehended for welfare reasons and 356 applications were made to the Children’s Court (one child was subsequently apprehended a second time after the department withdrew its initial application). This compares to 306 applications for 306 children in 2003-04.

In 2004-05, 281 children became wards of the department compared to 254 in the previous year. This represents an increase of 11 percent. Twenty-six children became wards of the state whilst they were in prospective adoptive placements. Additionally, there were eight children under orders in other states and territories who moved to Western Australia, and two children became wards under the Immigration (Guardianship of Children) Act 1946 (unaccompanied minors requiring a temporary protection visa).
Table 16 shows the number of wards as at 30 June for each of the past six years. The number of wards at 30 June 2005 represents 0.3 percent of the total Western Australian population of children and young people under 18 years of age. The increase between 2004 and 2005 was six percent. Thirty-six percent of wards (555) at 30 June 2005 were Indigenous.

Table 16: Trend in ward numbers at 30 June 2000 to 2005(a)

<table>
<thead>
<tr>
<th>Year</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>1,539</td>
</tr>
<tr>
<td>2004</td>
<td>1,453</td>
</tr>
<tr>
<td>2003</td>
<td>1,340</td>
</tr>
<tr>
<td>2002</td>
<td>1,272</td>
</tr>
<tr>
<td>2001</td>
<td>1,141</td>
</tr>
<tr>
<td>2000</td>
<td>1,007</td>
</tr>
</tbody>
</table>

(a) Children in prospective adoptive placements were counted for the first time in 2004. Figures before 2004 are not directly comparable with the 2004 or 2005 figure.

Table 17 shows that Aboriginal and Torres Strait Islander wards were far more likely to be placed with relative foster carers (46 percent) than other wards (20 percent). Aboriginal and Torres Strait Islander wards were also far less likely to be placed with departmental or external non-relative foster care (29 percent) than other wards (53 percent).

Table 17: Type of living arrangements of wards at 30 June 2005

<table>
<thead>
<tr>
<th>Type of living arrangements</th>
<th>Aboriginal and Torres Strait Islander</th>
<th>Non Aboriginal and Torres Strait Islander</th>
<th>Total(a)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parent/guardian</td>
<td>50  9.0</td>
<td>113  11.5</td>
<td>163  10.6</td>
</tr>
<tr>
<td>Foster care with family member</td>
<td>258 46.5</td>
<td>196  19.9</td>
<td>454  29.5</td>
</tr>
<tr>
<td>Department non relative foster care</td>
<td>92  16.6</td>
<td>479  48.7</td>
<td>571  37.1</td>
</tr>
<tr>
<td>Funded service foster care</td>
<td>69  12.4</td>
<td>46  4.7</td>
<td>115  7.5</td>
</tr>
<tr>
<td>Department residential</td>
<td>16  2.9</td>
<td>30  3.0</td>
<td>46  3.0</td>
</tr>
<tr>
<td>Funded service residential</td>
<td>27  4.9</td>
<td>53  5.4</td>
<td>80  5.2</td>
</tr>
<tr>
<td>Family/friend</td>
<td>28  5.0</td>
<td>24  2.4</td>
<td>52  3.4</td>
</tr>
<tr>
<td>Independent living</td>
<td>5  0.9</td>
<td>15  1.5</td>
<td>20  1.3</td>
</tr>
<tr>
<td>Prospective adoptive placements</td>
<td>0  0.0</td>
<td>21  2.1</td>
<td>21  1.4</td>
</tr>
<tr>
<td>Other</td>
<td>10  1.8</td>
<td>7  0.7</td>
<td>17  1.1</td>
</tr>
</tbody>
</table>

(a) The percentage for all children is not directly comparable with data from annual reports prior to 2003-04 due to the inclusion of children in prospective adoptive placements for the first time in last year’s report.

Children in care

There were 2,721 children and young people in the care of the department for some period of time during 2004-05, compared to 2,573 in 2003-04. In 2004-05, 841 children and young people started a period of care with the department compared to 718 in 2003-04. This reversed a long trend of decreasing numbers of children and young people entering care. In 2004-05, 693 children and young people ceased a period of care compared with 648 in 2003-04. It should be noted that some children and young people re-enter care in the same year that they leave care, and some children and young people may have multiple periods of care during the year.

Of the 841 children and young people who started a period of care in 2004-05, 20 percent were aged under one year, 27 percent were aged one to four, 24 percent were aged five to nine, 24 percent were aged 10 to 14 and five percent were aged 15 to 17. Compared to children and young people who started a period of care in 2003-04, there was a slightly higher proportion of children who were aged five to nine.
Of the 841 children and young people who entered care in 2004-05, 29 percent did so because the
caregiver could not care adequately, 22 percent as a result of maltreatment, 11 percent due to
caregiver illness and eight percent because of behavioural problems or conflict with the child. The
remainder were for other reasons.

At 30 June 2005, there were 2,100 children and young people in care. Seventy-three percent were
wards. Table 18 shows the number of children and young people in care as at 30 June for each of
the past six years. The increase from 2004 to 2005 was five percent.

<table>
<thead>
<tr>
<th>Year</th>
<th>Total placed</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>2,100</td>
</tr>
<tr>
<td>2004</td>
<td>1,993</td>
</tr>
<tr>
<td>2003</td>
<td>1,922</td>
</tr>
<tr>
<td>2002</td>
<td>1,772</td>
</tr>
<tr>
<td>2001</td>
<td>1,633</td>
</tr>
<tr>
<td>2000</td>
<td>1,486</td>
</tr>
</tbody>
</table>

(a) Excludes children and young people in SAAP agencies apart from a small number placed there by the department.
(b) Children in prospective adoptive placements were counted for the first time in 2004. Figures before 2004 are not directly
comparable with the 2004 or 2005 figure.
(c) One funded service provided short-term private placements to children not placed by the department and these children
are included in the data.

Table 19 shows that the majority of children and young people in care at 30 June 2005 were in foster
care (72 percent). Over a third of children and young people in care were living with family other
than their parents, or friends (35 percent). Over one third (36 percent) of children and young people
in care at 30 June 2005 were Aboriginal or Torres Strait Islander. Over half (53 percent) of Aboriginal
and Torres Strait Islander children in care were with living with family other than their parents, or
friends.

<table>
<thead>
<tr>
<th>Type of living arrangement</th>
<th>Aboriginal and Torres Strait Islander</th>
<th>Non Aboriginal and Torres Strait Islander</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parent/guardian</td>
<td>57</td>
<td>153</td>
<td>210</td>
</tr>
<tr>
<td>Percent</td>
<td>7.5</td>
<td>11.4</td>
<td>10.0</td>
</tr>
<tr>
<td>Foster care with family member</td>
<td>345</td>
<td>278</td>
<td>623</td>
</tr>
<tr>
<td>Percent</td>
<td>45.4</td>
<td>20.7</td>
<td>29.7</td>
</tr>
<tr>
<td>Department non relative foster care</td>
<td>134</td>
<td>601</td>
<td>735</td>
</tr>
<tr>
<td>Percent</td>
<td>17.6</td>
<td>44.9</td>
<td>35.0</td>
</tr>
<tr>
<td>Funded service foster care</td>
<td>81</td>
<td>69</td>
<td>150</td>
</tr>
<tr>
<td>Percent</td>
<td>10.7</td>
<td>5.1</td>
<td>7.1</td>
</tr>
<tr>
<td>Department residential</td>
<td>31</td>
<td>52</td>
<td>83</td>
</tr>
<tr>
<td>Percent</td>
<td>4.1</td>
<td>3.9</td>
<td>4.0</td>
</tr>
<tr>
<td>Funded service residential</td>
<td>36</td>
<td>62</td>
<td>98</td>
</tr>
<tr>
<td>Percent</td>
<td>4.7</td>
<td>4.6</td>
<td>4.7</td>
</tr>
<tr>
<td>Family/friend</td>
<td>56</td>
<td>63</td>
<td>119</td>
</tr>
<tr>
<td>Percent</td>
<td>7.4</td>
<td>4.7</td>
<td>5.7</td>
</tr>
<tr>
<td>Independent living</td>
<td>6</td>
<td>22</td>
<td>28</td>
</tr>
<tr>
<td>Percent</td>
<td>0.8</td>
<td>1.6</td>
<td>1.3</td>
</tr>
<tr>
<td>Prospective adoptive placements</td>
<td>0</td>
<td>23</td>
<td>23</td>
</tr>
<tr>
<td>Percent</td>
<td>0</td>
<td>1.7</td>
<td>1.1</td>
</tr>
<tr>
<td>Other</td>
<td>14</td>
<td>17</td>
<td>31</td>
</tr>
<tr>
<td>Percent</td>
<td>1.8</td>
<td>1.3</td>
<td>1.5</td>
</tr>
</tbody>
</table>

(a) Excludes children and young people in SAAP agencies apart from a small number placed there by the department.
(b) The percentage for all children is not directly comparable with data from annual reports prior to 2003-04 due to inclusion of
children in prospective adoptive placements for the first time in last year’s report.

In 2004, the department engaged independent consultants Social Systems and Evaluation to quality
assure the systems, practices and processes aimed at protecting children in care. The consultant’s
report *Quality Assurance of the Department for Community Development’s Systems and Processes for
Children in Care* highlighted significant strengths in processes as well as areas where improvements
were required.
The report identified the following areas for consideration:

- expanded range of placement options
- rigorous recruitment, screening, assessment, training and support for carers
- improved training and supervision of staff
- increased support for children
- ensuring a voice for children in care.

The Western Australian Government endorsed the report’s findings and recommendations. The Government’s response *Protecting Children In Care: A Way Forward* identifies the action that has been taken to date and action planned for the future.

The first recommendation of the *Quality Assurance of the Department for Community Development’s Systems and Processes for Children in Care* report was that Care Responses for the Future 2005-2010 be considered a high priority, that serious consideration be given to the resourcing requirement and that the impact of this investment on children in care be evaluated.

Care Responses into the Future 2005-2010 relates to objective two of the department’s strategic plan to develop and implement an innovative five-year strategy and responses for children and young people requiring out-of-home care.

The most urgent enhancements needed for the services supporting children and young people in care include:

- a new service model, Professional Home-Based Care, that will provide 16 placements for children and young people with high risk behaviours and complex needs
- an intensive Placement Support Team that will provide a suite of services to this target group such as expert assessment, specialised therapeutic intervention for children and families, and training and intensive support for carers. The approach will place special emphasis on working with existing social networks and local resources
- an additional seven psychologists who will be employed to work with children and young people in care.

In 2005, a request for proposal was commenced to establish a panel of approved providers to provide intensive individual placement and support services for children and young people with extremely challenging behaviours.

The department began developing a new strategic plan for children in care for introduction in 2006. The policy will identify new ways of working as identified in the *Children and Community Services Act 2004*, for children about to enter care, in care and leaving care.

**Quality care**

During the year, the department undertook a review of the principles and standards for out-of-home care. Stakeholders consulted included the Children’s, Youth and Families Agencies Association, Foster Care Association, Secretariat for National Aboriginal and Islander Child Care and Foster Care Association.

In 2004-05, the department introduced an Extended Family Care Framework to promote the active support of extended family carers. The document provides guidance to department officers for the development of local responses to support children and young people who are in the care of extended family.

The department’s Children and Young People in Care Advisory Committee finalised a principle for the placement of culturally and linguistically diverse children and young people in care. This is a requirement of the *Children and Community Services Act 2004* and it has been implemented into case practice.

The committee identified the lack of locally based research into reunification policy and practices, in particular with regard to Aboriginal and Torres Strait Islander families in Western Australia. It also became aware that the department was beginning a review of national and international literature regarding reunification. The committee commissioned a research project and the resulting report *The Reunification of Indigenous Families: A research report* contained a number of recommendations for the department’s consideration and will contribute to the department’s own reunification literature review.

A collaboration between the committee, the CREATE Foundation and the department resulted in the facilitation of the Children and Young People in Care Community Forum for the Rockingham/Kwinana district. The forum attracted a large and varied audience, including young people in care, carers, schools, not-for-profit agencies and local and state government departments, who came together to improve the lives of children and young people in care.
A number of the resulting recommendations have already been implemented, including the establishment of the Southwest Metropolitan Children and Young People in Care Advisory Committee, and the department and CREATE’s continued support to KICROCK, a support group for children and young people in care in the Rockingham/Kwinana area.

The Children and Community Services Act 2004 requires the department to prepare a Charter of Rights for all children and young people in its care within 12 months of new legislation coming into operation. The Director General invited the committee to undertake the development of the Charter. The committee engaged CREATE Foundation and the Office for Children and Youth to develop the Charter.

A worldwide literature review was undertaken on existing charters of rights. Consultations were held with a sample of 115 children and young people who were either in care, at risk of entering care or had left care. A stakeholder consultation attracted over 60 representatives from government and not-for-profit care for children agencies.

The Charter of Rights draft and accompanying report and recommendations were presented to the Director General for consideration in June 2005.

In collaboration with the committee, the department consulted with children and young people, parents, extended family and carers, representatives of drug and alcohol, mental health, child protection and family support agencies in 2003-04. Feedback from the consultations has since been used to raise the profile of parental drug and alcohol use as a contributing factor in care and protection applications and appropriate services for families.

A similar consultation targeting Aboriginal and Torres Strait Islander children and young people in care or at risk of entering care was planned by the committee. Extensive preliminary work was undertaken in developing a culturally sensitive consultation process. A number of factors delayed the proposed consultations. While the committee’s term has come to an end, the impetus for the project still remains and the department’s Indigenous Policy Directorate has committed to continue with the consultations.

During the year, the department completed research on the incidence of parental drug and alcohol use as a contributing factor in care and protection applications lodged by the department during 2003. While drug and alcohol use was found to be a contributing factor in 57 percent of a sample of 100 legal cases, the study also showed that drug and alcohol use rarely occurs in isolation and is strongly linked to neglect and domestic violence, as well as several other factors (including physical abuse and homelessness/transient lifestyle, though to a lesser extent). The findings of the study will be used to inform practice, with an emphasis on the importance of collaboration with other government and not-for-profit services. A follow-up study is being undertaken to identify medium-term outcomes for the children in the study.

CREATE

The department funds the CREATE Foundation to provide opportunities for children and young people in care, or who have left care, to enhance and expand their life outcomes, to make positive connections between them and their communities, and to empower them to participate in systems change.

In addition to a number of initiatives undertaken for the Children and Young People in Care Advisory Committee (previously mentioned), CREATE worked with district offices and local communities to run ‘Young Consultants’, ‘Show me the ropes’ and ‘mission: be’ programs for children and young people in care. Two under-twelves events were also held in partnership with the Mandurah/ Rockingham and Fremantle districts.

CREATE continues to be involved with the department and the Department of Education and Training to improve the education outcomes of children and young people in care. During the year, information on participation and achievement was collected from schools across the state to identify and monitor those children and young people requiring additional support.

CREATE continued to conduct sessions in the department’s Foundation Training Program, which enables caseworkers to hear directly from young people about their experiences in care, their expectations of a relationship with their caseworker and appropriate ways of communicating with and encouraging children and young people to be involved in developing their own case plans.
Duty of care
The Duty of Care Unit quality assures, tracks and monitors reported notifications of alleged abuse or critical incidents for children or young people in the department’s care. The unit maintains a register of notifications and their outcomes, and responds to individuals who allege, after leaving care, that they had been abused while in the department’s care. It also processes the notifications for alleged abuse in child care services.

Once these matters have been investigated or assessed by department field services, the unit prepares a briefing to the department’s Legal Practice Services for a legal decision as to whether the child or young person should be referred for independent legal advice. This requirement was confirmed by a 1992 High Court decision (Bennett v. Minister of Community Welfare (1993) 176 CLR 408), now known as the Bennett Principle.

As a result of this process, if an individual, through independent legal counsel, wishes to make a claim, the Duty of Care Unit may be required to prepare a casework practice audit for the State Solicitor’s Office to determine a legal position for the State Government.

In 2004-05, the department referred 167 children to independent legal advice, who had been abused in care during the period 1993-94 to March 2004.

The quality assurance function of the unit ensures that there is an appropriate child protection response to meet the child’s or young person’s immediate safety and wellbeing. Where allegations against department foster carers are substantiated, the foster carer is either deregistered or, if they continue to provide care, have undergone thorough re-assessment by the department and are judged fit and proper individuals to care for children.

The unit also provides a consultancy and training service to the department’s field services and its not-for-profit partners on duty of care matters and contributes to the ongoing review of department operational policies and practices related to the legal rights of children in care. The unit also processes the notifications for alleged abuse in child care services, though is not required to carry out the follow-up task with regard to the Bennett Principle.

The Senate Community Affairs References Committee Inquiry into Children in Institutional Care released two reports, Forgotten Australians: A report on Australians who experienced institutional or out-of-home care as children on 30 August 2004 and Protecting Vulnerable Children: A national challenge on 17 March 2005. In response to the recommendations in Forgotten Australians, the Premier issued an apology on 7 April 2005 to those people who as children suffered harm while in institutional care from the 1920s to 1970s. Many of the recommendations relating to state responsibilities have been implemented or work is in progress, such as facilitating access to personal records and provision of support and counselling services. A number of recommendations have national implications and a process is in place under the auspice of the Community and Disability Services Ministers’ Conference to develop a way forward.

Foster care
For many children unable to live at home or with extended family, the preferred placement is home-based care through a foster carer program. The department has foster carers and also funds organisations to provide foster care.

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

Mandatory training was introduced for relative foster carers this year to ensure that they are well prepared for their role in providing care for children. This followed the introduction of mandatory training for general carers in 2003-04. A central carer register was introduced to record details of carers from both the department and not-for-profit placement agencies from March 2005. This provides a monitoring mechanism for carers who move between fostering agencies and/or the department to ensure safe care for children. A separate database on former carers over the last 10 years was created to assist with screening new foster carer applicants in the department and not-for-profit agencies.

The department continued to fund and work closely with the Foster Care Association of WA to support foster carers. Sponsorship of $25,000 was provided to the Foster Care Association’s state conference in February 2005.
At 30 June 2005, there were 1,358 children in department foster care (which includes general carers, relative carers, self-selected carers and pre-adoptive foster carers) and 150 children in funded external foster care services. This compares to 1,202 and 141 children respectively for 30 June 2004, and represents increases of 13 percent and six percent respectively.

During the 2004-05 financial year, the Foster Care Recruitment Service received 473 enquiries from metropolitan and country callers interested in becoming foster carers. In response to these calls, the service posted 398 information and application packages to those callers not screened out following their initial enquiry.

In response to the packages, the service received 174 applications from families and individuals wishing to undergo the assessment process, a response rate of 44 percent. Indigenous applicants accounted for 24 (14 percent) of the 174 new applications.

A total of 81 new carers (or just under half of the applicants) completed the process and were assessed as suitable, trained and registered. Of these, 50 were from the metropolitan area and 31 were country applicants.

Of the 81 completed applications, 13 were Indigenous, accounting for 16 percent of the total approved as carers. This comprised five metropolitan and eight country carers.

Of the remaining 93, 45 continue to be assessed and will be carried over to the next financial year. Forty-eight applicants did not meet the requirements to become registered carers.

Table 20 shows the number of enquiries and applications managed by the Foster Carer Recruitment Service over the last four years.

<table>
<thead>
<tr>
<th>Table 20: Recruitment of foster carers 2001-02 to 2004-05</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2004-05</strong></td>
</tr>
<tr>
<td>Enquiry/intake calls</td>
</tr>
<tr>
<td>Applications received</td>
</tr>
<tr>
<td>Applications approved and recommended</td>
</tr>
</tbody>
</table>

**Reunification and leaving care**

During the year, 693 children and young people exited 826 episodes of care (that is, some children were in more than one episode of care during the year). Children and young people usually return to immediate or extended family upon exiting care (86 percent) or move to independent living (six percent). The remainder of care episodes are ceased with the child or young person living in a range of situations, including adoptive parents, with a friend, in Disability Services Commission residential care, or in detention in Department of Justice facilities.

A draft Family Reunification Policy was progressed during the year based on national and international evidence-based research. The not-for-profit sector and other stakeholders will be consulted on the draft policy to further the department’s position on reunification.

In May 2005, a project commenced to develop leaving care protocols and a practice manual. The protocols will assist both preparation for leaving and aftercare services and department staff in referral, assessment and case management of young people preparing to leave the care of the department.

The Ida Curtois Scholarships and the Department for Community Development Awards are given annually to young people who have been in department care and who are enrolled in the first year of post secondary study. In 2005, 10 young people received awards across the three sections: Apprenticeship Awards, Achiever Awards and the Ida Curtois Scholarship.

The department is represented on the CREATE FACE to FACE National Steering Committee. In August 2005 the committee will be hosting a forum on leaving care for young people, their carers, not-for-profit and government agencies. The department worked closely with young people, CREATE WA, the Foster Care Association and not-for-profit agencies who provide leaving care services, to have input into and present at the forum. Results from the forum will assist the department to provide enhanced leaving care services.
Adoptions

Legislative changes continued to drive practice in the reporting year, with work concluding on amendments to information vetoes. In the past, access to identifying information about people involved in an adoption was able to be restricted through the lodgement of information vetoes. Changes to the Adoption Act 1994 means that the effect of these vetoes ceases on 1 June 2005.

People who placed an information veto or an information and contact veto were contacted about the cessation of information vetoes from 1 June 2005. In addition, newspaper advertisements were placed in the month preceding the changes to advise people. Some people withdrew vetoes ahead of the change and a small number contacted the department about the release of information. No new vetoes can now be lodged in relation to an adoption under the Adoption Act 1994.

Table 21 shows the number and type of people who lodged applications for information during the last financial year.

Table 21: Applications for information by adults lodged in 2004-05

<table>
<thead>
<tr>
<th>Person lodging the application</th>
<th>Identifying information</th>
<th>Non-identifying information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adopted person</td>
<td>222</td>
<td>185</td>
</tr>
<tr>
<td>Adoptive mother</td>
<td>8</td>
<td>10</td>
</tr>
<tr>
<td>Adoptive father</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Birth mother(^{(a)})</td>
<td>61</td>
<td>60</td>
</tr>
<tr>
<td>Birth father</td>
<td>11</td>
<td>10</td>
</tr>
<tr>
<td>Other birth relative</td>
<td>19</td>
<td>23</td>
</tr>
<tr>
<td>Other adoptive relative</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Child of adopted person</td>
<td>20</td>
<td>16</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td>343</td>
<td>307</td>
</tr>
</tbody>
</table>

\(^{(a)}\) Includes one joint application and one unverified birth mother.

The Adoption Service continued with its program of quality improvement during the year with the release of six country specific guides for people considering an intercountry adoption. The access to adoption information was enhanced with the establishment of a new and larger Department for Community Development website www.community.wa.gov.au. The Adoption Service also published a newsletter in April.

The Adoption Applications Committee, the body that approves the suitability of applicants to adopt, was expanded to eight members in December 2004. Three new independent community members were added to the committee. The Adoption Applications Committee now has four members from the Department for Community Development and four from the community.

The December 2004 Asian Tsunami devastated many of Australia’s Indian Ocean neighbours. Many Australians responded with an outpouring of compassion for orphaned children. The Adoption Service received over 70 calls from people who were interested in adopting an orphaned child. However, the affected countries did not accept any offers of overseas adoption and the department has since been informed that the children were placed with extended family members.

The Australian Government announced in May 2005 an extension of Maternity Allowance to more families who adopt a child. The allowance will increase in subsequent years from $3,000 to $5,000. Table 22 shows the number of adoption orders granted in the last five years.
Table 22: Adoption orders granted by the Family Court or country of origin by type of adoption

<table>
<thead>
<tr>
<th>Type of adoption</th>
<th>2004-05</th>
<th>2003-04</th>
<th>2002-03</th>
<th>2001-02</th>
<th>2000-01</th>
</tr>
</thead>
<tbody>
<tr>
<td>Known adoptions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carer</td>
<td>5</td>
<td>2</td>
<td>5</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Step parent</td>
<td>6</td>
<td>2</td>
<td>28</td>
<td>26</td>
<td>39</td>
</tr>
<tr>
<td>Adult</td>
<td>5</td>
<td>8</td>
<td>13</td>
<td>8</td>
<td>6</td>
</tr>
<tr>
<td>Total known orders</td>
<td>16</td>
<td>12</td>
<td>46</td>
<td>37</td>
<td>48</td>
</tr>
<tr>
<td>Unrelated placement adoptions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local</td>
<td>4</td>
<td>3</td>
<td>6</td>
<td>13</td>
<td>6</td>
</tr>
<tr>
<td>Inter-country</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bilateral Program</td>
<td>13</td>
<td>33</td>
<td>18</td>
<td>26</td>
<td>15</td>
</tr>
<tr>
<td>Hague(^{(a)})</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>China(^{(b)})</td>
<td>14</td>
<td>10</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Total unrelated placement orders</td>
<td>33</td>
<td>47</td>
<td>30</td>
<td>42</td>
<td>26</td>
</tr>
<tr>
<td>Total adoption orders</td>
<td>49</td>
<td>59</td>
<td>76</td>
<td>79</td>
<td>74</td>
</tr>
</tbody>
</table>

(a) Inter-country adoption under the Hague Convention.
(b) Adoptions from China are finalised in China and are automatically recognised in Australia under s.138A(2) Adoption Act 1994.

Table 23 shows the number of inter-country adoptions in the last five years. There was a decrease in the number of overseas adoptions in 2004-05 compared to previous years.

Of note in the data are the following:
- while only four local children were adopted in the year, more children were placed in pre-adoptive foster care while parents gave consideration to adoption; most of the children returned home with the birth parents
- China is now the largest overseas program and growing
- the number of children allocated to Western Australian families for adoption declined for several unrelated factors.

Table 23: Adoption orders granted by the Family Court and country of origin for overseas born children\(^{(a)}\)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>China</td>
<td>14</td>
<td>10</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Ethiopia</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Hong Kong</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>India</td>
<td>0</td>
<td>5</td>
<td>2</td>
<td>9</td>
<td>5</td>
</tr>
<tr>
<td>Korea</td>
<td>8</td>
<td>16</td>
<td>12</td>
<td>11</td>
<td>5</td>
</tr>
<tr>
<td>Philippines</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Romania</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Sri Lanka</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Thailand</td>
<td>3</td>
<td>6</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Total inter-country adoption orders</td>
<td>29</td>
<td>44</td>
<td>24</td>
<td>29</td>
<td>20</td>
</tr>
</tbody>
</table>

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

Several unrelated factors contributed to a decline in the number of children made available for adoption from overseas. For instance, the Philippines advised that its adoption program of allocations was delayed because of a high number of applications from overseas to assess.
Applicants were advised that a longer wait was likely, as priority was being given to the placement of older and harder to place children. The Ethiopian program had one allocation to Western Australia in the reporting period. A fraud case that challenged the validity of Australian applications caused all allocations to be suspended while the matter was resolved. In Thailand, all work on overseas adoptions was delayed while the consequences of the Tsunami were resolved. As a result, waiting times were extended. India’s new inter-country procedures, including the cost schedules, have yet to be ratified. This delay has affected the acceptance of files from Western Australia.

**Appeals and complaints**

The department’s Consumer Advocacy Service deals with complaints and helps customers who are concerned about departmental decisions affecting them. It is one means of ensuring that the voices of customers were heard and their concerns addressed.

In 2004-05, the service took up 678 cases. Table 24 shows the case issues taken up by the Consumer Advocacy Service. This is an increase of 30 percent from last year (521). For each case, the primary issue is recorded. It can be seen that over half of the issues raised concerned general casework, or child protection practice in particular.

<table>
<thead>
<tr>
<th>Issues</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child protection</td>
<td>16.8</td>
</tr>
<tr>
<td>Case work</td>
<td>38.6</td>
</tr>
<tr>
<td>Consumer advocacy role</td>
<td>10.8</td>
</tr>
<tr>
<td>Contact</td>
<td>11.8</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>22.0</td>
</tr>
</tbody>
</table>

The Case Review Board is an administrative board which reviews appeals regarding decisions made about wards at a case conference or a care plan review forum. It is an important strategy in enhancing the quality assurance mechanisms of the department in relation to its decision-making for wards, as well as a mechanism to ensure natural justice/due process for those significant in a child’s life.

The board is comprised of a minimum of three members appointed by the Director General. The Chair is a person with legal expertise and other board members are social workers or psychologists with recent and relevant child protection experience. Where an appeal involves Aboriginal children and families, an Aboriginal person participates in the hearing as a panel member to advise the Board on special cultural issues. Where children and families are from a culturally diverse background, an appropriate member of that cultural group is part of the Board.

During 2004-05, 24 applications for appeals were lodged with the board. Of these, eight were not heard as they did not meet eligibility guidelines, or were withdrawn. Of the remaining 16 appeals, one application was not completed at the time of this report as a response is being sought from the applicant as to whether she wishes to continue with her appeal before the Case Review Board. One application was upheld in favour of the applicant.

The remaining 14 were upheld in favour of the department, however:

- two of these applications, dealing with the placement of the children, had decisions regarding transfer of the case to another department office and schooling upheld in favour of the applicant
- two applications were upheld in favour of the department with a proviso that an addendum be attached to the Case Conference discussion by the chairperson of the Case Conference, and a copy of the addendum be sent to the secretary of the Case Review Board.

The largest single reason for appeal concerned the decision to cease reunification and embark on a plan involving long-term permanent care for the child or children. The second most frequently appealed decision was contact with family, either in relation to the frequency or length of contact or in dispute of the need for supervised contact. Also appealed were decisions regarding therapeutic or treatment issues. These centred on dispute of the need for treatment for a parent prior to reunification or a dispute concerning treatment outcomes achieved.
Placement also features as a reason for appeal. These appeals generally were lodged by parents who felt that a child’s foster carer was not appropriate to care for their child. Also some of these appeals were lodged by foster carers appealing against a change in placement.

An analysis of those appeals lodged where substance use/abuse or mental illness was present in the child’s parents reveals that a significant number of case situations involve these two issues. Fifteen Case Review Board appeals lodged had either substance use/abuse or mental health issues present for the parents. Violence in the child’s family also featured in cases appealed to the board.

Crisis services
During 2004-05, Crisis Care and the after hours Family Helpline responded to 62,021 calls and made 360 emergency visits, compared to 58,522 calls and 349 emergency visits in 2003-04. This year is the first in which Men’s Domestic Violence Helpline calls have been included in the total number of calls. If this is taken into account the totals for the two years differ little.

The five most common reasons recorded for contact in 2004-05 were family problems, family and domestic violence, community resource information requests, homelessness and practical problems.

Emergency responses
During the year, the department responded to community needs resulting from a number of disasters.

In December 2004, Dumbleyung was struck with bushfires where many farming families lost stock and equipment. The department joined with the local community to provide families with food and goods.

In January 2005, the department coordinated an interagency response to provide welfare services to people affected by the Asian tsunami. In addition to providing services to Western Australians returning from tsunami-affected areas, the department provided information and support to communities who lost friends and relatives in the tsunami.

Not long after the tsunami, the eastern suburbs of Perth experienced major bushfires. The department opened two centres in the metropolitan area to provide refuge from the fire and smoke.

During March, there were storms and floods in the Great Southern, and Cyclone Ingrid affected the Kimberley. Through local district offices, the department assisted families with emergency financial assistance and temporary living expenses due to flooding of homes and loss of power. Staff in Kununurra assisted evacuees from Kalumburu with support, accommodation, food and return travel arrangements.

In April, the department participated on a recovery committee to offer counselling and financial assistance to residents affected by an explosion at a block of flats in Yokine.

Perth and the South West were struck by violent storms during May. Homes, schools and buildings were extensively damaged in Melville and Bunbury. The department was on standby for establishment of welfare shelters and later activated Natural Disaster Relief Payments to families in the form of personal hardship and distress payments.

Department staff in the Pilbara worked cooperatively with other emergency services and Tourism Western Australia to meet the safety and support needs of 11 tourists rescued in the Karijini National Park in June.

Financial assistance and counselling
The department continued to provide financial assistance to people experiencing financial difficulties. In 2004-05, the department’s family crisis service provided over 14,000 instances of emergency assistance to people experiencing unforeseen crisis, compared to 15,500 in 2003-04. A total of 8,109 people were assisted in 2004-05, compared with 8,811 people in 2003-04 and 8,932 in 2002-03 (see Table 25). The number of clients assisted in 2003-04 and 2002-03 were reported erroneously in last year’s annual report and the amended figures are provided here.

The main areas of assistance provided were food and accommodation. There was a decrease in most categories in both the number of clients assisted and the number of instances in which assistance was provided. The largest proportional decrease in instances of service provision was for accommodation (37 percent).
Table 25: Family crisis service

<table>
<thead>
<tr>
<th>Outcomes</th>
<th>Number of people(^{(a)})</th>
<th>Instances of service provision(^{(b)})</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food for family</td>
<td>6,147</td>
<td>6,717</td>
</tr>
<tr>
<td>Essential services provided</td>
<td>643</td>
<td>654</td>
</tr>
<tr>
<td>Medical/optical requirements</td>
<td>681</td>
<td>864</td>
</tr>
<tr>
<td>Furniture provided</td>
<td>17</td>
<td>16</td>
</tr>
<tr>
<td>Transport</td>
<td>205</td>
<td>247</td>
</tr>
<tr>
<td>Accommodation provided</td>
<td>680</td>
<td>857</td>
</tr>
<tr>
<td>Clothing/linen/blankets</td>
<td>98</td>
<td>72</td>
</tr>
<tr>
<td>Funeral assistance</td>
<td>451</td>
<td>443</td>
</tr>
<tr>
<td>Financial counselling</td>
<td>37</td>
<td>55</td>
</tr>
<tr>
<td>Other</td>
<td>616</td>
<td>620</td>
</tr>
</tbody>
</table>

\(^{(a)}\) Persons can receive assistance in more than one outcome category during the financial year and thus the total number of persons assisted is significantly less than the number for each category added together.

\(^{(b)}\) Instances of service provision in each outcome tend to be greater than the number of people who received assistance as persons can be assisted more than once during the year.

Supported accommodation

The joint Commonwealth/State Supported Accommodation Assistance Program (SAAP) Agreement continued to operate in 2004-05.

As part of the department’s Purchasing Quality Services process, services for young people were reviewed in 2004-05 to ensure that the services continue to meet the needs of the community and reflect models of contemporary practice.

A national evaluation of the SAAP IV agreement was published in July 2004 and the national Community and Disability Services Ministers meeting endorsed the evaluation report’s findings concerning:

- providing better assistance to people who present with a number of support needs
- increasing involvement in early intervention and prevention strategies
- providing ongoing assistance to ensure stability for clients post-crisis.

The negotiation of the fifth Supported Accommodation Assistance Program Multilateral Agreement (SAAP V) was a significant process during 2004-05. The Australian Government requested that States and Territories accept an extension of the current SAAP IV agreement until 30 September 2005 while the SAAP V Agreement was finalised. This offer was formally accepted by the Minister for Community Development.

The department initiated the SAAP V project to better understand cost pressures and sector trends affecting existing SAAP services over an extended period. The findings of the project were used to inform the negotiation of the SAAP V Agreement.

In December 2004, the SAAP State Advisory Committee reviewed its work plan, consolidating the actions from its working parties and reinforcing the priority areas for the committee over the remainder of its term, expiring 30 November 2005. Work focused on mental health and alcohol and other drugs issues, and best practice service delivery (benchmarking).

The specific needs of SAAP clients who are Indigenous, culturally and linguistically diverse, young people and women with accompanying children escaping domestic violence are considered as part of the deliberations for all issues addressed by the committee.

A service delivery forum was held on 28 October 2004, focusing on the development of sector benchmarks and the impact of the National SAAP IV Evaluation. The forum identified three areas of concern, including levels of recurrent funding for existing services, workforce issues and governance and escalating costs of service delivery.
Two major reports were completed for the SAAP State Advisory Committee during 2004-05:

- Exclusion Practice in SAAP: Identification of the Mental Health, Alcohol and Other Drugs Issues Impacting on Current Practice in SAAP Services
- Implementation of Initiatives to Support Children Funded through the Western Australian State Homelessness Strategy.

Improved outcomes for the Indigenous and culturally and linguistically diverse communities remain a focus of the committee’s work. A planning day was held on 18 November 2004 to identify strategies for improved service delivery outcomes for ethnic clients. Committee members were actively involved in the Indigenous Homelessness Steering Committee, established by the Department of Housing and Works and supported by the Aboriginal Housing and Infrastructure Council.

In June 2005, the committee organised a number of consultations with rural and remote SAAP services in the Goldfields, Southwest, Great Southern and Kimberley districts to better understand the diversity of issues and service delivery needs across the state.

The SAAP protocols project continued to encourage across-government and across-sector collaboration to improve service delivery to customers. Nine protocols have been established to date, including protocols for the Department for Community Development, the Department of Housing and Works, Drug and Alcohol Office, Office of Mental Health, and Centrelink. A review of the Mental Health and the Department for Community Development protocols began during the year. Regular training on developing local protocols for regionally based SAAP services was provided.

A project to investigate the use of support plans and the extent of implementation of the SAAP Service Standards in Western Australian SAAP Services was completed in April 2005. The recommendations of the report will inform the development of the SAAP training program and the negotiations of the SAAP V Bilateral Agreement.

**State Homelessness Strategy**

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

The department chairs a monitoring committee of government and non-government stakeholders to oversee implementation of the State Government’s response. In December 2004, the State Homelessness Strategy web site [www.homeless.dhw.wa.gov.au](http://www.homeless.dhw.wa.gov.au) was redesigned to make it more user-friendly.

In late 2004, work began on the production of a directory of accommodation and homelessness services for publication, which be completed in late 2005.

Work continued to assist in the establishment of new services funded under the strategy.

Independent consultants were contracted to conduct an evaluation of the impact of the State Homelessness Strategy, which will be completed in the second half of 2005. In addition, the SAAP State Advisory Committee oversaw an evaluation of the implementation of the State Homelessness Strategy initiatives for children in SAAP services.

The Department for Community Development continued to be represented on a number of external committees and working parties related to housing and homelessness, such as the Department of Housing and Works’ Indigenous Homelessness Working Party and the Equal Opportunity Commission’s Finding a Place Section 80 Implementation and Monitoring Committee for the Inquiry into the Existence of Discriminatory Practices in Relation to the Provision of Public Housing and Related Services to Aboriginal People in Western Australia. The department was also invited to join the Department of Housing and Works Housing Advisory Committee.

Due to delays in previous years with the implementation of some funded services, one-off savings were available from within the State Homelessness Strategy allocation, some of which was allocated to a one-year project to employ a Community Capacity Builder to assist homeless people living in inner city parks to find suitable alternative accommodation, and also address other issues associated with people sleeping rough and congregating in inner city parks. Funds were also used to assist families who have been homeless and have very high support needs, to re-establish stable tenancies.
Services for family and domestic violence

During 2004-05, the department provided ongoing funding of approximately $19 million to 100 services to assist families and individuals experiencing or at risk of family and domestic violence. Services include domestic violence support, advocacy, intervention and prevention services, and women’s refuges.

In 2004-05, Crisis Care received 4,603 calls related to family and domestic violence compared to 4,907 calls in 2003-04. Support provided included assisting victims with safety planning, referral to refuge accommodation and assistance to leave. In addition, the Men’s Domestic Violence Helpline received 3,170 calls during the year, with 2,235 of these calls from victims or persons at risk of perpetrating family and domestic violence. Callers sought counselling, information and referral to services. The remainder of calls were from other community members and service providers seeking information, or calls not related to domestic violence.

The Women’s Domestic Violence Helpline received 3,116 calls during the year, with 2,090 of these calls involving family and domestic violence issues. The remainder of calls to the helplines are in relation to other issues, such as custody and access, seeking of information about men or women’s support/advocacy groups, and queries from students and professionals about the services.

In October 2004, the department released a Domestic Violence Online Resource Guide, which is available from www.communitydevelopment.wa.gov.au/resources. The guide contains information relevant to domestic violence for service providers and the general public in the areas of crisis and emergency accommodation, support and counselling, legal advice and children’s services.

During 2004-05, the department progressed the redevelopment of its policy framework relating to family and domestic violence to reflect contemporary research findings and best practice principles. The policy supports interagency collaboration in the provision of information, support, advocacy and counselling services to those affected by family and domestic violence. It will also guide departmental planning and funding of services processes.

In December 2004, the Acts Amendments (Family and Domestic Violence) Act 2004 was proclaimed. This Act broadened the definition of family and domestic violence to include intimidation and threats and also recognised the impact on children being exposed to such violence. The Act strengthens the protection offered to victims, including children, by providing changes to existing Violence Restraining Orders legislation and the increased powers of the police when responding to acts such violence. The Act establishes areas of responsibility for the department where children are exposed to family and domestic violence. The department accommodated these legislative changes in its operational policy and guidelines, in particular with regard to the department’s role in situations when the police issue Police Orders, or when children are subject to Violence Restraining Order applications made by a parent or carer. The department held information sessions relating to these legislative changes and their impact on service delivery with departmental staff and other sector stakeholders.

During 2004-05, the department strengthened its working relationship with the Western Australia Police in providing assistance to families experiencing family and domestic violence. Protocols were developed enabling the police to make notifications and referrals to the department in cases of serious incidents of violence, or where children have been exposed to such violence. The department continued to foster effective relationships between district offices and local police officers to ensure timely, collaborative and coordinated responses to victims of family and domestic violence.

The department continued to support the integrated services being provided by DVAS Central to women and children experiencing family and domestic violence. In 2004, the department appointed a field officer to work full-time directly from this service.

In late 2004, funding was provided to the Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women’s Council to provide a crisis and support service to women in the Ngaanyatjarra Lands experiencing family violence. Funding was also provided to the Warmun Community Council to manage a safe house for women and children needing to seek safety from violence. A service agreement with the Shire of Meekatharra was signed and funding for three years was provided for a domestic violence service for women in Meekatharra.

During 2004-05, there were many local community-based initiatives supported by district offices across the state. A number of these initiatives involved the facilitation and support of women’s and men’s groups in Indigenous communities that directly addressed family and domestic violence within their local community and reflect local needs.
Future directions
In 2005-06, the department will:

- complete work required for the department to implement the Children and Community Services Act 2004, including:
  - a charter of rights for children and young people in the care of the Director General
  - review and redevelopment of department policies and procedures to give effect to the new Act
  - staff training in the new practice procedures resulting from the new Act
  - redevelopment of data collection procedures so that changes can be measured and reported
- develop regulations for the Children and Community Services Act 2004
- develop an information booklet for professionals and non government services on child abuse
- implement the new Child Safety Assessment Framework across the department
- train staff in the ‘Strengths-Based’ philosophy of practice
- expand the interview method employed by the Specialist Child Interview Unit across the state
- develop a protocols and practice manual for leaving and aftercare services
- continue to implement the National Plan for Foster Children, Young People and their Carers,- under the auspices of the Community and Disability Services Ministers’ Council
- progress the establishment of a work unit to monitor departmental standards for protection and care
- develop new options for children and young people who require intensive support to reduce immediate risks of abuse in care, including:
  - professional home-based care to assist children who have complex needs and require intensive support
  - intensive placement support to ensure high risk children and young people are provided with appropriate treatment and quality care
  - enhanced treatment responses
- finalise the Strategic Plan for Children and Young People in Care
- finalise protocols with the Disability Services Commission for respective agency responsibilities for children in care with disabilities
- finalise protocols with the Department of Education and Training to enhance collaborative education services and support for children and young people in out-of-home care
- commence a review of the Adoption Act 1994
- complete the evaluation of the impact of the State Homelessness Strategy and make recommendations for the future of the strategy
- implement the Supported Accommodation Assistance Program Bilateral Agreement SAAP V once negotiations are completed
- select a supplier for the redevelopment of the department’s statewide computer system and commence the design process
- implement updated family and domestic violence operational response policy.
Family and domestic violence coordination

This includes:
- Customer profile
- Family and Domestic Violence State Strategic Plan – monitoring and evaluation
- Across-government data collection project
- Regional domestic violence committees
- Prevention and public awareness programs
  - Freedom from Fear
  - Resources for children and young people
  - Resources for children and young people in schools
  - Training for people who work with children affected by family and domestic violence
  - Culturally and linguistically diverse strategy
  - Men’s project
  - Family and domestic violence, substance misuse and mental health
- Pilot workplace strategy
- Future directions

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

Customer profile

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

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

Research indicates that between 75 and 85 percent of victims are women and younger women are more at risk. 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. Aboriginal and Torres Strait Islander women are over-represented as victims of violence, being 45 times more likely to be the victim of serious domestic assault than other women.

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

Family and Domestic Violence State Strategic Plan - monitoring and evaluation

The Western Australian Family and Domestic Violence Action Plan 2004-2005 is the first of the annual plans intended to complement the Western Australian Family and Domestic Violence State Strategic Plan 2004-2008.

The Department for Community Development’s Family and Domestic Violence Unit monitors and evaluates the plan and reports to the Human Services Directors General Group. This report includes feedback from the community on emerging issues, trends and identified gaps in responding to family and domestic violence. In addition, an online survey was conducted to gather the community’s perception of the 2004-2005 action plan. A report will be provided once the analysis has been completed.

The State Strategic plan requires an action plan to be developed each year that progresses the identified key themes and focus areas. This requirement allows government agencies to consider their contribution to the reduction and ultimate prevention of family and domestic violence on an annual basis.

The action plan was released in September 2004 and is structured under the ten focus areas identified in the State Strategic Plan. These identify strategies to enable a more effective and targeted response to family and domestic violence.
Each action within the plan links to the three key themes of the State Strategic Plan:

- prevention of family and domestic violence
- protection through appropriate legal and social sanctions
- provision of a range of service responses to those affected.

All agencies were asked to report on the progress of their initiatives in the Western Australian Family and Domestic Violence Action Plan 2004-2005. In addition to the progress reports, agencies were also asked to provide information on a project or program that can be featured in a final report.

In addition to government agencies reporting their progress, community responses were also requested from the regional domestic violence committees and the Women’s Council for Domestic and Family Violence Services WA (Inc) to ensure that the report will present a whole-of-government, whole-of-community response. A final report will be published in the latter half of 2005, which will feature initiatives such as the proclamation of new domestic violence legislation, resources for children and progress on the data collection project.

The department’s Family and Domestic Violence Unit facilitated planning days for regional domestic violence committees to develop strategic directions consistent with the State Strategic Plan. This will support a whole-of-community, whole-of-government response to family and domestic violence.

The planned Across-Government Data Collection Project (below) will provide additional information for evaluation and monitoring of the Western Australian Family and Domestic Violence State Strategic Plan 2004-2008.

**Across-government data collection project**

The Family and Domestic Violence Unit and the Office of Crime Prevention commenced a project to develop a collaborative approach to data collection on the prevalence and nature of family and domestic violence across Western Australia. This will complement existing knowledge on domestic violence and inform government policy and domestic violence service delivery.

The concept of an across-government data collection system was well-supported by contributors to the Western Australian Family and Domestic Violence State Strategic Plan 2004-2008.

The project includes Western Australian data relating to family and domestic violence from the department’s Family and Domestic Violence Unit, the Office of Crime Prevention, Department for Community Development, Department of Justice, Western Australia Police, Legal Aid, Disability Services Commission, Department of Health, Department for Indigenous Affairs, Department of Education and Training, and the Department of Housing and Works.

The first phase of the project, involving identification of State Government agency data sources relating to family and domestic violence, has been completed.

Phase two of the project involves the development of a methodology for establishing a baseline of the incidence and nature of family and domestic violence and measuring change over a period of time within Western Australia. Phase three will involve the implementation of the methodology and compilation of baseline data on the incidence and nature of family and domestic violence.

A request for proposal will be advertised in 2005-06 for phases two and three of the project.

**Regional domestic violence committees**

The department’s Family and Domestic Violence Unit provides annual funding to 17 regional family and domestic violence committees to strengthen interagency responses to family and domestic violence, through improved collaboration and coordination of existing resources.

A priority over the last 12 months has been to foster improved relationships and strengthen the capacity of the committees to support more collaborative responses to family and domestic violence. A range of strategies were undertaken during the year to strengthen the capacity of the committees, including:

- appointment of a Senior Policy and Engagement Officer with specific responsibility for working with and supporting the committees
- capacity building grant funding exclusively for regional committees to enable them to undertake more innovative, community-responsive family and domestic violence strategies that better suit the needs of communities within their region.

The regional domestic violence committees will be reviewed over the next six months to inform new service agreements. The review will focus on identifying strategies to support the ongoing effective operation of the committees.
Freedom from Fear

The Freedom From Fear campaign aims to increase awareness and understanding about the unacceptable use of violence and perpetrators’ responsibility for domestic violence. The primary target groups for the campaign are perpetrators and men ‘at risk’ of perpetrating violence, although some strategies address attitudes held by the community in general.

Since it was launched in 1998, the Freedom From Fear Campaign has comprised a range of responses to family and domestic violence. These have included initiatives in workplaces and schools, Aboriginal family violence initiatives, a comprehensive media advertising strategy (television, radio and press advertising), and the Men’s Domestic Violence Helpline.

The campaign has been in place for over six years and in that time the environment within the family and domestic violence sector has changed significantly. This has created increased expectations of government’s response to the issue and its implications for the community. An independent review of the campaign will be conducted in 2005-06.

Resources for children and young people

The department’s Family and Domestic Violence Unit and Office for Children and Youth have worked in partnership to undertake a project to help young people identify abusive and violent relationships. The project involved developing a number of publications for young people affected by family and domestic violence and dating violence.

The publications were developed around three areas:

- young people affected by family and domestic violence
- young people affected by dating violence
- encouraging young people to support those affected by family and domestic violence and dating violence.

A youth working group was established consisting of young people ranging in ages from 14 to 22 years to guide the development of the publications.

A dedicated webpage will be designed for children and young people experiencing abuse and a resource kit is being developed for professionals to offer information and strategies on how to appropriately respond to young people experiencing abuse.

Resources for children and young people in schools

The Schools Project is a joint initiative of the Department of Education and Training and the department’s Family and Domestic Violence Unit. The project represents an opportunity to explore the best ways of engaging schools and other local community support services and resources as partners in the whole-of-government approach to reducing family and domestic violence.

The project also provides an opportunity for staff working in diverse school communities to consider the implications of addressing family and domestic violence within the school context.

The six selected schools were Girrawheen Senior High School, Amaroo Primary School (Collie), Merriwa Primary School, North Kalgoorlie Primary School, Clarkson Primary School and Ranford Primary School. The schools will finalise their projects in September 2005.

Training for people who work with children affected by family and domestic violence

The impact on children of exposure to domestic violence is being increasingly recognised. A project was developed in 2004 to provide statewide training for people who work directly with children affected by domestic violence. This training was conducted in 14 locations in July and August 2004, and was run in partnership with the regional domestic violence committees or local domestic violence service providers. Over 300 people attended.

Gracie Productions, a nationally recognised child protection and domestic violence training organisation was contracted to provide this specialised training in working with child witnesses of domestic violence and child abuse.

In February 2005, Ms Chris Burke from Gracie Productions returned to Western Australia where specialised additional sessions were provided to Department of Education and Training staff, women’s refuge workers and counsellors from specialist children’s programs.
Culturally and linguistically diverse strategy
The development of a response to family and domestic violence in culturally and linguistically diverse communities was a priority over the last 12 months. While much is being done to address family and domestic violence issues in these communities, it was identified that these activities needed to be considered together.

A key stakeholder group, including representation from the following government agencies, non-government organisations and communities has been established to oversee the mapping of current statewide initiatives:

- Office of Multicultural Interests
- Department of Immigration and Multicultural and Indigenous Affairs
- Ethnic Communities Council (Women’s Subcommittee)
- Multicultural Women’s Advocacy Service
- West Australian Transcultural Mental Health Centre
- Ethnic Disability Advocacy Centre
- World Radio 6EBA FM
- Australian Asian Association
- representatives from new and emerging communities.

In addition to the scoping exercise, a literature review was commenced to inform the development of a strategy for culturally and linguistically diverse communities.

As well as the scoping exercise and literature review, there are a number of initiatives already in place to respond to domestic violence in culturally and linguistically diverse communities:

- the CALD Radio Program provides information on services available for perpetrators and victims in an effort to reduce barriers associated with accessing services
- World Radio 6EBA FM created radio stings (25-30 second announcements) on family and domestic violence, in nine community languages for broadcast
- the Multicultural Women’s Consortium is undertaking a project to develop and implement a whole-of-community approach to prevent family disintegration arising from family violence in three emerging communities
- two resources on domestic violence were developed and are being translated into 18 languages
- an African Communities Family Support and Domestic Violence Planning Group, developed in response to requests for support following a death in November 2004
- a forum sponsored by the department’s Family and Domestic Violence Unit and the Office of Multicultural Interests with the African Communities Planning Group to explore the communities’ perception of domestic violence and contributing factors in the African context and to strengthen relationships between African communities, government and service providers.

Men’s Project
The Men’s Project is a special interests project of the Western Australian Family and Domestic Violence State Strategic Plan 2004-2008. The purpose of the project is to map existing services, resources and stakeholders that work with men who are victims or perpetrators of domestic violence and to report on key issues. These key issues will inform further directions and actions the Family and Domestic Violence Unit may take in relation to men and domestic violence.

Interviews with key stakeholders in Bunbury, Busselton and Albany were completed. A similar process for the Goldfields and northern parts of the state will begin in 2005-06.

Family and domestic violence, substance misuse and mental health
The Western Australian Family and Domestic Violence State Strategic Plan 2004-2008 identified the link between mental health issues and family and domestic violence as an area requiring further research.

The department’s Family and Domestic Violence Unit partnered with Perth West Domestic Violence Action Group to host a forum to consider the linkages between family and domestic violence, mental health and drug and alcohol issues. The objectives were to provide better cross-sectoral awareness of the linkages, and improve referral practices and service delivery between family and domestic violence, mental health and drug and alcohol services.
A steering committee was established including representatives from the Office of Mental Health, Graylands Hospital, the Drug and Alcohol Office, Perth West Domestic Violence Action Group and Holyoake. The forum was held on 3 June 2005 and there was extensive community interest in this important issue.

Pilot workplace strategy

A recent study estimates that domestic violence costs Australian businesses approximately $425 million and the Australian economy $8.1 billion annually. The recognition of these costs and the stigma associated with domestic violence prompted the department’s Family and Domestic Violence Unit and researchers from Edith Cowan University to undertake a project on responding, in the workplace, to domestic violence.

The project was conducted in two stages over four years from 2002 to 2005. The Freedom From Fear Domestic Violence in the Workplace Research Project was carried out by a research team from Edith Cowan University, the Family and Domestic Violence Unit and the Centre for Research for Women. Edith Cowan University employed a research officer to prepare a literature review, develop and implement a survey of West Australian workplaces and work with two pilot workplaces to trial strategies to address the effects of domestic violence on the workplace.

A final report from the project is currently being considered by the Family and Domestic Violence Unit to determine any future action.

Future directions

In 2005-06, the Family and Domestic Violence Unit will:

- progress the Western Australian Family and Domestic Violence State Strategic Plan 2004-2008 through the implementation of the Action Plan 2005-06
- through partnerships with a range of government and community stakeholders, develop resources specifically for children and young people
- strengthen the capacity of the Regional Family and Domestic Violence Committees to support community responsiveness and the coordination of services across the state
- develop family and domestic violence resources for men, seniors, women in rural regions and people with mental health issues
- establish a consumer advisory group comprising people who have experienced domestic violence to provide input and advice to family and domestic violence policy and services
- review best practice models for services to victims and perpetrators of family and domestic violence
- complete a review of the Freedom From Fear campaign
- increase the capacity of general practitioners and practice staff to identify and respond to family and domestic violence
- develop initiatives which respond to the issues of family and domestic violence in culturally and linguistically diverse communities, based on a literature review and scoping of current initiatives overseen by a stakeholder group
- develop screening and assessment models to ensure family and domestic violence is identified and responded to appropriately by mainstream government services and hospital emergency departments.
Working with children criminal records screening

This includes:
- Legislation
- Phasing in working with children checks
- Operations
- Community education strategy

It should be read in conjunction with the service-based management measures and performance indicators for Service 9.

Legislation

The Working with Children (Criminal Record Checking) Act 2004 passed through Parliament on 26 November 2004, and received Assent on 8 December 2004. Drafting instructions for regulations to accompany the Act were provided to Parliamentary Counsel. It is intended that the Act will be proclaimed on 1 January 2006, with the regulations to be gazetted to also come into effect on that date.

Phasing in working with children checks

Working with Children Checks will be phased-in over 5 years, with screening for the first groups intended to commence from 1 January 2006. During 2006, it is intended that, subject to regulations, screening will focus on:
- ministers of religion
- volunteers working with children aged zero to seven years (inclusive)
- self-employed persons carrying out child-related work
- new employees in certain areas of child-related work, for example children’s entertainment or party services, baby-sitting or childminding services.

From 1 January 2007, it is expected that authority to carry out screening for Working with Children Checks will be delegated to a number of government departments which currently screen large numbers of persons working with children. These agencies will be known as ’Approved Screening Agencies’ (ASAs), and phasing-in of Working with Children Checks for persons in relevant sectors will commence from this date. For example, it is expected that screening of teachers and other persons working in schools will commence from 2007, and be conducted by the Department of Education and Training, as an ASA.

Operations

The Working with Children Screening Unit will be permanently located in Dumas House, West Perth from August 2005. This accommodation will provide a secure venue to undertake criminal record checks and store confidential information.

An information system is being developed to facilitate the checking of criminal records through CrimTrac and the Western Australia Police. The department commenced negotiating agreements with these and other external agencies responsible for the provision of information upon which the screening and assessment process will rely.

The department commenced recruiting 20 permanent staff in 2005, with the Director of the Working with Children Screening Unit already appointed. Recruitment is expected to be finalised by October 2005, in preparation for testing of the business systems and to allow for training.

Development of assessment work practices commenced, in line with the legislation. Those agencies expected to be Approved Screening Agencies in 2007 will be contributing to the development of assessment guidelines. This will enable consistency of decision-making processes between the Working with Children Screening Unit and proposed Approved Screening Agencies:
- Department for Community Development
- Department of Justice
- Department of Health
- Department of Education and Training.
**Community education strategy**

A comprehensive community education strategy was approved by the Minister for Community Development. The first stage will be put in place in the months leading up to implementation. A key focus of the strategy is the ongoing development of relationships with key stakeholders, many of whom have established communication networks within the various sectors covered by the Act.

An interim website containing information about the Act was developed at the end of 2004, as part of the upgrade to the department’s website. A new, stand-alone website is currently being developed and will contain more detailed information about the Act and the application and assessment processes. The website will also contain fact sheets for various sectors.

**Future directions**

In 2005-06, the department will:

- finalise regulations, policies, assessment guidelines and operational systems in line with the *Working with Children (Criminal Record Checking) Act 2004*
- implement a community education strategy
- begin screening certain persons working with children from 2006.
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 2005.

Jane Brazier  
Accountable Officer  
15 August 2005
INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

DEPARTMENT FOR COMMUNITY DEVELOPMENT
PERFORMANCE INDICATORS FOR THE YEAR ENDED 30 JUNE 2005

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 30 June 2005.

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 effectiveness and efficiency.

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
30 September 2005
Outcomes, services and performance information

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

<table>
<thead>
<tr>
<th>Strategic Plan Enabling Objective</th>
<th>Service Delivery</th>
<th>Department for Community Development Strategic Plan Objectives</th>
<th>Department Outcome</th>
<th>Government Strategic Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Growing our organisation to be the best</td>
<td>1. Community development</td>
<td>Building the capabilities of individuals, families, communities and the not-for-profit sector</td>
<td>Communities are strengthened so that individuals and families are able to better meet their needs, achieve self-reliance and contribute to their own solutions.</td>
<td>To enhance the quality of life and wellbeing of all people throughout Western Australia</td>
</tr>
<tr>
<td></td>
<td>2. Children’s and young persons’ policy</td>
<td>Leading in the creation and implementation of policies for the social sustainability of Western Australian communities.</td>
<td>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</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Positive ageing policy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. Women’s policy and progress</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5. Volunteering policy and coordination</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>6. Aboriginal and Torres Strait Islander policy coordination</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>7. Care and safety services</td>
<td>Striving for excellence in the standard of care and safety responses for individuals, families and communities</td>
<td>Families and communities are supported to provide for the care and safety of their members.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8. Family and domestic violence coordination</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>9. Working with children criminal records screening</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

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

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>
<thead>
<tr>
<th>Survey name</th>
<th>Key Performance Indicator -Community strengthened</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2004-05</td>
</tr>
<tr>
<td>Stakeholder survey</td>
<td>95%</td>
</tr>
</tbody>
</table>

**Note:**
- This survey question was introduced in 2002-03
- This question has a five point response scale with two positive and two negative ratings around a neutral midpoint. The indicator calculates the percentage of respondents selecting the two positive ratings.
- Total survey population 679; 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 383
- Total survey results have a 95% confidence interval of ± 3.3%

Indicators 1.2 to 1.5 encompass the following capacity development services delivered to customers:
- parent skillling services
- parenting information services
- family and individual support services
- youth lifeskills services.

Where appropriate, the results also incorporate data from customers receiving care and safety services.

The indicators were obtained via a customer perception survey with the following details:
- response rate was 31 percent
- number of respondents = 2,939
- estimated population size 165,247
- sample selection: customers who received a service in October to December 2004 were invited to complete a confidential survey form which was forwarded to an independent market research company for analysis
- total survey sample size 9,559
- total survey results have a 95 percent confidence interval of ± 1.79 percent
- survey demographics: Aboriginal respondents 19 percent of sample, non English speaking background respondents 18 percent of sample, male respondents 25 percent of sample.
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 27: Percentage of customers who report their needs were met as a result of using services

<table>
<thead>
<tr>
<th>Survey name</th>
<th>Key Performance Indicator – Needs Met</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2004-05</td>
</tr>
<tr>
<td>Customer perception survey</td>
<td>98%</td>
</tr>
</tbody>
</table>

Note:
- This survey question was introduced in 2002-03
- This question has a five point response scale with two positive and two negative ratings around a neutral midpoint. The indicator calculates the percentage of positive responses.

1.3 Percentage of customers who indicate they are confident to 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 28: Customers who report confidence to manage as a result of community development services

<table>
<thead>
<tr>
<th>Survey name</th>
<th>Key Performance Indicator - Reported confidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer perception survey</td>
<td>92%</td>
</tr>
</tbody>
</table>

Note:
- This question has a five point response scale with two positive and two negative ratings around a neutral midpoint. The indicator calculates the percentage of positive responses.

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 29: Customers who have increased knowledge and skills

<table>
<thead>
<tr>
<th>Survey name</th>
<th>Key Performance Indicator - Increased knowledge and skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer perception survey</td>
<td>93%</td>
</tr>
</tbody>
</table>

Note:
- This question has a yes/no response. The indicator calculates the percentage of yes responses.

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

<table>
<thead>
<tr>
<th>Survey name</th>
<th>Key Performance Indicator – Involved Them</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2004-05</td>
</tr>
<tr>
<td>Customer perception survey</td>
<td>97%</td>
</tr>
</tbody>
</table>

Note:
- This survey question was introduced in 2002-03
- This question has a yes/no response. The indicator calculates the percentage of yes responses.
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.

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

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

- Office for Children and Youth
- Office for Seniors Interests and Volunteering
- Office for Women’s Policy
- Family and Domestic Violence Unit

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

Table 31: Stakeholders who identify that policy projects were conducted with the involvement of the relevant government agencies

<table>
<thead>
<tr>
<th>Survey name</th>
<th>Key Performance Indicator – Relevant government agencies were involved</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2004-05</td>
</tr>
<tr>
<td>Policy project stakeholders</td>
<td>58%</td>
</tr>
</tbody>
</table>

Note:
- This survey question was introduced in 2002-03.
- This question has a five point ordinal response scale. The indicator calculates the percentage of respondents who choose the top two ratings only.
- Total survey population 52: 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: 47.
- Total survey results have a 95% confidence interval of ± 4.4%.
- The projects surveyed vary from year to year. In 2004-05, a greater proportion of respondents selected a ‘medium’ rating for this indicator, therefore adversely affecting the result.
### Outcome 3
Families and communities are supported to provide for the care and safety of their members.

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

This indicator encompasses the following services delivered to customers:
- Intensive family support and treatment
- Supported accommodation
- Financial assistance and counselling.

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

**Table 32: Percentage of customers who report they were supported to provide care and safety to their family members**

<table>
<thead>
<tr>
<th>Survey name</th>
<th>Key Performance Indicator – Supported to care and provide safety</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2004-05</td>
</tr>
<tr>
<td>Customer perception survey</td>
<td>93%</td>
</tr>
</tbody>
</table>

**Note:**
- This survey question was introduced in 2002-03
- This question has a five point response scale with two positive and two negative ratings around a neutral midpoint. The indicator calculates the percentage of positive responses.
- Response rate 31 percent
- Number of respondents = 2,939
- Estimated population size 165,247
- Sample selection: customers who received a service in October to December 2004 were invited to complete a confidential survey form which was forwarded to an independent market research company for analysis
- Total survey sample size 9,559
- Total survey results have a 95% confidence interval of 1.79%
- Survey demographics: Aboriginal respondents 19% of sample, non English speaking background respondents 18% of sample, male respondents 25% 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 33: Percentage of stakeholder organisations which report communities in which they operate were supported to provide care and safety to their members**

<table>
<thead>
<tr>
<th>Survey name</th>
<th>Key Performance Indicator – Communities were supported</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2004-05</td>
</tr>
<tr>
<td>Care and safety stakeholders</td>
<td>52%</td>
</tr>
</tbody>
</table>

**Note:**
- This survey question was introduced in 2002-03
- This question has a five point ordinal response scale. The indicator calculates the percentage of respondents who choose the top two ratings only.
- Total survey population 68 - 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: 58
- Total survey results have a 95% confidence interval of ± 4.9%
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 5: 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

Note:
- As noted in the AIHW report, much of the variation in rates across jurisdictions is likely to be due to differences in policies and approaches to child protection matters, including the criteria for substantiation of child maltreatment. Some jurisdictions substantiate on the basis of the child having been harmed through a maltreatment event, whereas other jurisdictions substantiate the event itself, even if the child was not harmed.
- The estimated population of children aged 0-16 years used for this calculation was 456,247.

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

Figure 6: Percentage of children who are not the subject of re-substantiated maltreatment in 12 months

Note:
- This measure reports on substantiated allegations in the previous financial year. Thus the figure for 2004-05 is the proportion of substantiated allegations in 2003-04 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 decision was made to substantiate the maltreatment.
- In some cases, the subsequent substantiation is actually a report of earlier abuse/maltreatment.
- An improved calculation method has been used this year. The improved calculation method has been applied retrospectively to previous reporting periods and data may vary from previously published results.
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 7: Rate of children aged zero to 17 years in supported placements at 30 June 2000 to 2005**

<table>
<thead>
<tr>
<th>States and territories</th>
<th>2000</th>
<th>2001</th>
<th>2002</th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>W.A.</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
</tr>
<tr>
<td>NSW</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
</tr>
<tr>
<td>VIC</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
</tr>
<tr>
<td>QLD</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
</tr>
<tr>
<td>SA</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
</tr>
<tr>
<td>TAS</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
</tr>
<tr>
<td>ACT</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
</tr>
<tr>
<td>NT</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
<td>0.52%</td>
</tr>
</tbody>
</table>

**Note:**
- Source: AIHW Child Protection Australia 2003-04, apart from Western Australian data for 2004-05.
- Estimated population of children aged 0-17 used for this calculation was 485,785.

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 34: Percentage of children abused by carers**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Children abused in care by carers</td>
<td>0.51%</td>
<td>0.58%</td>
<td>0.32%</td>
<td>0.32%</td>
<td>0.52%</td>
</tr>
<tr>
<td></td>
<td>(0.67%)</td>
<td>(0.63%)</td>
<td>(0.71%)</td>
<td>(0.63%)</td>
<td></td>
</tr>
</tbody>
</table>

**Note:**
- The 2004-05 figure represents 14 children.
- Data is compiled in mid July each year. In some instances the outcomes of allegations of abuse by carers are not known until after the results for this indicator are finalised, therefore reported figures are liable to change over time. The figures in brackets represent the recalculated rates using the most recent annual report database.
- The increase in 2003-04 was due to a strengthening of policies and procedures with regard to the reporting of abuse in care and the establishment of a Duty of Care Unit to monitor and quality assure responses to abuse in care.
3.7 Number of substantiated breaches of regulations arising from allegations per licensed child care service

Table 35: Number of regulation breaches arising from allegations made to the Child Care Licensing Unit per licensed service

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Substantiated breaches per services</td>
<td>0.070</td>
<td>0.062</td>
<td>0.026</td>
<td>0.053</td>
<td>0.057</td>
</tr>
</tbody>
</table>

Note:
- The 2004-05 result has been calculated for the first time from data entered into the Child Care Licensing System as at July 2005.
Indicators of efficiency

Service 1: Community Development

1.1 Average cost per community development project for children and families

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

Table 36: Average cost per community development project for children and families

<table>
<thead>
<tr>
<th></th>
<th>2004-05</th>
<th>2003-04</th>
<th>2002-03</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total cost</td>
<td>$5,916,124</td>
<td>$4,117,267</td>
<td>$3,561,149</td>
</tr>
<tr>
<td>Number of projects</td>
<td>196</td>
<td>159</td>
<td>193</td>
</tr>
<tr>
<td>Average cost per project</td>
<td>$30,184</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note:
- These projects vary in size and scope and are managed across 16 district offices. They are responsive to community need and, therefore, overall numbers are subject to significant fluctuation.
- There has been an increase in the number of projects compared to target for 2004-05, which was 170. This is due to increased community development activity at district offices.

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 37: Average cost per capacity development service

<table>
<thead>
<tr>
<th></th>
<th>2004-05</th>
<th>2003-04</th>
<th>2002-03</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total cost</td>
<td>$50,915,758</td>
<td>$56,012,386</td>
<td>$52,331,422</td>
</tr>
<tr>
<td>Number of services</td>
<td>355</td>
<td>330</td>
<td>312</td>
</tr>
<tr>
<td>Average cost per service</td>
<td>$143,425</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note:
- The decrease in total cost is largely due to revised allocation based on the annual labour time allocation survey. In 2004-05 more staff time was devoted to care and safety services.

1.3 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 38: Average cost per community development project for Aboriginal and Torres Strait Islander people

<table>
<thead>
<tr>
<th></th>
<th>2004-05</th>
<th>2003-04</th>
<th>2002-03</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total cost</td>
<td>$3,095,438</td>
<td>$2,668,639</td>
<td>$2,471,869</td>
</tr>
<tr>
<td>Number of projects</td>
<td>83</td>
<td>70</td>
<td>60</td>
</tr>
<tr>
<td>Average cost per project</td>
<td>$37,294</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note:
- The higher number of projects in 2004-05 has resulted from an increased focus on Aboriginal and Torres Strait Islander client groups, as evidenced by the latest labour time allocation survey.
- The number of projects in 2004-05 is greater than the target of 60 set at the time of the budget.
2.1 Average cost per community engagement initiative for children and young people

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

Table 39: Average cost per community engagement initiative for children and young people

<table>
<thead>
<tr>
<th></th>
<th>2004-05</th>
<th>2003-04</th>
<th>2002-03</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total cost</td>
<td>$3,337,469</td>
<td>$3,161,184</td>
<td>$3,586,337</td>
</tr>
<tr>
<td>Number of initiatives</td>
<td>8</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>Average cost per initiative</td>
<td>$417,184</td>
<td>$526,864</td>
<td>$512,334</td>
</tr>
</tbody>
</table>

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

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

Table 40: Average cost per policy advice project for children and young people

<table>
<thead>
<tr>
<th></th>
<th>2004-05</th>
<th>2003-04</th>
<th>2002-03</th>
<th>2001-02</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total cost</td>
<td>$890,735</td>
<td>$712,216</td>
<td>$344,717</td>
<td>$255,032</td>
</tr>
<tr>
<td>Number of projects</td>
<td>10</td>
<td>10</td>
<td>62</td>
<td>57</td>
</tr>
<tr>
<td>Average cost per project</td>
<td>$89,073</td>
<td>$71,222</td>
<td>$5,560</td>
<td>$4,474</td>
</tr>
</tbody>
</table>

Note: The decrease in projects from 2002-03 to 2003-04 was due to a change in counting rules to achieve comparability across policy offices.

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

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

Table 41: Average cost per community development project for children and young people

<table>
<thead>
<tr>
<th></th>
<th>2004-05</th>
<th>2003-04</th>
<th>2002-03</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total cost</td>
<td>$2,325,357</td>
<td>$2,667,717</td>
<td>$2,251,915</td>
</tr>
<tr>
<td>Number of projects</td>
<td>7</td>
<td>7</td>
<td>5</td>
</tr>
<tr>
<td>Average cost per projects</td>
<td>$332,194</td>
<td>$381,102</td>
<td>$450,383</td>
</tr>
</tbody>
</table>
Service 3: Positive ageing policy

3.1 Average cost per community engagement initiative which facilitates positive ageing

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

<p>| Table 42: Average cost per community engagement initiative which facilitates positive ageing |
|-----------------------------------------------------|-----------------|-----------------|-----------------|-----------------|</p>
<table>
<thead>
<tr>
<th>2004-05</th>
<th>2003-04</th>
<th>2002-03</th>
<th>2001-02</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total cost</strong></td>
<td>$342,285</td>
<td>$406,908</td>
<td>$445,607</td>
</tr>
<tr>
<td><strong>Number of initiatives</strong></td>
<td>12</td>
<td>12</td>
<td>15</td>
</tr>
<tr>
<td><strong>Average cost per initiative</strong></td>
<td>$28,524</td>
<td>$33,909</td>
<td>$29,707</td>
</tr>
</tbody>
</table>

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

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

<p>| Table 43: Average cost per policy advice and information project which facilitates positive ageing |
|-----------------------------------------------------|-----------------|-----------------|-----------------|-----------------|</p>
<table>
<thead>
<tr>
<th>2004-05</th>
<th>2003-04</th>
<th>2002-03</th>
<th>2001-02</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total cost</strong></td>
<td>$1,073,321</td>
<td>$1,066,353</td>
<td>$547,033</td>
</tr>
<tr>
<td><strong>Number of projects</strong></td>
<td>20</td>
<td>18</td>
<td>19</td>
</tr>
<tr>
<td><strong>Average cost per project</strong></td>
<td>$53,666</td>
<td>$59,242</td>
<td>$28,791</td>
</tr>
</tbody>
</table>

3.3 Average cost per community development project for seniors

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

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

<p>| Table 44: Average total cost per community development project for seniors |
|-----------------------------------------------------|-----------------|-----------------|-----------------|-----------------|</p>
<table>
<thead>
<tr>
<th>2004-05</th>
<th>2003-04</th>
<th>2002-03</th>
<th>2001-02</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total cost</strong></td>
<td>$2,120,087</td>
<td>$1,991,830</td>
<td>$1,529,904</td>
</tr>
<tr>
<td><strong>Number of projects</strong></td>
<td>19</td>
<td>19</td>
<td>22</td>
</tr>
<tr>
<td><strong>Average cost per project</strong></td>
<td>$111,584</td>
<td>$104,833</td>
<td>$69,541</td>
</tr>
</tbody>
</table>

3.4 Average cost of a Seniors Card

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

As at 30 June 2005 there were 224,584 Seniors Card holders throughout the state representing 71 percent of all Western Australians aged 60 years and older, and approximately 78 percent of eligible seniors.
Table 45: Number and average cost of Seniors Cards managed

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of new Seniors Cards issued</td>
<td>16,780</td>
<td>16,029</td>
<td>15,162</td>
<td>18,445</td>
<td>19,032</td>
</tr>
<tr>
<td>Number of renewals</td>
<td>31,002</td>
<td>14,206</td>
<td>17,280</td>
<td>40,722</td>
<td>36,161</td>
</tr>
<tr>
<td>Total number of Seniors Cards issued</td>
<td>47,782</td>
<td>30,235</td>
<td>32,442</td>
<td>59,167</td>
<td>55,193</td>
</tr>
<tr>
<td>Average number of Seniors Cards managed</td>
<td>223,510</td>
<td>217,536</td>
<td>218,724</td>
<td>214,220</td>
<td>197,409</td>
</tr>
<tr>
<td>Total cost of Seniors Cards managed</td>
<td>$419,980</td>
<td>$432,757</td>
<td>$425,211</td>
<td>$631,153</td>
<td>$584,153</td>
</tr>
<tr>
<td>Average cost per Seniors Card</td>
<td>$1.88</td>
<td>$1.99</td>
<td>$1.94</td>
<td>$2.95</td>
<td>$2.96</td>
</tr>
</tbody>
</table>

Service 4: Women’s policy and progress

4.1 Average cost per community engagement initiative for women

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

Table 46: Average cost per community engagement initiative for women

<table>
<thead>
<tr>
<th></th>
<th>2004-05</th>
<th>2003-04</th>
<th>2002-03</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total cost</td>
<td>$553,976</td>
<td>$864,030</td>
<td>$914,370</td>
</tr>
<tr>
<td>Number of initiatives</td>
<td>10</td>
<td>20</td>
<td>22</td>
</tr>
<tr>
<td>Average cost per initiative</td>
<td>$55,398</td>
<td>$43,201</td>
<td>$41,562</td>
</tr>
</tbody>
</table>

Note: Expenditure and number of initiatives has decreased in 2004-05 due to reallocation of resources to community development.

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 47: Average cost per policy advice and information project for women

<table>
<thead>
<tr>
<th></th>
<th>2004-05</th>
<th>2003-04</th>
<th>2002-03</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total cost</td>
<td>$1,096,712</td>
<td>$1,085,359</td>
<td>$825,820</td>
</tr>
<tr>
<td>Number of projects</td>
<td>16</td>
<td>12</td>
<td>536</td>
</tr>
<tr>
<td>Average cost per project</td>
<td>$68,545</td>
<td>$90,447</td>
<td>$1,541</td>
</tr>
</tbody>
</table>

Note: The decrease in projects from 2002-03 to 2003-04 was due to a change in counting rules to achieve comparability across policy offices.
4.3 Average cost per community development initiative for women

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

Table 48: Average cost per community development initiative for women

<table>
<thead>
<tr>
<th></th>
<th>2004-05</th>
<th>2003-04</th>
<th>2002-03</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total cost</td>
<td>$422,548</td>
<td>$88,581</td>
<td>$75,960</td>
</tr>
<tr>
<td>Number of initiatives</td>
<td>5</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Average cost per initiative</td>
<td>$84,510</td>
<td>$88,581</td>
<td>$75,960</td>
</tr>
</tbody>
</table>

Note:
- Increase in expenditure and number of projects in 2004-05 is due to reallocation of resources from community engagement.

Service 5: Volunteering policy and coordination

5.1 Average cost per policy project which facilitates volunteering

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

Table 49: Average cost per policy project which facilitates volunteering

<table>
<thead>
<tr>
<th></th>
<th>2004-05</th>
<th>2003-04</th>
<th>2002-03</th>
<th>2001-02</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total cost</td>
<td>$1,194,157</td>
<td>$1,075,072</td>
<td>$1,045,065</td>
<td>$458,910</td>
</tr>
<tr>
<td>Number of projects</td>
<td>13</td>
<td>16</td>
<td>11</td>
<td>8</td>
</tr>
<tr>
<td>Average cost per project</td>
<td>$91,858</td>
<td>$67,192</td>
<td>$95,006</td>
<td>$57,364</td>
</tr>
</tbody>
</table>

- Increase in expenditure is due to a carryover of funding from 2003-04.
- Decrease in projects is due mainly to several larger projects being conducted rather than multiple smaller projects.

Service 6: Aboriginal and Torres Strait Islander policy coordination

The Indigenous Policy Directorate provides policy advice, strategic analysis and information to the department on Indigenous issues and undertakes initiatives to improve attitudes towards Indigenous people and promote cultural awareness.

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

Table 50: Average cost per policy project for Aboriginal and Torres Strait Islander people

<table>
<thead>
<tr>
<th></th>
<th>2004-05</th>
<th>2003-04</th>
<th>2002-03</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total cost</td>
<td>$493,001</td>
<td>$546,015</td>
<td>$254,651</td>
</tr>
<tr>
<td>Number of projects</td>
<td>12</td>
<td>7</td>
<td>6</td>
</tr>
<tr>
<td>Average cost per project</td>
<td>$41,083</td>
<td>$78,002</td>
<td>$42,442</td>
</tr>
</tbody>
</table>

- Decrease in expenditure in 2004-05 due mainly to cessation of the Shaken Baby Syndrome project.
- Increase in the number of projects in 2004-05 is due to several starting earlier than anticipated. The number of projects is greater than the target set during the budget process, which was 7.
Service 7: Care and safety 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.

Table 51: Average cost per care and safety case equivalent

<table>
<thead>
<tr>
<th></th>
<th>2004-05</th>
<th>2003-04</th>
<th>2002-03</th>
<th>2001-02</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total cost</td>
<td>$156,037,794</td>
<td>$138,751,237</td>
<td>$122,236,996</td>
<td>$116,597,642</td>
</tr>
<tr>
<td>Number of case equivalents</td>
<td>44,545</td>
<td>42,283</td>
<td>41,476</td>
<td>39,099</td>
</tr>
<tr>
<td>Average cost per case equivalent</td>
<td>$3,503</td>
<td>$3,281</td>
<td>$2,947</td>
<td>$2,982</td>
</tr>
</tbody>
</table>

Note:
- Care and safety case equivalents encompass a broad range of services, weighted in accordance with benchmarks established in 2001-02.

Service 8: Family and domestic violence coordination

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

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

Table 52: Average cost per family and domestic violence coordination and community education project

<table>
<thead>
<tr>
<th></th>
<th>2004-05</th>
<th>2003-04</th>
<th>2002-03</th>
<th>2001-02</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total cost</td>
<td>$2,543,911</td>
<td>$2,358,033</td>
<td>$2,248,662</td>
<td>$1,804,517</td>
</tr>
<tr>
<td>Number of projects</td>
<td>9</td>
<td>9</td>
<td>9</td>
<td>11</td>
</tr>
<tr>
<td>Average cost per project</td>
<td>$282,657</td>
<td>$262,004</td>
<td>$249,851</td>
<td>$164,047</td>
</tr>
</tbody>
</table>
Financial statements for the year ended 30 June 2005

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 2005 and the financial position as at 30 June 2005.

At the date of signing we are not aware of any circumstances which would render the particulars included in the financial statements misleading or inaccurate.

Jane Brazier
Accountable Officer
15 August 2005

Mino Intini
Principal Accounting Officer
15 August 2005
INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

DEPARTMENT FOR COMMUNITY DEVELOPMENT
FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2005

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 30 June 2005 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.


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

30 September 2005
Department for Community Development  
Statement of Financial Performance for the year ended 30 June 2005

<table>
<thead>
<tr>
<th>Note</th>
<th>2004-05 ($’000)</th>
<th>2003-04 ($’000)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>COST OF SERVICES</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expenses from ordinary activities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee expenses</td>
<td>4</td>
<td>87,716</td>
</tr>
<tr>
<td>Contracts and services</td>
<td>5</td>
<td>17,519</td>
</tr>
<tr>
<td>Depreciation and amortisation</td>
<td>6</td>
<td>3,416</td>
</tr>
<tr>
<td>Operating expenses</td>
<td>7</td>
<td>12,015</td>
</tr>
<tr>
<td>Accommodation expenses</td>
<td>8</td>
<td>9,887</td>
</tr>
<tr>
<td>Grants and subsidies</td>
<td></td>
<td>30,758</td>
</tr>
<tr>
<td>Funding for services</td>
<td></td>
<td>66,463</td>
</tr>
<tr>
<td>Capital user charge</td>
<td>9</td>
<td>4,860</td>
</tr>
<tr>
<td>Other expenses</td>
<td>10</td>
<td>569</td>
</tr>
<tr>
<td>Total cost of services</td>
<td></td>
<td>233,203</td>
</tr>
<tr>
<td>Revenues from ordinary activities</td>
<td></td>
<td>22,248</td>
</tr>
<tr>
<td>Revenue from operating activities</td>
<td></td>
<td>22,248</td>
</tr>
<tr>
<td>User charges and fees</td>
<td>11</td>
<td>157</td>
</tr>
<tr>
<td>Commonwealth grants and contributions</td>
<td>12, 20(m)</td>
<td>17,615</td>
</tr>
<tr>
<td>Revenue from non-operating activities</td>
<td></td>
<td>322</td>
</tr>
<tr>
<td>Proceeds from disposal of non-current assets</td>
<td>13</td>
<td>322</td>
</tr>
<tr>
<td>Other revenues from ordinary activities</td>
<td>14</td>
<td>4,154</td>
</tr>
<tr>
<td>Total revenues from ordinary activities</td>
<td></td>
<td>22,248</td>
</tr>
<tr>
<td>NET COST OF SERVICES</td>
<td>210,955</td>
<td>197,739</td>
</tr>
<tr>
<td>REVENUES FROM STATE GOVERNMENT</td>
<td></td>
<td>200,922</td>
</tr>
<tr>
<td>Service appropriation</td>
<td>15</td>
<td>199,853</td>
</tr>
<tr>
<td>Liabilities assumed by the Treasurer</td>
<td>16</td>
<td>694</td>
</tr>
<tr>
<td>Resources received free of charge</td>
<td>17</td>
<td>375</td>
</tr>
<tr>
<td>Total revenues from State Government</td>
<td></td>
<td>200,922</td>
</tr>
<tr>
<td>CHANGE IN NET ASSETS</td>
<td>(10,033)</td>
<td>(7,584)</td>
</tr>
<tr>
<td>Net increase/(decrease) in asset revaluation reserve</td>
<td>32</td>
<td>9,099</td>
</tr>
<tr>
<td>TOTAL CHANGES IN EQUITY OTHER THAN THOSE RESULTING FROM TRANSACTIONS WITH WA STATE GOVERNMENT AS OWNERS</td>
<td>(934)</td>
<td>(7,853)</td>
</tr>
</tbody>
</table>

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 2005

<table>
<thead>
<tr>
<th></th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CURRENT ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash assets</td>
<td>14,154</td>
<td>16,066</td>
</tr>
<tr>
<td>Restricted cash assets</td>
<td>2,160</td>
<td>5,986</td>
</tr>
<tr>
<td>Receivables</td>
<td>1,462</td>
<td>1,926</td>
</tr>
<tr>
<td>Amount receivable for services</td>
<td>2,973</td>
<td>3,155</td>
</tr>
<tr>
<td>Prepaid expenses</td>
<td>5,913</td>
<td>5,933</td>
</tr>
<tr>
<td><strong>Total current assets</strong></td>
<td>26,662</td>
<td>33,066</td>
</tr>
</tbody>
</table>

| **NON-CURRENT ASSETS**         |                 |                 |
| Restricted cash assets         | 0               | 0               |
| Amount receivable for services | 4,099           | 3,402           |
| Property, office machines, furniture and equipment | 32,019 | 30,679 |
| Leasehold improvements         | 5,324           | 5,154           |
| Restricted assets              | 24,900          | 19,377          |
| Work in progress               | 1,077           | 11              |
| **Total non-current assets**   | 67,419          | 58,623          |

| **Total assets**               | 94,081          | 91,689          |

| **CURRENT LIABILITIES**        |                 |                 |
| Payables                       | 2,439           | 2,351           |
| Accrued salaries               | 0               | 3,219           |
| Provisions                     | 15,795          | 14,452          |
| Lease incentive liability      | 99              | 99              |
| **Total current liabilities**  | 18,333          | 20,121          |

| **NON-CURRENT LIABILITIES**    |                 |                 |
| Provisions                     | 4,015           | 3,933           |
| Lease incentive liability      | 58              | 157             |
| **Total non-current liabilities** | 4,073         | 4,090          |

| **Total liabilities**          | 22,406          | 24,211          |

| **EQUITY**                     |                 |                 |
| Contributed equity             | 14,298          | 9,167           |
| Accumulated surplus            | 10,476          | 20,509          |
| Asset revaluation reserve      | 46,901          | 37,802          |
| **Total equity**               | 71,675          | 67,478          |

| **Total liabilities and equity** | 94,081 | 91,689 |

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 2005

<table>
<thead>
<tr>
<th>Note</th>
<th>2004-05 ($'000) Inflows (Outflows)</th>
<th>2003-04 ($'000 Inflows (Outflows)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2004-05 ($'000) Inflows (Outflows)</td>
<td>2003-04 ($'000 Inflows (Outflows)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### CASH FLOWS FROM STATE GOVERNMENT

- Service appropriation: 15 196,183 185,925
- Capital contributions: 32 4,984 3,841
- Holding account draw downs: 3,155 2,885
- **Net cash provided by State Government:** 204,322 192,651

Utilised as follows:

### CASH FLOWS FROM OPERATING ACTIVITIES

#### Payments
- Employee expenses: (88,768) (75,002)
- Contracts and services: (17,545) (16,324)
- Operating expenses: (11,814) (11,115)
- Accommodation expenses: (9,859) (9,615)
- Grants and subsidies: (30,631) (26,736)
- Funding for services: (66,291) (63,110)
- Capital user charge: (4,860) (5,731)
- GST payments on purchases: (11,513) (10,890)

#### Receipts
- User charges and fees: 156 164
- Revenues from Commonwealth Government: 17,615 17,269
- Other revenues: 4,253 2,826
- GST receipt on sales: 244 170
- GST received from taxation authority: 11,364 10,631

**Net cash provided by/(used in) operating activities** 33(b) (207,649) (187,463)

### CASH FLOWS FROM INVESTING ACTIVITIES

- Purchase of non-current physical assets: (2,411) (2,107)
- Proceeds from sale of non-current physical assets: 0 0
- **Net cash provided by/(used in) investing activities:** (2,411) (2,107)

**Net increase/ (decrease) in cash held** (5,738) 3,081

### Cash assets at the beginning of the reporting period
- Cash assets at the beginning of the reporting period: 22,052 18,971

### Cash at the end of the reporting period
- Cash at the end of the reporting period: 33(a) 16,314 22,052

The Statement of Cash Flows should be read in conjunction with accompanying notes.
# Department for Community Development

## Schedule of Expenses and Revenues by Service for the year ended 30 June 2005

<table>
<thead>
<tr>
<th>COST OF SERVICES</th>
<th>Community Development</th>
<th>Children’s and young persons’ policy</th>
<th>Positive ageing policy</th>
<th>Women’s policy and progress</th>
<th>Volunteering policy and coordination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expenses from ordinary activities</td>
<td>2004-05 ($’000)</td>
<td>2003-04 ($’000)</td>
<td>2004-05 ($’000)</td>
<td>2003-04 ($’000)</td>
<td>2004-05 ($’000)</td>
</tr>
<tr>
<td>Employee expenses</td>
<td>23,004</td>
<td>25,544</td>
<td>1,589</td>
<td>1,507</td>
<td>1,657</td>
</tr>
<tr>
<td>Contracts and services</td>
<td>6,341</td>
<td>6,342</td>
<td>546</td>
<td>458</td>
<td>484</td>
</tr>
<tr>
<td>Depreciation and amortisation</td>
<td>924</td>
<td>1,066</td>
<td>5</td>
<td>10</td>
<td>7</td>
</tr>
<tr>
<td>Operating expenses</td>
<td>3,607</td>
<td>3,948</td>
<td>398</td>
<td>389</td>
<td>427</td>
</tr>
<tr>
<td>Accommodation expenses</td>
<td>3,540</td>
<td>3,941</td>
<td>163</td>
<td>161</td>
<td>264</td>
</tr>
<tr>
<td>Grants and subsidies</td>
<td>1,222</td>
<td>1,160</td>
<td>3,832</td>
<td>3,993</td>
<td>353</td>
</tr>
<tr>
<td>Funding for services</td>
<td>18,580</td>
<td>17,372</td>
<td>1</td>
<td>-</td>
<td>749</td>
</tr>
<tr>
<td>Capital user charge</td>
<td>2,473</td>
<td>3,058</td>
<td>18</td>
<td>21</td>
<td>14</td>
</tr>
<tr>
<td>Other expenses</td>
<td>236</td>
<td>367</td>
<td>2</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Total cost of services</td>
<td>59,927</td>
<td>62,798</td>
<td>6,554</td>
<td>6,541</td>
<td>3,956</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Revenues from ordinary activities</th>
<th>2004-05 ($’000)</th>
<th>2003-04 ($’000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>User charges and fees</td>
<td>27</td>
<td>30</td>
</tr>
<tr>
<td>Commonwealth grants and contributions</td>
<td>573</td>
<td>535</td>
</tr>
<tr>
<td>Proceeds from disposal of non-current assets</td>
<td>129</td>
<td>3</td>
</tr>
<tr>
<td>Other revenues from ordinary activities</td>
<td>2,243</td>
<td>1,920</td>
</tr>
<tr>
<td>Total revenues from ordinary activities</td>
<td>2,972</td>
<td>2,488</td>
</tr>
</tbody>
</table>

## NET COST OF SERVICES

<table>
<thead>
<tr>
<th>2004-05 ($’000)</th>
<th>2003-04 ($’000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>56,955</td>
<td>60,310</td>
</tr>
<tr>
<td>6,513</td>
<td>6,310</td>
</tr>
<tr>
<td>3,858</td>
<td>3,875</td>
</tr>
<tr>
<td>2,073</td>
<td>2,038</td>
</tr>
<tr>
<td>1,194</td>
<td>1,075</td>
</tr>
</tbody>
</table>

## REVENUES FROM STATE GOVERNMENT

<table>
<thead>
<tr>
<th>Service appropriation</th>
<th>2004-05 ($’000)</th>
<th>2003-04 ($’000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Liabilities assumed by the Treasurer</td>
<td>357</td>
<td>241</td>
</tr>
<tr>
<td>Resources received free of charge</td>
<td>166</td>
<td>89</td>
</tr>
<tr>
<td>Total revenues from State Government</td>
<td>53,997</td>
<td>57,846</td>
</tr>
</tbody>
</table>

## CHANGE IN NET ASSETS

| -2,958 | -2,464 |

The Schedule of Expenses and Revenues by Service should be read in conjunction with the accompanying notes.
### Department for Community Development

**Schedule of Expenses and Revenues by Service for the year ended 30 June 2005**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Aboriginal and Torres Strait Islander Policy</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>and Coordination</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Care and safety services</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Family and domestic violence coordination</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Working with children criminal record checking</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### COST OF SERVICES

Expenses from ordinary activities

- **Employee expenses**
  - 406
  - 411
  - 58,261
  - 49,043
  - 906
  - 830
  - 230
  - 87,716
  - 80,336

- **Contracts and services**
  - 19
  - 37
  - 9,313
  - 7,846
  - 250
  - 235
  - 122
  - 17,519
  - 15,897

- **Depreciation and amortisation**
  - 2
  - 2
  - 2,471
  - 2,254
  - 1
  - 1
  - 1
  - 3,416
  - 3,348

- **Operating expenses**
  - 66
  - 97
  - 6,932
  - 5,839
  - 335
  - 332
  - 24
  - 12,015
  - 11,560

- **Accommodation expenses**
  - -
  - -
  - 5,660
  - 4,980
  - 79
  - 93
  - 48
  - 87,716
  - 80,336

- **Grants and subsidies**
  - -
  - -
  - 24,295
  - 20,973
  - 273
  - 95
  - -
  - 30,758
  - 27,055

**Total cost of services**

- 493
- 546
- 156,038
- 138,752
- 2,544
- 2,358
- 424
- 233,203
- 218,006

#### Revenues from ordinary activities

- **User charges and fees**
  - -
  - -
  - 128
  - 122
  - -
  - -
  - -
  - 157
  - 164

- **Commonwealth grants and contributions**
  - -
  - -
  - 17,042
  - 16,711
  - -
  - -
  - -
  - 17,615
  - 17,269

- **Proceeds from disposal of non-current assets**
  - -
  - -
  - 193
  - 4
  - -
  - -
  - -
  - 322
  - 7

- **Other revenues from ordinary activities**
  - -
  - -
  - 1,764
  - 681
  - 10
  - 7
  - -
  - 4,154
  - 2,827

**Total revenues from ordinary activities**

- 19,127
- 17,518
- 10
- 7
- -
- 22,248
- 20,267

#### NET COST OF SERVICES

- 493
- 546
- 136,911
- 121,234
- 2,534
- 2,351
- 424
- 210,955
- 197,739

#### REVENUES FROM STATE GOVERNMENT

- **Service appropriation**
  - 493
  - 546
  - 128,546
  - 116,619
  - 2,534
  - 2,351
  - 1,168
  - 199,853
  - 189,330

- **Liabilities assumed by the Treasurer**
  - -
  - -
  - 337
  - 362
  - -
  - -
  - -
  - 694
  - 603

- **Resources received free of charge**
  - -
  - -
  - 209
  - 133
  - -
  - -
  - -
  - 375
  - 222

**Total revenues from State Government**

- 493
- 546
- 129,092
- 116,114
- 2,534
- 2,351
- 1,168
- 200,922
- 190,155

#### CHANGE IN NET ASSETS

- (7,819)
- (5,120)
- -
- -
- 744
- -
- (10,033)
- (7,584)

The Schedule of Expenses and Revenues by Service should be read in conjunction with the accompanying notes.
## Department for Community Development

### Summary of Consolidated Fund Appropriations and Revenue Estimates for the year ended 30 June 2005

<table>
<thead>
<tr>
<th></th>
<th>2004-05 Estimate $'000</th>
<th>2004-05 Actual $'000</th>
<th>Variance $'000</th>
<th>2004-05 Actual $'000</th>
<th>2003-04 Actual $'000</th>
<th>Variance $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DELIVERY OF SERVICES</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Item 90 net amount appropriated to deliver services</td>
<td>196,767</td>
<td>199,104</td>
<td>(2,337)</td>
<td>199,104</td>
<td>188,581</td>
<td>10,523</td>
</tr>
<tr>
<td>Item 91 contribution to Western Australian Family Foundation Trust Account</td>
<td>560</td>
<td>560</td>
<td>-</td>
<td>560</td>
<td>560</td>
<td>-</td>
</tr>
<tr>
<td>Amount authorised by other statutes - Salaries and Allowances Act 1975</td>
<td>189</td>
<td>189</td>
<td>-</td>
<td>189</td>
<td>189</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total appropriations provided to deliver services</strong></td>
<td>197,516</td>
<td>199,853</td>
<td>(2,337)</td>
<td>199,853</td>
<td>189,330</td>
<td>10,523</td>
</tr>
<tr>
<td><strong>CAPITAL</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Item 152 capital contribution</td>
<td>4,984</td>
<td>4,984</td>
<td>-</td>
<td>4,984</td>
<td>3,841</td>
<td>1,143</td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td>202,500</td>
<td>204,837</td>
<td>(2,337)</td>
<td>204,837</td>
<td>193,171</td>
<td>11,666</td>
</tr>
</tbody>
</table>

**Details of Expenses by Service**

<table>
<thead>
<tr>
<th>Service</th>
<th>2004-05 Estimate $'000</th>
<th>2004-05 Actual $'000</th>
<th>Variance $'000</th>
<th>2004-05 Actual $'000</th>
<th>2003-04 Actual $'000</th>
<th>Variance $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community development</td>
<td>59,607</td>
<td>59,927</td>
<td>(320)</td>
<td>59,927</td>
<td>62,798</td>
<td>(2,871)</td>
</tr>
<tr>
<td>Children’s and young persons’ policy</td>
<td>6,897</td>
<td>6,554</td>
<td>343</td>
<td>6,554</td>
<td>6,541</td>
<td>13</td>
</tr>
<tr>
<td>Positive ageing policy</td>
<td>4,359</td>
<td>3,956</td>
<td>403</td>
<td>3,956</td>
<td>3,898</td>
<td>58</td>
</tr>
<tr>
<td>Women’s policy and progress</td>
<td>2,339</td>
<td>2,073</td>
<td>266</td>
<td>2,073</td>
<td>2,038</td>
<td>35</td>
</tr>
<tr>
<td>Volunteering policy and coordination</td>
<td>1,066</td>
<td>1,194</td>
<td>(128)</td>
<td>1,194</td>
<td>1,075</td>
<td>119</td>
</tr>
<tr>
<td>Aboriginal and Torres Strait Islander policy and coordination</td>
<td>557</td>
<td>493</td>
<td>64</td>
<td>493</td>
<td>546</td>
<td>(53)</td>
</tr>
<tr>
<td>Care and safety services</td>
<td>141,648</td>
<td>156,038</td>
<td>(14,390)</td>
<td>156,038</td>
<td>138,752</td>
<td>17,286</td>
</tr>
<tr>
<td>Family and domestic violence coordination</td>
<td>2,408</td>
<td>2,544</td>
<td>(136)</td>
<td>2,544</td>
<td>2,358</td>
<td>186</td>
</tr>
<tr>
<td>Working with children criminal record checking</td>
<td>-</td>
<td>424</td>
<td>(424)</td>
<td>424</td>
<td>-</td>
<td>424</td>
</tr>
<tr>
<td><strong>Total cost of services</strong></td>
<td>218,881</td>
<td>233,203</td>
<td>(14,322)</td>
<td>233,203</td>
<td>218,006</td>
<td>15,197</td>
</tr>
<tr>
<td>Less total revenues from ordinary activities</td>
<td>18,174</td>
<td>22,248</td>
<td>(4,074)</td>
<td>22,248</td>
<td>20,267</td>
<td>1,981</td>
</tr>
<tr>
<td><strong>Net cost of services</strong></td>
<td>200,707</td>
<td>210,955</td>
<td>(10,242)</td>
<td>210,955</td>
<td>197,739</td>
<td>13,216</td>
</tr>
<tr>
<td>Adjustments(i)</td>
<td>(3,191)</td>
<td>(11,102)</td>
<td>7,911</td>
<td>(11,102)</td>
<td>(8,409)</td>
<td>(2,693)</td>
</tr>
<tr>
<td><strong>Total appropriation provided to deliver services</strong></td>
<td>197,516</td>
<td>199,853</td>
<td>(2,337)</td>
<td>199,853</td>
<td>189,330</td>
<td>10,523</td>
</tr>
</tbody>
</table>

**Capital expenditure**

<table>
<thead>
<tr>
<th>Item</th>
<th>2004-05 Estimate $'000</th>
<th>2004-05 Actual $'000</th>
<th>Variance $'000</th>
<th>2004-05 Actual $'000</th>
<th>2003-04 Actual $'000</th>
<th>Variance $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase of non-current physical assets</td>
<td>5,971</td>
<td>2,411</td>
<td>3,560</td>
<td>2,411</td>
<td>2,117</td>
<td>294</td>
</tr>
<tr>
<td>Adjustment for other funding sources</td>
<td>(987)</td>
<td>2,573</td>
<td>(3,560)</td>
<td>2,573</td>
<td>1,724</td>
<td>849</td>
</tr>
<tr>
<td><strong>Capital Contribution (Appropriation)</strong></td>
<td>4,984</td>
<td>4,984</td>
<td>0</td>
<td>4,984</td>
<td>3,841</td>
<td>1,143</td>
</tr>
</tbody>
</table>

(i) Adjustments are related to movements in cash balances and other accrual items such as receivables, payables, and superannuation.

The Summary of Consolidated Fund Appropriations, Variance to Budget and Actual should be read in conjunction with the accompanying notes.

This summary provides the basis for the explanatory statement information requirements of Treasurer’s Instruction 945, set out in note 37.

The 2003-04 actual figures have been re-stated due to the realignment of service measures to accommodate reporting to multiple ministers.
Notes to the Financial Statements for the year ended 30 June 2005

1 Department’s objectives and funding

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

- strengthen communities so that individuals and families are able to meet their needs;
- promote a just and equitable community enriched by diversity and increased social participation; and
- support families and communities to provide for the care and safety of their members.

The Department for Community Development is predominantly funded by Parliament appropriations, while also having a net appropriation arrangement. A determination by the Treasurer, pursuant to Section 23A of the Financial Administration and Audit Act 1985, 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 Accounting 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 1985 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 fulfill 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 ‘Financial Reporting by Government Departments’.

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.

c Service appropriations

Service 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 1985, 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.

In accordance with the determination, the Department retained $22,248 million in 2005 ($20,267 million in 2004). Retained revenues may only be applied to the services specified in the 2004-05 Budget Statements.

f Operating accounts

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

The Department has a policy of valuing land, buildings and leasehold improvements at either cost or fair value. The revaluation of the Department's land, restricted land, buildings, restricted buildings, leasehold improvements and restricted leasehold improvements undertaken by the Department of Land Information (Valuation Services) are recognised in the financial statements. This process was completed in June 2005.

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:

- Furniture
  - fabric 5 years
  - wood 10 years
  - metal 15 years
- Buildings 25 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 benefits

Annual leave

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

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

Superannuation

Staff may contribute to the Pension Scheme, a defined benefits scheme now closed to new members, or to the Gold State Superannuation Scheme, a defined benefit lump sum scheme now also closed to new members. All staff who do not contribute to either of these schemes become non-contributory members of the West State Superannuation Scheme. The Department contributes to this accumulation fund in compliance with the Australian 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 are recouped by the Treasurer.

The Department is funded for employer contributions in respect of the Gold State Superannuation Scheme and the West State Superannuation Scheme. These contributions were paid to the GESB during the year. The GESB subsequently paid the employer contributions in respect of the Gold State Superannuation Scheme to the Consolidated Fund.
Notes to the Financial Statements for the year ended 30 June 2005

j Employee benefit on-costs
Employee benefit on-costs, including payroll tax, are recognised and included in employee benefit liabilities and costs when the employee benefits to which they relate are recognised as liabilities and expenses (see notes 4 and 30).

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

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

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

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

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

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

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

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

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

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

o Resources received free of charge or for nominal value
Resources received free of charge or for nominal value which can be reliably measured are recognised as revenues and as assets or expenses as appropriate at fair value.

p Rounding of amounts
Amounts in the financial statements have been rounded to the nearest thousand dollars, or in certain cases, to the nearest dollar.
Notes to the Financial Statements for the year ended 30 June 2005

3 Services of the Department for Community Development

The budget for 2004-05 was framed in terms of activities/services, consequently financial reporting for the year is also analyzed in terms of activities/services.

Information about the Department’s services, and the expenses and revenues which are reliably attributable to those services is set out in the Service Schedule.

The key services of the Department and its objectives are:

Service 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.

Service 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.

Service 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.

Service 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.

Service 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.

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

Service 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.

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

Service 9: Working with children criminal record checking
Services to provide for the compulsory and high standard of criminal record checking of those people who carry out or propose to carry out child related work.
### 4 Employee expenses

<table>
<thead>
<tr>
<th>Description</th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wages and salaries</td>
<td>65,325</td>
<td>58,046</td>
</tr>
<tr>
<td>Superannuation</td>
<td>8,006</td>
<td>7,269</td>
</tr>
<tr>
<td>Leave accruals and other salary costs&lt;sup&gt;(i)&lt;/sup&gt;</td>
<td>12,359</td>
<td>11,921</td>
</tr>
<tr>
<td>Workers compensation premiums</td>
<td>1,033</td>
<td>2,133</td>
</tr>
<tr>
<td>Fringe benefits tax</td>
<td>993</td>
<td>967</td>
</tr>
<tr>
<td><strong>Total Employee expenses</strong></td>
<td><strong>87,716</strong></td>
<td><strong>80,336</strong></td>
</tr>
</tbody>
</table>

<sup>(i)</sup> These employee expenses include superannuation, workers compensation premiums and other employment on-costs associated with the recognition of annual and long service leave liability. The related on-costs liability is included in employee benefit liabilities at Note 30.

### 5 Contracts and services

<table>
<thead>
<tr>
<th>Description</th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contractors and consultants</td>
<td>12,476</td>
<td>11,074</td>
</tr>
<tr>
<td>Leased equipment</td>
<td>413</td>
<td>401</td>
</tr>
<tr>
<td>Repairs and maintenance – equipment</td>
<td>205</td>
<td>185</td>
</tr>
<tr>
<td>Motor vehicle costs</td>
<td>4,271</td>
<td>4,042</td>
</tr>
<tr>
<td>Facilities</td>
<td>154</td>
<td>195</td>
</tr>
<tr>
<td><strong>Total Contracts and services</strong></td>
<td><strong>17,519</strong></td>
<td><strong>15,897</strong></td>
</tr>
</tbody>
</table>

### 6 Depreciation and amortisation expense

#### Depreciation

<table>
<thead>
<tr>
<th>Description</th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buildings</td>
<td>670</td>
<td>668</td>
</tr>
<tr>
<td>Furniture and equipment</td>
<td>302</td>
<td>319</td>
</tr>
<tr>
<td>Computer equipment</td>
<td>417</td>
<td>232</td>
</tr>
<tr>
<td>Restricted assets – buildings</td>
<td>234</td>
<td>234</td>
</tr>
<tr>
<td><strong>Total Depreciation</strong></td>
<td><strong>1,623</strong></td>
<td><strong>1,453</strong></td>
</tr>
</tbody>
</table>

#### Amortisation

<table>
<thead>
<tr>
<th>Description</th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leasehold improvements</td>
<td>1,302</td>
<td>1,413</td>
</tr>
<tr>
<td>Controlled assets</td>
<td>491</td>
<td>482</td>
</tr>
<tr>
<td><strong>Total Amortisation</strong></td>
<td><strong>1,793</strong></td>
<td><strong>1,895</strong></td>
</tr>
<tr>
<td>Restricted assets</td>
<td>3,416</td>
<td>3,348</td>
</tr>
</tbody>
</table>

### 7 Operating expenses

<table>
<thead>
<tr>
<th>Description</th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communications</td>
<td>3,063</td>
<td>3,135</td>
</tr>
<tr>
<td>Staffing costs</td>
<td>3,199</td>
<td>3,537</td>
</tr>
<tr>
<td>Training</td>
<td>2,289</td>
<td>2,140</td>
</tr>
<tr>
<td>Travel</td>
<td>1,376</td>
<td>1,140</td>
</tr>
<tr>
<td>Other</td>
<td>1,677</td>
<td>1,352</td>
</tr>
<tr>
<td><strong>Total Operating expenses</strong></td>
<td><strong>12,015</strong></td>
<td><strong>11,560</strong></td>
</tr>
</tbody>
</table>

### 8 Accommodation expenses

<table>
<thead>
<tr>
<th>Description</th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lease rentals</td>
<td>5,394</td>
<td>5,424</td>
</tr>
<tr>
<td>Repairs and maintenance – buildings</td>
<td>946</td>
<td>833</td>
</tr>
<tr>
<td>Insurance – general</td>
<td>554</td>
<td>509</td>
</tr>
<tr>
<td>Minor works</td>
<td>1,369</td>
<td>1,327</td>
</tr>
<tr>
<td>Cleaning, gardening, security, rates and taxes</td>
<td>827</td>
<td>741</td>
</tr>
<tr>
<td>Power, water and gas</td>
<td>797</td>
<td>799</td>
</tr>
<tr>
<td><strong>Total Accommodation expenses</strong></td>
<td><strong>9,887</strong></td>
<td><strong>9,633</strong></td>
</tr>
</tbody>
</table>
Notes to the Financial Statements for the year ended 30 June 2005

9 Capital user charge

<table>
<thead>
<tr>
<th></th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capital user charge</td>
<td>4,860</td>
<td>5,730</td>
</tr>
</tbody>
</table>

A capital user charge rate of 8% 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 services. 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

<table>
<thead>
<tr>
<th>Description</th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property vested in private organisation</td>
<td>0</td>
<td>300</td>
</tr>
<tr>
<td>Doubtful debts expense</td>
<td>106</td>
<td>495</td>
</tr>
<tr>
<td>Carrying amount of non-current assets disposed of</td>
<td>463</td>
<td>328</td>
</tr>
<tr>
<td>(refer to note 13)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prior period adjustment</td>
<td>0</td>
<td>77</td>
</tr>
<tr>
<td></td>
<td>569</td>
<td>1,200</td>
</tr>
</tbody>
</table>

11 User charges and fees

<table>
<thead>
<tr>
<th>Description</th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Board and allowances – hostels</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Adoption fees</td>
<td>115</td>
<td>111</td>
</tr>
<tr>
<td>Family centre revenue</td>
<td>15</td>
<td>17</td>
</tr>
<tr>
<td>Criminal records screening</td>
<td>19</td>
<td>15</td>
</tr>
<tr>
<td>Sale of products</td>
<td>2</td>
<td>12</td>
</tr>
<tr>
<td>Port Kennedy Beach Camp fees</td>
<td>5</td>
<td>7</td>
</tr>
<tr>
<td>Freedom of information</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>157</td>
<td>164</td>
</tr>
</tbody>
</table>

12 Revenues from Commonwealth Government

<table>
<thead>
<tr>
<th>Description</th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recurrent</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Children’s Services Program</td>
<td>396</td>
<td>398</td>
</tr>
<tr>
<td>Supported Accommodation Assistance Program</td>
<td>17,036</td>
<td>16,697</td>
</tr>
<tr>
<td>Unattached Refugee Children</td>
<td>6</td>
<td>14</td>
</tr>
<tr>
<td>Christmas/Cocos Island Service Delivery Programs(*)</td>
<td>177</td>
<td>138</td>
</tr>
<tr>
<td>National Youth Week</td>
<td>0</td>
<td>22</td>
</tr>
<tr>
<td></td>
<td>17,615</td>
<td>17,269</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Description</th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opening balance</td>
<td>101</td>
<td>29</td>
</tr>
<tr>
<td>Funding from the Commonwealth</td>
<td>177</td>
<td>138</td>
</tr>
<tr>
<td></td>
<td>278</td>
<td>167</td>
</tr>
</tbody>
</table>

Payment by program

<table>
<thead>
<tr>
<th>Description</th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration costs</td>
<td>261</td>
<td>66</td>
</tr>
<tr>
<td>Balance carried forward</td>
<td>17</td>
<td>101</td>
</tr>
</tbody>
</table>
Notes to the Financial Statements for the year ended 30 June 2005

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

<table>
<thead>
<tr>
<th></th>
<th>Proceeds from disposal</th>
<th>Carrying cost of assets</th>
<th>Net gain/(loss) on disposal</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2004-05 ($’000)</td>
<td>2003-04 ($’000)</td>
<td>2004-05 ($’000)</td>
</tr>
<tr>
<td>Land and buildings</td>
<td>0</td>
<td>0</td>
<td>320</td>
</tr>
<tr>
<td>Office machines, furniture and equipment</td>
<td>5</td>
<td>7</td>
<td>9</td>
</tr>
<tr>
<td>Computer equipment and software</td>
<td>317</td>
<td>0</td>
<td>313</td>
</tr>
<tr>
<td>Leasehold improvements</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Restricted assets – land</td>
<td>0</td>
<td>0</td>
<td>98</td>
</tr>
<tr>
<td>Restricted assets – buildings</td>
<td>0</td>
<td>0</td>
<td>43</td>
</tr>
<tr>
<td>Restricted assets – leasehold improvements</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>322</td>
<td>7</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2004-05 ($’000)</th>
<th>2003-04 ($’000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>14 Other revenues</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contributions by officers to the Executive Motor Vehicle Scheme</td>
<td>78</td>
<td>72</td>
</tr>
<tr>
<td>Rebates and reimbursements</td>
<td>439</td>
<td>218</td>
</tr>
<tr>
<td>Bad debt recovery</td>
<td>11</td>
<td>15</td>
</tr>
<tr>
<td>Prior period adjustment</td>
<td>57</td>
<td>0</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>3,569</td>
<td>2,522</td>
</tr>
<tr>
<td></td>
<td>4,154</td>
<td>2,827</td>
</tr>
</tbody>
</table>

Miscellaneous revenue ($3.569 million) includes funds for Family Counselling, Goodacre Aboriginal Collection and Sustainable Energy Development.

15 Service appropriations

Service appropriations are accrual amounts reflecting the full cost of services delivered. The appropriation revenue comprises a cash component and a receivable (asset). The receivable (holding account) comprises the depreciation expense for the year and any agreed increase in leave liability during the year.

<table>
<thead>
<tr>
<th></th>
<th>2004-05 ($’000)</th>
<th>2003-04 ($’000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash received from Government</td>
<td>196,183</td>
<td>185,925</td>
</tr>
<tr>
<td>Amount receivable for services</td>
<td>3,670</td>
<td>3,405</td>
</tr>
<tr>
<td></td>
<td>199,853</td>
<td>189,330</td>
</tr>
</tbody>
</table>

16 Liabilities assumed by the Treasurer

Superannuation

<table>
<thead>
<tr>
<th></th>
<th>2004-05 ($’000)</th>
<th>2003-04 ($’000)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>694</td>
<td>603</td>
</tr>
</tbody>
</table>

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 Superannuation Scheme.
Notes to the Financial Statements for the year ended 30 June 2005

17 Resources received free of charge

Operating expenses 375  222

Resources received free of charge has been determined on the basis of the following estimates provided by agencies:

State Solicitor’s Office
Legal services 89  168
Department of Land Information
Land information and valuation services 1  3
Department of Housing and Works
Leasing services 56  51
Department of Treasury and Finance
Integrated procurement services 229  0

18 Cash assets

Operating bank account at Commonwealth Bank 14,121  16,035
Cash advances 33  31

14,154  16,066

19 Restricted cash assets

Current(i)

Community Services Trust Account 93  72
Income Tax Deductions 851  719
WA Family Foundation 323  622
Bill Paying Service 1  2
Supported Accommodation Assistance Program 892  1,534
Children’s Services Program 0  27
Unattached Refugee Minor Program 0  2
Accrued salaries suspense account(ii) 0  3,008

2,160  5,986

Non-Current

Accrued salaries suspense account(ii) 0  0

(i) Cash held in the controlled trust accounts can only be used for specific designated purposes.
(ii) Amount held in suspense account is only used for the purpose of meeting the 27th pay in a financial year that occurs every 11 years. This became due in the 2004-05 financial year.

20 Receivables

<table>
<thead>
<tr>
<th></th>
<th>Gross 2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
<th>Provision for doubtful debts</th>
<th>Net 2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foster subsidy</td>
<td>61</td>
<td>65</td>
<td>25</td>
<td>31</td>
<td>36</td>
</tr>
<tr>
<td>Salary overpayments</td>
<td>19</td>
<td>25</td>
<td>12</td>
<td>374</td>
<td>4</td>
</tr>
<tr>
<td>Burials</td>
<td>16</td>
<td>533</td>
<td>2</td>
<td>4</td>
<td>17</td>
</tr>
<tr>
<td>Workers compensation</td>
<td>32</td>
<td>24</td>
<td>0</td>
<td>0</td>
<td>32</td>
</tr>
<tr>
<td>Other</td>
<td>354</td>
<td>573</td>
<td>0</td>
<td>0</td>
<td>354</td>
</tr>
<tr>
<td>GST recoverable</td>
<td>1,019</td>
<td>1,115</td>
<td>0</td>
<td>0</td>
<td>1,019</td>
</tr>
<tr>
<td></td>
<td>1,501</td>
<td>2,335</td>
<td>39</td>
<td>409</td>
<td>1,462</td>
</tr>
</tbody>
</table>
Notes to the Financial Statements for the year ended 30 June 2005

21 Amounts receivable for services

<table>
<thead>
<tr>
<th></th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current</td>
<td>2,973</td>
<td>3,155</td>
</tr>
<tr>
<td>Non-current</td>
<td>4,099</td>
<td>3,402</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>7,072</strong></td>
<td><strong>6,557</strong></td>
</tr>
</tbody>
</table>

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

22 Prepaid expenses

<table>
<thead>
<tr>
<th></th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating costs</td>
<td>462</td>
<td>405</td>
</tr>
<tr>
<td>Funding for services</td>
<td>5,451</td>
<td>5,528</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>5,913</strong></td>
<td><strong>5,933</strong></td>
</tr>
</tbody>
</table>

23 Property, office machines, furniture and equipment

<table>
<thead>
<tr>
<th></th>
<th>Cost or valuation</th>
<th>Accumulated depreciation</th>
<th>Written down value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2004-05 ($'000)</td>
<td>2003-04 ($'000)</td>
<td>2004-05 ($'000)</td>
</tr>
<tr>
<td></td>
<td>At cost:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Office machines, furniture and equipment</td>
<td>3,463</td>
<td>3,499</td>
<td>2,586</td>
</tr>
<tr>
<td>Computer equipment and software</td>
<td>3,314</td>
<td>3,826</td>
<td>2,137</td>
</tr>
<tr>
<td>Buildings</td>
<td>817</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>7,594</strong></td>
<td><strong>7,325</strong></td>
<td><strong>4,723</strong></td>
</tr>
<tr>
<td></td>
<td>At fair value:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Land</td>
<td>13,125</td>
<td>13,262</td>
<td>0</td>
</tr>
<tr>
<td>Buildings</td>
<td>16,023</td>
<td>16,892</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>29,148</strong></td>
<td><strong>30,154</strong></td>
<td><strong>0</strong></td>
</tr>
<tr>
<td>Property, office machines, furniture and equipment</td>
<td>36,742</td>
<td>37,479</td>
<td>4,723</td>
</tr>
</tbody>
</table>

Refer to accounting policy note 2(g).

24 Leasehold improvements

<table>
<thead>
<tr>
<th></th>
<th>Cost or valuation</th>
<th>Accumulated depreciation</th>
<th>Written down value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2004-05 ($'000)</td>
<td>2003-04 ($'000)</td>
<td>2004-05 ($'000)</td>
</tr>
<tr>
<td></td>
<td>At cost:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Leasehold improvements</td>
<td>48</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>At fair value:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Leasehold improvements</td>
<td>9,212</td>
<td>10,444</td>
<td>3,936</td>
</tr>
<tr>
<td>Leasehold improvements</td>
<td>9,260</td>
<td>10,444</td>
<td>3,936</td>
</tr>
</tbody>
</table>

Refer to accounting policy note 2(g).
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.

<table>
<thead>
<tr>
<th>Cost or valuation</th>
<th>Accumulated depreciation</th>
<th>Written down value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2004-05 ($'000)</td>
<td>2003-04 ($'000)</td>
</tr>
<tr>
<td>At cost:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Leasehold improvements</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>At fair value:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Land</td>
<td>13,488</td>
<td>10,419</td>
</tr>
<tr>
<td>Buildings</td>
<td>5,971</td>
<td>5,993</td>
</tr>
<tr>
<td>Leasehold improvements</td>
<td>6,759</td>
<td>6,961</td>
</tr>
<tr>
<td></td>
<td>26,218</td>
<td>23,373</td>
</tr>
<tr>
<td>Restricted assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>26,226</td>
<td>23,373</td>
</tr>
</tbody>
</table>

Refer to accounting policy note 2(g).

26 Work in progress

Work in progress has been included at cost:
Family centre upgrades                          41       0
Office upgrades                                 234     11
Hostels                                        716     0
Office accommodation                            86       0
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.

<table>
<thead>
<tr>
<th>Land</th>
<th>Buildings</th>
<th>Office machines, furniture and equipment</th>
<th>Computer equipment and software</th>
<th>Leasehold improvements</th>
<th>Restricted assets - land</th>
<th>Restricted assets - buildings</th>
<th>Restricted assets - leasehold improvements</th>
<th>Works in progress</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>($'000)</td>
<td>($'000)</td>
<td>($'000)</td>
<td>($'000)</td>
<td>($'000)</td>
<td>($'000)</td>
<td>($'000)</td>
<td>($'000)</td>
<td>($'000)</td>
<td>($'000)</td>
</tr>
</tbody>
</table>

CARRYING AMOUNT

<table>
<thead>
<tr>
<th>CARRYING AMOUNT at start of year</th>
<th>13,261</th>
<th>15,167</th>
<th>874</th>
<th>1,377</th>
<th>5,154</th>
<th>10,419</th>
<th>5,333</th>
<th>3,625</th>
<th>11</th>
<th>55,221</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additions</td>
<td>1,111</td>
<td>1,015</td>
<td>317</td>
<td>530</td>
<td>178</td>
<td>538</td>
<td>318</td>
<td>161</td>
<td>1,900</td>
<td>5,530</td>
</tr>
<tr>
<td>Disposals</td>
<td>(1,067)</td>
<td>(477)</td>
<td>(11)</td>
<td>(313)</td>
<td>(267)</td>
<td>(102)</td>
<td>(43)</td>
<td>(834)</td>
<td>(3,114)</td>
<td></td>
</tr>
<tr>
<td>Revaluation increments</td>
<td>1,805</td>
<td>1,561</td>
<td>3,068</td>
<td>655</td>
<td>2,190</td>
<td>9,279</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revaluation decrements</td>
<td>(180)</td>
<td>(180)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Depreciation and amortisation</td>
<td>(670)</td>
<td>(302)</td>
<td>(417)</td>
<td>(1,302)</td>
<td>(234)</td>
<td>(491)</td>
<td></td>
<td></td>
<td>(3,416)</td>
<td></td>
</tr>
<tr>
<td>CARRYING AMOUNT at end of year</td>
<td>13,125</td>
<td>16,840</td>
<td>878</td>
<td>1,177</td>
<td>5,324</td>
<td>13,487</td>
<td>5,970</td>
<td>5,442</td>
<td>1,077</td>
<td>63,320</td>
</tr>
</tbody>
</table>

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### Notes to the Financial Statements for the year ended 30 June 2005

<table>
<thead>
<tr>
<th></th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>28 Payables</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payables and accrued expenses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Liability for goods and services</td>
<td>2,218</td>
<td>2,204</td>
</tr>
<tr>
<td>Liability for private trusts</td>
<td>93</td>
<td>72</td>
</tr>
<tr>
<td>Liability for employee funded leave entitlements</td>
<td>128</td>
<td>75</td>
</tr>
<tr>
<td><strong>Total Payables</strong></td>
<td>2,439</td>
<td>2,351</td>
</tr>
<tr>
<td><strong>29 Accrued salaries</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No amounts owing due to salaries paid on the last working day 30 June 2005 (2004: nine working days)</td>
<td>0</td>
<td>3,219</td>
</tr>
<tr>
<td><strong>30 Provisions</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee benefits</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current liabilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Annual leave(i)</td>
<td>5,724</td>
<td>5,348</td>
</tr>
<tr>
<td>Leave loading</td>
<td>749</td>
<td>625</td>
</tr>
<tr>
<td>Long service leave(i)</td>
<td>9,030</td>
<td>8,202</td>
</tr>
<tr>
<td>Free passes to the coast and travel days</td>
<td>79</td>
<td>65</td>
</tr>
<tr>
<td>Time off in lieu</td>
<td>90</td>
<td>89</td>
</tr>
<tr>
<td>Public holidays</td>
<td>123</td>
<td>123</td>
</tr>
<tr>
<td><strong>Total Current liabilities</strong></td>
<td>15,795</td>
<td>14,452</td>
</tr>
<tr>
<td>Non-current liabilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Long service leave(i)</td>
<td>4,015</td>
<td>3,933</td>
</tr>
<tr>
<td><strong>Total Non-current liabilities</strong></td>
<td>19,810</td>
<td>18,385</td>
</tr>
<tr>
<td><em>(i) 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.</em></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| **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          | 99               | 99               |
| Non-current liabilities      | 58               | 157              |
| **Total Lease incentive liability** | 157             | 256              |
Notes to the Financial Statements for the year ended 30 June 2005

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**

<table>
<thead>
<tr>
<th>Description</th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance at the beginning of the year</td>
<td>9,167</td>
<td>5,706</td>
</tr>
<tr>
<td>Capital contributions(i)</td>
<td>4,984</td>
<td>3,841</td>
</tr>
<tr>
<td>Contributions by owners(ii)</td>
<td>1,685</td>
<td>0</td>
</tr>
<tr>
<td>Contributions to owners(iii)</td>
<td>(1,538)</td>
<td>(380)</td>
</tr>
<tr>
<td>Balance at the end of the year</td>
<td>14,298</td>
<td>9,167</td>
</tr>
</tbody>
</table>

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

\(ii\) Properties acquired from other State Government agencies.

\(iii\) Properties transferred to other State Government agencies.

**Accumulated surplus**

<table>
<thead>
<tr>
<th>Description</th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance at the beginning of the year</td>
<td>20,509</td>
<td>28,093</td>
</tr>
<tr>
<td>Change in net assets</td>
<td>(10,033)</td>
<td>(7,584)</td>
</tr>
<tr>
<td>Balance at the end of the year</td>
<td>10,476</td>
<td>20,509</td>
</tr>
</tbody>
</table>

**Asset revaluation reserve\(i\)**

<table>
<thead>
<tr>
<th>Description</th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance at the beginning of the year</td>
<td>37,802</td>
<td>38,071</td>
</tr>
<tr>
<td>Revaluations during the year</td>
<td>9,099</td>
<td>(269)</td>
</tr>
<tr>
<td>Balance at the end of the year</td>
<td>46,901</td>
<td>37,802</td>
</tr>
</tbody>
</table>

**Total Equity**

<table>
<thead>
<tr>
<th>Description</th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>71,675</td>
<td>67,478</td>
</tr>
</tbody>
</table>

\(i\) The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets, as described in accounting policy note 2(g).
33 Notes to the Statement of Cash Flows

(a) Reconciliation of cash
Cash at the end of the financial year as shown in the Statement of Cash Flows is reconciled to the related items in the Statement of Financial Position as follows:

<table>
<thead>
<tr>
<th></th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash assets</td>
<td>14,154</td>
<td>16,066</td>
</tr>
<tr>
<td>Restricted cash</td>
<td>2,160</td>
<td>5,986</td>
</tr>
<tr>
<td></td>
<td><strong>16,314</strong></td>
<td><strong>22,052</strong></td>
</tr>
</tbody>
</table>

(b) Reconciliation of net cost of services to net cash flows provided by/(used in) operating activities:

<table>
<thead>
<tr>
<th>Net cost of services (Statement of Financial Performance)</th>
<th>(210,955)</th>
<th>(197,739)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-cash items</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Depreciation and amortisation</td>
<td>3,416</td>
<td>3,348</td>
</tr>
<tr>
<td>Doubtful debts</td>
<td>106</td>
<td>495</td>
</tr>
<tr>
<td>Prior period adjustment</td>
<td>(57)</td>
<td>77</td>
</tr>
<tr>
<td>Superannuation expense</td>
<td>694</td>
<td>603</td>
</tr>
<tr>
<td>Resources received free of charge</td>
<td>375</td>
<td>222</td>
</tr>
<tr>
<td>(Profit)/loss on sale of property, plant and equipment</td>
<td>141</td>
<td>321</td>
</tr>
<tr>
<td>Property vested in private organisation</td>
<td>0</td>
<td>300</td>
</tr>
<tr>
<td>Other assets transferred from other sources</td>
<td>203</td>
<td>0</td>
</tr>
<tr>
<td><strong>Increase/(decrease in assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current receivables</td>
<td>(51)</td>
<td>(1,026)</td>
</tr>
<tr>
<td>Current prepayments</td>
<td>20</td>
<td>796</td>
</tr>
<tr>
<td><strong>Increase/(decrease) in liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current payables</td>
<td>89</td>
<td>1,300</td>
</tr>
<tr>
<td>Current provisions</td>
<td>1,342</td>
<td>2,041</td>
</tr>
<tr>
<td>Current accrued salaries</td>
<td>(3,219)</td>
<td>1,499</td>
</tr>
<tr>
<td>Other current liabilities</td>
<td>0</td>
<td>47</td>
</tr>
<tr>
<td>Non-current provisions</td>
<td>82</td>
<td>405</td>
</tr>
<tr>
<td>Other non-current liabilities</td>
<td>(99)</td>
<td>(99)</td>
</tr>
<tr>
<td>Non-current liabilities transferred from other sources</td>
<td>169</td>
<td>36</td>
</tr>
<tr>
<td>Change in GST in receivables/payables</td>
<td>95</td>
<td>(89)</td>
</tr>
<tr>
<td><strong>Net cash provided by/(used in) operating activities</strong></td>
<td><strong>(207,649)</strong></td>
<td><strong>(187,463)</strong></td>
</tr>
</tbody>
</table>

34 Lease commitments
Lease commitments in relation to leases contracted for at the reporting date but not recognised as liabilities, payable:

<table>
<thead>
<tr>
<th></th>
<th>2004-05</th>
<th>2003-04</th>
</tr>
</thead>
<tbody>
<tr>
<td>- within a year</td>
<td>4,679</td>
<td>5,309</td>
</tr>
<tr>
<td>- later than one year and not later than five years</td>
<td>2,982</td>
<td>4,123</td>
</tr>
<tr>
<td>- later than five years</td>
<td>7</td>
<td>15</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>7,668</strong></td>
<td><strong>9,447</strong></td>
</tr>
</tbody>
</table>

Representing:

<table>
<thead>
<tr>
<th></th>
<th>2004-05</th>
<th>2003-04</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancellable operating leases</td>
<td>1,043</td>
<td>1,569</td>
</tr>
<tr>
<td>Non-cancellable operating leases</td>
<td>6,625</td>
<td>7,878</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>7,668</strong></td>
<td><strong>9,447</strong></td>
</tr>
</tbody>
</table>

Non-cancellable operating lease commitments

<table>
<thead>
<tr>
<th></th>
<th>2004-05</th>
<th>2003-04</th>
</tr>
</thead>
<tbody>
<tr>
<td>- within a year</td>
<td>3,636</td>
<td>3,740</td>
</tr>
<tr>
<td>- later than one year and not later than five years</td>
<td>2,982</td>
<td>4,123</td>
</tr>
<tr>
<td>- later than five years</td>
<td>7</td>
<td>15</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>6,625</strong></td>
<td><strong>7,878</strong></td>
</tr>
</tbody>
</table>
Notes to the Financial Statements for the year ended 30 June 2005

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:

<table>
<thead>
<tr>
<th>$</th>
<th>2004-05</th>
<th>2003-04</th>
</tr>
</thead>
<tbody>
<tr>
<td>10,001 - 20,000</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>20,001 - 30,000</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>30,001 - 40,000</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>70,001 - 80,000</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>90,001 - 100,000</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>100,001 - 110,000</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>110,001 - 120,000</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>120,001 - 130,000</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>130,001 - 140,000</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>140,001 - 150,000</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>150,001 - 160,000</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>160,001 - 170,000</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>170,001 - 180,000</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>230,001 - 240,000</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>240,001 - 250,000</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

The total remuneration of senior officers is: 1,839  1,482

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

No senior officers are members of the Pension Scheme.

36 Remuneration of auditor

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

<table>
<thead>
<tr>
<th>Auditing the accounts, financial statements and performance indicators</th>
<th>2004-05</th>
<th>2003-04</th>
</tr>
</thead>
<tbody>
<tr>
<td>115</td>
<td>110</td>
<td></td>
</tr>
</tbody>
</table>

37 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.

Variances are considered to be material and require an explanation where the variance is greater than 10 percent and $1 million.

The following explanations are provided in accordance with Treasurer’s Instruction 945.
Notes to the Financial Statements for the year ended 30 June 2005

37 Explanatory statement (continued)

i Significant variances between estimate and actual – total appropriation to deliver services.

A variation in total appropriation of $2.337 million is mainly due to additional funding provided for Working with Children Criminal Record Checking and the CSA related wages outcome.

Significant variances in service expenditure are as follows:

<table>
<thead>
<tr>
<th>Service</th>
<th>2004-05 Estimate ($'000)</th>
<th>2004-05 Actual ($'000)</th>
<th>Variation ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care and Safety Services</td>
<td>141,648</td>
<td>156,038</td>
<td>(14,390)</td>
</tr>
</tbody>
</table>

Total cost has increased due to carryover funding from 2003-04 for election commitments, Gordon Inquiry, homelessness and expensed capital works projects.

ii Significant variances between actual and prior year actual – total appropriation to deliver services:

A variation in total appropriation of $10.523 million is predominantly due to additional funding for 50 new caseworkers and Working with Children Criminal Record Checking.

Significant variances in service expenditure are as follows:

<table>
<thead>
<tr>
<th>Service</th>
<th>2004-05 Actual ($'000)</th>
<th>2003-04 Actual ($'000)</th>
<th>Variation ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Development</td>
<td>59,927</td>
<td>62,798</td>
<td>(2,871)</td>
</tr>
</tbody>
</table>

Total cost has decreased as a result of the latest labour time allocation survey which showed staff spend less time on Community Development and more time on Care and Safety Services.

<table>
<thead>
<tr>
<th>Service</th>
<th>2004-05 Actual ($'000)</th>
<th>2003-04 Actual ($'000)</th>
<th>Variation ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care and Safety Services</td>
<td>156,038</td>
<td>138,752</td>
<td>17,286</td>
</tr>
</tbody>
</table>

Total cost has increased due to additional funding for 50 new caseworkers beginning on 2004-05 and the shift in time spent on Community Development to Care and Safety Services, as reflected in the latest labour time allocation survey.

iii Significant variances between estimate and actual – capital contribution:

<table>
<thead>
<tr>
<th>Asset</th>
<th>2004-05 Estimate ($'000)</th>
<th>2004-05 Actual ($'000)</th>
<th>Variation ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase of non-current physical assets</td>
<td>5,971</td>
<td>2,411</td>
<td>3,560</td>
</tr>
</tbody>
</table>

Capital expenditure is less than estimated due to a majority of projects being in the planning and approval stages. These projects will be completed over 2005-06 and 2006-07.
Notes to the Financial Statements for the year ended 30 June 2005

37 Explanatory statement (continued)

iv Significant variances between estimate and actual – total revenues from ordinary activities:

<table>
<thead>
<tr>
<th></th>
<th>2004-05 Estimate ($'000)</th>
<th>2004-05 Actual ($'000)</th>
<th>Variation ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues from ordinary activities</td>
<td>18,174</td>
<td>22,248</td>
<td>(4,074)</td>
</tr>
</tbody>
</table>

Other revenue received in 2004-05 was $4 million greater than budget due to unanticipated revenue from Commonwealth and other Government Departments.

38 Financial instruments

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

<table>
<thead>
<tr>
<th></th>
<th>Weighted average interest rate %</th>
<th>Fixed interest rate maturing in</th>
<th>Non-interest bearing $'000</th>
<th>TOTAL $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1 year or less $'000</td>
<td>1 to 5 years $'000</td>
<td>Over 5 years $'000</td>
</tr>
<tr>
<td>30 June 2005</td>
<td></td>
<td>1 year or less $'000</td>
<td>1 to 5 years $'000</td>
<td>Over 5 years $'000</td>
</tr>
<tr>
<td>Financial assets</td>
<td></td>
<td>14,154</td>
<td>2,160</td>
<td>1,462</td>
</tr>
<tr>
<td>Cash assets</td>
<td></td>
<td>14,154</td>
<td>2,160</td>
<td>1,462</td>
</tr>
<tr>
<td>Restricted cash assets</td>
<td>5.11</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Receivables</td>
<td></td>
<td>1,462</td>
<td>2,160</td>
<td>1,462</td>
</tr>
<tr>
<td>Total financial assets</td>
<td></td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Financial liabilities</td>
<td></td>
<td>22,406</td>
<td>22,406</td>
<td>(233)</td>
</tr>
<tr>
<td>Payables</td>
<td></td>
<td>2,439</td>
<td>2,439</td>
<td>0</td>
</tr>
<tr>
<td>Accrued salaries</td>
<td></td>
<td>0</td>
<td>0</td>
<td>19,810</td>
</tr>
<tr>
<td>Provisions</td>
<td></td>
<td>19,810</td>
<td>19,810</td>
<td>0</td>
</tr>
<tr>
<td>Lease incentive liability</td>
<td></td>
<td>157</td>
<td>157</td>
<td>157</td>
</tr>
<tr>
<td>Total financial liabilities</td>
<td></td>
<td>-</td>
<td>-</td>
<td>(4,630)</td>
</tr>
<tr>
<td>Net financial assets/(liabilities)</td>
<td></td>
<td>-</td>
<td>-</td>
<td>(4,630)</td>
</tr>
</tbody>
</table>

30 June 2004

<table>
<thead>
<tr>
<th></th>
<th>Weighted average interest rate %</th>
<th>Fixed interest rate maturing in</th>
<th>Non-interest bearing $'000</th>
<th>TOTAL $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1 year or less $'000</td>
<td>1 to 5 years $'000</td>
<td>Over 5 years $'000</td>
</tr>
<tr>
<td>Financial assets</td>
<td></td>
<td>16,066</td>
<td>5,986</td>
<td>1,926</td>
</tr>
<tr>
<td>Cash assets</td>
<td></td>
<td>16,066</td>
<td>5,986</td>
<td>1,926</td>
</tr>
<tr>
<td>Restricted cash assets</td>
<td>5.86</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Receivables</td>
<td></td>
<td>5,986</td>
<td>1,926</td>
<td>1,926</td>
</tr>
<tr>
<td>Total financial assets</td>
<td></td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Financial liabilities</td>
<td></td>
<td>24,211</td>
<td>24,211</td>
<td>(233)</td>
</tr>
<tr>
<td>Payables</td>
<td></td>
<td>2,351</td>
<td>2,351</td>
<td>0</td>
</tr>
<tr>
<td>Accrued salaries</td>
<td></td>
<td>3,219</td>
<td>3,219</td>
<td>18,385</td>
</tr>
<tr>
<td>Provisions</td>
<td></td>
<td>18,385</td>
<td>18,385</td>
<td>256</td>
</tr>
<tr>
<td>Lease incentive liability</td>
<td></td>
<td>256</td>
<td>256</td>
<td>256</td>
</tr>
<tr>
<td>Total financial liabilities</td>
<td></td>
<td>-</td>
<td>-</td>
<td>(233)</td>
</tr>
<tr>
<td>Net financial assets/(liabilities)</td>
<td></td>
<td>-</td>
<td>-</td>
<td>(233)</td>
</tr>
</tbody>
</table>

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 2005

39 Other commitments

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

- within a year 4,302 1,376
- later than one year and not later than five years 2,182 120
- later than five years - -

6,484 1,496

The capital commitments include amounts for:

- Hostel upgrades 2,112 277
- Community centres 1,973 450
- Office accommodation and relocation 2,399 724
- Upgrade child care and occasional care services 0 45

6,484 1,496

Expenditure – consumables 672 1,149

Total 7,156 2,645

The 2003-04 figures have been restated due to the recognition of commitments payable later than one year.

40 Contingent liabilities

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

There are currently several legal cases pending of which the outcomes are uncertain and the amounts for which cannot be accurately estimated - -

Commonwealth contributions made for child care centres which the Department is required to repay if the centres cease to function for the purpose for which they were built amount to: 1,165 1,462

Financial assistance vouchers issued but not presented at the year end – as and when the recipients redeem these vouchers, the Department for Community Development will be billed by the relevant merchant 137 107

Liability for payments to RiskCover for adjustments to insurance cover in relation to workers compensation and motor vehicle performance adjustments 0 11

1,302 1,580

41 Contingent assets

Contracts for services are held with non-government organisations to provide specified services for the Department for Community Development. At the completion of the financial year, if there are surplus Departmental 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 2003-04 is approximately $119,000. The amount under negotiation for 2002-03 is approximately $699,000. The surplus funds for the 2004-05 financial year have yet to be determined as the audited financial statements of the non-government organisations are not yet due to the Department.

A rebate from RiskCover for adjustments of insurance cover premiums in relation to workers’ compensation Performance Agreements is estimated at $3,590,000.
Notes to the Financial Statements for the year ended 30 June 2005

42 Funding non-government bodies

<table>
<thead>
<tr>
<th></th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Development</td>
<td>20,672</td>
<td>18,290</td>
</tr>
<tr>
<td>Care and Safety Services</td>
<td>20,326</td>
<td>16,802</td>
</tr>
<tr>
<td>Crisis Accommodation</td>
<td>24,468</td>
<td>27,468</td>
</tr>
<tr>
<td>Strategic initiatives and activities to promote and plan for positive ageing and volunteering</td>
<td>581</td>
<td>272</td>
</tr>
<tr>
<td>Policy advice, strategic initiatives and coordination to make a positive difference for WA women and reduce domestic violence</td>
<td>1,000</td>
<td>707</td>
</tr>
<tr>
<td>Youth policy development, across sector coordination and programs to promote the development and potential of young people</td>
<td>3,404</td>
<td>1,435</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>2004-05</th>
<th>2003-04</th>
</tr>
</thead>
<tbody>
<tr>
<td>Write offs</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>The Accountable Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salary overpayments</td>
<td>3,188</td>
<td>813</td>
</tr>
<tr>
<td>Subsidy overpayments (foster carers)</td>
<td>26,206</td>
<td>14,423</td>
</tr>
<tr>
<td>Burial loans</td>
<td>453,565</td>
<td>256,027</td>
</tr>
<tr>
<td>Petty cash</td>
<td>374</td>
<td>347</td>
</tr>
<tr>
<td>Equipment</td>
<td>437</td>
<td>0</td>
</tr>
<tr>
<td>TOTAL</td>
<td>483,770</td>
<td>271,610</td>
</tr>
<tr>
<td>The Minister</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Burial loans</td>
<td>10,647</td>
<td>0</td>
</tr>
<tr>
<td>TOTAL</td>
<td>494,417</td>
<td>271,610</td>
</tr>
</tbody>
</table>

44 Trust accounts – Statements of receipts and payments for the year ended 30 June 2005

Trust Fund Private

Trust Statement No 3
Community Services Trust Account

<table>
<thead>
<tr>
<th></th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance 1 July</td>
<td>71,922</td>
<td>89,242</td>
</tr>
<tr>
<td>Receipts</td>
<td>561,990</td>
<td>531,734</td>
</tr>
<tr>
<td>Payments</td>
<td>540,556</td>
<td>549,054</td>
</tr>
<tr>
<td>Balance 30 June</td>
<td>93,356</td>
<td>71,922</td>
</tr>
</tbody>
</table>

To hold monies in trust for children under the care of the Department for Community Development and such other monies as are received from any other person or organisation for the provision of amenities in Department facilities which house children and for such other specific purposes as directed by the donors.

Trust Statement No 15
Bill Paying Service

<table>
<thead>
<tr>
<th></th>
<th>2004-05 ($'000)</th>
<th>2003-04 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance 1 July</td>
<td>1,531</td>
<td>0</td>
</tr>
<tr>
<td>Receipts</td>
<td>54,324</td>
<td>207,215</td>
</tr>
<tr>
<td>Payments</td>
<td>55,855</td>
<td>207,215</td>
</tr>
<tr>
<td>Balance 30 June</td>
<td>800</td>
<td>1,531</td>
</tr>
</tbody>
</table>

To hold funds received by the department on behalf of pensioners and Centrepay recipients in accordance with their authority.
Notes to the Financial Statements for the year ended 30 June 2005

45 Trust statements created, amended or closed during the year

No trust statements were created, amended or closed during the 2004-05 financial year.

46 Impact of adopting Australian Equivalents to IFRS

AASB 1047 Disclosing the Impacts of Adopting Australian Equivalents to International Financial Reporting Standards requires financial reports for periods ending on or after 30 June 2005 to disclose the impact on the accounting policies from the adoption of Australian Equivalents to International Financial Reporting Standards (AIFRS).

The figures disclosed are the best estimates at the date of these financial statements, and these figures could change due to potential amendments to AIFRS and interpretations thereof being issued by the AASB and/or the UIG prior to the date of the first full set of AIFRS financial statements.

The impact of adopting AIFRS including the key differences in accounting policies:

The following key differences have been identified:

Accounting Standard AASB 116 Property Plant and Equipment does not allow software that is not an integral part of operating computer hardware to be classified under this asset category. Instead, classification of these assets would be under Intangibles as per AASB 138 Intangibles. These assets should be amortised according to the useful finite lives. The useful lives of these assets are to be reviewed each year and if necessary categorised as an indefinite useful life where no amortisation is applied.

The Australian Guidance accompanying AASB 199 Employee Benefit determines that employee on-costs, such as payroll tax and workers compensation insurance, are not employee benefits and should not be classified as such. Superannuation contributions are regarded as employee benefits and are not on-costs. Accordingly, employee on-costs should not be included as part of an agency’s ‘employee benefits expense’. Similarly, the liability relating to employee on-costs is to be included as part of other provisions in the notes to the balance sheet.

Reconciliation of total equity as presented under previous AGAAP to that under AIFRS:

<table>
<thead>
<tr>
<th></th>
<th>30 June 2005 ($'000)</th>
<th>01 July 2004 ($'000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total equity under previous AGAAP</td>
<td>66,327</td>
<td>67,478</td>
</tr>
<tr>
<td>Employee benefits(i)</td>
<td>(208)</td>
<td>(188)</td>
</tr>
<tr>
<td>Employee on-costs provision</td>
<td>208</td>
<td>188</td>
</tr>
<tr>
<td>Total equity under AIFRS</td>
<td>66,327</td>
<td>67,478</td>
</tr>
</tbody>
</table>

(i) AASB 119 Employee Benefits determines that employee on-costs, such as workers’ compensation insurance, are not employee benefits. Hence, the liability for employee on-costs is separately disclosed under employee on-costs provision.

There was no impact on financial performance from the adoption of AIFRS.
Appendices

Appendix 1: Advisory committees

Membership of each committee is as at 30 June 2005 unless otherwise stated.

ADOPTION APPLICATIONS COMMITTEE (established 1994)

Membership
Leah Bonson (Chair)  Director East Division
Colin Keogh (Deputy Chair)  Manager Adoption Service
Leena Bakshi  Senior Adviser Cultural Diversity
Hans-Willem van Hall  A/Senior Principal Officer Psychology
Margaret van Keppel  Clinical Psychologist (independent member)
Deborah Foster-Gaitskell  Independent member
Helen Moschini  Independent member
Annette Maloney  Independent member

Terms of reference
- To consider whether or not persons who have applied to the Director General under section 38(1) of the Adoption Act 1994 are suitable for adoptive parenthood.
- To approve or not approve such persons as prospective adoptive parents, generally section 13(1); or to recommend to the department in relation to the age, origins, ethnic background, medical, behavioural or psychological care of a child whom the applicant(s) is/are suitable to adopt, section 13(2).

Reports to the Director General, Department for Community Development

ADVISORY COUNCIL ON THE PREVENTION OF DEATHS OF CHILDREN AND YOUNG PEOPLE (established 2003)

Membership
Prof Fiona Stanley AC (Chair)  Director, Telethon Institute for Child Health Research
Colleen Hayward (Deputy Chair)  Manager, Kulunga Research Network, Telethon Institute for Child Health Research
Dawn Besserab  Department of Justice
Jane Brazier  Director General, Department for Community Development
Dr Jane Freemantle  Researcher, Telethon Institute for Child Health Research
Michael Jackson  Executive Director, Population Health, Department of Health
Glyn Palmer  Women and Children’s Health Service, Department of Health
Dr Jacquie Scurlock  Paediatrician, Princess Margaret Hospital

Terms of reference
- Review and analyse data, information and research relating to the causes of deaths of children and young people, identify patterns and trends relating to those deaths and consider pathways to prevention.
- Identify areas that would benefit from further research and consider linkages of data to better inform pathways to prevention.
- Evaluate the effectiveness of interventions designed to reduce or prevent deaths of children and young people, and identify policies, programs and practices that are successful in reducing or preventing deaths of children.
- Formulate recommendations to be implemented by government and private organisations and by the community for the prevention or reduction of deaths of children and young people.
- Undertake other functions relating to the promotion of the health, safety and wellbeing of children as the Minister may direct.

Reports to the Minister for Community Development as Chair of the Cabinet Standing Committee on Social Policy
CHILD CARE ADVISORY COMMITTEE (established 2004)

Membership
Tim Muirhead (Chair) Independent Member
Libby Davy Barkingowl Pty Ltd
Pamela Ellis-Kane Communicare Inc
Odette Haley Pilbara TAFE
Gayle Heron Liquor, Hospitality and Miscellaneous Worker’s Union
Christine I’Anson Ethnic Child Care Resource Agency
Kathleen Pinkerton Yorganop Child Care Aboriginal Corporation
Graeme Winters Child Care Association of WA
Teresa Hutchins Edith Cowan University
Cora-Ann Wilson Department for Community Development
Sue Ozich Department for Community Development
Judy Straton Department of Health
Jean Rice Department of Education and Training

Terms of reference
- Monitor local, state, national and international trends and issues impacting on child care and make recommendations in relation to licensing and quality assurance to improve outcomes for children.
- Promote and advocate for the interests of children and parents in government decision-making, policy, planning and practice related to child care.
- Advise on and promote good quality child care services as an integrated early years support and development strategy available to all children in Western Australia.

Reports to the Minister for Community Development.

CHILD DEATH REVIEW COMMITTEE (established January 2003)

Membership
Dr Denzil McCotter (Chair) Independent member
Rosemary Cant Independent member
Darrell Henry Independent member
Pat Loxton PSM Independent member

Terms of reference
- Undertakes reviews of particular cases where children and young people known to the Department for Community Development have died.
- Provides comment and advice on service and systems levels issues and themes that emerge, through the review process and frame these within a best practice context.
- Identifies good standards of case practice.
- Where appropriate offers recommendations to improve service and system responses.
- Identifies classes of deaths or issues that may benefit from further investigation or research.
- Prepares an annual report for the Minister and Director General.

Reports to the Minister for Community Development.

CHILDREN AND YOUNG PEOPLE IN CARE ADVISORY COMMITTEE (established July 2002)

Membership
Allan Skinner PSM (Chair) Independent member
Fay Alford President, Foster Care Association of WA
Pauline Bagdonavicius Department for Community Development
Debra Carson Kinship Carer, Yorganop
Michael Clare Associate Professor, Social Work and Social Policy, University of WA
Paul Everall WACOSS representative
Glenda Kickett Social Worker, Djooraminda
Stephan Lund Children Youth and Families Agencies Association (CYFAA) representative
Shaun Mays Coordinator, CREATE Foundation
Lex McCulloch Department for Community Development
Fiona Stuart Youth representative

Terms of reference
- To provide advice on the direction of policy and practice issues which will improve outcomes for children and young people who are at risk of entering, in, or leaving care.
- To advise on future directions in out-of-home care in emerging fields of interest identified by the Director General.
- To undertake projects which contribute to policy and strategic change related to out-of-home care including: leaving care to independent living; drug issues of young people in care; drug issues of parents of children in care; issues for children and young people in care in rural and remote regions; issues for Aboriginal children and young people in care.

Reports to the Director General, Department for Community Development.
MINISTERIAL ADVISORY COUNCIL ON CHILD PROTECTION (established January 2003)

**Membership**

- Judge Hal Jackson (Chair) District Court Judge
- Darrell Henry (Deputy Chair) Clinical Psychologist
- Det Supt Jeff Byleveld Western Australia Police
- Mary Cowley Department of Indigenous Affairs
- Francis Lynch Mercycare Ltd
- Lesley McComish Department of Justice
- Lex McCulloch Department for Community Development
- Sven Silburn Curtin University and Telethon Institute for Child Health Research
- Anita Tan Quigley Su Neo Culturally and linguistically diverse community representative
- Kerry Usher Department of Education and Training
- 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.

Reports to the Minister for Community Development.

SUPPORTED ACCOMMODATION ASSISTANCE PROGRAM (SAAP) STATE ADVISORY COMMITTEE (established September 2002)

**Membership**

- Hon Kay Hallahan AO (Chair) Independent member
- Pauline Bagdonavicius Department for Community Development
- Venis Collard Moorditch Koolak Housing Project
- Vivien Durkay Town of Kwinana
- Rev George Davies Perth Inner City Youth Service
- Lynne Evans St Bartholomew’s House Inc
- Janette Kostos Albany Youth Support Association
- Ross Kyrwood Salvation Army Crossroads West
- Tricia Lee Wanslea Family Services
- Fauziah Varusay Multicultural Women’s Advisory Service
- Kay Wilson Marnin Bowa Dumbara Family Healing Service
- Rebecca Yarnold Consumer representative

**Ex officio members**

- Brian Dynon Department of Family and Community Services
- Dr Aaron Groves Office of Mental Health, Department of Health
- Jeff Mould Department of Housing and Works

**Terms of reference**
- To provide advice to the Minister for Community Development on matters pertaining to SAAP.
- To advise on emerging issues as identified by the Minister.
- To advise on issues of homelessness as they relate to SAAP.
- To contribute to program development and policy in SAAP.
- To contribute to the implementation and evaluation of the fourth SAAP Agreement.

Reports to the Minister for Community Development.
CADETS WA REFERENCE GROUP (established March 2001)

**Membership**

David Vicary (Chair)   Office for Children and Youth  
Barry Alfirevich    Catholic Education Office  
Nicole Badani    Fire and Emergency Services Authority  
Squadron Leader (AAFC) Neil Baker   Australian Air Force Cadets  
Senior Constable Tim Ellis   Western Australia Police  
Captain (AAC) Pam Hayes   Australian Army Cadets  
Bronwyn Humphreys   Department of Conservation and Land Management  
Geoff Hurren   Office for Children and Youth  
Stephen Larkin   Australian Red Cross  
Fiona McRobbie   Office for Children and Youth  
Jill Neave   St John Ambulance Cadets  
Commander Peter Pemberton ANC   Australian Navy Cadets  
Allan Shaw   Association of Independent Schools of WA  
Robert Somerville AM   Department of Education and Training  
Dirk Sunley   St John Ambulance Cadets  

**Terms of reference**

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

YOUTH MEDIA GROUP (established August 1998)

**Membership**

Ray Della-Polina (Chair)   Marlows Auto Parts and Accessories  
Lynne Cahill   The West Australian  
Iain Cameron   Community Newspaper Group  
Kevin Campbell   Community representative  
Sir James Cruthers   The Sunday Times  
Garry Hawkins   The Sunday Times  
Ian Leggoe   Australia Post  
Fiona McRobbie   Office for Children and Youth  
Damian Katich   Office for Children and Youth  
Gary Roberts   NOVA 93.7FM  
Chris Wharton   Channel 7  
Alischa Wunsch   The West Australian

**Term of reference**

To promote the positive image of young people by encouraging the media to promote a positive image of young people and provide balanced reporting of youth issues.
WOMEN’S ADVISORY COUNCIL (established 1983)

Membership
Arina Aoina (Chair) Community representative
Jennifer Au Yeong Community representative
Jo-Anne D’Cress Community representative
Emma Hawkes Office for Women’s Policy
Pat Kopusar Community representative
Dr Alison Preston Community representative
Maria Osman Office for Women’s Policy
Clare Ozich Community representative

Terms of reference
- To advise the Minister for Women’s Interests on issues emerging from the women’s forums and further develop, refine and revise the goals, strategies and indicators from the community consultations.
- To track progress toward the achievement of goals and report annually to the Minister via the women’s progress report.

Reports to the Minister for Women’s Interests.

INDIGENOUS WOMEN’S CONGRESS (established 2003)

Membership
Helen McNeair (Chair) Murchison member
Helen Corbett National Indigenous Women’s Advisory Group Member
Katie Drummond Pilbara Deputy
Doris Eaton Pilbara Member
Dianne Gray Murchison Deputy
Oriel Green Metropolitan member
Nancy Gordon Goldfields Member
Shirley Hanson Great Southern Deputy
Pat Kopusar Women’s Advisory Council Member
Margaret Morrison Torres Strait Islander Member
Barbara Oreo Great Southern Member
June Oscar Kimberley Member
Vashti Sambo Goldfields Deputy
Kerry Stack Wheatbelt Member
Maisie Weston Metropolitan deputy
vacant South West member
vacant Kimberley Deputy
vacant Wheatbelt Deputy
vacant South West Deputy

Terms of reference
- Act as a forum to provide comprehensive and representative advice to the Minister for Women’s Interests on issues of interest and importance to Indigenous women
- Ensure that the government is properly informed of the views of Indigenous women in Western Australia on a wide range of issues
- Provide reports and recommendations to the Minister for Women’s Interests on matters of particular concern to women
- Establish and maintain effective communication with Indigenous women, relevant organisations and/or individuals
- Provide consumer feedback on relevant government programs and policies
- Promote equal opportunity for Indigenous women in access to services and facilities, employment, and participation in decision-making and community activities
- Report annually to the Minister for Women’s Interests through the Office for Women’s Policy
- Establish and maintain cooperation with other advisory bodies and relevant machinery at state and Commonwealth levels, with a view to coordination of effort and activities
- Work with the Office for Women’s Policy to progress strategies for Indigenous women in priority areas.

Reports to the Minister for Women’s Interests.
Appendix 2: 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 2003
Equal Opportunity Act 1984
Evidence Act 1906
Family Court Act 1997
Family Law Act 1975 (Commonwealth)
Financial Administration and Audit Act 1985
Freedom of Information Act 1992
Government Employees Housing Act 1964
Human Reproductive Technology Act 1991
Immigration (Guardianship of Children) Act 1946 (Commonwealth)
Industrial Relations Act 1979
Legal Representation of Infants Act 1977
Magistrates Court (Civil Proceedings) Act 2004
Occupational Safety and Health Act 1984
Parliamentary Commissioner Act 1971
Public Interest Disclosure Act 2003
Public Sector Management Act 1994
Restraining Orders Act 1997
School Education Act 1999
Spent Convictions Act 1988
State Administrative Tribunal Act 2004
State Records Act 2000
State Supply Commission Act 1991
State Superannuation Act 2000
Supported Accommodation Assistance Act 1994
Workers Compensation and Injury Management Act 1981
Young Offenders Act 1994.
Appendix 3: Office locations

OFFICE FOR CHILDREN AND YOUTH

7th Floor Albert Facey House
469 Wellington Street
Perth WA 6000
Tel (08) 9476 2012
www.community.wa.gov.au/youngpeople
www.cadets.wa.gov.au

Albany (Great Southern)
25 Duke Street
Albany WA 6330
Tel (08) 9841 0777

Manjimup (South West)
Lot 432 South West Highway
Manjimup WA 6258
Tel (08) 9771 1711

Geraldton (Midwest)
45 Cathedral Avenue
Geraldton WA 6530
Tel (08) 9921 0768

Port Hedland (Pilbara)
45 Kingsmill Street
South Hedland WA 6721
Tel (08) 9172 2755

Kununurra (Kimberley)
State Government Building
Cnr Konkerberry Drive and Messmate Way
Kununurra WA 6743
Tel (08) 9168 0333

Esperance (Goldfields)
92 Dempster Street
Esperance WA 6450
Tel (08) 9071 2566

OFFICE FOR SENIORS INTERESTS AND VOLUNTEERING

Seniors Interests
4th Floor May Holman Centre
32 St Georges Terrace
Perth WA 6000
Tel (08) 9220 1111
www.community.wa.gov.au/seniors
www.seniorscard.wa.gov.au

Seniors Information Service
Tel (08) 9328 9155
Tel 1800 671 233 (free call STD)
Tel 1800 555 677 (National Relay Service and TTY)

Volunteering
4th Floor May Holman Centre
32 St Georges Terrace
Perth WA 6000
Tel (08) 9220 1111
Tel 1800 617 233
www.community.wa.gov.au/volunteers

OFFICE FOR WOMEN’S POLICY

1st Floor
141 St Georges Terrace
Perth WA 6000
Tel (08) 9264 1920
www.community.wa.gov.au/women

FAMILY AND DOMESTIC VIOLENCE UNIT

1st Floor
141 St Georges Terrace
Perth WA 6000
Tel (08) 9264 6350
www.community.wa.gov.au/Resources/FamilyDomesticViolence
www.freedomfromfear.wa.gov.au
DEPARTMENT FOR COMMUNITY DEVELOPMENT

CENTRAL OFFICE
189 Royal Street
East Perth WA 6004
PO Box 6334
East Perth WA 6892
Tel (08) 9222 2555
Tel 1800 622 258 (free call STD)
TTY (08) 9325 1232
Website
www.community.wa.gov.au

Adoption Services
189 Royal Street
East Perth WA 6004
Tel (08) 9222 2555
Tel 1800 622 258 (free call STD)

Consumer Advocate
189 Royal Street
East Perth WA 6004
Tel (08) 9222 2594
Tel 1800 013 311 (free call STD)

Family Information Records Bureau
189 Royal Street
East Perth WA 6004
Tel (08) 9222 2777
Tel 1800 000 277 (free call STD)

HELPLINES
Crisis Care Unit
Tel (08) 9223 1111
Tel 1800 199 008 (free call STD)

Family Helpline
Tel (08) 9223 1100
Tel 1800 643 000 (free call STD)

Men’s Domestic Violence Helpline
Tel (08) 9223 1199
Tel 1800 000 599 (free call STD)

Women’s Domestic Violence Helpline
Tel (08) 9223 1188
Tel 1800 007 339 (free call STD)

ARMADALE DISTRICT

Armadale District Office
145 Jull Street
Armadale WA 6112
Tel (08) 9497 6555

Armadale Best Start
Orchard House
14 Orchard Avenue
Armadale WA 6112
Tel (08) 9497 6555

Armadale Lifeskills Centre
Orchard House
14 Orchard Avenue
Armadale WA 6112
Tel (08) 9497 6555

CANNINGTON DISTRICT

Cannington District Office
Cnr Grose Avenue and Lake Street
Cannington WA 6107
Tel (08) 9351 0888

Intensive Family Casework and Treatment Team
Fulham House
Child and Family Therapy Centre
222 Fulham Street
Cloverdale WA 6105
Tel (08) 9277 0311

Foster Care Recruitment Service
Brenda Cherry Centre
91 Hensman Road
Subiaco WA 6008
Tel (08) 6380 5900
Tel 1800 024 453 (free call STD)
FREMANTLE DISTRICT

Fremantle District Office
25 Adelaide Street
Fremantle WA 6160
Tel (08) 9431 8800

JOONDALUP DISTRICT

Joondalup District Office
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

MIDLAND DISTRICT

Midland District Office
281 Great Eastern Highway
Midland WA 6056
Tel (08) 9274 9411

Emergency Accommodation Service
79 Grand Promenade
Bedford WA 6052
Tel (08) 9271 8772

Adolescent and Child Support Service
Kath French Centre
900 Woodlands Road
Stoneville WA 6081
Tel (08) 9295 9000

One to One Intensive Program
2 Curtin Avenue
Cottesloe WA 6011
Tel (08) 9286 5200

Assessment and Planning
Kath French Centre
900 Woodlands Road
Stoneville WA 6081
Tel (08) 9295 9000

Preparation for Placement
2 Curtin Avenue
Cottesloe WA 6011
Tel (08) 9286 5286

Darlington House
4 Hubert Street
Darlington WA 6070
Tel (08) 9299 6760

Youth Equip Program
152 Robert Street
Como WA 6152
Tel (08) 9450 3282

MIRRABOOKA DISTRICT

Mirrabooka District Office
6 Ilkeston Place
Mirrabooka WA 6061
Tel (08) 9344 9666

Parent Help Centre and Parenting Line
28 Alvan Street
Mt Lawley WA 6050
Tel (08) 9272 1466
Tel 1800 654 432 (free call STD)

Keith Maine Youth & Family
Centre Off Beechboro Rd North
Whiteman WA 6068
Tel (08) 9249 1444

PERTH DISTRICT

Perth District Office
641 Wellington Street
Perth WA 6000
Tel (08) 9214 2444
KIMBERLEY DISTRICT

Kimberley District Office (Broome)
Cnr Weld and Frederick Streets
Broome WA 6725
Tel (08) 9192 8111

Derby Office
17 Neville Street
Derby WA 6728
Tel (08) 9191 1577

Fitzroy Crossing Office
Cnr Fallon Road and Flynn Drive
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
Lot 994 Great Northern Highway
Wyndham WA 6740
Tel (08) 9161 1110

Catherine House Placement and Support Centre
Cnr Dickson Drive and Pembroke Street
Broome WA 6725
Tel (08) 9192 1026

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 Office (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

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
12 Main Road
Mullewa WA 6630
Tel (08) 9961 1004

Wiluna Office
Lot 1466 Wotton Street
Wiluna WA 6646
Tel (08) 9981 7097

Meekatharra Hostel
Consul Road
Meekatharra WA 6642
Tel (08) 9981 1152

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
PEEL DISTRICT

Peel District Office (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

PILBARA DISTRICT

Pilbara District Office (Karratha)
WA Government Administration Building
Cnr Searipple and Welcome Roads
Karratha WA 6714
Tel (08) 9185 0200

South Hedland Office
Cnr Brand and Tonkin Streets
South Hedland WA 6722
Tel (08) 9140 2433

Newman Office
Cnr Newman Drive and Abydos Way
Newman WA 6753
Tel (08) 9175 1051

Tom Price/Paraburdoo Office
Lot 247 Poinciana Street
Tom Price WA 6751
Tel (08) 9189 1592

Onslow Office
Third Avenue
Onslow WA 6710
Tel (08) 9184 6005

Port Hedland Lifeskills Team
3 Jibson Close
South Hedland WA 6722
Tel (08) 9172 3599

Port Hedland Office
45 Kingsmill Street
Port Hedland WA 6721
Tel (08) 9173 1877

Weerianna Hostel
Main Road
Roebourne WA 6718
Tel (08) 9182 1273

Roebourne Office
Lot 37 Sholl Street
Roebourne WA 6718
Tel (08) 9182 1208

SOUTH WEST DISTRICT

South West District Office (Bunbury)
80 Spencer Street
Bunbury WA 6230
Tel (08) 9726 7000

Margaret River Office
33 Tunbridge Street
Margaret River WA 6285
Tel (08) 9757 2910

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

Margaret River Office
33 Tunbridge Street
Margaret River WA 6285
Tel (08) 9757 2910
**WHEATBELT DISTRICT**

**Wheatbelt District Office (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

**Wyalkatchem Office**
Honour Avenue
Wyalkatchem WA 6485
Tel (08) 9681 1396

**OTHER UNITS**

**Aboriginal Student Accommodation Service**
Off Beechboro Road North
Whiteman WA 6944
Tel (08) 9249 0102

**Child Care Licensing Unit**
25 Adelaide Street
Fremantle WA 6160
Tel (08) 9431 8888
Tel 1800 199 383 (free call STD)

**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
Appendix 4: Funded services 2004-05

Community Development

55 Central Inc—55 Central
Aboriginal Evangelical Fellowship Family and Youth—Ebenezer Home
Adoption Jigsaw WA (Inc)—Adoption Jigsaw Post Adoption Service
Adoption Research & Counselling Service Inc—Adoption Research and Counselling Service
Agencies for South West Accommodation Inc
—ASWA’s Bunbury Accommodation Service
—Bunyap Youth Support Service-SAAP
—Partnership in Housing Program
—Support and Advocacy Services for People in Private Rental-Busselton
Albany District Safer WA Committee—Regional Coordination of Domestic Violence Prevention-Great Southern Region
Albany Youth Support Association Inc—Albany Youth Accommodation Service (Young House)
Anglicare WA Inc
—Aboriginal Early Years Support Service-Goldfields
—Albany Family Violence Service
—Albany Financial Counselling Service
—Anglicare Bunbury Financial Counselling Service
—Anglicare Busselton Financial Counselling Service
—Anglicare Collie Financial Counselling Service
—Anglicare Family Housing
—Anglicare Financial Counselling Service Mandurah
—Anglicare Rockingham South Financial Counselling Service
—Anglicare Teenshare
—Chesterfield House and Rockingham Youth External Accommodation Project (RYEAP)
—Child Sexual Abuse Treatment Service (Perth Metropolitan Area)
—Children’s Domestic Violence Counselling Service
—Daisy House Occasional Care Program
—Domestic Violence Advocacy Support Service
—Domestic Violence Counselling Service
—Domestic Violence Counselling Service-Karratha
—Kalgoorlie Accommodation Support Service
—Katanning Financial Counselling Service
—Kinway Family Counselling Service
—Manjimup Financial Counselling Service
—Mt Barker Financial Counselling Service
—Parent Adolescent Counselling Service - Rockingham
—Step 1 Street-Work Program
—Support Advocacy Services for People in Private Accommodation-Rockingham Area
—Support Service for Young Parents
—YES! Housing

Ardyaloon Incorporated—Ardyaloon Child Care Centre
Armadale Community Family Centre Inc
—Armadale Community Family Centre Neighbourhood House
—Armadale Family Centre
Armadale Information and Referral Service Inc—Armadale Financial Counselling Service
Association of Civilian Widows of WA (Incorporated)—Association of Civilian Widows
Australian Breastfeeding Association WA Branch—Information Service
Australian Red Cross Society (WA Division)
—Australian Red Cross (WA) Financial Counselling Service Kwinana
—Red Cross Family Support Service
—Soup Patrol Service
Avon Youth Services Inc
—SAAP Service for Young People
—Services for Young People
BaGa Detached Youth Work Project Inc—Mobile Youth Service
BaGa Detached Youth Work Project Inc—Youth and Family Education Support Service
Bayswater Drill Hall and Family Centre Inc—Bayswater Family Centre
Beagle Bay Community Inc
—Beagle Bay Safety Project Indigenous Communities Family Safety Services-Beagle Bay
—Billard Bubbagarri Occasional Care Service
Bega Garnbirringu Health Service Aboriginal Corporation
—Aboriginal Homeless and Fringe Dweller Support Service
—Services for Young People-Laverton/Leonora
—Services for Young People-Kalgoorlie Boulder
Bidadanga Aboriginal Community La Grange Inc—Bidadanga Child Care Centre
Binningup Playgroup and Occasional Care Inc—Binningup Occasional Care
Blue Sky Community Group Inc
—Lockridge Community Centre
—Lockridge Financial Counselling Service
Boddington Bear Occasional Child Care Centre Inc—Boddington Bear Occasional Child Care Centre
Boogurlarri Community House Inc
—Boogurlarri Financial Counselling Service
—Boogurlarri Community House
Boyup Brook Child Care Inc—Boyup Brook Child Care
Bremer Bay Community Resource Centre Inc—Bremer Bay Occasional Childcare
Bridgetown Terminus Community Centre Inc—Bridgetown Terminus Family Support Service
Brockman House Inc—Brockman Community House
Broome Community Information Resource Centre and Learning Exchange
—Community and Neighbourhood Centres Broome-Broome C.I.R.C.L.E. Family Support and Development
—Broome C.I.R.C.L.E. Financial Counselling Service
Broome Lotteries House—Broome Lotteries House Occasional Care Centre
Broome Youth Support Group Association Incorporated—Broome Youth Support Group
Bullsbrook Neighbourhood Centre Inc—Bullsbrook Neighbourhood Centre
Bunbury Community and Child Care Association Inc—Milligan House Family Support Service
Bunuba Incorporated—Maru Maru Child Care Centre
Burdekin-Youth in Action Incorporated—Burdekin Youth in Action
Burdinya Aboriginal Corporation—Burdinya Aboriginal Youth Service
Busselton Family Centre Inc—Busselton Family Centre
Calvary Youth Services Mandurah Inc—Calvary Youth Services Mandurah
Cameliers Guest House (FUSION)—Cameliers Guest House (FUSION)
Carnamah Child Care Centre Inc—Carnamah Occasional Child Care Centre
Carnarvon Family Support Service Inc
—Carnarvon Family Support Service
—Carnarvon Women's Refuge
Centacare Family Services
—Centacare Volunteer Service
—Exmouth Family Counselling Service
—Exmouth Financial Counselling Service
Central Agcare Inc
—Central Agcare Family Counselling Service
Centre Care Incorporated
—Aboriginal Tertiary Family Preservation Service-Metropolitan
—Centacare Bunbury Counselling Service
—Centacare SAAP Family Accommodation Service
—Djooraminda
—Family Link
—Financial Counselling Service-Kalgoorlie/Boulder
—Goldfields Family Violence Advocacy and Support Service
—Goldfields Financial Counselling Service
—Indigenous Family Violence Prevention and Support Service (Laverton)
—Intensive Youth Support Service
—Kalgoorlie-Boulder Spouse Abuse Counselling and Education Service
—Men's Domestic Violence Counselling Service (North Metropolitan Area)
—Parent Adolescent Conflict Counselling Service
—Parent Link Home Visiting Service
—Parent Teen Link Counselling Service
—South Kalgoorlie Youth Support Service
—Spouse Abuse Counselling and Education Program (Metropolitan)
—Support Advocacy Services for People in Private Accommodation-Balga/Mirrabooka
—Support Advocacy Services for People in Private Accommodation-Middle Swan/Midland
Centrecare Incorporated (continued)
—Support and Counselling Services for Children in Family Supported Accommodation (Southern and Eastern Suburbs including Fremantle, Armadale and Rockingham)

Child Migrant Trust—Child Migrants Trust Perth

Chrysalis Support Service Inc
—Child Sexual Assault Counselling Service
—Domestic Violence Advocacy and Support Service
—Relationships and Family Violence Counselling Service
—Wonthella House Women’s Refuge

Churchill Brook Family Centre Inc—Churchill Brook Family Centre-Swan View

Citizens Advice Bureau of Western Australia Inc—Advice and Referral Service

City of Bayswater Child Care Association Inc—City Of Bayswater Neighbourhood Centre

City of Belmont-Services for Young People — Belmont City of Belmont Youth and Family Services

City of Canning WA—Supported Accommodation Services for Young People — Canning City of Canning Youth Accommodation Service

City of Cockburn
—Atwell Family Support Service
—City of Cockburn Financial Counselling Service-Atwell
—City of Cockburn Financial Counselling Service-Coolbellup
—Cockburn Early Education Program
—Cockburn Family Support Service
—Cockburn Youth Outreach
—Moorditj Yoka Aboriginal Family Violence Outreach Service

City of Fremantle
—Community Legal and Advocacy Service (CLAC)
—Fremantle Community Youth Service-Accommodation
—Fremantle Community Youth Service-Outreach
—Fremantle Mobile Activities-Buster the Fun Bus
—Support Service for Young Parents
—Warrawee Women’s Refuge

City of Joondalup—Joondalup Financial Counselling Service

City of Melville—Melville Family Support Service

City of Rockingham—Rockingham Outreach and Counselling Youth Service

City of Stirling
—City of Stirling Financial Counselling Service
—Stirling Women’s Refuge
—West Stirling Financial Counselling Service

City of Wanneroo
—City of Wanneroo Youth Service-Clarkson
—Wanneroo Financial Counselling Service
—Yanchep Community Centre
—Yanchep Youth Service

CLAN Midland Inc—CLAN Midland

CLAN Mirrabooka Inc—Volunteer Home Visiting Service

Coastal Family Health Services (Inc)—Family Centre Management Services - Warnbro

Collie Family Centre Inc—Collie Family Support Service

Collie Welfare Council Committee Inc—Collie Youth Program

Communicare Inc
—Communicare Family Support Service
—Communicare Financial Counselling Service
—Communicare’s Breathing Space
—Youth Counselling Service Building a Balance

Community Based Services Geraldton—Geraldton Regional Domestic Violence Project

Community for the Restoration of Family Trust—CROFT

Community Link and Network Western Australia Inc
—CLAN WA
—CLAN WA Armadale Family Support Service
—CLAN WA Mandurah Family Support Service
—CLAN WA Victoria Park Family Support Service
—Parent Link Home Visiting Service - Rockingham
—Parent Link Home Visiting Service - Victoria Park
—Volunteer Home Visiting Service

CREATE Foundation—Create In Western Australian

Dardanup Community Centre Inc—Dardanup Occasional Child Care
Daughters of Charity Services (WA) LTD
— Ruah Centre
— Ruah Refuge

Daughters of Charity Services (WA) LTD
— Support Advocacy Services for People in Private Accommodation-Armadale/Gosnells
— Support Advocacy Services for People in Private Accommodation-Bentley/Maddington

Denham Occasional Care Association Inc— Denham Occasional Care

Denmark Occasional Day Care Centre Inc— Denmark Occasional Day Care Centre

Djarindjin Aboriginal Corporation Inc— Djarindjin Child Care Centre

East Victoria Park Family Centre Inc— East Victoria Park Family and Community Centre

Eastern Region Domestic Violence Services Network— Domestic Violence Victim Support and Advocacy Service

Eastern Region Domestic Violence Services Network— Koolkuna Women’s Refuge

Eaton Combined Playgroup Inc— Eaton Family Centre

Escare Inc— Escare

Escare Inc— Esperance Youth Service

Esperance Crisis Accommodation Service Inc— Esperance Crisis Accommodation Service

Financial Counsellors Resource Project of WA Inc— Financial Counselling Support Service

Fluffy Ducklings Day Care Inc— Fluffy Ducklings Day Care Occasional Care

Foothills Information & Referral Service Inc— Early Education (Care) Program

Foothills Information & Referral Service Inc— Financial Counselling Service

Forest Lakes Thornlie Family Centre Inc— Forest Lakes Thornlie Family Centre

Foster Care Association of WA Inc— Information, Advice and Support Service

Frank Konecny Community Centre Inc
— Family Centre Program
— Frank Konecny Family Support Service

Fremantle Wesley Mission— Financial Counselling— Fremantle Wesley Mission— Wesassist

Fremantle Wesley Mission
— Wilf Sargent House
— Wyn Carr House

Fusion Australia Ltd— Supported Accommodation Services for young People— Bentley Fusion Student Household Service

Gawooleng Yawoodeng Aboriginal Corporation
— Gawooleng Yawoodeng Family Support Service
— Gawooleng Yawoodeng Occasional Care
— Kununurra Crisis Accommodation Centre

Geraldton Regional Community Education Centre
— Geraldton Family and Youth Support Service
— Geraldton Family Counselling Service

Geraldton Resource Centre Inc
— Geraldton Resource Centre Financial Counselling Service
— Support and Advocacy Services for People in Private Rental Accommodation

Golden Mile Community House Inc
— Golden Mile Family Support and Development Unit
— Goldfields Family Counselling Service

Goldfields Women’s Refuge Association— Goldfields Women’s Refuge— Finlayson House

Goomalling Gumnuts Incorporated— Goomalling Gumnuts Occasional Child Care Service

Gosnells Community Legal Centre (Inc)
— Gosnells Financial Counselling Service
— Maddington Financial Counselling Service

Granny Spiers Community House Inc
— Granny Spiers Community House
— Granny Spiers Financial Counselling Service
— Granny Spiers Occasional Care Service

Great Mates Incorporated
— Armadale Youth Crisis Accommodation Service
— Fremantle Youth Crisis Accommodation Service

Greenfields Family Centre Inc— Greenfields Family and Community Centre

Harvey Health & Community Services Group Inc— Harvey Family Support Programme

Harvey Occasional Child Care Centre Inc— Harvey Occasional Child Care

Health Agencies of the Yilgarn Inc— Southern Cross Crisis House

Hedland Women’s Refuge Inc— Hedland Women’s Refuge

Herdsman Neighbourhood Centre Association— Herdsman Neighbourhood Centre

High Wycombe Out of School Care Centre Inc— High Wycombe Family Centre - High Wycombe

Hills Community Support Group Inc— Swan View Youth Service

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Hudson Road Family Centre Inc—Hudson Road Family Centre
Hyden Occasional Child Care Association Inc—Hyden Occasional Child Care Association
In Town Centre Incorporated—Shoe String Café
Incest Survivors Association Inc—Child Sexual Abuse Treatment Service
Jardamu Women’s Group Aboriginal Corporation—Jardamu Safe House
Jarlmadangah Burru Aboriginal Corporation—Jarlmadangah Burru Child Care Service
Jerramungup Occasional Childcare Association Inc—Jerramungup Occasional Childcare Service
Jewish Community Services of Western Australia Inc—Rae Lenny Shalom House
Jigalong Community Inc—Jigalong Family Safety Program
Jobs South West Inc
—Busselton-Margaret River Youth Service
—Manjimup Youth Outreach Program
—Youth Outreach Service
Joodalup Family Centre Inc—Joodalup Family Centre
Joodalup Youth Support Services (Inc)—Joodalup Youth Support Services
Jurien Youth Group Inc—Jurien Youth Group
Kalbarri Occasional Child Care Incorporated—Kalbarri Occasional Child Care
Kalumburu Aboriginal Corporation—Kalumburu Family Safety Project
Karawara Community Project Inc—Karawara Community Project Fun Factory
Karingal Neighbourhood Centre Inc—Karingal Neighbourhood Centre
Karingal Neighbourhood Centre Inc—Paraburdoo Youth Centre
Karratha Family Centre Inc—Karratha Family Centre
Karratha Youth Housing Project Inc
—Karratha Youth Housing Project Outreach Service
—Karratha Youth Housing Project Residential
Katanning Community Childcare Centre Inc—Katanning Community Childcare Centre
Katanning Regional Emergency Accommodation Centre—Katanning Regional Emergency Accommodation Service
Kidlink Early Intervention Programme (Inc)—Kidlink
Kimberley Aboriginal Law & Culture Centre—Kimberley Aboriginal Law and Culture Centre for Young People-Fitzroy Valley
Kimberley Community Legal Services Inc—Financial Counselling Services-Kununurra
Kingfisher Park Family Centre Inc—Kingfisher Park Family Centre
Kojonup Occasional Care Centre Inc—Kojonup Occasional Care Centre
Koondoola & Girrwheen Youth Inc—Work Skills Training Program
Kulungah Myah Family Centre Inc—Kulungah Myah Family Centre
Kununurra Neighbourhood House Inc—Kununurra Neighbourhood House Family Support Service
Kununurra Youth Services Inc
—Services for Young People-East Kimberley
—Services for Young People Kununurra
Kurungal Council Inc—Wangkatjunka Best Start Service
Kuwinyardu Aboriginal Resource Unit—Carnarvon Financial Counselling Service
Lake Jasper Project (Aboriginal Corporation)—Lake Jasper Youth Service
Learning Centre Link Inc—Association of Community, Neighbourhood and Learning Centres
Living Stone Foundation Inc—Dads@Lifeline
Local Information Network Karratha Inc
—Domestic Violence Advocacy and Victim Support Service
—Parenting Information Project Service
Looma Community Inc
—Looma Child Care Centre
—Looma Community Family Safety Project Indigenous Communities Family Safety Services-Looma Community
Manjimup Family Centre Inc—Manjimup Family Support Service
Marangaroo Family Centre Inc—Marangaroo Family Centre
Margaret River Community Resource Centre Inc—Margaret River Occasional Child Care
Marnin Bowa Dumbara Aboriginal Corporation
—Derby Family Healing Centre
—Family and Domestic Violence Support and Outreach Service
Marninwarntikura Fitzroy Women’s Refuge—Fitzroy Women’s Shelter
Marnja Jardu Women’s Refuge Inc
—Marnja Jardu Mobile Outreach Service
—Marnja Jardu Women’s Refuge
Mawarnkarra Health Service Aboriginal Corporation—Munga Tharndu Maya Safe House
McFarleane House Learning Centre Inc—McFarleane House Learning Centre Occasional Care Service
Meerilinga Young Children’s Services Inc
—Building Blocks Aboriginal Family Support Service (Midland)
—Family Centre Management Service-Woodvale
—Meerilinga Family Centre-Beechboro
—Meerilinga Parent Link-Fremantle
—Men’s Resource Service-Statewide
—Parent Link Home Visiting Service (Midland/Forrestfield)
Mercy Community Services Incorporated—Family Support and Community Neighbourhood House (Girrawheen/Koondoola)
Mercy Community Services Incorporated
—Mercy Community Services-Placement Service
—Mercy Community Services Youth Services
—Support Service for Young Parents
Metropolitan Migrant Resource Centre Inc
—Family Support Service
—Multicultural Family Support and Development Service
Midland Information, Debt & Legal Advice Service Inc—Financial Counselling Service
Mission Australia ACN 000 002 522
—Financial Counselling Service for Young People
—Girrawheen Youth and Family Support Service
—Perth City Mission-Family Support and Accommodation Service
—Preparation for Leaving Care and After Care Service - Bunbury
—Support Service for Young Parents in Youth SAAP
—Youth Accommodation and Support Service
Mofflyn Child & Family Care Service
—Mofflyn Reunification Service
—Mofflyn Tertiary Family Preservation Service
Moora Youth Group Inc—Moora Youth Group
Moorditch Gurlongga Association Inc
—Aboriginal Early Years Support Service-Armadale Health Service Area
—Moorditch Koolaak Housing Service
Mullewa Occasional Care Service Inc—Mullewa Occasional Care Centre
Multicultural Services Centre of Western Australia
—Multicultural Services Centre of Western Australia
—Support and Advocacy Service for Migrants in Private Rental Accommodation
Mundaring Sharing Inc—Little Possums Sharing Centre
Mungullah Community Aboriginal Corporation—Practical In Home Support Service-Mungullah Aboriginal Community
Nannup Occasional Child Care Association Inc—Nannup Occasional Child Care Service
Nardine Wimmin’s Refuge—Accommodation for Women Escaping Domestic Violence Service
Narembeen Numbats Occasional Child Care Assoc Inc—Narembeen Numbats Occasional Child Care Centre
Narrogin Youth Support Association Inc—Narrogin Financial Counselling Service
Newman Neighbourhood Centre Inc—Newman Neighbourhood Centre
Newman Women’s Shelter Inc—Newman Women’s Shelter
Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women’s Council Aboriginal Corporation (NPYWC)—Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women’s Council Domestic Violence Service
Ngala Incorporated
—Early Parenting Centre
—Early Parenting Community Service
—Family Centre Management Service (Noranda)
Ngangka Nguurra Aboriginal Corporation
—Family Support
—Financial Counselling Service-Halls Creek
—Ngangka Nguurra Safe House
Ngunga Group Women’s Aboriginal Corporation
—Community and Neighbourhood Centres-Derby Ngunga Women’s Group Family Support and Development
—Derby Financial Counselling Information and Support Service
—Onyon Child Care Centre
Nintirri Centre Inc
—Family Violence Advocacy and Support Service
—Karijini Counselling Service
—Nintirri Neighbourhood Centre
Nirrumbuk Aboriginal Corporation—Broome Youth Accommodation Service
Noah's Ark Toy Library & Resource Centre Inc—Noah's Ark Toy Library Holiday Program
Noongar Alcohol & Substance Abuse Service Inc—Domestic Violence Supported Accommodation Service (Aboriginal) Metropolitan
Noongar Alcohol & Substance Abuse Service Inc—NASAS Family Support Service
Northampton Occasional Child Care Association Inc—Northampton Occasional Child Care
Northcliffe Family Centre Inc
—Northcliffe Family Centre
—Northcliffe Occasional Child Care Centre
Northern Districts Community Support Group Inc—Morawa Family Counselling Service
Nyoongar Patrol System Inc—Nyoongar Patrol Youth Outreach
Onslow Occasional Child Care Association Inc—Onslow Occasional Child Care Centre
Onslow Youth Centre Inc—Onslow Youth Centre
Oombulgurri Association Incorporated
—Oombulgurri Best Start Program
—Oombulgurri Family Safety Project
Orana House Inc
—Central Domestic Violence Support and Advocacy Service-Central Metro
—Orana House
Outcare Inc—Outcare Occasional Care Program
Pandanus Park Aboriginal Corporation—Pandanus Park Child Care
Pannawonica Occasional Child Care Inc—Pannawonica Occasional Care Centre
Paraburdoo & Tom Price Youth Support Association—Tom Price Youth Service
Parents Without Partners (WA) Inc—Parents Without Partners
Parkerville Children's Home Incorporated
—Belmont Cottage
—Jenny House Program
—Parent's and Children's Therapeutic Service
—Parkerville Children’s Home Cottage Care
—Support and Counselling Services For Children In Family Supported Accommodation (Northern Suburbs including Perth, Joondalup and Midland)
Pat Thomas Memorial Community House Inc
—Pat Thomas House
—Peel Domestic Violence Advocacy and Support Service
Patricia Giles Centre Inc
—Aboriginal Early Years Support Service NW Metro Area
—Domestic Violence Advocacy and Victim Support Service
—Domestic Violence Counselling Service for Children in SAAP
—Patricia Giles Centre
Peel Youth Programme Inc—Peel Youth Programme Services for Young People - Mandurah
Perth Asian Community Centre Inc—Perth Asian Community Centre
Perth Inner City Housing Association Inc
—Perth Inner City Housing
—Perth Inner City Youth Service
—Supported Accommodation Assistance Program (SAAP) Diverse Sexuality and Gender Identity Project
Pilbara Community Legal Service Inc
—Hedland Financial Counselling Service
—Karratha Financial Counselling Service
—Newman Financial Counselling Service
—Roebourne Financial Counselling Service
Pineview Community Kindergarten Incorporated
—Pineview Occasional Care Program
—Pineview Vacation Care Program
Playgroup WA Inc—Field Liaison Service
Port Hedland Sobering Up Group Inc—Hedland Homeless Support Service
Rainbow Coast Neighbourhood Centre Inc—Rainbow Coast Family Services
Relationships Australia (Western Australia) Inc
—Child Sexual Abuse Treatment Service
—Family Abuse Treatment Service-Metropolitan Area
Resource Unit for Children With Special Needs Inc—Rural Playgroup Support Service-Murchison and Pilbara
Roberta Jull Community Care Association Inc
—Minnawarra House
—Roberta Jull Youth and Family Counselling Service
—Family Support
Roebourne Youth Centre Inc—Roebourne Youth Centre
Roleystone Neighbourhood Family Centre Inc—Roleystone Neighbourhood Family Centre
Roleystone Neighbourhood House Inc—Roleystone Neighbourhood House
Rostrata Family Centre Inc—Rostrata Family Centre
Safecare Inc
—Child Sexual Abuse Treatment Service-Adolescents
—Child Sexual Abuse Treatment Service-Families
—Safecare Bunbury Program
Saints Care Limited—The Homestead Kingsley Family Centre
Salvation Army (WA) Property Trust
—Balga Family Accommodation Service
—Balga Family Support Services
—Balga Financial Counselling Service
—Bridge House
—Byanda/Nunyara
—Crossroads West-Kalgoorlie Boulder Youth Accommodation Service
—Crossroads West-Landsdale House
—Crossroads West-Oasis House
—Geraldton Family Crisis Centre
—Kalgoorlie Emergency Accommodation and Referral Service
—Lentara Men’s Hostel
—Moving to Independence-Transitional Support Service
—Preparation for Leaving Care and After Care Service-Statewide
—Salvation Army Bunbury Family Crisis Centre
—Salvation Army Karratha Women’s Refuge
—Salvation Army Morley-Youth-Male Financial Counselling Service
—Salvation Army Morley-Youth Service
—Salvation Army Morley Family Support Service
—Salvo Careline
—Tanderra Men’s Hostel
Sandalwood Family Centre Inc—Sandalwood Family Centre Inc
Share & Care Community Services Group Inc
—Domestic Violence Supported Accommodation Service-Narrogin
—Family and Domestic Violence Counselling Service-Narrogin
—Northam Financial Counselling Service
—SAAP Contract Service
—Waminda House Women’s Refuge
Shire of Ashburton—Walyun Mia
Shire of Capel—Capel Community Child Care Centre
Shire of Denmark—Denmark Youth Support Service
Shire of Derby/West Kimberley—Services for Young People (Derby)
Shire of Dundas—Norseman Youth Service
Shire of Halls Creek—Services for Young People Halls Creek
Shire of Katanning—Katanning Youth Support Service
Shire of Laverton
—Laverton Crisis Intervention Service
—Laverton Youth Support Service
Shire of Manjimup—Warren Blackwood Emergency Accommodation Centre
Shire of Meekatharra
—Meekatharra Family and Domestic Violence Service
—Meekatharra Youth Service
Shire of Mingenew—Mingenew Occasional Child Care Centre
Shire of Mt Marshall—Mount Marshall Community and Family Support Service
Shire of Mullewa
—Mullewa Youth Service-SAAP
—Mullewa Youth Service-Youth and Community
Shire of Mundaring
—Midvale Neighbourhood Centre
—Parent/Adolescent Conflict Counselling Service
Shire of West Arthur—Westcare Family Support Service
Short Term Accommodation for Youth Inc—Short Term Accommodation for Youth (STAY)
Snag Island Coastal Kid’s & Community Centre Inc—Snag Island Coastal Kid’s & Community Centre
South Coastal Women’s Health Services Association (Inc)
—Family Abuse Advocacy Support Team-FAAST
—Rockingham Kwinana Regional Domestic Violence Committee
South East Regional Support Inc—Esperance Districts Agcare Financial Counselling Service
South Lake Ottey Family and Neighbourhood Centre
—South Lake Family Centre Program
—South Lake Family Support Service
South Metropolitan Migrant Resource Centre Inc—Crisis Accommodation for Refugees and Migrants
South West Counselling Inc—South West Counselling
South West Emergency Care Inc—South West Emergency Care
South West Refuge Inc—South West Refuge
South West Regional Domestic Violence Committee Inc—South West Regional Domestic Violence Committee
Southcare Inc
—Financial Counselling Service-Manning South Care Financial Counselling Service
—Southcare Aboriginal Family Support Service
Southern Agcare Inc—Mobile Family Counselling Service
St Bartholomew’s House Inc—St Bartholomew’s House
St Nicholas Financial Counselling Service—St Nicholas Financial Counselling Service
St Patrick’s Community Support Centre
—Hannick House
—South West Metropolitan Housing Project
—St Patrick’s Meals and Day Centre
Stand By Me Youth Service (WA) Inc—Stand By Me Youth Service
Starick Services Inc
—Children’s Service
—Mary Smith Refuge
—Starick House
—Support Prevention Education Advocacy Referral Service-SPEARS
Sudbury Community House Association—Sudbury Community House
Sussex Street Community Law Service Inc—Sussex Street Financial Counselling Service
Swan City Youth Service Incorporated
—Swan City Street Work Program
—Swan City Youth Service
Swan Emergency Accommodation Inc
—Swan Emergency Accommodation-Families Service
—Swan Emergency Accommodation-Karnany Service
—Swan Emergency Accommodation-Youth
The Boodie Rats (Mukinbudin Occasional Care) Inc—Mukinbudin Occasional Care Service
The Gowrie (WA) Inc
—Leeming Family Centre
—The Gowrie Financial Counselling Service
—The Gowrie Neighbourhood House
The Lucy Saw Centre Association Inc—Lucy Saw Centre
The Roman Catholic Archbishop of Perth—Anawim
The Samaritans Incorporated—24 Hour Telephone Crisis Support Service
The School Volunteer Program Inc—The School Volunteer Program
Town of Bassendean—Bassendean Youth Service
Town of Kwinana
—Kwinana Detached Youth Program-SAAP
—Kwinana Detached Youth Program-Youth and Community
—Practical In Home Support Service-Kwinana
Uniting Church in Australia Property Trust
—Accommodation Assistance Service (Metropolitan Area)-(Wesley Home Link)
—Creditcare 93 William Street, Perth
—Creditcare Maylands
—Wesley Mission Perth-Tranby Day Centre
—Wesley Residential Services
Victoria Park Youth Accommodation (Inc)
—Support Service for Young Parents
—Victoria Park Youth Accommodation Service
Volunteer Centre of Western Australia (Inc)—Statewide Volunteer Support Service
WA No Interest Loans Network Inc—No Interest Loan Service (Statewide)
Waikiki Community & Family Centre Inc—Waikiki Community & Family Centre
INDIGENOUS COMMUNITY PARTNERSHIPS FUND GRANTS
Manjimup Aboriginal Corporation
—Warren/Blackwood Project
—Indigenous Economic Strategy
—Schools Behaviour Program
Mount Barker Indigenous Action Group
Katanning Aboriginal Corporation—Young Mothers’ Group
Department of Indigenous Affairs
—Leadership Development
—Participative Planning, Coolgardie
—Participative Planning, Norseman
Ninga Mia Village Aboriginal Corp—Participative Planning
Bundiyarra Centre
Wickham Youth Group
Mawarnkarra Health Service
Swan City Youth Service

EARLY YEARS GRANTS
Mullewa Early Years Group
Bunbury Community and Child Care Association Inc (Milligan House Community House)
Ngaringga Nguurra Aboriginal Corporation
Mulan Aboriginal Corporation
Ngaanyatjarra Health Service Aboriginal Corporation
Ogaden Community Association (WA) Inc (in partnership with Metropolitan Migrant Resource Centre)
Ngaringga Nguurra Aboriginal Corporation
Caversham Primary School Parent’s and Citizen’s Association Inc
Bayswater/Maylands Early Years Reference Group
Newman Mainstreet Project Inc
Gosnells Early Years Action Group

YOUTH DEVELOPMENT HOLIDAY PROGRAM GRANTS
Aboriginal Urban Service
Anglicare WA Step 1
Armadale Gosnells and Districts Youth Resources Inc
Armadale Noongar Association
Armadale/Gosnells Youth Resources Centre
Arts and Cultural Development Council
Association for the Blind
ASWA Inc - South West Rural Youth and Family Support Service
Balga-Morley PCYC
Bassendean Youth Service
Beverley Community Resource Telecentre
Bidyadanga Aboriginal Community
Boyup Brook YAC
Broome Recreation and Aquatic Centre
Bunbury Regional Entertainment Centre
Carnarvon PCYC
Catholic Migrant Centre
Centrecare Cannington
Centrecare Goldfields
Centrecare Sky Program
Christian Youth Camps
Churches Commission on Education
City of Belmont
City of Canning
City of Cockburn
City of Fremantle
City of Gosnells
City of Joondalup
City of Mandurah
City of Melville
City of Rockingham
City of Swan
City of Wanneroo
Clarement Baptist Church
Collie PCYC
Collie Youth Advisory Council
Denmark Shire Youth Centre
Dowerin Telecentre
Edmund Rice Camps WA
Escape Youth Centre
Escare Inc
Fairbridge Village
Fairbridge WA Inc
Fellowship of Australian Writers
Geraldton Arts and Cultural Development Council
Geraldton Family and Youth Support
Geraldton PCYC
Geraldton Streetwork Aboriginal Corporation
Girrawheen SHS Parents and Citizens Association
Halls Creek Youth Service
Heart Kids WA Inc
Irrungadji Community
Jarimadangah Burra
Joondalup City Church
Kalumburu Aboriginal Corporation
Karawara Community Project
Katjarrin Sophia Schirra Prichard Foundation (Inc)
Koorda Telecentre
Kununurra Youth Services
Lake Grace Telecentre
Lancelin Telecentre
Maamba Aboriginal Corporation
Mercy Community Care
Moora Youth Group
Mt Pleasant Baptist Church Youth Group
Namebeen Telecentre
Naragebup
Network Family Support
Ngaringga Ngurra Aboriginal Corporation
Northam Drug Action Group
Northam Local Drug Action Group
Northcliffe Family Centre
Nurra Kurramunoo Aboriginal Corp
Onslow Youth Centre
Oombulgurri Association
Parents Without Partners (WA) Inc
Rockingham PCYC
Perth Community Drug Services Team
Pilbara Meta Maya Aboriginal Corporation
Port Bouvard Surf Sports and Life Saving Club
Red Cross-South West Carer Respite Centre
Salvation Army Moorabbin Community Youth Service
Serpentine PCYC
Seventh-day Adventist Church (Wiluna)
Shire of Augusta/Margaret River
Shire of Bridgetown-Greenbushes
Shire of Capel
Shire of Carnarvon
Shire of Coolgardie
Shire of Dardanup
Shire of Donybrook/Balingup
Shire of Dundas
Shire of East Pilbara
Shire of Halls Creek
Shire of Harvey
Shire of Katanning
Shire of Laverton
Shire of Manjimup
Shire of Meekatharra
Shire of Moora
Shire of Mt Magnet
Shire of Mullewa
Shire of Murray
Shire of Northam
Shire of Northampton
Shire of Pingelly
Shire of Plantagenet
Shire of Roebourne
Shire of Shark Bay
Shire of Wiluna
Shire of Wongan-Ballidu
Shire of York
Southern Aboriginal Evangelical Corporation Armadale Ministry
Stand By Me Youth Service
Subiaco PCYC
Swan City Youth Service
The Salvation Army Morley
Town of Bassendean
Town of Kwinana
Town of Victoria Park
WA Capoeira Foundation
Walpole Sport and Recreation Centre
Warrnambool Church of Christ
Warrnambool Community Church
Warroona Community Centre Inc
Westonia Telecentre
Wheatbelt Drug Action Team
Wheatbelt Sports Council
Wyndham Youth Services
Yanchep and Two Rocks Recreation Association
Yelakity Moort Nyundar Association
YMCA of Perth
Youth Development Council
Youth Involvement Council
Zig Zag Community Arts Inc

Office for Children and Youth

Amanda Young Foundation—Young Leaders Eco-Health Summit Program
Anglican Youth Ministries—Youth Development Service
Australia Day Council of Western Australia
—Rejoice Outback Australia
—Student Citizens Awards
—Young Australian of the Year Tour of Honour
Churches Commission on Education—Chaplaincy Services in Government Schools Program
Duke of Edinburgh’s Award—The Duke of Edinburgh Award Scheme
Fairbridge Western Australia Inc
—Fairbridge Pathways Program
—Youth Leadership Development Program
Guides Western Australia
—Development of Guides in Western Australia
—Self Development and Leadership Skills Program
Joint Commonwealth Societies Council of WA
—Commonwealth Day Youth Rally, Speech and Leadership Contest Programs
Boystown Ltd—The Western Australian Support Service to Kids Help Line
Leeuwin Ocean Adventure Foundation—Leeuwin Youth Development Program
The Western Australian Federation of Rural Youth—Youth Development Program
Salvation Army (WA) Property Trust—Youth Development Service
Scripture Union
—Drama and Workshop Presentations Program
—Residential and Non Residential Programs
The Boy's Bridge of Western Australia—Youth Development Service
The Girl's Brigade—Youth Activities Program
The Scout Association of Australia WA Branch
—Development of Scouting in Western Australia
—Youth Leadership Program
Uniting Church in Australia WA Branch—Uniting Church Ministry Youth Development Program
Eastern Goldfields YMCA Inc—Aspire Program
YMCA of Perth Inc—Youth Parliament Program
Young Achievement Australia—Business Enterprise Education Program
Young Christian Students Movement—Youth Development Service Program
Youth Affairs Council of Western Australia—Youth Development Service
Youth Focus Inc—Youth Focus Peer Relationship Development Program

Office for Seniors Interests and Volunteering
Aboriginal Grandparents Support Service—Grandfamilies short break
Carers Association of WA Inc
—Carers Counselling Line (Statewide)
—Carers Health Awareness and Retreats Program
—Carers Symposium 2004
—Carer Centre
City of Geraldton—Senior Resource Centre
Council on the Ageing (WA) Inc—Seniors Initiatives
Independent Living Centre—Carer Manual Lifting Training
Playgroup WA Inc—Field Liaison Service—Intergenerational Playgroups Program
Seniors Recreation Council—Seniors Sport and Recreation Leadership Service
Uniting Church in Australia (WA) Property Trust—Wesley Mission Perth—Senior Partners
Wanslea Family Services Inc—Grandparents Caring for Grandchildren Support Service

VOLUNTEER RESOURCE CENTRES
Busselton Dunsborough Environment Centre Inc—Busselton Dunsborough Volunteer Resource Centre
City of Albany—Albany Community Volunteer Resource Centre
City of Armadale—Armadale Volunteer Resource Centre
City of Cockburn—City of Cockburn Volunteer Resource Centre
City of Fremantle—Fremantle Volunteer Resource Centre
City of Melville—Melville Volunteer Resource Centre
City of Nedlands—Nedlands Volunteer Referral Service
City of Swan—Swan Volunteer Resource Centre
Kalgoorlie Boulder Volunteer Centre Inc—Kalgoorlie Boulder Volunteer Resource Centre
Manjimup Volunteer Resource Centre—Manjimup Volunteer Resource Centre
Nannup Telecentre Inc—Nannup Volunteer Resource Centre
Peel Volunteer Referral Agency Inc—Peel Volunteer Resource Centre
Shire of Esperance—Esperance Volunteer Resource Centre
Town of Port Hedland—Hedland Volunteer Resource Centre
Volunteer South West Inc—Volunteer South West
Wickepin District Resource and Telecentre—Wickepin Volunteer Resource Centre

GRANTS TO SUPPORT VOLUNTEER RESOURCE CENTRES AND NATIONAL VOLUNTEERS WEEK
Volunteering WA Inc

THANK A VOLUNTEER DAY GRANTS
Albany Volunteer Centre
Cervantes Ratepayers & Progress Association
City of Armadale
City of Cockburn
City of Fremantle (Fremantle Volunteer Centre)
City of Swan (Swan Volunteer Referral Service)
Frankland River Telecentre
Gingin Aquatic Club
Girrawheen Senior High School P & C Association
Harvey Telecentre Inc
Hopetoun Telecentre
Jarrahdale Community Association
Kalgoorlie Boulder Volunteer Centre Inc
Nannup Telecentre
Narrogin Volunteer Resource Centre
Peel Volunteer Resource Centre
Pingaring Progress Association
Pingelly Development Association
Pingrup District Resource & Telecentre Inc
Pinjarra Visitor Centre Inc
Rotary Club of Ascot
Rotary Club of Burswood
Rotary Club of Como
Rotary Club of Palm Beach
Shire of Ashburton
Shire of Augusta-Margaret River
Shire of Boddington
Shire of Broome
Shire of Bruce Rock
Shire of Carnamah
Shire of Chittering
Shire of Coolgardie
Shire of Corrigin
Shire of Cuballing
Shire of Derby/West Kimberley
Shire of Dumbleyung
Shire of East Pilbara
Shire of Esperance
Shire of Katanning
Shire of Kellerberrin
Shire of Kondinin
Shire of Merredin
Shire of Moora
Shire of Mundaring
Shire of Murchison
Shire of Narembeen
Shire of Northam
Shire of Peppermint Grove
Shire of Sandstone
Shire of Victoria Plains
Shire of Westonia
Shire of Williams
Shire of Wongan-Ballidu
Shire of Woodanilling
Shire of Wyalkatchem
Shire of Wyndham East Kimberley
Shire of Yilgarn
Town of Claremont
Town of Kwinana
Town of Port Hedland
Varley Resource & Telecentre
Volunteer South West
Walpole Sport & Recreation
Wickepin District Resource & Telecentre Inc

SHARED VISION TRAINING GRANTS
Advocacy South West Inc
Albany Community Hospice
Amputees in Action
Centrecare Incorporated
City of Cockburn
East Kimberley Family Support Association
Geraldton Resource Centre
Gnowangerup Telecentre Inc
Greening Australia WA
Headquarters: Youth Recreation, Cultural and Arts Association Inc
Kids Camp Inc
Family and Domestic Violence Unit

REGIONAL FAMILY AND DOMESTIC VIOLENCE COMMITTEES

- Armadale Domestic Violence Intervention Project Inc—Armadale Domestic Violence Intervention Project
- Avon Valley HELP Centre—Wheatbelt Regional Family and Domestic Violence Committee
- Bunbury Domestic Violence Action Group Inc—South West Regional Domestic Violence Committee
- Centacare Kimberley—Kimberley Regional Domestic Violence Committee
- Central Agcare Inc—Narrogin Regional Domestic Violence Action Group
- City of Fremantle—Fremantle Regional Domestic Violence Coordinating Committee
- Communicare Inc
  —Central Metropolitan Region Prevention of Domestic Violence Committee
  —Mirrabooka Regional Domestic Violence Prevention Committee
- Community Based Services Geraldton—Geraldton Regional Domestic Violence Project
- Eastern Region Domestic Violence Prevention Council Inc—Eastern Region Domestic Violence Prevention Council
- Goldfields Women’s Health Care Association—Goldfields Family Violence Prevention Committee
- Great Southern Family Violence Intervention Council Inc—Great Southern Family Violence Intervention Council
- Pat Thomas Memorial Community House Inc—Peel Regional Family Violence Committee
- Pilbara Regional Domestic Violence Council Inc—Pilbara Regional Domestic Violence Council
- Rockingham Women’s Health and Information Association—Rockingham-Kwinana Regional Domestic Violence Committee
- Women’s Health Care Association—Perth West Domestic Violence Action Group
- Women’s Healthworks—Joondalup and Districts Domestic Violence Group
Appendix 5: Evaluation and research projects

Department for Community Development

Parental Drug and Alcohol Use as a Contributing Factor in Care and Protection Applications 2003

Key Findings: Drug and alcohol use was found to be a contributing factor to the care and protection application in 57 percent of the 100 legal cases in the study and was the second most common factor after neglect. Importantly, the study showed that rarely does drug and alcohol use occur in isolation. Moreover, it is strongly linked to neglect and domestic violence, as well as several other factors (including physical abuse and homelessness/transient lifestyle, though to a lesser extent).

Action: It is intended that the findings of the study will inform practice, with an emphasis on the importance of collaboration with other government and non-government services.

Report on the Quality Assurance of the Department for Community Development’s Systems and Processes for Children in Care

Key Findings: Results showed there was some variability and inconsistency in the department’s identification of abuse in care and also in the quality of investigations once abuse in care is identified. However the greatest risk for abuse in care is not the department’s practice but too few suitable placements to meet demand. It was also found that the department was aware of these risks and was working on solutions.

Action: This report was tabled in Parliament and generated considerable debate. It has provided information for policy and practice initiatives.

Indigenous Wards in Care Project

The review project involved the internal audit of the last 50 Indigenous children and young people to be made wards in the selected period, consultation and validation with relevant departmental staff involved in case management and the interviewing of 13 of the 50 children and young people. The project focused on reviewing issues pertaining to case practice and responses to examine collaboration between agencies and Indigenous communities. The project also aimed to identify service options and policy links, and finally to explore cultural appropriateness, with a particular focus on strengths that can be used to develop ‘right ways’ of working with Indigenous children and young people, their families and communities.

Key Findings: The project showed current strengths and weakness in case practice and departmental responses within a culturally appropriate framework.

Action: Recommendations were made for enhancement of future case practice and responses.

Investigation of Changes in Trends of Child Maltreatment Allegations

Key Findings: The evidence suggested the temporary downturn in numbers of child maltreatment allegations observed in the previous year’s annual report was not a cause for concern but rather reflected positive changes that in the longer term should enhance the capacity of families and communities to keep children safe from harm and to promote their wellbeing.

Action: The study identified some areas related to practice that require further consideration. The department in response is currently undertaking staff training to ensure a common understanding of what constitutes a child maltreatment allegation, and to provide staff with the skills and knowledge to assist decision-making in this area. There is also a need to monitor the substantiation rates for all types of abuse to ensure comparable standards are applied.

Customer Perception Survey

Key Findings: The majority of department and funded service customers surveyed were satisfied with their most recent contact and the time it took to obtain help. Most reported they felt involved in finding solutions and had their needs met well or very well.

Action: Results provide continuing input to quality assurance of service delivery.

Stakeholder Survey

Key Findings: The majority of stakeholders involved with the department reported they were satisfied overall with the project with which they were engaged. Most stakeholders reported they had an opportunity to participate in the development of the project and that the relevant agencies participated.

Action: Results provide the department with useful insight into how external stakeholders perceive its project management processes and outcomes. This facilitates improved engagement, inclusiveness and collaboration in future projects.
Family Engagement: A Service Delivery Model – An Exploratory Study of the Operationalisation of the Model at Cannington District

Key Findings:
- The model is firmly rooted in the philosophy of stakeholder engagement, participation and involvement in the total process of service delivery.
- The model is not comprised of a set of methods and procedures; it is based upon a set of philosophies that underpin the manner of service delivery.
- The active involvement and participation of families in devising, developing and implementing strategies for the children’s safety and protection is the core of the model.

Action: The department is currently examining whether to implement the model more widely across the state. The process involves the establishment of a group of experts to consider the implications of the findings, an open and extensive consultation process, and an educational phase.

The First Research Report: Patterns and Trends in Mortality of Western Australian Infants, Children and Young People

This report was commissioned by the Advisory Council on the Prevention of Deaths of Children and Young People and was tabled in Parliament in May 2005. It is the first of a series of reports that will provide a comprehensive resource to inform policy and strategies aimed at preventing deaths in infants, children and young people in Western Australia. The report describes all-cause and cause-specific mortality rates between 1980 and 2002, with a particular focus on measuring the disparity in the patterns and trends of mortality between Aboriginal and non-Aboriginal infants, children and young people.

Key Findings:
- Overall infant mortality rates have decreased for both Aboriginal and non-Aboriginal infants. Infant mortality relates to live born infants who died before reaching their 1st birthday. The post-neonatal mortality rate for Aboriginal infants was also higher than that for the neonatal mortality, a picture seen in poor developing countries.
- The main causes of infant mortality were prematurity, birth defects, SIDS and infection. The main causes of childhood death (that is, infant survivors who died before reaching their 23rd birthday) were accident and injury, infection, birth defects and cancer. The main causes of childhood death were largely preventable.
- Suicide rates increased with age, with more males than females committing suicide. Alcohol or drugs were present in 76 percent of Aboriginal suicides and 63 percent of non-Aboriginal suicides. Aboriginal young people aged 13-23 years were over 5 times more likely to commit suicide than non-Aboriginal people.

Action: Recommendations resulting from the report were published in the council’s annual report and will provide directions and priorities for the future work of the council.

Reunification of Indigenous Families

This report was commissioned by the Children and Young People in Care Advisory Committee.

Key Findings: There is a need for a formal reunification framework to guide policy and practice. Planning for reunification should commence at the instance of placement and Indigenous agencies should play a lead role in this process. Reunification planning should be informed by the opinions and views of children and young people.

Action: The department is currently considering the recommendations made in the report and doing further research into this area.

Report on Exclusion Practice in SAAP: Identification of the Mental Health, Alcohol and Other Drugs Issues Impacting on Current Practice in SAAP Services

This report was commissioned by the Supported Accommodation Assistance Program State Advisory Committee. SAAP is a safety net service for people, the majority of whom have complex needs involving mental health, alcohol and other drugs issues, who are homeless or at risk of homelessness.

Key Findings: Staff resources; collaboration, support and training; and accommodation are identified as key areas where gaps exist and impact on the provision of services by SAAP.

Action: The recommendations from the report are being progressed by the committee through its Mental Health and Alcohol and Other Drugs working party. The report was formally presented to the Minister for Community Development for consideration.
Report on Implementation of Initiatives to Support Children Funded through the Western Australian State Homelessness Strategy

This report was commissioned by the Supported Accommodation Assistance Program State Advisory Committee. **Key findings:** A number of significant direct and indirect benefits for children were identified as a result of the increased number of support and intervention services targeting children, though the extremity of children’s needs far outweighs the capacity of new services. There also exists a significant variation in the capacity of regional/remote and urban services to meet the needs of accompanying children in SAAP. Centralised funding arrangements fail to support culturally appropriate service responses in family SAAP services operating in regional/remote settings. **Action:** The report was formally presented to the Minister for Community Development for consideration. The department’s executive will meet with the researchers and the chair of the Accompanying Children in SAAP Working Party in July 2005 to discuss the report’s findings and recommendations.

Office for Children and Youth

**Cultural Grants Review**
A cultural review of existing grant programs Youth Grants WA and the YouthSpaces and Facilities Fund was conducted, in partnership with Healthway. Data and feedback was gathered from 428 people (245 were Indigenous young people aged 12 to 25 years) from 56 locations in Western Australia. **Key findings:** Data indicated equity and access of grants to the Indigenous community could be improved. **Action:** A revised application process was developed for the Youth Grants WA program as a result of the review.

**WA Youth Awards Review**
The 2005 WA Youth Awards were reviewed to determine the value that the community and young people place on the annual program. Sixty-one people from 21 regional and 40 metropolitan locations across Western Australia provided feedback. Twenty-seven respondents were young people aged 12 to 25 years. **Key findings:** Data indicated Western Australians strongly supported the awards and thought they were very worthwhile. Young people though the awards could help with their self-esteem and awareness of their communities. **Action:** Application and interview questions for groups were revised and more young people will be involved in the judging process.

Family and Domestic Violence

**Family and Domestic Violence Across Government Data Collection Project Phase One**
This is the first phase of a three-phase project to formulate a method by which existing data sets can be collected and integrated to form a statistical overview of the extent of family and domestic violence so that government agencies can measure the impact of a broad range of programs relating to family and domestic violence. **Key findings:** Phase one identified data sources, undertook the recording of data and listed agency definitions of family and domestic violence. Data gaps and needs relating to family and domestic violence were discussed, and key indicators to measure changes in the Western Australian picture of family and domestic violence were specified. **Action:** Phases two and three of the project will be undertaken during 2005-06 and involve the development of a methodology for establishing a baseline of the incidence, nature and trends in family and domestic violence within Western Australia (phase two) and the implementation of the methodology and compilation of base line data on the incidence and nature of family and domestic violence (phase three).

**Seniors Interests and Volunteering**

**Depression Scoping Project**
A scoping project was undertaken on community awareness about older people and depression. **Key findings:** Stakeholder consultations found high levels of concern about depression among older people and high levels of support for the development of a population level initiative to increase community awareness about older people and depression. **Action:** A model was developed for a possible initiative in Western Australia identifying possible partnerships. The results from the scoping project will be used to guide the development of Active Ageing initiatives to address awareness of depression among Western Australian seniors.
First Click Research Project
Research was conducted for the First Click program, with the assistance of the Department of Education and Training, to determine the best model for teaching basic computer skills to seniors. The research consisted of surveys of First Click course coordinators and participants. Completed questionnaires were received from 39 course coordinators and 635 course participants.

**Key findings:** The results suggested that courses for seniors should include a number of features including: a good teacher who delivers the lesson via instruction and demonstration, provides handouts and encourages a social, friendly atmosphere in the class; smaller-to-medium sized classes; held during office hours; taught in a group format with preferably one student per computer; and provide no less than 10 hours tuition on each of basic computer skills and internet.

**Action:** The results of the research will be used to develop policies and programs in relation to teaching computer skills to seniors.

2004 Community Awareness and Attitudes Survey
This research project involved a survey of 600 Western Australians.

**Key findings:** Half the respondents (49 percent) thought that ageing was a positive stage of life, and over half (59 percent) thought it was a productive stage of life. Half the seniors (51 percent) felt valued and over half (60 percent) felt respected by the community. Forty-four percent of respondents had done, or were doing, something about planning for their senior years.

**Action:** The Office for Seniors Interests and Volunteering will continue to monitor community attitudes to ageing and seniors issues to establish trend data and to take action where necessary.

Volunteer Resource Centre Review
The Volunteer Resource Centre Grants Program was reviewed to investigate the current and potential future success of the Volunteer Resource Centres and their network in promoting and supporting volunteering in Western Australia.

**Key findings:** The review revealed the complexity and diversity of the operational models of the volunteer resource centres. It found that the grants program was successful in supporting and promoting volunteering. The centres were found to be valuable to the community, integrating marginalised people back into the community, including the long-term unemployed. However, the centres were found to be under-funded, relying on additional grants and in-kind donations such as volunteer hours from coordinators. The review found that the centres were unlikely to become sustainable in the future, since the nature of the market in which they operate is incompatible with fundraising and unattractive to corporate sponsorship. Most of the centres indicated they would have to cease operations if State Government funding was no longer available.

**Action:** The review findings were used to plan for the future direction of this program, given that pressures on the centres are likely to grow with a number of trends likely to increase both the number of available volunteers and the demand for them.

Review of the Intergenerational Playgroups Pilot Program
The Intergenerational Playgroups Pilot program was reviewed. The aims of the pilot program were to reduce social isolation, break down barriers between the community and older people, and increase community awareness of the value of the intergenerational playgroup model.

**Key findings:** The review indicated that the program met these aims. Some difficulties were identified in establishing and operating the playgroups which seemed to require quite a high degree of commitment on the part of all involved.

**Action:** The review findings were used to plan for the future direction of this program.

Review of the Geraldton Seniors Resource Centre (QE II Centre)

**Key findings:** The review revealed that the funding provided by the State Government to the City of Geraldton contributed to the revitalisation and renewal of the QE II Centre. The centre was found to be demonstrating both the value of the funding and its potential as a model for a single point of access or ‘one stop shop’ to programs, services and information for seniors in Geraldton. The model of funding Seniors’ Centres to be resource centres was found to be valuable and innovative. The QEII Centre was found to be making impressive progress towards becoming an accessible and attractive venue with amenities, services, programs and facilities that provide seniors with a single point of access to a diverse range of services and activities.

**Action:** The review findings were used to plan for the future direction of this program.
WANSLEA Grandcare Service Review
A review of the WANSLEA Grandcare Service was conducted to determine:
- the extent to which the service is meeting the objectives, outputs and the outcomes for which it is funded
- the demand for the services provided
- whether the services are meeting the needs of grandparents
- the level of satisfaction with the services provided.

Key findings: The review found that the WANSLEA Grandcare Service was meeting its service objectives, outputs and outcomes to a very high standard. The number of carers accessing the services increased steadily. The service was found to be meeting the needs of carers for practical advice, information, support and social networks. Carers expressed a very high level of satisfaction with the services provided, and the model was found to be an appropriate response to the need of grandparents caring for grandchildren. It was highly valued and respected by carers, grandchildren and many community agencies.

Action: The review findings were used by the Office for Seniors Interests and Volunteering to determine whether the service should continue to be funded.

Review of the services provided by Carers WA
Key findings: A review of the services provided by Carers WA was conducted to determine:
- the extent to which the services for which Carers WA are funded are meeting their service objectives, outputs and outcomes
- the level of demand for the services provided
- whether the services are meeting the need of carers
- satisfaction with the services provided.

The review involved a number of focus groups among service users. It found that Carers WA was fulfilling its service objectives and providing a valuable and much needed service to carers in the community. There was been a steady increase in the number of carers accessing the services. All of the carers who took part in the research expressed satisfaction with the services they had received, described the outstanding service they had received from Carers WA and the helpfulness and understanding of staff.

Action: The review findings were used by the Office for Seniors Interests and Volunteering to determine whether the services provided should continue to be funded.

Women’s Policy
Report Card for Indigenous Women
Following the launch of the West Australian Women’s Report Card on International Women’s Day 2004, the Office for Women’s Policy in partnership with the Indigenous Women’s Congress and ABS researched and produced a complimentary publication on Indigenous Women in Western Australia. The process involved the use of out-posted ABS staff and extensive consultation, including the Indigenous Women’s Congress.

Government Programs and Services for Women
The Office for Women’s Policy researched and published a summary of West Australian Government services, programs and initiatives for women, entitled Government Achievements for Women. The publication provides a comprehensive description of major government services for women.

Statistical Profile of Women in WA
A Statistical Profile on Women in WA represents the most complete compendium of gendered West Australian data available, dealing with employment, law, family care, safety, health, education and other key areas for women. This unique data set provides an inclusive snapshot of Western Australian women in regional areas including considerations of age, Aboriginality, ethnicity and disability when data is available. This is an invaluable tool for policy makers and service providers to better understand their target groups.

Report on the Review of the Gender Pay Gap in Western Australia
The Office for Women’s Policy was part of the Reference Group for the Review of the Gender Pay Gap in Western Australia. The Review was undertaken by Dr Trish Todd and Dr Joan Eveline of the University of Western Australia and tabled in Parliament in November 2004. The Review was commissioned by the Minister for Consumer and Employment Protection. The Office consulted with the Women’s Advisory Council in providing recommendations to the Review. Most of the recommendations were accepted by the Reviewers.
WA Women’s Fellowship – Women’s Intercultural Leadership

The women’s intercultural leadership project is an initiative developed by Shobhana Chakrabarti for the West Australian Women’s Fellowship 2003 sponsored by the Office for Women’s Policy WA. The aim of this project was to make visible the intercultural competence and practices of ethnic minority women leaders and to use this information to:

- educate service providers and communities in WA
- develop intercultural competence in order to promote harmony, peace and respect across different cultures.
Appendix 6: Sponsorship

Sponsors of department events

COMMUNITY SERVICES INDUSTRY AWARDS 2004

882 6PR
HESTA Super Fund
Lotterywest
Rendezvous Observation City Hostel
Staging Connections
The West Australia
Vincor Australia
WIN Television

WA YOUTH AWARDS SHOWCASE

Buena Vista International
Channel 7
Department of Conservation and Land Management
Department of Education and Training
Edith Cowan University
Iluka Resources
Isaac’s Ridge
Leeuwin Ocean Adventure
Lotterywest
Nova 93.7
Rick Hart
Scitech Discovery Centre
Singapore Airlines
The West Australian
Transperth
TransWA
WMC Resources
Woodside Energy Limited

SENIORS WEEK AND WA SENIORS AWARDS 2004

Australian Pensioners Insurance Agency
BankWest
Buena Vista International
Channel 7 Perth
Council on the Ageing (WA) Inc
Golden West Network
Hollywood Private Hospital
State Library of Western Australia
The West Australian
The West Australian Regional Group of Newspapers
Western Hearing Services
Woolworths Pty Ltd
882 6PR Radio
Events sponsored by the department

DEPARTMENT FOR COMMUNITY DEVELOPMENT
Australian Breastfeeding Association Inc Western Australia Branch— Art Exhibition
Care Leavers of Australia Network—Information and Support to Western Australian Care Leavers
Dumbartung Aboriginal Corporation—Kootamiara Quab Healing Program
Financial Counsellors Association of Western Australia Inc—2004 State Conference
Foster Care Association of Western Australia— Western Australia State Conference ‘Children First’
International Association of Lions Clubs District 201W1—13th Annual Children’s Film Festival
Local Government Community Services Association of Western Australia Inc— Western Australia Biennial Community Development Conference
Meerilinga Young Children’s Foundation Inc—Children’s Week 2005
National Association for the Prevention of Child Abuse Inc—Publications

OFFICE FOR CHILDREN AND YOUTH
Alzheimer’s Australia—Intergenerational Photographic Exhibition
Shire of Boyup Brook—South West Youth Conference
Shire of Wyndham/East Kimberley Youth Advisory Council—Kimberley Youth Gathering
Silver Chain—Young People Who Care Awards
Volunteering Western Australia—Community Compass Publication
Youth Affairs Council of WA—Youth Affairs Conference of WA

OFFICE FOR SENIORS INTERESTS AND VOLUNTEERING
Have-A-Go News—Have-A-Go News Photography exhibition
Seniors Recreation Council
—Have-A-Go Day, Pink Carnation Ball
—Add life to your years publication
Shire of Kalamunda—Kalamunda Seniors Expo 2005
Tuesday Morning Show— Perth City Council
Volunteering WA— Community Compass Volunteering Conference 2005
Volunteering WA—National Volunteers Week

OFFICE FOR WOMEN’S POLICY
Women’s Council for Domestic and Family Violence Services (WA)—Reclaim the Night Rally
Women’s Law Centre—Outreach Service
Western Australian Council of Social Services—Funding Mentoring Program
ACROD—Five pilot projects for capacity building
Ethnic Communities Council of WA—Policy Development Services
Alcoa Research Centre for Stronger Communities—Women on the Move Forum

FAMILY AND DOMESTIC VIOLENCE UNIT
Women’s Council for Domestic and Family Violence Services (WA)—Annual Silent Domestic Violence Memorial March
Appendix 7: Awards

Community Development

CHURCHILL FELLOWSHIP 2004
Valma Riley—To gain insight into Indigenous communities and agencies implementing similar programs with regards to child abuse and domestic violence—USA, Canada

COMMUNITY SERVICES INDUSTRY AWARDS 2004

Being innovative (small group/organisation)
Winner: PBF Youth Road Safety Program—PBF Australia
Finalists: Community Environment Centre—Busselton Dunsborough Environment Centre
Educational Programs and Fremantle Light and Discovery Centre—Fremantle Light and Discovery Centre

Being innovative (large group/organisation)
Winner: Grandcare—Wanslea Family Services
Finalists: Balga Senior High School Child Care Centre—Balga Senior High School Child Care Centre Inc
Breathing Space Centre for Men’s Wellbeing—Communicare
DRUGGeD—A Performance with a Twist—Newman YMCA

Developing communities
Winner: The Seen and Heard Programme—Parkerville Children’s Home (Inc)
Finalists: Creating Communities for a Thriving Future—Disability in the Arts, Disadvantage in the Arts, Australia (DADAA WA Inc)
Supporting the Development of Community Self Help Groups—Western Institute of Self Help (WISH) Inc
Willagee Alive

Strengthening volunteering
Winner: Volunteer Mentoring in Schools—The School Volunteer Program Inc
Finalists: Australian Red Cross Family Support Services—Australian Red Cross WA Division
DRUGGeD—A Performance with a Twist—Newman YMCA
ST Patrick’s Community Support Centre—ST Patrick’s Community Support Centre Volunteers

Building the capacity of the community services industry
Winner: Avon Valley Collaborative Youth Program—Avon Valley Youth Coordinators Network
Finalists: Save Our Seniors—S.O.S. Supporting Our Seniors and Disabled Inc
Support and Landlord Partnerships—South City Housing Inc
The Austral/Activ Training Partnership—Austral College and Activ Foundation

Building business and community partnerships
Winner: Lifeline Livingworks in the Goldfields—Lifeline WA
Finalists: EMCHA Bullsbrook Seniors Project—East Metropolitan Community Housing Association
First Steps Employment Program—Australian Red Cross WA Division
WAMMCO State Prime Lamb Competition—Katanning Prime Lamb Committee

Strengthening rural and remote communities
Winner: DRUGGeD—A Performance with a Twist—Newman YMCA
Finalists: Australian Red Cross Soup Patrol Services, Regional Services—Australian Red Cross WA Division
Avon Valley Collaborative Youth Program—Avon Valley Youth Coordinators Network
Northern Exposure—Disability in the Arts, Disadvantage in the Arts, Australia (DADAA WA Inc)

Enhancing management and work practices
Winner: Quality Management System—Perth Home Care Services Inc
Finalists: Community First
Options Employment—Good Samaritan Industries
Volunteer Management Program Policies and Procedures—Peel Volunteer Resource Centre

Outstanding service by an individual
Winner: Marg Peters
Finalists: Freda Bender
Wendy Newman
Jacqui Stutt

Judging Panel
Jasmine Geddes Consultant, Community Development
David Hogan Managing Director Scoop Magazine
Alan Melchert Executive Director, Volunteering WA
Patricia Morris Mayor of City of Gosnells
Mary-Anne Paton Secretary and General Manager, WA Legal Practice Board
Tony Pietropicolo President, Western Australian Council of Social Service
Russell Raymond Secretary, Federation of Ethnic Communities Council
Kathryn Sydney-Smith Chief Executive Officer, WA Community Foundation
Jacquie Thomson Director, Lotterywest Grants and Community Development
WA YOUTH AWARDS SHOWCASE

**Positive Image Award**
**District Representatives**
Byson Attrill  Ravensthorpe District High School
Chenelle Audsley  Hamilton Senior High School
Nadia Braybrook  St Mary’s Anglican Girls’ School
Anthony Butler  Bruce Rock District High School
Sally Chew  Thornlie Senior High School
Nadia Cunningham  Girrawheen Senior High School
Natasha Dawson  Coodanup Community College
Elisabeth Di Sylva  Lake Joondalup Baptist College
Mark Dodd  Wesley College
Melindy Dunn  Leeming Senior High School
Emily Gilbert  Warnbro Community High School
Fiona Goodbody  Armadale Christian College
Phillipa Hanel  Pemberton District High School
John Ismailovski  Warwick Senior High School
Erin Killin  Katanning Senior High School
Olivia Knapp  Swan View Senior High School
Ramona Lapuz  Mercedes College
Shannon Lethbridge  Halls Creek District High School
Anna Magoulis  St Andrews Grammar
Atout Mangok  Aranmore Catholic College
Sharna Nesbit  Warnbro Community High School
Danielle Newman  Eaton Community College
Michelle Pontre  Prendiville Catholic College
Cedric Reid  Kiwirrkurra Remote Community School
Jessica Reynolds  Methodist Ladies College
Danika Sekuloff  Geraldton Senior College
Shane Toovey  Mt Barker Senior High School
Celeste Underhill  Swan Christian College

**Judging panel**
Naomi Godden  State Youth Council
Damian Katich  Office for Children and Youth
Natalie La Touche  Office for Children and Youth
Jane Machin-Everill  Department of Education and Training

WA YOUTH MEDIA AWARDS

**Overall winner**
Megan Sadler  Kalgoorlie Miner

**Category winners**
Print media (metro)  Pamela McGill—The West Australian
Print media (suburban)  Linda Gallahan—Post Newspapers
Print media (regional)  Megan Sandler—Kalgoorlie Miner
Television (metro)  Matt Moran—Channel Ten
Television (regional)  Bianca Hayley—Golden West Network
Radio  Derek Whittaker—Sonshine FM
Photograph  Andrew Ritchie—The Community Newspaper Group

**Judging panel**
Damian Katich  Office for Children and Youth
Yvette Mooney  Independent media representative
Julian Poole  Journalism student – Murdoch University
Earl Reeve  Independent media representative (retired)
Tony Serve  Independent media representative
WA YOUTH AWARDS

WA young person of the year Alexandra Shaw—High Wycombe
WA youth leadership award James Paxman—Northam
WA youth citizenship (individual) award Jodie Knox—Karratha
WA youth citizenship (group) award Derby Youth Advisory Council
WA youth environment award Sally Bart—Sawyers Valley
WA youth inspiration award Alexandra Shaw—High Wycombe
WA youth active achievement award Ben Small—Bunbury

Judging panel
Maxine Boyd Lotteries Commission of Western Australia
Brigitte Doucet Channel 7
Kate Duncan Youth representative
Naomi Godden State Youth Council Member
Renae Hibben Woodside Energy
David Hummerston The West Australian
Amanda Illiot Edith Cowan University
Ron Kawailik Department of Conservation and Land Management
Jason LeCoutre WA Young Person of the Year 2002
Cindy Lee Youth representative
Fiona McRobbie Office for Children and Youth
Aman Pabla State Youth Council Member
Michelle Taylor Iluka Resources
Captain Greg Tonnison Leeuwin Ocean Adventure
Julia Turner Edith Cowan University
Jeremy Yarran State Youth Council Member

WA SENIORS AWARDS 2004

Winners
WA Senior of the Year Daisy Andrews—Fitzroy Crossing
Northern Senior of the Year Daisy Andrews—Fitzroy Crossing
Midwest Senior of the Year Jean Pidgon—Cue
Metropolitan Senior of the Year Dr Patrick Cranley—Wembley
Goldfields Senior of the Year Patricia Lathlain—Boulder
Southern Senior of the Year Hope Sharp—Albany
Wheatbelt Senior of the Year Jane Pooley—Wyalkatchem
Community Service Award Dr Kenneth Collins—Mt Claremont
Business Leadership Award Jean Pidgon—Cue
Art and Culture Award Daisy Andrews—Fitzroy Crossing
Sport and Recreation Award Wendy Packard—Ardross
Award of Excellence Christine Gray—Dianella
Media — Electronic Miranda Miller—Today Tonight
Media — Print Eloise Dortch—The West Australian
Media — Advertising Alzheimer’s Australia WA Ltd

Judging panel
Ron Silvestri BankWest
Bettine Heathcote Council on the Ageing (WA)
Russell Raymond Ethnic Communities Council
Marie Taylor Indigenous community
Alan Moore Lotterywest
Priscilla Fouracres Office for Seniors Interests and Volunteering
Simon Ingleson Sunday Times
Lyn El’gaddafi Volunteering WA
Appendix 8: Publications

Community Development

At a case conference
Best beginnings for you and your baby
Case review board
Choosing quality care for your children (also in Arabic, Chinese, Serbian, Bosnian, Indonesian and Vietnamese)
Community services industry awards 2005
Crisis care
Crisis care poster
Dealing with the effects of trauma
Developmental stages of children
Developmental stages of toddlers
Early education service
Family helpline
Family helpline poster
Finding out about your Aboriginal family history
Foster care poster
Foster carers make a difference
Foster family day poster
Fostering Aboriginal children
Getting help with funerals
Growing up kids booklet (to accompany videos only)
Growing up kids fact sheets (Growing up babies, Growing up teenagers, Living with elders)
Growing up kids poster
Help for families in crisis poster
Internet usage
Keeping our kids safe
Living with babies
Living with babies video
Living with children
Living with children video
Living with parents
Living with parents video
Living with stepfamilies
Living with stepfamilies video
Living with teenagers
Living with teenagers video
Looking West: A Guide to Aboriginal Records in Western Australia
My family always cares for me poster
Not for profit news
One to one
Parent link home visiting service
Parenting fact sheets: Grandparenting
Parenting in a multicultural society (also in Chinese, Farsi, Greek, Indonesian, Italian, Portuguese, Spanish, Vietnamese)
Parenting information centres poster
Parenting line information and support
Parenting line poster
Past adoption services
Play and learning sheets (Music, Playing around the house, Rainy days and cars)
Positive communication
Protecting children : Information for parents, families and friends
Protecting our children poster
Protecting your children
Resolving your complaints
Resolving your complaints poster
Setting up a creche
Shaken Baby Syndrome
Signposts: A guide for children and young people in Care in WA from 1920
Starting family day care
State Homelessness Strategy
Tapestries newsletter
Telephone service cards
Western Australia’s approach to protecting children from abuse and neglect
What does it mean: A guide to families and carers about how DCD keeps children safe
Your family centres
Your family centres poster

Children and Youth
Cadet Lines newsletter
Conversations with Children – Teacher Led Workshops
Telling the Emperor – A guide to youth participation in decision-making
Understanding Youth Suicide – Information Kit
Urban Design Guidelines for Creating Youth Friendly Spaces and Places
YouthSpaces and Facilities Fund – Funding Conditions and Application Form

Family and Domestic Violence
Barriers that prevent country men from accessing domestic violence services
Best practice model for the provision of programs for perpetrators of domestic violence in Western Australia
Best practice model for the provision of programs for victims of domestic violence in Western Australia
Crisis intervention in Aboriginal family violence – Summary report
Crisis intervention in Aboriginal family violence – strategies and models for Western Australia
Domestic violence online resource guide (internet only)
Evaluation of perpetrator programs for mandated and voluntary participants in Western Australia
Family and domestic violence across government data collection project: Phase one
Freedom from fear
   Aboriginal family violence brochure
   Aboriginal family violence poster
   A guide for health professionals
   A guide for employers, managers and supervisors
   Campaign information sheet 1: Development of the campaign advertising strategy
   Campaign information sheet 2: Testing of the campaign advertising strategy
   Campaign information sheet 3: Implementing the campaign
   Campaign information sheet 4: Campaign evaluation results phase one
   Fact Sheet: Common myths about domestic violence
   Fact Sheet: The impact of domestic violence
   Freedom from fear: background information document
   Freedom from fear: A campaign summary
   Freedom from fear campaign posters (set of two)
   Has your partner hurt you?
   Help is closer than you think poster
   How to I know if I’m abusive?
   How to deal with domestic violence (self help book, cassette, guide)
   Men’s domestic violence helpline referral cards
   Men’s domestic violence helpline poster
   When you hurt your partner you hurt your children
   Wherever you live we help poster
   Wherever you live we listen poster
   Literature review on models of coordination and integration of service delivery
   Preventing family disintegration in culturally and linguistically diverse communities: A partnership approach
   Western Australia Family and Domestic Violence Action Plan 2004-2005
   Western Australian Family and Domestic Violence Information Kit
   Western Australia Family and Domestic Violence State Strategic Plan 2004-2008
   Western Australian Family and Domestic Violence Student Information Kit
Seniors Interests and Volunteering

A New Age for Business Newsletter – Issue 6
A Profile of Western Australia’s Seniors
Are You Satisfied? – Customer Information Form
Carers Recognition Act 2004 Brochure
Carers Recognition Act 2004: What Does it Mean for Me?
Employee Volunteering and Corporate Social Responsibility: A Guide to Employee Volunteering Programs
Celebrating Life: Seniors Week 2004 poster
Generations Together: A Progress Report of the Western Australia Active Ageing Strategy
Generations Together: Active Ageing Strategy Budget Update
Grandfamilies: A Resource Guide for Western Australian Grandparents Raising Grandchildren
National Police Checks for Volunteers- Information Package for Volunteer Groups
Revisiting the Vision 2004: Valuing Volunteering
Revisiting the Vision Goals 2005-2007
Safety Advice for Seniors
Seniors Card Application Form
Seniors Card Seniors in the City Trail 2004
Seniors Community Participation Survey
Seniors Week lift out and Program of Events 2004
Seniors, Safety and Crime – A New Outlook
Valuing Volunteering - Now and into the future (news sheet number two)
WA Seniors Awards Nomination Kit
Western Australia’s Baby Boomers – Our Future Seniors
Western Australian Guide to Planning for an Active Retirement

Women’s Policy

A Portrait of Progress: Women in Western Australia 1899-1999
Directory of Services for Women
Female, Young and Active
Female, Young and Independent
Gender Analysis Making Policies, Programs and Services Gender-Aware
Health of Women in WA
Indigenous Women’s Congress
International Women’s Day 2005 poster
Millennium Changes - the Conference
Office for Women’s Policy Strategic Plan 2003-2004
Older Women in WA
Pathways to Independence
WA Women’s Fellowship: Guidelines and Application
What’s the Difference
WINFO Newsletters
Women at work, at home and in the community: State Government Achievements 2004
Women Customers
Women in WA 1997
Women in WA 1998
Women in WA 1999
Women in WA 2000
Women of the 21st Century
Women Today
Women: Interested in Appointment to a Government Board or Committee?
Women’s Convention 2002 Report
Women’s Grants 2005: Guidelines and Application
Women’s Health and Wellbeing Forum: Executive Summary
Women’s Information Service poster
Women’s Safety Forum: Executive Summary
Women’s Information - Women’s Power: a brief history of the Western Australian Women’s Information Referral Exchange
Women’s Report Card Measuring Women’s Progress