



Government of Western Australia  
Department of Training  
and Workforce Development

Department of Training and Workforce Development

# 2011–12 Annual Report





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Title Department of Training and Workforce Development 2011–12 Annual Report

ISBN 978-0-7307-9847-7

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### Statement of Compliance

For the year ended 30 June 2012

**HON MURRAY COWPER MLA**

**MINISTER FOR TRAINING AND WORKFORCE DEVELOPMENT;  
CORRECTIVE SERVICES**

In accordance with Section 63 of the *Financial Management Act 2006*, I hereby submit for your information and presentation to Parliament, the Annual Report of the Department of Training and Workforce Development for the financial year ended 30 June 2012.

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

A handwritten signature in black ink, appearing to read 'Ruth Shean', with a long horizontal flourish extending to the right.

DR RUTH SHEAN  
DIRECTOR GENERAL  
(ACCOUNTABLE AUTHORITY)

10 September 2012

## Overview of the agency



### From the Director General



As reported in 2011, the operations for the Department of Training and Workforce Development are guided by Skilling WA — our State's workforce plan. These goals are:

- increasing participation in the workforce;
- supplementing the workforce through migration;
- attracting and retaining skilled workers;
- providing flexible and responsive education and training; and
- planning and coordinating workforce development strategies in Western Australia.

Skills training and utilisation is a core business of our Department. Western Australia's unprecedented success at the national training awards in 2011 is evidence that it is core business well delivered. Western Australian contestants won four first and two second awards, making our state a stand-out winner in national training. Back home, our Training Forum and Skills West Expo continue to attract large numbers of presenters, exhibitors and delegates — testament to the planning and partnerships which go into each of these complex events. The training sector has been a grateful recipient of Royalties for Regions funding with \$110.6 million funded over four years through the Skills Training Initiative. This includes approximately \$75 million to be invested, over the first four years of the contract, in training infrastructure across Regional WA for the refurbishment and upgrade of facilities, and the development of dedicated training centres to meet industry and community need; \$10 million allocated for the redevelopment of the Muresk institute; and \$20 million for student accommodation in Kalgoorlie.



Participation is a key goal for a growing Western Australia, ensuring that all within the state have the opportunity to be part of the state's growth. Bringing about this outcome for Aboriginal people can require extra efforts. A recent report from the Office of the Auditor General on support for Aboriginal students in training concluded that support services met many aspects of best practice and were appropriate to needs. Well done to our state training providers and also to staff in our Department's service delivery areas.

Growing the workforce through increased population and migration is a sensitive matter which must be handled in the context of a strong economy which puts its own population first. Having said that, our department predicts a shortfall of 76 000 skilled workers by 2015. Recruitment of skilled workers from overseas must accompany our work with Western Australians. To this end, former Training and Workforce Development Minister Peter Collier led an industry delegation to the United Kingdom in 2011. Concurrently with this we launched our Skilled Migration Portal, which attracted record attention during Minister Collier's visit. Since the visit, the portal continues to attract more than 40 000 hits per month on average — evidence that Western Australia's business and associated activity is driving more than just the nation's economy. Back home, our new Career Centre web site has been redeveloped to provide wider and easier access to career information.

Our regular updates of *Skilling WA* point to consistent progress against goals, with collaboration from all government departments ensuring strong commitment across government to a robust workforce for the state.

The recently negotiated national agreement signed in April 2012 presents us with some major challenges over the next few years. The Commonwealth has reduced funding by \$70 million over the life of the agreement, despite the growing training needs of Western Australia. In recognition of the extreme pressure this will place on the capacity of our system, the State Government will make up the shortfall, in part, leading up to the implementation of the 'entitlement model'. This model, to be introduced in 2014, will change the funding structures for training by placing the student at the centre of resource allocation. Other national goals such as the harmonisation of apprenticeships carry the challenge of seeking national consistency while allowing our state sufficient responsiveness to meet local need.

Within our department we have ongoing change. At the end of the 2011–12 financial year we combined Education and Training International and our Service Delivery portfolios. This will give us a more streamlined approach to customer service, while allowing us to provide better quality responses. Our newly acquired Registered Training Organisation status — which we hold in conjunction with our state training providers — is another example of how the expectations on service for the department continue to change. The end of the 2011–12 financial year saw us transition Kalgoorlie Esperance VTEC from a branch of the Department to the autonomous Goldfields Institute of Technology. The same date saw us formally accept responsibility for the Muresk Institute, and we will continue to work with stakeholders to build the tri-partite model as proposed by former Deputy Premier, Hendy Cowan.

It would give me great pleasure to list some of our many, many achievements on behalf of our department. There is not room in this introduction, and indeed, this is done thoroughly in the report which follows. It is important however, for me to acknowledge the superb team of professionals behind those achievements — my colleagues at the Department. We have a hardworking team with a strong work ethic and a solution-based approach to work. Thank you all for your work over the last year. I would like to pay particular tribute to staff in regional areas who achieve so much despite the tyranny of distance — which goes hand in hand with difficult internet connections and frustrations in travel and communication.

Thanks especially to my valued and highly competent Corporate Executive team. I would like to acknowledge two members in particular — Penny Bird and Phil de Garis. We lost Penny in April 2012 after a short illness, and her departure is keenly felt by many. I acknowledge Penny's leadership in establishing the Corporate and Governance function of the Department and her smooth transition to Service Resource Management where her purchasing expertise saw her lead many significant projects. My thanks go to Phil for his leadership in so many areas. Phil left us in June 2012 for a more peaceful life of golf and family, and we wish him all the best for a happy and healthy retirement. Departmental stalwarts Simon Walker and Sue Lapham continue in the Department, and we will shortly commence recruitment for the senior vacancies. I also acknowledge the work of several other senior colleagues who have stepped up willingly to provide leadership at the Corporate Executive level during what has been a dynamic year.

Of course, our team is much bigger than just our own staff. Our state training providers are responsible for training throughout the state, and addressing the state's workforce agenda. Our workforce development centres and private training providers, group training organisations and other partners work collaboratively with us — again in many cases across the state and occasionally from remote areas.

Closer to home, our industry training councils provide us with invaluable industry information. Our industry links through employer and employee groups — in particular, the Chamber of Commerce and Industry and the Chamber of Minerals and Energy — ensure advocacy of the sector, and are an essential connection in our workforce planning. Our government partners are key contributors to the workforce agenda, and it is their collaboration which assists with the infrastructure within the state.

To all of you, thank you for working with us, and for your ongoing commitment to workforce development in our state.



Dr Ruth Shean  
Director General



## Executive summary

In the Department's second year of operation we continued to make sound progress against *Skilling WA – a workforce development plan for Western Australia*. In collaboration with other government agencies and industry partners we are building a skilled workforce to maximise the State's economic potential.

### Training

Western Australia's training system had a productive year, with over 45 000 apprentices and trainees in training as at 30 June 2012. In the 2011 calendar year, over 116 000 students were enrolled by the Department in the equivalent of 37 million Student Curriculum Hours. In 2011, students and employers were happy with the State's training system, with survey results showing that 88% of students were satisfied with their chosen area of study; 80% of students found employment after training; and 85.3% of employers were satisfied that vocational qualifications provide employees with the skills they require for their job. The six awards won by Western Australia at the Australian Training Awards is further proof that our outstanding trainers are producing outstanding trainees and apprentices.

The Office of the Auditor General's (OAG) audit of support services for Aboriginal students in training found that the Department and State Training Providers deliver a broad range of support services that meet many aspects of best practice, are appropriate to needs, and often go beyond their normal training role. The support services were found to be making an important contribution to improved social and economic outcomes for Aboriginal communities. These findings are supported by the Department's own survey results which reported that 90.7% of Aboriginal students were satisfied with the services provided by our State Training Providers.

In 2011–12, the Department administered a budget of over \$730 million and spent \$13.7 million on training infrastructure, which has increased the capacity to provide quality training to every corner of Western Australia. In addition, the Department negotiated \$110.6 million in Royalties for Regions funding for the training sector. This includes approximately \$75 million for the refurbishment

and upgrade of facilities and the development of dedicated training centres to meet industry and community need. \$10 million is allocated for the redevelopment of Muresk Institute in Northam and \$20 million for student accommodation in Kalgoorlie.

From 1 July 2011, The Department's Education and Training International branch (ETI) operated as a registered training organisation, enrolling international and multi-jurisdictional students for Western Australia's State Training Providers. In 2011–12, ETI and the State Training Providers kept Western Australia's training sector resilient to the nationwide decline in international student enrolments.



## Workforce development

The Career Centre provides free training information and career guidance services for Western Australians seeking help to enter, re-enter or move within the workforce. During 2011–12, the Career Centre website was revamped and saw a 40% increase in web traffic.

The Department's Western Australian Skilled Migration portal helps attract skilled workers to the State by informing potential migrants about the opportunities and lifestyle available in Western Australia. In 2011–12, the portal recorded around 40 000 hits per month.

The Department provides Aboriginal Workforce Development Centres across Western Australia to 'join the dots' so that Aboriginal job seekers, employers and service providers are better linked to achieve employment outcomes. In 2011–12, 430 Aboriginal job seekers were assisted into employment or training and 315 employers were assisted with their Aboriginal employment strategies.

In 2012–13 the Department will build on the strong foundations of its first two years of operation and continue working across government and with the community to develop the State's workforce.

Throughout this report every attempt has been made to provide full financial year data; however, due to the nature of vocational education and training (VET) data, there are some exceptions.

1. Enrolment data is reported on a calendar-year basis by convention, due to the collection procedures for VET enrolment information. This will impact on efficiency performance measures that combine financial and enrolment information.
2. Student survey information on satisfaction and employment outcomes is based on a calendar year. For this reason, the specific reference periods are indicated for all data items shown in this report.



## The Department at a glance

### Notes:

<sup>1</sup> Data are from surveys conducted in 2011

<sup>2</sup> Data are as at 30 June 2012

<sup>3</sup> Data are for the 12 months to 31 December 2011

<sup>4</sup> Data are for the 12 months to 30 June 2012

### Outcomes

2011–12

High level of student satisfaction <sup>1</sup>	88.4%
Graduates finding employment after study <sup>1</sup>	80.4%
Aboriginal students happy with their courses <sup>1</sup>	90.7%

### Outputs

2011–12

Apprentices and trainees in training <sup>2</sup>	45 075
Number of VET student course enrolments under National Training Agreements <sup>3</sup>	144 561
Number of people funded under National Training Agreements <sup>3</sup>	116 959
Number of student curriculum hours <sup>3</sup>	37 million
Number of commencements for apprentices and trainees <sup>4</sup>	
— Apprenticeship commencements	9781
— Traineeship commencements	23 927

### Inputs

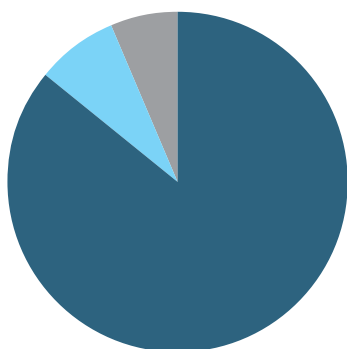
2011–12

Spending on training and workforce development	\$733.7 million
Registered training organisations contracted to provide public training	336
Workforce Development Centres	14
Full time employees	562
Spending on training infrastructure	\$13.7 million

## Financial overview

### Grants and subsidies \$ 000

The Department administered \$623.43 million of grants and subsidies in 2011–12. The majority of grants and subsidies were provided to State Training Providers for the delivery of training programs.



### Total expenditure by category \$ 000

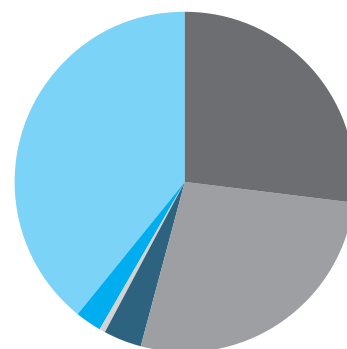
The major expense categories were:

Grants and subsidies (85%)	623 427
Employee benefits expense (8%)	56 439
Supplies and services (6%)	46 322
<b>Total</b>	<b>733 741</b>

State Training Providers (STPs), VTEC and Western Australian Academy of Performing Arts (WAAPA)	457 822
Private Training Providers	131 658
STPs; VTEC and WAAPA capital grants	17 085
Private Training Providers capital grants	3 246
Other	13 616
<b>Total</b>	<b>623 427</b>

### Assets by category \$ 000

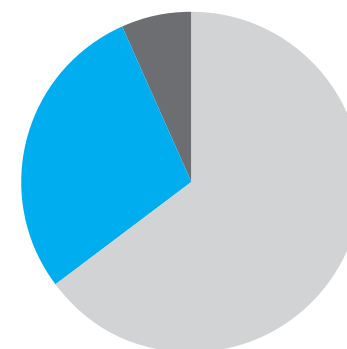
The Department managed a diverse asset base totalling \$28.31 million. The chart shows the distribution by asset class with the majority of the holdings in capital works.



Land	7 700
Buildings	7 676
Plant & Equipment	1 039
Motor Vehicles	101
Computers, office Equipment & Misc	754
Capital works in progress	11 042
<b>Total</b>	<b>28 312</b>

### Total appropriations and revenue by category \$ 000

In 2011–12, \$779.53 million in appropriations and revenue was raised. The majority of the State appropriation is generated by service appropriation – funds provided to the Department to deliver services. State appropriations also includes Royalties for Regions funding and resources received free of charge.



State appropriations	504 155
Commonwealth grants and subsidies	221 359
Commercial and other revenue	54 017
<b>Total</b>	<b>779 531</b>



## Overview of the Department's operating environment

### What we do

The vocational education and training (VET) system is administered by the Department of Training and Workforce Development in its role as the State Training Authority. The Department contributes primarily to the State Government goal: *Greater focus on achieving results in key service delivery areas, for the benefit of all Western Australians*. The desired outcome is: *A skilled workforce that meets the needs of Western Australia*.

To meet this goal, the Department manages the investment of public resources in the State VET system, including planning, funding and monitoring services. It funds training which is delivered by a statewide network of State Training Providers and private training providers. The Department also has the lead role for workforce development for Western Australia. The framework for the business of our Department, *Skilling WA*, outlines five overarching strategies that encapsulate our training and workforce development functions and provide the basis of our planning and operations:

- increasing participation in the workforce;
- supplementing the workforce through migration;
- attracting and retaining skilled workers;
- providing flexible and responsive education and training; and

- planning and coordinating workforce development strategies in Western Australia.

The Department operates in accordance with the *Public Sector Management Act 1994* and assists the Minister for Training and Workforce Development in the administration of the *Vocational Education and Training Act 1996* (the *VET Act*). The *VET Act* sets out the functions and powers of the Minister and provides for:

- a vocational education and training system for the State;
- the establishment and functions of the State Training Board and Training Accreditation Council;
- the establishment of colleges and other vocational education and training institutions; and
- the training of people, such as apprentices, under training contracts with employers.

The Department provides high level strategic advice on Australian and State policy related to VET and workforce development. This advice provides input to the Council of Australian Governments (COAG); the Standing Council on Tertiary Education, Skills and Employment (SCOTESE) and various national committees and groups.

In 2011–12, the Department was represented on the following SCOTESE bodies.

- National Senior Officials' Committee
- Workforce Development, Supply and Demand Principal Committee
- Workforce Development, Supply and Demand Principal Committee – Australian Apprentices Support Services Action Group
- Data and Performance Measurement Principal Committee
- Data and Performance Measurement Principal Committee – Unique Student Identifier Taskforce
- Data and Performance Measurement Principal Committee – My Skills Advisory Group
- Data and Performance Measurement Principal Committee – Strategic Cross Sectoral Data Committee
- Access and Participation Principal Committee – National Adult and Community Education Sub Group
- Access and Participation Principal Committee – National Foundation Skills Strategy Working Group
- Access and Participation Principal Committee – Employment Services and Training Provision Sub Group
- Access and Participation Principal Committee – ATSI Closing the Gap Sub Group
- Green Skills Agreement Implementation Group
- Flexible Learning Advisory Group
- COAG Skills Reform Senior Officials' Working Group

The Department monitors and reports on the progress of the implementation of the following COAG agreements.

- National Agreement for Skills and Workforce Development
- National Partnership Agreement on Productivity Places Program
- National Partnership Agreement on Pre-Apprenticeship Training (Kickstart)
- National Partnership Agreement on Youth Attainment and Transitions
- National Partnership Agreement on TAFE Fee Waivers for Child Care Qualifications
- Project Agreement for the Commonwealth/State and Territory Joint Group Training Program
- Project Agreement for the Industry and Indigenous Skill Centres Program
- Education Investment Fund Funding Agreement for Central Institute of Technology
- Education Investment Fund Funding Agreement for Pilbara Institute of Technology

In supporting the work of SCOTESE the Department provided:

- support to the Minister for Training and Workforce Development to enable Western Australia's objectives to be promoted at the meetings held in 2011–12;
- support to the Director General to promote State objectives at the SCOTESE National Senior Officials Committee; and
- executive support to the SCOTESE Workforce Development, Supply and Demand Principal

Committee, chaired by the Minister for Training and Workforce Development.

## How we do it

The Department operates around a funder/purchaser/provider model. This ensures that the providers delivering a service are distanced from the section that identifies what will be provided and also from the section that procures the service. This enhances transparency and accountability. The following table describes the framework in which the Department operates.

### Funder

Funding arrangements are determined by:

- strategic advice on workforce development; labour market requirements;
- State migration and workforce planning to meet the needs of the State;
- development, monitoring and evaluation of the Department's *Strategic Plan* and strategic policies;
- input into national policy reforms, and monitoring and reporting of Western Australia's implementation of national agreements and national partnerships;
- planning and delivering training infrastructure; and
- marketing of workforce development and training.

### Purchaser

Services are purchased to ensure:

- a diverse range of publicly funded qualifications in metropolitan and regional areas;

- tender arrangements for the contracting of training within critical skill qualifications;
- funding to meet the needs of industry priorities;
- the training and workforce development needs of disadvantaged and/or priority population groups are met;
- ancillary support services;
- quality delivery through well governed State Training Providers; and
- training infrastructure is built and maintained to support the needs of training delivery.

In addition, institutions to be established under the VET Act are managed to ensure VET and tertiary education services.

### Provider

Services are provided through:

- ApprentiCentre;
- Career Centre;
- Overseas Qualification Unit;
- Aboriginal Workforce Development Centres;
- Workforce Development Centres;
- Training Curriculum Services;
- WestOne Services;
- Sector Capability;
- State Training Admissions; and
- Education and Training International: skilled migration and coordination of international students.



## Governance

The Department's governance frameworks meet contemporary accountability requirements and have processes in place which ensure they are current and accountable. These include the following.

### Strategic planning

The Department's *Strategic Plan 2010–2013* was released in February 2011, after an extensive consultation process with key stakeholders in the training and workforce development sector. The *Strategic Plan 2010–2013* identifies the vision, mission and values of the Department.

### Operational planning

Operational plans are in place to support the Strategic Plan to achieve the Department's goals.

### Budget

The budget, which includes the appropriation from State Government and grants and agreements from the Australian Government, specifies how Departmental initiatives will be financed. Budget progress is reported monthly to the Director General and Corporate Executive showing key variances.

### Internal audit

An independent internal audit function reviews and evaluates the effectiveness of the Department's business operations and controls as a service to management. The Department's Internal Audit and Risk Management Committee monitors and guides the internal audit function to ensure that audit coverage is adequate, relevant, efficient, appropriate and that audits add value in bringing about positive change.



## Responsible Minister

The Department of Training and Workforce Development is responsible to the Minister for Training and Workforce Development. From 1 July 2011 to 28 June 2012, this was Hon Peter Collier MLC, and from 29 June 2012 onwards this was Hon Murray Cowper MLA.

## Accountable authority

The accountable authority of the Department of Training and Workforce Development is the Director General, Dr Ruth Shean. Dr Shean commenced as Director General on 7 December 2009.

## Relevant legislation

The Department of Training and Workforce Development is established under section 35 of the Public Sector Management Act 1994. The Vocational Education and Training Act 1996 is administered by the Minister with the assistance of the Department.

## Changes to the Vocational Education and Training Act 1996

The *Training Legislation Amendment and Repeal Act 2008* was assented to on 10 December 2008 and came into operation on 10 June 2009. This legislation, which amended the Vocational Education and Training Act 1996 and repealed the *Industrial Training Act 1975*, provided a new legislative framework which allows for greater flexibility and a more contemporary training system.

## Governance of State Training Providers

*Training WA: Planning for the future 2009–2018* sets the vision, major goals and key deliverables for the Western Australian training system. One of the key strategies contained within Training WA is the development of a vibrant and diverse training market. This includes measures such as providing the State Training Providers with a greater level of independence so that they can compete more effectively in an open training market.

The Department has developed a robust governance framework — underpinned by the Office of the Public Sector Standards Commissioner's *Good Governance Guide* — to enable State Training Providers to:

- work with greater autonomy;
- have clearer accountability; and
- have streamlined and transparent reporting relationships.

In February 2011, the Minister for Training and Workforce Development and each of the State Training Providers signed the Governance Charter, formally committing to implementing the governance framework in each organisation. This charter:

- defines a new relationship of greater autonomy;
- develops minimum standards of governance; and
- reduces the burden of regulation.



## Organisational structure – Corporate Executive

As at 30 June 2012



## Performance management framework

### Outcome based management framework

The following framework shows the relationship between government goals, agency level desired outcomes and the agency's services. The key performance indicators within this framework are reported in the Department of Finance's 2011–12 Budget Statements and are auditable by the Office of the Auditor General.

The Department's vision is to create a skilled workforce to maximise the State's economic potential for the benefit of the Western Australian community. This is in line with the government's strategic goals.

#### Notes:

<sup>a</sup> Employers are satisfied with training as a way of meeting their skill needs. This includes employers who indicated vocational education and training was a job requirement.

<sup>b</sup> The training rate and completion rate of apprenticeships and traineeships includes publicly and privately funded training places.

### Government goal

Results based service delivery:  
Greater focus on achieving results in key service delivery areas for the benefit of all Western Australians.

### Desired outcome(s)

A skilled workforce that meets the needs of Western Australia. <sup>a</sup>

#### Descriptor:

The Department of Training and Workforce Development provides Western Australia with a skilled workforce through training vocational students, apprentices and trainees, with skills identified by industry and the community.

### Services

1. Institutional based training (IBT)
2. Employment based training (EBT)

### Key effectiveness indicators

Service 1 and 2: Employer satisfaction with the skills of their employees <sup>a</sup>

Service 2: Apprenticeship and traineeship training rate <sup>b</sup>

Service 2: Apprenticeship and traineeship completion rate <sup>b</sup>

Service 1 and 2: Graduate employment rate

### Key efficiency indicators

Service 1: IBT unit cost (total expenditure of Service 1 / total student curriculum hours associated with this service)

Service 2: EBT unit cost (total expenditure of Service 2 / total student curriculum hours associated with this service)



## Summary of key performance indicators

In the 2011–12 financial year, the Department achieved the following outcomes.

For a detailed breakdown of KPI achievement see pages 77–78.

Key performance indicators	Target	Actual
Employer satisfaction with the skills of their employees	88.0%	85.3%
Apprenticeship and traineeship training rate	3.0%	3.1%
Apprenticeship and traineeship completion rate	63.0%	57.4%
Graduate employment rate	80.0%	80.4%
Cost per student curriculum hour — Institution Based Training	\$21.25	\$19.75
Cost per student curriculum hour — Employment Based Training	\$19.68	\$20.06

## Agency performance



*Skilling WA – a workforce development plan for Western Australia* provides the framework and strategies to build, attract and retain a skilled workforce. It identifies five strategic goals which guide the Department's activities and drive its policy development and coordination efforts in the training sector.

Strategic goal 1	Increase participation in the workforce particularly among the under-employed and disengaged, mature-aged workers, Aboriginal and Torres Strait Islander and other under-represented groups.
Strategic goal 2	Supplement the Western Australian workforce with skilled migrants to fill employment vacancies unable to be filled by the local workforce and address those factors which support a growing population.
Strategic goal 3	Attract workers with the right skills to the Western Australian workforce and retain them by offering access to rewarding employment and a diverse and vibrant community and environment to live in.
Strategic goal 4	Provide flexible, responsive and innovative education and training which enables people to develop and utilise the skills necessary for them to realise their potential and contribute to Western Australia's prosperity.
Strategic goal 5	Plan and coordinate a strategic State Government response to workforce development issues in Western Australia.

The following section sets out the Department's major activities and achievements under these strategic goals in 2011–12.



## Strategic goal 1

Increase participation in the workforce particularly among the under-employed and disengaged, mature-aged workers, Aboriginal and Torres Strait Islander and other under-represented groups.

### Workforce Development Centres

The Department maintains a network of 14 Workforce Development Centres (WDCs), operating in 34 sites across regional and metropolitan Western Australia. WDCs provide long term career planning and training assistance which complements the immediate job placement services of other agencies. The needs of ex-offenders and people from culturally and linguistically diverse backgrounds are catered for by two specialist WDCs; however, all WDCs are able to assist people of all backgrounds. In the 2011–12 financial year, which was the WDCs' second year of operation, the WDCs assisted 37 731 clients. This represents an increase of 81.5% on the previous year.

#### Michael's story

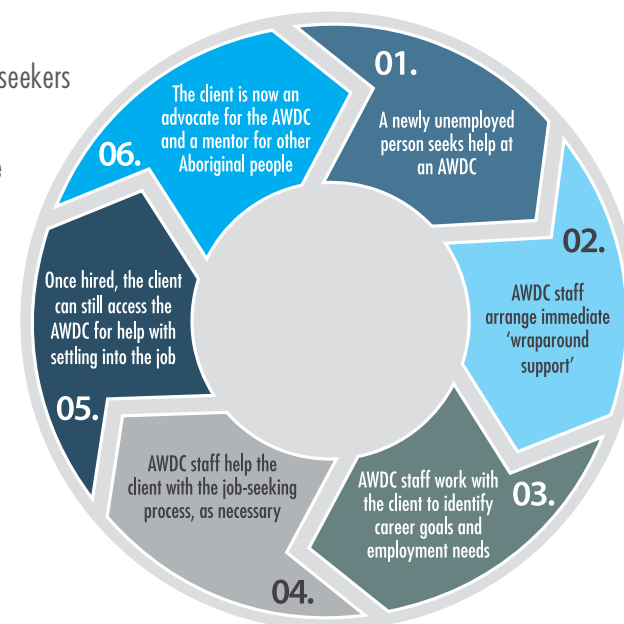
After losing his job as a labourer and welder, Michael visited the Workforce Development Centre in Bunbury seeking career guidance. The career counsellor identified Michael's good maths and computer skills and his uncertainty about continuing with welding as a career. She suggested a career in accountancy and together they created a career action plan to help Michael make the change. After work experience in a local accountancy office, which confirmed his interest, Michael started a Certificate III in Financial Services. He is now working full time at the accountancy firm while he studies. Michael says that the career guidance and support was instrumental in 'turning his life around'.

### Aboriginal Workforce Development Centres

A network of five Aboriginal Workforce Development Centres (AWDCs) operates across Western Australia, in central Perth (Murray St), Bunbury, Geraldton, Broome and Kalgoorlie. These centres 'join the dots' so that Aboriginal job seekers, employers and service providers are better linked to achieve employment outcomes. The core activities of the centres are:

- helping employers attract, recruit and retain Aboriginal employees;
- helping Aboriginal job seekers with career development, job search assistance, addressing barriers to employment, and linking to suitable training and mentoring services; and
- building the capacity of a wide range of service providers to provide a better service to Aboriginal clients.

In 2011–12, 430 Aboriginal job seekers were assisted into employment or training, and 315 employers were assisted with their Aboriginal employment strategies. An evaluation of the AWDCs was commenced in mid-2012, and results will inform the ongoing development of the service.





## Aboriginal role model strategy

The Department's Aboriginal role model strategy showcases personal success stories relating to training and employment. It promotes positive role models to employers and Aboriginal people across Western Australia. In 2011–12, seven new examples of role models and job seeker success stories were published on the AWDC website, and 16 prominent Aboriginal people committed to be involved in the role model program to inspire Aboriginal people to undertake training and enter employment. Five video clips of the role models were produced in April 2012 and will be available in September 2012 on the AWDC website and also in DVD format. The DVD will be available to other service providers for use with their clients or students.



Heavy duty diesel mechanic, Joshua Harrington-Smith, features in one of the 'success stories' on the AWDC website.

## Aboriginal mentoring strategy

The Department has an Aboriginal mentoring strategy, which involved the following activities in 2011–12:

- publishing research on mentoring models and services, along with key elements of best practice. These publications are available at [www.dtwd.wa.gov.au/awdc](http://www.dtwd.wa.gov.au/awdc);
- publishing information and resources for employers on mentoring and cultural awareness, including databases containing information on organisations providing mentoring services and cultural awareness training;
- providing a referral service for employers to providers of mentoring services; and
- providing mentoring training to 50 people with funding from the National Partnership on Youth Attainment and Transitions. Ten people were trained in Broome, 20 people were trained in Geraldton and 20 people were trained in Perth.

## Indigenous Training Support program

Through the Indigenous Training Support (ITS) program, the Department purchases vocational education and training support services to enhance the employment outcomes for Aboriginal people in regional and remote areas of the State. In 2011–12, the ITS program allocated over \$2 million to 11 organisations to support their training programs for Aboriginal people across regional Western Australia. The 29 funded programs included:

- preparing Aboriginal workers for positions as leading hands;
- providing a pathway for Aboriginal people in the community to transition to employment as a lecturer;
- developing culturally appropriate learning resources to attract enrolment by Aboriginal people; and
- a mentoring retention program which will provide Aboriginal mentors to support Aboriginal people who are commencing and completing training and exploring employment opportunities.

## Audit of support services for Aboriginal students

The Office of the Auditor General (OAG) conducted an audit of support services for Aboriginal students in training. The OAG found that the Department and State Training Providers (STPs) deliver a broad range of support services that meet many aspects of best practice, are appropriate to needs and often go beyond their standard training role. While opportunities to improve were identified — specifically in how outcomes are measured and information is shared between STPs — the support services were found to be making an important contribution to better social and economic outcomes for Aboriginal communities. The Department accepts the OAG's recommendations and is working collaboratively with STPs to address them.



VTEC Kalgoorlie's The Place (Place of Aboriginal Learning and Excellence) provides a wide range of support for Aboriginal students — including computer access, course guidance and referral services — as well as cultural awareness training for VTEC staff.

## Aboriginal School Based Training

Aboriginal School Based Training (ASBT) gives Aboriginal students across the State the opportunity to gain basic work readiness and other training while in school which can lead to a school-based traineeship or apprenticeship. As at 30 June 2012, there were 403 ASBT students in certificate II and above traineeships and apprenticeships.

### ASBT participant, Ursula Lyndon

Ursula Lyndon completed an Aboriginal School-Based Traineeship in 2011, spending two days at work and three days at school. After graduating from high school, she began a full time traineeship as an administrative assistant in the Department — combining work with studies towards a Certificate III in Government.



## Aboriginal Training and Employment program

The Aboriginal Training and Employment (ATE) program purchases services from community based organisations to foster regional employment for Aboriginal people and economic development initiatives. This includes helping Aboriginal communities to develop locally relevant training which will help people access mainstream employment. The program assists regional and remote communities in the Pilbara, Wheatbelt, Great Southern and Peel regions of Western Australia and complements the work being carried out by the regional Aboriginal Workforce Development Centres.

## Foundation skills for VET students

The Department runs two 'dual enrolment' courses which integrate literacy, numeracy and language support within vocational training: the Course in Applied Vocational Study Skills (CAVSS) and the Course in Underpinning Skills for Industry Qualifications (USIQ). These enable foundation skills training to be integrated within industry training at all levels, including higher Australian Quality Framework qualifications. CAVSS and USIQ are now delivered by both State and private training providers, whereas prior to 2012, USIQ could only be delivered by State Training Providers. The take-up rate of these two courses continued to increase and in the 2011 calendar year there were 6730 enrolments in CAVSS and 1457 enrolments in USIQ.

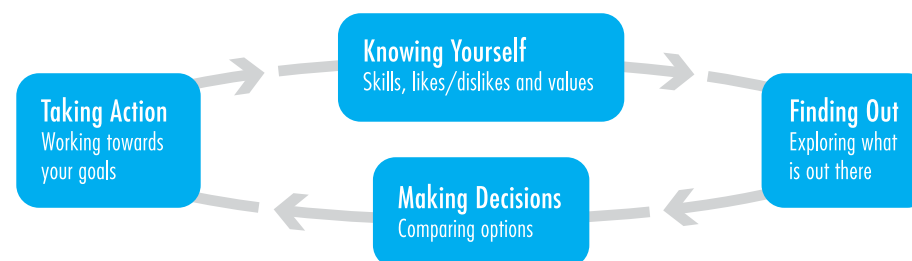
### Course in Applied Vocational Study Skills (CAVSS)

CAVSS uses team-teaching, with a vocational lecturer and literacy lecturer teaching the same group of students simultaneously. This means that individual students are not 'singled out' for remedial teaching and that the literacy and numeracy support is always relevant to the industry skills that students are learning. Developed by the Department, CAVSS is now delivered in all Australian states, New Zealand and the United Kingdom, and is acknowledged for its innovation in providing a model for literacy teaching that shifts away from the traditional 'deficit' model to a social practices approach.

## Career Centre

The Career Centre provides free training information, career pathways advice and more in-depth career guidance to all Western Australians. Services are available by telephone, face to face or on the internet. The Career Centre is also the first point of contact for members of the public seeking recognition of prior learning (RPL). In 2011–12, 180 650 people contacted the Career Centre and the RPL referral service helped 1458 clients with their enquiries, resulting in 847 referrals to relevant training providers.

### Career planning 4 step planning process



### Career Centre website

The Career Centre website at [www.careercentre.dtwd.wa.gov.au](http://www.careercentre.dtwd.wa.gov.au) was significantly enhanced and updated, with the addition of a mobile site to make accessing government services even easier for people looking to enter, re-enter or move within the workforce. A web chat information service was introduced in late 2011 and is now well established with over 520 people having accessed it by 30 June 2012. This service complements the internet, telephone and face to face services already offered. The Career Centre is now able to offer better integrated services and improved access to clients. Overall, 2011–12 saw a 40% increase in the Career Centre's website traffic.

## Adult and Community Education strategy

The Adult and Community Education (ACE) strategy provides non accredited training to marginalised groups and provides opportunities for pathways into further education, training and employment. The ACE strategy includes the Equity Development and Innovation grants, ACE Grants, the Read Write Now! program, the Linkwest Inc Contract and Adult Learners' Week funding.

### The Read Write Now! program

Read Write Now! is an adult literacy and numeracy service managed by Central Institute of Technology. Accredited volunteer tutors across Western Australia work one on one with students, meaning that training can be targeted to individual needs. In May, the program won the 2012 Volunteering WA – Community Volunteer of the Year Award.



Central Institute of Technology MD Neil Fernandes, Volunteer Liz Doerksen and Read Write Now! Manager Marcia Barclay with the Volunteering WA Award

## Access program

Through the Access program, the Department purchases training from State and private training providers for people whose personal circumstances prevent them from accessing mainstream training programs. This includes Aboriginal and Torres Strait Islanders, people from culturally and linguistically diverse backgrounds, people with disability, unemployed people and youth with a demonstrated learning disability or other disadvantage. In 2011, the program funded 2170 course enrolments, mostly in adult literacy/English as a second language, health, community services and office and clerical qualifications. Approximately 40% of enrolments were for remote and regional students and 44% were for Aboriginal students.

## At-Risk School-Aged Students program

The At-Risk School-Aged Students program is a nationally accredited training program that aims to increase the number of Western Australians capable of entering the workforce or continuing with further job related training. In 2011, the program provided 228 students with valuable employability skills and work preparation training in areas including construction, hairdressing, community services, sport (coaching) and hospitality.

## Workforce participation policy

The Department's *Workforce participation policy* was endorsed in March 2012 and will be the overarching framework for the development of Departmental programs and the assessment of their impact and potential to increase training and workforce participation. The following initiatives were underway as at 30 June 2012:

- evaluation of programs for the engagement and training of groups under-represented in the workforce. For example, the Read, Write Now! literacy and numeracy program and the Profit from Experience mature-aged training funding;
- development of a data profile of the participation of under-represented groups in training and the workforce; and
- a review of group training organisations and associated learning pathways for under-represented groups in the workforce.

## Workforce Participation Program

The Workforce Participation Program (commenced in second semester, 2011) has two streams: Work Readiness, for people who are unemployed, under-employed, re-entering the workforce or seeking to retrain in another industry; and Equity, for people who face barriers to accessing mainstream training or employment opportunities and need additional student support services. As at 30 June 2012, the Work Readiness stream had provided training to approximately 2200 students and the Equity stream had provided training to approximately 400 students.

## Group training organisations program

Group training organisations (GTOs) that meet the *National Standards for Group Training Organisations* are registered by the Department to operate in Western Australia. Their role is to employ apprentices and trainees, host them to relevant employers and provide pastoral support to enable successful completion of their training. Collectively, GTOs are the largest employer of apprentices and trainees in the State. The Department provides financial incentives to GTOs to employ apprentices and trainees from under-represented groups, from regional and remote areas, and in areas of skill shortage. This is part of the Joint Group Training Program Agreement between the Commonwealth and State

governments. In 2011–12 there were 4105 apprenticeship and traineeship commencements with 28 GTOs, which represents 11.9% of commencements with employers.

## Priority Start – Building

The Priority Start Building program uses State Government building and construction projects to increase apprenticeship numbers. In 2011–12 Western Australian Government building and construction projects reported the employment of 382 apprentices and trainees.

## WA Training Awards

The WA Training Awards raise the profile of vocational education and training in the State. They celebrate the outstanding achievements of apprentices, trainees and vocational students and recognise the contributions of trainers, training organisations and employers. In 2011 the Department added the WA Culturally and Linguistically Diverse Training Award to showcase migrants who have overcome challenges by undertaking training. The winner of this category is an ambassador for other migrants to get involved in training and enhance their sense of belonging in the community. In 2011, the Training Awards received 209 entries from individuals and organisations, and four WA winners went on to win at the Australian Training Awards.

## Travel and Accommodation Allowance

Through the Travel and Accommodation Allowance (TAA) policy, the Department provides financial assistance to lecturers, apprentices, trainees, cadets and interns who are required to travel long distances to attend or deliver training. During 2011–12, financial assistance was provided to 3772 claimants.





## Strategic goal 2

Supplement the Western Australian workforce with skilled migrants to fill employment vacancies unable to be filled by the local workforce and address those factors which support a growing population.

### Western Australia's skilled migration strategy

Significant jobs growth is predicted for Western Australia and forecasts indicate that training alone will not be able to meet this demand. To supplement the local labour force, the Department manages the *Western Australian skilled migration strategy*, which involved the following activities in 2011–12:

- a consistent and integrated planning approach to skilled migration;
- accessible and quality information on skilled migration;
- attracting and retaining people to ensure Western Australia has sufficient skilled workers to support economic growth;
- supporting a more flexible and responsive migration program;
- helping skilled migrants to integrate into the local workforce, including through settlement services; and
- discussions with the Federal Government to influence migration policy in line with the needs of Western Australia.

### Western Australia's State Migration Plan

The Department of Immigration and Citizenship's (DIAC) introduction of more restrictive criteria for skilled migrants applying for General Skilled Migration visas (including State Sponsorship) on 1 July 2011 reduced the number of skilled migrants potentially eligible for State Sponsorship. In response, the Department negotiated an allocation of 3700 primary nominations for State Sponsorship in the State Migration Plan for the 2011–12 program year. This was an increase of 1200 nominations compared to the previous year's allocation. In 2011–12, the Skilled Migration WA unit nominated 3130 skilled migrants for State Sponsorship.

### Regional status

On 12 September 2011, Perth was granted 'regional' status by DIAC for the purposes of the Regional Sponsored Migration Scheme (RSMS) following extensive negotiations between the Department and DIAC. At the same time, Skilled Migration WA became the Regional Certifying Body (RCB) for the region of Perth. These changes enable all Western Australian employers, including those in Perth, to nominate an eligible employee for permanent migration

under the scheme. In 2011–2012, Skilled Migration WA certified 3718 positions for employers in Western Australia in the Perth, Wheatbelt and Pilbara regions. To facilitate RSMS applications, Skilled Migration WA expanded its online functions to include applications for RSMS certification, with 4904 applications received and processed online.

### State sponsored migration

The Department secured 25 per cent of the State sponsored visa nominations available nationally. In addition, the number of occupations which help qualify potential migrants for State Sponsorship increased from 125 in 2010–11 to 181 in 2011–12. This enables the State to supplement the local workforce with overseas skilled workers in positions of high demand by industry.

### Formal skills assessments

The Department's Education and Training International (ETI) partners with Victoria University to provide onshore and offshore skills assessments to potential migrants seeking Temporary Business (457) and General Skilled Migration visas. In 2011–12 ETI worked with West Coast Institute of Training, Polytechnic West, Durack Institute of Technology



and South West Institute of Technology to provide skills assessment services for 34 trades in 17 countries. These skills assessment services help employers to fill critical skills shortages in Western Australia. In 2011–12, 1155 potential migrants were assessed, representing a 92.5% increase from the previous year.

## Overseas Qualifications Unit

The Overseas Qualifications Unit (OQU), part of the Department's Career Centre, provides formal assessment of the trade qualifications of skilled migrants, in relation to comparable Australian qualifications. Applicants for overseas qualifications assessment predominantly come from the United Kingdom, Ireland, South Africa, New Zealand, India, the Philippines and China and 65% of applicants are temporary residents. In 2011–12, 2517 applications were assessed, representing an overall increase of 50%. This increase is mainly due to an increase in the types of assessments that the OQU is responsible for.

## Enterprise Migration Agreements

The Department provided input into the guidelines for the new Enterprise Migration Agreement and Regional Migration Agreement. These are expected to increase the flexibility of the temporary skilled migration program by increasing the range of occupations able to be recruited under the 457 visa program. The agreements require employers to allocate a proportion of their project cost to training for Australians, to ensure that skilled migration does not become a substitute for training investment. The Department advises on whether the proposed training aligns with Western Australia's workforce development and training priorities.

## Skilled Migration portal

In 2011–12, the Department continued to operate the Western Australian Skilled Migration portal ([www.migration.wa.gov.au](http://www.migration.wa.gov.au)). The portal showcases Western Australia as a desirable place to live and work — providing a suite of resources and information on Western Australia to inform potential migrants about the opportunities and lifestyle available in the State. In 2011–12, the portal recorded around 40 000 hits per month.

## Skilled migration mission to the United Kingdom and Ireland

In 2011–12, the Department coordinated a delegation of industry leaders and employers to the United Kingdom and Ireland to promote migration of skilled workers. The skilled migration mission was led by the Minister for Training and Workforce Development and promoted skilled migration to Western Australia via numerous forums, seminars, expos and meetings. The Department of Immigration and Citizenship has reported that the number of Temporary 457 visas granted to workers from the UK and Ireland in the six months following the mission increased by 94.5% and 146.1%, respectively.



## Strategic goal 3

Attract workers with the right skills to the Western Australian workforce and retain them by offering access to rewarding employment and a diverse and vibrant community and environment to live in.

### Regional workforce development plans

The Department's regional workforce development plans outline key challenges to workforce development in each region and identify strategies at a local and State level to address them. These plans also identify skill and labour shortages at the regional level – a valuable input in 2012 to inform the development of the State Training Plan. In 2011–12, regional workforce development plans were drafted for the Mid West, Wheatbelt and Goldfields-Esperance regions, which will be published when consultation has been completed. Draft plans for the Pilbara, South West and Great Southern regions are nearing completion.

### Industry attraction and retention strategies

In 2011–12, the Department continued to provide input into the attraction and retention strategies of State Government departments and industry bodies, including affordable housing projects for workers in the State's north west via the Pilbara Cities project, the SuperTowns project for the south of the State and social housing for Aboriginal workers in the Kimberley.

### Promoting warehousing and logistics career pathways

The Department worked with the Logistics Training Council to identify career pathways and opportunities for career advancement within the warehousing and logistics sectors and developed resource packs to promote these careers.

### The Hospitality Ambassador Program

With FutureNow, Creative and Leisure Industries Training Council, the Department developed a resource kit and workshops which promote hospitality careers to school students and people under-represented in the workforce. The program was launched on 27 March 2012 at Woodvale Secondary College.

### Public Sector career pathways

The Department worked with the Electrical Utilities and Public Administration Training Council to develop marketing material promoting Public Sector career pathways to secondary students. This project also identified the skill sets and qualifications required by the Public Sector to its employees.

### Workforce planning and development package

The Department is working with key government and industry stakeholders to develop an enterprise based workforce planning and development package for Western Australia. The aim of the package is to increase employers' awareness of workforce planning and development and give them easy access to resources to help them develop their workforce. In 2011–12, stage 1 of this project was concluded with a report identifying the workforce planning and development tools that are available.



## Strategic goal 4

Provide flexible, responsive and innovative education and training which enables people to develop and utilise the skills necessary for them to realise their potential and contribute to Western Australia's prosperity.

### Public vocational education and training system

To increase the skill level of Western Australians in employment or seeking employment and to meet the needs of industry, the Department funds the delivery of a broad range of nationally accredited training through State and private training providers. In 2011, the Department purchased approximately 37 million hours of nationally accredited training, resulting in 144 561 course enrolments at a cost of approximately \$534 million. This exceeds the 2010 training levels by 1132 course enrolments and 700 000 training hours. Around 79% of training was provided by State Training Providers and the remaining 21% by over 300 private training providers.

### Apprenticeships

Training Western Australians through apprenticeships and traineeships is central to ensuring a skilled workforce for the future. Apprenticeship programs combine work with structured training and tend to be in traditional technical trades, such as automotive, building and construction, electrical and metals trade areas. A wide range of Apprenticeship pathways are available: full and part time apprenticeships, school-based pre-apprenticeships, school-based apprenticeships and higher level apprenticeships.

**Table 1**  
Apprenticeship and traineeship profile

Apprentices and trainees in training <sup>1</sup>	45 075
Apprenticeship commencements <sup>2</sup>	9781
Traineeship commencements <sup>2</sup>	23 927
Employers of apprentices and trainees <sup>1</sup>	10 640

<sup>1</sup> Data are as at 30 June 2012

<sup>2</sup> Data are for the 12 months to 30 June 2012

In 2011–12, 2425 first year apprentices received an induction from an apprenticeship consultant at their training provider or place of employment. Eighty eight training provider organisations attended induction and information workshops in 12 sessions during 2011–12. These are mechanisms for the Department to inform apprentices, trainees and employers about their rights and responsibilities.

The Department manages contract suspensions, dispute resolution processes and variations to contracts, for example to allow apprentices to change employers. In 2011–12,

the Department processed a total of 52 842 variations to training contracts and 20 877 employer visits were undertaken by ApprentiCentre field staff to conduct mediations and resolve disputes between parties regarding the training contract.

ApprentiCentre advice and support remained in demand with 49 935 calls taken in 2011–12. Most queries were from clients seeking details on completion, certification and other training contract information.

The ApprentiCentre Jobs Board managed 3066 vacancies on behalf of employers, as well as 1468 new registrations from job seekers. Monitoring has shown that 28% of these job vacancies are filled directly through the site.

### Apprenticeship policy

A new apprenticeship policy was launched in February 2012 which provides stakeholders with practical guidance and better interpretation of the *Vocational Education and Training Act 2009*. A continuous improvement register was set up to record issues and questions regarding interpretation of the policy.

## School-based apprenticeships

School-based apprenticeships enable year 11 and 12 students to start an apprenticeship while working towards the completion of their Western Australian Certificate of Education. In 2011 there were 102 school-based apprenticeships available across 11 industry areas, including electrical, building and construction, hospitality and tourism, and primary industry, with the most popular apprenticeship being plumbing and gas fitting. As at 30 June 2012, there were 192 school-based apprentices in training and approximately 27% were in regional Western Australia.

## Advanced Pre-Apprenticeship pilot

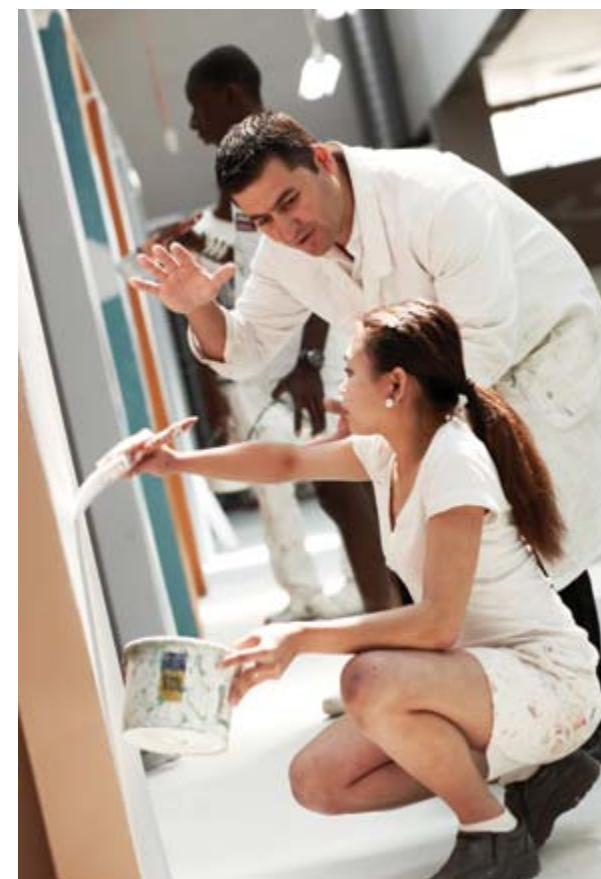
In 2011–12, the Department launched the Advanced Pre-Apprenticeship pilot program to trial a model of flexible training delivery. Students in this program complete training with Polytechnic West and West Coast Institute of Training, before entering a contract of training with an employer. It is expected that this will deliver well trained and work ready apprentices, making it more attractive for employers to take on apprentices. This delivery model is also expected to make apprenticeships more attractive to a wider range of students and to reduce the attrition rate for first year apprentices. The pilot commenced with 45 participants undertaking training in the areas of carpentry and joinery, electrotechnology and commercial cookery.

## Pre-apprenticeships

Pre-apprenticeships combine theory and work experience, with a focus on industry specific skills. They take approximately six months and training is at certificate II level. Completing a pre-apprenticeship makes candidates more attractive to employers who work with State or private training providers to source suitable apprentices. In 2011 a total of 3800 students were enrolled in pre-apprenticeships.

## Pre-apprenticeships in schools program

The pre-apprenticeships in schools program is a transition program from school to an apprenticeship that provides an opportunity for students to explore a career in the trades through a 'family of trades' course or to complete a certificate I or II pre-apprenticeship. The program aims to ensure that students are more job ready and have an increased awareness of the expected skills and underpinning knowledge in their chosen trade. Students who continue into a full time apprenticeship have the option to reduce their apprenticeship by three months. The program is currently available to school students in Perth and the Mid West, Goldfields-Esperance, South West and Great Southern regions.



Painting and decorating pre-apprenticeship students Isaac Griffiths and Kathline Ochea with trainer John Makrillos.

## Traineeships

Traineeships, like apprenticeships, are job related, and combine work and structured training in non-trade areas such as business, hospitality, process manufacturing and health. In Western Australia there are 58 traineeships available in 17 industry areas, ranging from certificate II to diploma level. Traineeships can be full time, part time or school-based. As at 30 June 2012, there were 5021 trainees in training with State Training Providers and 19 988 trainees in training with private training providers.

## School-based traineeships

School-based traineeships enable year 11 and 12 students to experience working as valued employees in a workplace while completing their Western Australian Certificate of Education. Students spend one day a week in training, one day a week on the job and three days a week at school. In 2011 there were around 140 school-based traineeships available in a range of industry areas, including the automotive, hospitality and tourism, and building and constructions sectors. As at 30 June 2012 there were 1295 school-based trainees in training, with Business being the most popular choice.



On the Warakurna lands, Alwyn Jackson worked towards a Certificate I in Construction with on-site training by Taminmin College and practical work performing maintenance on the community's housing.

## Ngaanyatjarra Lands Training and Workforce Development Project

The Ngaanyatjarra Lands Training and Workforce Development Project is an 18 month pilot project to provide vocational training programs that help Aboriginal people in the Ngaanyatjarra Lands to obtain meaningful employment by providing training that is tailored to existing job vacancies in the Ngaanyatjarra Lands. Over the course of the pilot,

Taminmin College will deliver 15 320 Student Curriculum hours in 36 skill sets into at least four communities in the Ngaanyatjarra Lands. Skills include construction, computing, warehousing and distribution and welding. As at 30 June 2012, a total of 10 463 student curriculum hours had been delivered to 69 people in six communities in the Ngaanyatjarra Lands including Warburton, Wingellina, Warakurna, Blackstone, Jameson and Kiwirrkurra.



## State Training Plan

The Department worked with the State Training Board to produce the *State Training Plan 2012–15*, which defines the priorities for training in Western Australia. The plan drew on national priorities and agreements, economic and labour market analysis, industry advice from the 10 training councils and information from regional stakeholders. The priorities identified in the plan are recognised in the Delivery and Performance Agreements for State Training Providers and in tender process documents for private training providers.

## Training reform agenda

Western Australia sees the introduction of a training entitlement as a way of ensuring a more flexible and demand-led training system. In 2011–12 much work has been done by the Department, in conjunction with the Department of Treasury, to shape an entitlement design best suited to Western Australia's needs. The Department is aiming to implement a student-centred and demand-driven training model in 2014. This model will include income-contingent loans for diploma and advanced diploma students and a revised fees and charges framework to suit the new environment.

## Out of Contract Completion initiative

The Out of Contract Completion initiative rewards employers who recruit an apprentice or trainee from the Out of Contract Register and retain them through to successful completion of their qualification. Eligible employers are paid a completion payment of \$4000 for eligible certificate III and above apprentices and trainees completing their training contract. In 2011–12, 142 employers took advantage of the Out of Contract Completion initiative.

## Productivity Places Program

The Productivity Places Program was part of the Australian Government's Skilling Australia for the Future initiative. The program commenced on 1 January 2009 and concluded on 30 June 2012. The core objectives of the program were to provide a broad range of training options for job seekers to build foundation skills and pathways into employment and to provide a broad range of training options for existing workers to reduce skill shortages and increase the productivity of industry. Over the life of the program, the target in Western Australia was to deliver 75 500 additional training places in industry priority skill shortage areas. Western Australia exceeded this target by 17 000 places – delivering 92 650 additional places by 30 June 2012. This success was largely achieved as a result of the training delivered by State Training Providers and the expansion of the private training provider market created by competitive tendering arrangements.

## Vocational Education and Training Centre (VTEC)

Transferred from University of Technology to the Government of Western Australia, VTEC will provide training and workforce development initiatives that address skill shortages in the Goldfields region and across the State. In 2011–12, the Department focused on activities to ensure that VTEC can be established as a statutory authority from 1 July 2012.

- The transfer of land is on track to be finalised by the end of 2012.
- The Department assessed VTEC's standards of governance against those required to operate as a statutory authority.
- The order to establish VTEC as a statutory authority in the name of Goldfields Institute of Technology was gazetted on 15 June 2012.
- The Department set up core ICT infrastructure.

## Muresk Institute

In late 2011, the State Government agreed to transfer Muresk Campus management from Curtin University to the Department of Training and Workforce Development. In 2011–12, the Department undertook the following work to ensure the successful transition of operations and assets to the Department from 1 July 2012:

- gaining Cabinet approval for the transfer of Muresk management to the Department and seeking Cabinet approval for Royalties for Regions funding;
- recruiting Muresk Institute staff and outsourced services;
- establishing human resource systems, financial systems and ICT systems;
- consulting with stakeholders through the Muresk Reference Group, Agricultural Roundtable Forum and a communication campaign; and
- other projects including the VET-Higher Education Pathways project, Mapping Pathways project, land and infrastructure assessments and planning, and reviews of business models.



Muresk science and computing laboratories

## The Mapping Pathways project

The Mapping Pathways project maps agricultural skill sets and job pathways to identify commonalities with mining skill sets. This will allow Muresk to broaden its focus from agriculture to primary industries, which will enhance its business viability.

## Re-introduction of the trade certificate

In November 2011, in response to stakeholder feedback, the trade certificate was re-introduced for apprentices who have successfully completed their training contract. Apprentices must achieve the Australian Quality Framework qualification prior to the trade certificate being issued. The benefits of the trade certificate include considerable stakeholder goodwill, increased industry confidence in the training system and recognition of achievement for the apprentice.

## Regional payment rates to metropolitan training providers

In December 2011, the Department launched an initiative that allows first year apprentices in regional areas to undertake their off the job training in their home regions rather than having to travel to Perth. The initiative allows metropolitan registered training organisations to access regional training delivery rates to deliver apprenticeship training in regional and remote Western Australia.

## VET in schools

In 2011–12 the Department collaborated with the Department of Education to implement key actions to improve the outcomes from VET in schools programs. These include:

- developing a register of industry-endorsed VET in schools qualifications;
- showcasing schools with well run VET in schools programs;
- upgrading the Department's VETinfoNet website; and
- adding VET in schools workshops to the 2012 Training Providers Forum.

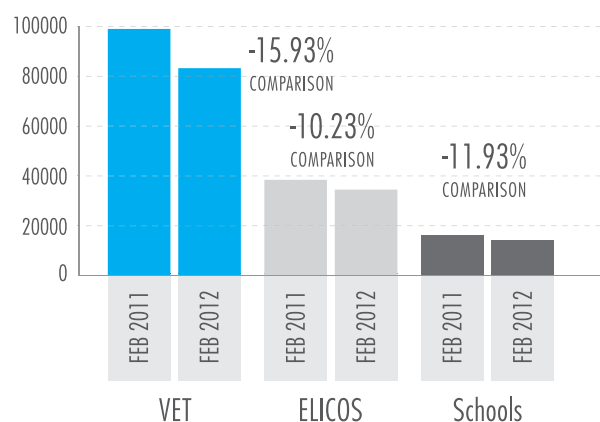
## Education and Training International

International education contributes around \$15.7 billion to Australia's export income and around \$1.2 billion to the export income of Western Australia. International students also add to the diversity of the student population, enriching the experience for all students and building global links. The Department's Education and Training International branch (ETI) promotes Western Australia's State Training Providers internationally, with a team of five strategic marketing consultants and a global network in excess of 350 trained agents.

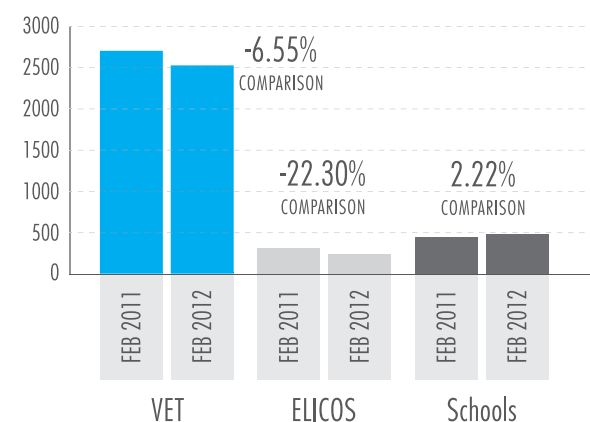
On 1 July 2011 the Department's Education and Training International branch (ETI) became a registered training organisation. As a result, ETI enrolls international and multi-jurisdictional students for Western Australia's State Training Providers (STPs). ETI and the State Training Providers have kept Western Australia's international education more resilient than other states' to the nation-wide decline in international student enrolments. The information below reports the comparison between Semester 1 2011 and Semester 1 2012 enrolment numbers. The national figures are based on data from Australian Education International (AEI):

- Western Australian VET enrolments decreased 6.55% compared to a 15.93% decrease nationally.
- Western Australian English Language Intensive Courses for Overseas Students (ELICOS) enrolments decreased 22.3% compared to a 10.23% decrease nationally.
- Western Australian schools enrolments increased 2.22% compared to an 11.93% decrease nationally.

### National enrolments



### Western Australian enrolments



## Zimbabwe to Gorgon via ETI

In 2001 Michael Chiutare left his home country of Zimbabwe to pursue hospitality training at Polytechnic West. Ten years on Michael is a Catering Supervisor on the Gorgon Project, one of Australia's largest energy resource projects. After completing an Advanced Diploma in Hospitality at Polytechnic West, Michael entered the second year of a Bachelor Degree in Human Resource Management at Edith Cowan University. Michael then completed a Master of Business Administration (MBA) and took up an opportunity to work in Port Hedland.



## Training Providers Forum

The Training Providers Forum 2011 in Perth, attended by 560 participants, outlined the latest information on training and workforce development. Visits to publicly funded training providers in regional and metropolitan areas presented professional learning days and professional development sessions. Representatives of State and private training providers attended the three Hot Topics breakfasts highlighting key national projects, activities and trends in training.



The Training Providers Forum keeps VET practitioners up-to-date and connected.

## Professional development for the VET sector

In 2011–12 the Department provided a comprehensive professional development program to approximately 2950 Western Australian VET managers and practitioners. This involved face to face and online workshops covering a range of topics about working in the VET sector. Topics included RPL, assessment and modern learning technologies. The Department actively promotes flexible delivery strategies and e-learning, as these allow delivery of training to a wider range of students across the State.



## VET curriculum

Training Curriculum Services (TCS) manages VET programs and training packages in Western Australia. In 2011–12, TCS maintained 2110 qualifications, 28 640 units of competency and 123 pathways. TCS also maintains the VETinfoNet website, which is a key source of VET curriculum data in Western Australia. In 2011–12 there were 1.3 million page views from 63 400 individual users. Curriculum statistics for 2011–12 show that 41 major updates to training packages resulted in 54 Implementation Guides being created, while five new accredited courses were developed, meaning that 199 accredited courses were being maintained by the Department, as at 30 June 2012.

## VET training resources

The Department's publications branch, WestOne Services, develops training materials for the VET sector. In 2011–12 the following were completed:

- three nationally funded projects: the *Language Links Toolbox* to support the Community Services Training Package; the *TAE Toolbox* for Certificate IV/Diploma in Training and Assessment; and the *English at Work Toolbox*;
- twenty six digital, online and print learning resources in the areas of building and construction, enrolled nursing, hairdressing, heavy automotive, maritime and the public sector;
- nine online and print resources for VET practitioners; and
- forty four digital and print K12 resources.

As at 30 June 2012, a further 12 digital, online and print learning resources in the areas of building and construction, dental services and plumbing were in production.

## WorldSkills Australia

The Department continued its involvement in the WorldSkills program in 2011–12, in order to promote vocational education and celebrate skills excellence. Over 40 competitions, across 30 categories, were held in Western Australia, including regional competitions in the south and north west and many in the metropolitan area. The Western Australian squad comprised 40 Open category winners and seven VET in Schools winners from around the State. This squad will go through to compete at the 2012 National Competition in Sydney in August 2012.

The Department presented a WorldSkills Try'aTrade event at the 2011 SkillsWest Expo in August 2011. This is an interactive program that allows visitors to try various skills and trade areas and talk to trade experts, TAFE lecturers and apprentices. In 2011 there were exhibits in 20 categories covering a variety of trades. The expo attracted over 22 000 visitors, many of whom participated in Try'aTrade.



WorldSkills Try'aTrade visitors get hands on experience with carpentry.

## VET sector computer network

In 2011–12, the Department completed the statewide VET Sector Network. This will provide independent computing environments and wide area networks (WANs) for the Department and State Training Providers. This supports the requirements of the modern training sector with remote and mobile access to online learning, real time collaboration and improvements to system reliability. Also in 2011–12 work on the Department's information and communications technology systems improved its capacity to serve the VET sector. The separating of technical activities from the Department of Education was completed and a new data centre provides the capacity, speed and reliability to support the core training sector applications hosted and managed by the Department. Disaster recovery site planning and procurement has also been undertaken, with implementation due to be completed in the first few months of 2012–13.

## State Training Admissions

In 2011–12 a record 24 711 applications were received for publicly funded full time training. Around 22% of applications were lodged by school leavers and 78% by mature aged candidates. Of these, 84% were received electronically (an increase from the previous year's 81%), reflecting the accessibility of the Department's online lodgement system. Around 92% of applicants who secured a place in a course received an offer for their course of first choice, which was an excellent outcome from the admissions process.

## Small Business Smart Business program

The Small Business Smart Business program aims to increase the productivity of small businesses, to improve the State's business environment. The Department funds training vouchers to contribute towards the cost of small business management training. In 2011–12, 1880 vouchers were issued, which is a decline of 12% from the previous year. An evaluation of the program found that 60% of respondents believed the training had changed the way they ran their business and 71% reported they felt training was the key to their business success.

## Building projects

In 2011–12 the Department completed several major building projects across the State, to support the training delivery and workforce development activities of State Training Providers.

### Central Institute of Technology – Aberdeen St Refurbishment

This \$8 million refurbishment project converted a 30 year old library area into 16 contemporary classrooms to provide ICT enabled learning areas for students across Northbridge campus' many training disciplines. The project also improved access to teaching spaces across the seven storey building by upgrading lifts that were becoming increasingly faulty.

### Great Southern Institute of Technology – Albany wool harvesting and aquaculture

This \$2.4 million project provided new infrastructure for the delivery of wool harvesting and inland aquaculture training programs. This project will expand Albany campus' training capacity for primary industry programs and the buildings formerly used for wool harvesting and aquaculture have been redeveloped as general learning spaces for campus students.



The new purpose built Fitzroy Crossing training centre

### Kimberley Training Institute — Fitzroy Crossing training centre

This \$3 million project provides a new purpose built regional training centre for Aboriginal communities located across the Fitzroy Valley. The centre replaces a small transportable building that could no longer accommodate expanded demand for training programs in business studies, information technology, workplace readiness and numeracy and literacy. The centre includes a covered deck area that is ideal for outdoor classes and provides an administrative base for visiting and outreach lecturers who provide training on site at the many communities located outside the town centre.

### Pilbara Institute — Karratha metals and automotive workshop extension

The \$2.4 million project created a modern training facility with current industry standard technology and equipment. Apprentices and trainees can study theory and then quickly move in to the workshop for practical sessions with lecturers closely monitoring through panoramic classroom windows. The facilities are also available to local high school students as part of the Trade Training in Schools initiative.

### Worker's compensation rebate

The worker's compensation rebate scheme was developed to assist employers during the Global Financial Crisis. It provides a workers' compensation rebate to the employers of apprentices and trainees at certificate III and above who commenced on or after 1 January 2009 and successfully completed the first year of their training contract. Employers were able to claim the rebate for apprentices and trainees who commenced a training contract before 31 December 2010. During 2011–12, the Department continued to process claims for workers' compensation rebate to 1767 employers totalling \$3 315 020.





## Strategic goal 5

Plan and coordinate a strategic State Government response to workforce development issues in Western Australia.

### *Skilling WA – a workforce development plan for Western Australia*

The significance of Skilling WA as a strategic planning framework was recognised through its selection as a finalist for the 2011 Premier's Awards for Excellence in Public Sector Management. During 2011–12 the Department held regular consultation sessions with the lead agencies to ensure the co-ordination of major cross-agency initiatives. As at 30 June 2012, 61 of the plan's 68 priority actions were either completed or had commenced. Six-month progress reports are available from [www.dtwd.wa.gov.au](http://www.dtwd.wa.gov.au).



### *Linkages with the Australian Government*

The Department has been the lead agency responsible for the implementation of National Partnership Agreements and Project Agreements that sit under the National Agreement for Skills and Workforce Development (NASWD). This required the Department to liaise with the Commonwealth's Department of Industry, Innovation, Science, Research and Tertiary Education to ensure ongoing monitoring and reporting against the achievement of project milestones and address operational issues. The key agreements relating to NASWD that were in force in 2011–12 financial year were:

- National Partnership Agreement on Productivity Places Program (finished on 30 June 2012);
- National Partnership Agreement on TAFE Fee-waivers for Childcare Qualifications (finishing on 31 December 2014);
- National Partnership Agreement on Pre-Apprenticeship Program (finishing on 7 July 2012)
- Industry and Indigenous Skills Centres Program Project Agreement (finishing on 30 June 2013); and
- Joint Group Training Program Project Agreement (finishing on 15 November 2012).

The Department also actively contributed to review and evaluation processes in relation to these agreements and the COAG Reform Council's assessment of performance where relevant.

## State priority occupations list

The Department's *State priority occupations list* (SPOL) is an annually updated list of occupations that are in high demand or considered industry-critical in Western Australia. The list informs workforce development planning, as well as the *Western Australian skilled migration occupation list* and the State Training Plan. An internal review of the SPOL in 2011–12 resulted in changes to the ways that data are collected from industry training councils. As a result, the SPOL now has better quality data on higher education occupations, particularly in the health field. Preliminary regional data on priority occupations has been incorporated into the Department's SPOL database framework, following the workforce development planning projects for the Wheatbelt, Goldfields Esperance and Pilbara. These improvements will help make the Department's SPOL more useful in respect to workforce planning across the State.

## Regional priority occupation lists

In 2011–12, the Department consulted with stakeholders to produce regional priority occupation lists (RPOLs). The RPOLs will allow more focused approach to strategic workforce planning in Western Australia, and will be published as regional development plans are further developed.

## Industry training advisory arrangements

The Department funds 10 training councils to provide high level strategic advice, drawing on their industry perspectives on training and workforce development. In 2011–12 the training councils assisted the Department and the State Training Board with the following:

- annual industry workforce development plans, which identified challenges to workforce development for their respective industry areas and provided strategies to address them;
- industry specific environmental scans which identified occupations in critical under supply;
- advice regarding the State priority occupation list and the priority qualifications list;
- industry specific advice on the establishment of 13 new apprenticeship and traineeship programs and variations to six existing programs;
- Western Australian industry contributions to the development and revision of national training packages; and
- quarterly updates on training and workforce development projects identified under *Skilling WA – a workforce development plan for Western Australia*.

## The Fast Track project

Beginning in mid-2011, the Fast Track project aims to increase the representation of Aboriginal women in the resources sector. The project consists of targeted recruitment of Aboriginal women, with successful candidates going on to a pre-employment program and then a 12 month traineeship. While addressing immediate labour shortages, the project also increases the diversity of the workforce, creating a more balanced workplace culture. In the long term, this should improve job satisfaction for all employees, increase productivity and improve the retention of staff.

In the project's first year, 33 job seekers applied for the project, nine of whom are now employed on mine sites in the Pilbara with Rio Tinto or Macmahon. They are undertaking a 12 month Certificate II in Surface Extraction Operations while employed on a two weeks on, one week off fly-in fly-out roster.

## National reforms

Signed on 13 April 2012 at the Council of Australian Governments (COAG) meeting, the Skills Reform National Partnership will be in place until 30 June 2017 and aims to introduce key reforms in the VET sector. These will improve the quality of training delivery; enhance the scope and timeliness of data collection; increase access to training through the introduction of a training entitlement and income contingent loans; and increase efficiency through government to government information sharing and support for public training providers.

### The National Partnership on Youth Attainment and Transition

The National Partnership on Youth Attainment and Transition sets targets for each state to lift qualification levels by increasing year 12 or certificate II attainment and supporting successful transitions from school.

Western Australia's targets are:

- a participation target — measured by the number of 15–19 years old in education or training for Western Australia; and
- an attainment target — measured by the number of 20–24 year olds who have completed year 12 or certificate II or equivalent.

Western Australia was entitled to a payment of \$4 485 000 in the 2011–12 financial year for achieving 88.3% of its participation target.

## Labour market publications

The Department undertook monthly analyses of the *Australian Bureau of Statistics Monthly Labour Force Survey* and prepared a number of key labour market publications during 2011–12:

- *The Quarterly Labour Market and Economic Brief*;
- *Where the Jobs are in Western Australia*; and
- *Employment Trends and Prospects*.

These are available on the Department's website at [www.dtwd.wa.gov.au](http://www.dtwd.wa.gov.au)

## Significant issues impacting the Department



The Department of Training and Workforce Development identified the following significant issues.

- Introduction of the training entitlement will bring about fundamental changes to the way training delivery is funded in Western Australia, as well as system adjustments for procurement and data collection. The Department is developing a design for the implementation of the training entitlement in Western Australia. Along with the introduction of the training entitlement, the Department will also work on a policy framework to introduce university HECS style, income-contingent loans (VET FEE-HELP) for diploma and advanced diploma courses. These reforms will improve access to higher level qualifications and are expected to be launched in 2014. Prior to this, the Department will engage in an extensive stakeholder information campaign to educate providers and students.
- A further range of initiatives will be introduced under the Skills Reform National Partnership, including transparency measures such as: the introduction of a Unique Student Identifier to enable students to access and track their academic achievements through their study; timely provision of data; enhanced VET data collections with the aim of capturing full VET activity; and the publishing of consumer information on the MySkills website (similar to MySchools). These reforms will provide improved consumer information to students to make informed decision in relation to their training pathways and choice of providers.
- State based criteria are being developed for registered training providers to access public subsidy funding and external validation of RTO assessment practices. These initiatives will create a level playing field for access to public funding by RTOs and introduce an additional layer of quality assurance in relation to VET delivery by all RTOs
- The Department is working towards improved government to government information sharing and supporting State Training Providers in an open and competitive training market. State and Commonwealth governments intend to share information on training delivery through agreed protocols, which will inform their policy and program responses to address skills related issues. The Skills Reform NP also requires the State to ensure the pivotal role of State Training Providers in training delivery, particularly in relation to meeting obligations towards disadvantaged learner groups.
- In an environment where skilled labour demand is expected to outpace supply, the development of a skilled workforce is essential for ensuring the State's economic growth potential is fully realised, and consistent with this, that opportunities for workforce participation are maximised.

- As the demand for labour continues to grow as a result of major resource and infrastructure projects, there will be a requirement for employers to access the Commonwealth's temporary and permanent migration programs administered by the Department of Immigration and Citizenship (DIAC). The Department will need to continue its facilitation and advocacy role to ensure Western Australia gets the priority and recognition from DIAC in these programs and that migration policy is shaped to achieve the flexibilities and outcomes required by this State's employers. This includes providing the necessary support, where appropriate, in the development of Enterprise Migration Agreements and Regional Migration Agreements, which will be necessary where employers cannot secure those skilled workers from the local labour market. The continued development of a close working relationship between the Department and DIAC is therefore required.
- The Department is exploring options for the ongoing delivery of shared corporate services to the training sector. The aim is to provide better value for money than the current shared services which are provided under the legacy arrangements resulting from the separation of demerger of the former Department of Education and Training. This may include strategic investment in ICT and a shared service solution better tailored to the needs of the training sector. Current arrangements are costly and poorly adapted to the specific requirements of the sector.
- The Australian Government is aiming to fundamentally reform the Australian Apprenticeships Support Services system and has signalled its intention to transfer responsibility to states and territories for the functions currently undertaken by Australian Apprenticeship Centres (AACs) by June 2014. The policy intention is to create a one stop shop for apprentices and employers, reducing the current confusion and duplication in the system. This reform has been tied to the implementation of the 'harmonisation' agenda aimed at creating greater consistency between states and territories. Both the harmonisation agenda and the transfer of AAC functions to the State will impact on the role and processes of the Department's ApprentiCentre.
- On 1 July 2012, Vocational Training and Education Centre (VTEC) was established as an independent statutory authority in the name Goldfields Institute of Technology (GIT) under the Vocational Education and Training Act 1996. The Department, in consultation with Curtin and the State Solicitor's Office has drafted a new 2012 deed for the transfer of VTEC property to manage the remaining projects associated with the transfer of land and buildings. As of 1 July 2012, those employees of the Department working at VTEC became employees of the GIT and the Department's full time equivalent budget was decreased accordingly.



### Financial Statements

#### Certification of Financial Statements

##### For the year ended 30 June 2012

The accompanying financial statements of the Department of Training and Workforce Development have been prepared in compliance with the provisions of the *Financial Management Act 2006* from proper accounts and records to present fairly the financial transactions for the financial year ended 30 June 2012 and the financial position as at 30 June 2012.

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.

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RYAN FERNIE  
A/DIRECTOR FINANCE SERVICES  
(CHIEF FINANCE OFFICER)

10 September 2012

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DR RUTH SHEAN  
DIRECTOR GENERAL  
(ACCOUNTABLE AUTHORITY)

10 September 2012





## Auditor General

### INDEPENDENT AUDITOR'S REPORT

To the Parliament of Western Australia

### DEPARTMENT OF TRAINING AND WORKFORCE DEVELOPMENT

#### Report on the Financial Statements

I have audited the accounts and financial statements of the Department of Training and Workforce Development.

The financial statements comprise the Statement of Financial Position as at 30 June 2012, the Statement of Comprehensive Income, Statement of Changes in Equity, Statement of Cash Flows, Schedule of Income and Expenses by Service, Schedule of Assets and Liabilities by Service, and Summary of Consolidated Account Appropriations and Income Estimates for the year then ended, and Notes comprising a summary of significant accounting policies and other explanatory information.

#### *Director General's Responsibility for the Financial Statements*

The Director General is responsible for keeping proper accounts, and the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards and the Treasurer's Instructions, and for such internal control as the Director General determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

#### *Auditor's Responsibility*

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the financial statements based on my audit. The audit was conducted in accordance with Australian Auditing Standards. Those Standards require compliance with relevant ethical requirements relating to audit engagements and that the audit be planned and performed to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Department's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by the Director General, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence obtained is sufficient and appropriate to provide a basis for my audit opinion.

#### **Opinion**

In my opinion, the financial statements are based on proper accounts and present fairly, in all material respects, the financial position of the Department of Training and Workforce Development at 30 June 2012 and its financial performance and cash flows for the year then ended. They are in accordance with Australian Accounting Standards and the Treasurer's Instructions.

#### Report on Controls

I have audited the controls exercised by the Department of Training and Workforce Development during the year ended 30 June 2012.

Controls exercised by the Department of Training and Workforce Development are those policies and procedures established by the Director General to ensure that the receipt, expenditure and investment of money, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions.

#### *Director General's Responsibility for Controls*

The Director General is responsible for maintaining an adequate system of internal control to ensure that the receipt, expenditure and investment of money, the acquisition and disposal of public and other property, and the incurring of liabilities are in accordance with the Financial Management Act 2006 and the Treasurer's Instructions, and other relevant written law.

#### *Auditor's Responsibility*

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the controls exercised by the Department of Training and Workforce Development based on my audit conducted in accordance with Australian Auditing and Assurance Standards.

An audit involves performing procedures to obtain audit evidence about the adequacy of controls to ensure that the Department complies with the legislative provisions. The procedures selected depend on the auditor's judgement and include an evaluation of the design and implementation of relevant controls.

I believe that the audit evidence obtained is sufficient and appropriate to provide a basis for my audit opinion.

#### **Opinion**

In my opinion, the controls exercised by the Department of Training and Workforce Development are sufficiently adequate to provide reasonable assurance that the receipt, expenditure and investment of money, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions during the year ended 30 June 2012.

#### Report on the Key Performance Indicators

I have audited the key performance indicators of the Department of Training and Workforce Development for the year ended 30 June 2012.

The key performance indicators are the key effectiveness indicators and the key efficiency indicators that provide information on outcome achievement and service provision.

#### *Director General's Responsibility for the Key Performance Indicators*

The Director General is responsible for the preparation and fair presentation of the key performance indicators in accordance with the Financial Management Act 2006 and the Treasurer's Instructions and for such controls as the Director General determines necessary to ensure that the key performance indicators fairly represent indicated performance.

#### *Auditor's Responsibility*

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the key performance indicators based on my audit conducted in accordance with Australian Auditing and Assurance Standards.

An audit involves performing procedures to obtain audit evidence about the key performance indicators. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the key performance indicators. In making these risk assessments the auditor considers internal control relevant to the Director General's preparation and fair presentation of the key performance indicators in order to design audit procedures that are appropriate in the circumstances. An audit also includes evaluating the relevance and appropriateness of the key performance indicators for measuring the extent of outcome achievement and service provision.

I believe that the audit evidence obtained is sufficient and appropriate to provide a basis for my audit opinion.

**Opinion**

In my opinion, the key performance indicators of the Department of Training and Workforce Development are relevant and appropriate to assist users to assess the Department's performance and fairly represent indicated performance for the year ended 30 June 2012.

**Independence**

In conducting this audit, I have complied with the independence requirements of the Auditor General Act 2006 and Australian Auditing and Assurance Standards, and other relevant ethical requirements.

**Matters Relating to the Electronic Publication of the Audited Financial Statements and Key Performance Indicators**

This auditor's report relates to the financial statements and key performance indicators of the Department of Training and Workforce Development for the year ended 30 June 2012 included on the Department's website. The Department's management are responsible for the integrity of the Department's website. This audit does not provide assurance on the integrity of the Department's website. The auditor's report refers only to the financial statements and key performance indicators described above. It does not provide an opinion on any other information which may have been hyperlinked to/from these financial statements or key performance indicators. If users of the financial statements and key performance indicators are concerned with the inherent risks arising from publication on a website, they are advised to refer to the hard copy of the audited financial statements and key performance indicators to confirm the information contained in this website version of the financial statements and key performance indicators.



COLIN MURPHY  
AUDITOR GENERAL  
FOR WESTERN AUSTRALIA  
Perth, Western Australia  
12 September 2012



## Financial statements

### Department of Training and Workforce Development

#### Statement of Comprehensive Income For the year ended 30 June 2012

		2012 \$000	2011 <sup>(a)</sup> \$000
<b>COST OF SERVICES</b>	<b>Note</b>		
<b>Expenses</b>			
Employee benefits expense	7	56 439	51 659
Supplies and services	8	46 322	29 961
Depreciation expense	9	859	778
Finance costs	10	3	1
Accommodation expenses		4 791	3 737
Grants and subsidies	11	623 427	593 435
Loss on disposal of non-current assets	16	37	45
Other expenses	12	1 863	5 253
<b>Total cost of services</b>		<b>733 741</b>	<b>684 869</b>
<b>Income</b>			
<b>Revenue</b>			
User charges and fees	13	40 902	46 072
Commonwealth grants and contributions	14	221 359	205 441
Interest revenue		2 023	2 686
Other revenue	15	11 092	20 141
<b>Total Revenue</b>		<b>275 376</b>	<b>274 340</b>
<b>Total income other than income from State Government</b>		<b>275 376</b>	<b>274 340</b>
<b>NET COST OF SERVICES</b>		<b>458 365</b>	<b>410 529</b>
<b>Income from State Government</b>	17		
Service appropriation		476 184	427 806
Resources received free of charge		917	544
Royalties for Regions Fund		27 054	1 954
<b>Total income from State Government</b>		<b>504 155</b>	<b>430 304</b>
<b>SURPLUS / (DEFICIT) FOR THE PERIOD</b>		<b>45 790</b>	<b>19 775</b>
<b>OTHER COMPREHENSIVE INCOME</b>			
Changes in asset revaluation surplus		-	-
Gains / losses recognised directly in equity		-	-
<b>Total other comprehensive income</b>		<b>-</b>	<b>-</b>
<b>TOTAL COMPREHENSIVE INCOME FOR THE PERIOD</b>		<b>45 790</b>	<b>19 775</b>

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

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

(a) The 2011 comparative amounts are restated in accordance with AASB 101 'Presentation of Financial Statements' due to a retrospective transfer of the Clarkson Campus to West Coast Institute of Training. Please refer to Note 6 'Change in prior period comparatives'.

# Department of Training and Workforce Development

## Statement of Financial Position As at 30 June 2012

		2012 \$000	2011 restated <sup>(a)</sup> \$000	As at 1 July 2010 \$000
<b>ASSETS</b>	<b>Note</b>			
<b>Current Assets</b>				
Cash and cash equivalents	29	40 956	12 879	1 126
Restricted cash and cash equivalents	18, 29	84 909	67 205	79 293
Receivables	19	11 119	16 795	8 948
Non-current assets classified as held for sale	21	20 000	20 000	21 000
<b>Total Current Assets</b>		<b>156 984</b>	<b>116 879</b>	<b>110 367</b>
<b>Non-Current Assets</b>				
Restricted cash and cash equivalents	18, 29	2 044	2 044	1 544
Amounts receivable for services	20	32 215	31 635	30 749
Property, plant and equipment	22	28 312	104 109	99 270
<b>Total Non-Current Assets</b>		<b>62 571</b>	<b>137 788</b>	<b>131 563</b>
<b>TOTAL ASSETS</b>		<b>219 555</b>	<b>254 667</b>	<b>241 930</b>
<b>LIABILITIES</b>				
<b>Current Liabilities</b>				
Payables	24	12 234	7 747	7 087
Borrowings	25	2	3	8
Provisions	26	11 334	10 001	8 187
Other current liabilities	27	18 202	17 588	21 116
<b>Total Current Liabilities</b>		<b>41 772</b>	<b>35 339</b>	<b>36 398</b>
<b>Non-Current liabilities</b>				
Borrowings	25	1	4	7
Provisions	26	2 467	2 369	1 519
<b>Total Non-Current Liabilities</b>		<b>2 468</b>	<b>2 373</b>	<b>1 526</b>
<b>TOTAL LIABILITIES</b>		<b>44 240</b>	<b>37 712</b>	<b>37 924</b>
<b>NET ASSETS</b>		<b>175 315</b>	<b>216 955</b>	<b>204 006</b>
<b>EQUITY</b>	<b>28</b>			
Contributed equity		122 421	204 188	212 131
Accumulated surplus / (deficit)		52 894	12 767	(8 125)
<b>TOTAL EQUITY</b>		<b>175 315</b>	<b>216 955</b>	<b>204 006</b>

See also the 'Schedule of Assets and Liabilities by Service'.

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

(a) The 2011 comparative amounts are restated in accordance with AASB 101 'Presentation of Financial Statements' due to a retrospective transfer of the Clarkson Campus to West Coast Institute of Training. Please refer to Note 6 'Change in prior period comparatives'.

# Department of Training and Workforce Development

Statement of Changes in Equity For the year ended 30 June 2012		Contribute d Equity	Reserves	Accumulated surplus / (deficit)	Total Equity
		\$000	\$000	\$000	\$000
	Note				
<b>Balance at 1 July 2010</b>	28	212 131	-	(8 125)	204 006
Correction of prior period errors		-	-	1 117	1 117
<b>Restated balance at 1 July 2010</b>		<b>212 131</b>	<b>-</b>	<b>(7 008)</b>	<b>205 123</b>
Surplus / (deficit)		-	-	19 775	19 775
Other comprehensive income		-	-	-	-
Total comprehensive income for the period		-	-	19 775	19 775
Transactions with owners in their capacity as owners:					
Capital appropriations		27 901	-	-	27 901
Other contributions by owners		17	-	-	17
Distribution to owners		(35 861)	-	-	(35 861)
Total		(7 943)	-	-	(7 943)
<b>Balance at 30 June 2011</b>		<b>204 188</b>	<b>-</b>	<b>12 767</b>	<b>216 955</b>
<b>Balance at 1 July 2011</b>		204 188	-	12 767	216 955
Correction of prior period errors		-	-	(5 663)	(5 663)
<b>Restated balance at 1 July 2011</b>		<b>204 188</b>	<b>-</b>	<b>7 104</b>	<b>211 292</b>
Surplus / (deficit)		-	-	45 790	45 790
Other comprehensive income		-	-	-	-
Total comprehensive income for the period		-	-	45 790	45 790
Transactions with owners in their capacity as owners:					
Capital appropriations		3 784	-	-	3 784
Royalties for Regions capital funding		2 490	-	-	2 490
Other contributions by owners		-	-	-	-
Distribution to owners		(88 041)	-	-	(88 041)
Total		(81 767)	-	-	(81 767)
<b>Balance at 30 June 2012</b>		<b>122 421</b>	<b>-</b>	<b>52 894</b>	<b>175 315</b>

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

# Department of Training and Workforce Development

Statement of Cash Flows For the year ended 30 June 2012		2012 \$000	2011 \$000
<b>CASH FLOWS FROM STATE GOVERNMENT</b>	Note		
Service appropriation		475 604	426 920
Capital appropriations		3 784	27 901
Royalties for Regions Fund		29 544	1 954
<b>Net cash provided by State Government</b>		<b>508 932</b>	<b>456 775</b>
Utilised as follows:			
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<b>Payments</b>			
Employee benefits		(54 848)	(48 185)
Supplies and services and Other Expenses		(50 952)	(35 343)
Grants and subsidies		(619 876)	(593 435)
GST payments on purchases		(19 340)	(18 672)
<b>Receipts</b>			
User charges and fees		44 035	41 031
Commonwealth grants and contributions		222 727	201 940
Interest received		1 989	2 252
Other receipts		8 738	18 308
GST receipts on sales		1 383	1 060
GST receipts from taxation authority		17 841	17 224
<b>Net cash provided by / (used in) operating activities</b>	29	<b>( 448 303)</b>	<b>( 413 820)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
<b>Payments</b>			
Payment of non-current physical assets		(14 844)	(42 798)
<b>Receipts</b>			
Proceeds from sale of non-current physical assets		-	15
<b>Net cash provided by / (used in) investing activities</b>		<b>( 14 844)</b>	<b>( 42 783)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
<b>Payments</b>			
Payment of finance lease liabilities		( 4)	( 7)
<b>Net cash provided by / (used in) financing activities</b>		<b>( 4)</b>	<b>( 7)</b>
Net increase/(decrease) in cash and cash equivalents		45 781	165
Cash and cash equivalents at the beginning of the period		82 128	81 963
<b>CASH AND CASH EQUIVALENTS AT THE END OF THE PERIOD</b>	29	<b>127 909</b>	<b>82 128</b>

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

Department of Training and Workforce Development

Schedule of Income and Expense by Service For the year ended 30 June 2012	Institutional Based Training		Employment Based		Total	
	2012	2011	2012	2011	2012	2011
	\$000	\$000	\$000	\$000	\$000	\$000
<b>COST OF SERVICES</b>						
<b>Expenses</b>						
Employee benefits expense	42 329	39 261	14 110	12 398	56 439	51 659
Supplies and services	34 741	22 770	11 581	7 191	46 322	29 961
Depreciation and amortisation expense	644	591	215	187	859	778
Finance costs	2	1	1	-	3	1
Accommodation expenses	3 593	2 840	1 198	897	4 791	3 737
Grants and subsidies	467 570	451 011	155 857	142 424	623 427	593 435
Loss on disposal of non-current assets	28	34	9	11	37	45
Other expenses	1 397	3 992	466	1 261	1 863	5 253
<b>Total cost of services</b>	<b>550 304</b>	<b>520 500</b>	<b>183 437</b>	<b>164 369</b>	<b>733 741</b>	<b>684 869</b>
<b>Income</b>						
User charges and fees	39 830	45 552	1 072	520	40 902	46 072
Commonwealth grants and contributions	166 019	156 135	55 340	49 306	221 359	205 441
Interest revenue	1 517	2 041	506	645	2 023	2 686
Other revenue	8 319	15 307	2 773	4 834	11 092	20 141
<b>Total income other than income from State Government</b>	<b>215 685</b>	<b>219 035</b>	<b>59 691</b>	<b>55 305</b>	<b>275 376</b>	<b>274 340</b>
<b>NET COST OF SERVICES</b>	<b>334 619</b>	<b>301 465</b>	<b>123 746</b>	<b>109 064</b>	<b>458 365</b>	<b>410 529</b>
<b>Income from State Government</b>						
Service appropriation	357 138	325 133	119 046	102 673	476 184	427 806
Resources received free of charge	688	413	229	131	917	544
Royalties for Regions Fund	20 290	1 485	6 764	469	27 054	1 954
<b>Total income from State Government</b>	<b>378 116</b>	<b>327 031</b>	<b>126 039</b>	<b>103 273</b>	<b>504 155</b>	<b>430 304</b>
<b>SURPLUS/ (DEFICIT) FOR THE PERIOD</b>	<b>43 497</b>	<b>25 566</b>	<b>2 293</b>	<b>(5 791)</b>	<b>45 790</b>	<b>19 775</b>

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



Department of Training and Workforce Development

Schedule of Assets and Liabilities by Service As at 30 June 2012	Institutional Based Training		Employment Based		Total	
	2012	2011	2012	2011	2012	2011
	\$000	\$000	\$000	\$000	\$000	\$000
<b><u>Assets</u></b>						
Current assets	117 738	88 828	39 246	28 051	156 984	116 879
Non-current assets	46 928	102 463	15 643	35 325	62 571	137 788
<b>Total Assets</b>	<b>164 666</b>	<b>191 291</b>	<b>54 889</b>	<b>63 376</b>	<b>219 555</b>	<b>254 667</b>
<b><u>Liabilities</u></b>						
Current liabilities	31 329	26 858	10 443	8 481	41 772	35 339
Non-current liabilities	1 851	1 803	617	570	2 468	2 373
<b>Total Liabilities</b>	<b>33 180</b>	<b>28 661</b>	<b>11 060</b>	<b>9 051</b>	<b>44 240</b>	<b>37 712</b>
<b>NET ASSETS</b>	<b>131 486</b>	<b>162 630</b>	<b>43 829</b>	<b>54 325</b>	<b>175 315</b>	<b>216 955</b>

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

# Department of Training and Workforce Development

## Summary of Consolidated Account Appropriations and Income Estimates

For the year ended 30 June 2012

	2012 Estimate \$000	2012 Actual \$000	Variance \$000	2012 Actual \$000	2011 Actual \$000	Variance \$000
<b>Delivery of Services</b>						
Item 84 Net amount appropriated to deliver services	473 450	473 450	-	473 450	425 656	47 794
Amount Authorised by Other Statutes						
- <i>Salaries and Allowances Act 1975</i>	2 734	2 734	-	2 734	2 150	584
<b>Total appropriations provided to deliver services</b>	<b>476 184</b>	<b>476 184</b>	<b>-</b>	<b>476 184</b>	<b>427 806</b>	<b>48 378</b>
<b>Capital</b>						
Item 147 Capital appropriations	3 784	3 784	-	3 784	27 901	(24 117)
<b>Total Capital</b>	<b>3 784</b>	<b>3 784</b>	<b>-</b>	<b>3 784</b>	<b>27 901</b>	<b>(24 117)</b>
<b>GRAND TOTAL</b>	<b>479 968</b>	<b>479 968</b>	<b>-</b>	<b>479 968</b>	<b>455 707</b>	<b>24 261</b>
<b>Details of Expenses by Service</b>						
Institutional Based Training	567 033	550 304	(16 729)	550 304	520 500	29 804
Employment Based Training	189 275	183 437	(5 838)	183 437	164 369	19 068
Total Cost of Services	756 308	733 741	(22 567)	733 741	684 869	48 872
Less Total Income	267 030	275 376	8 346	275 376	274 340	1 036
Net Cost of Services	<b>489 278</b>	<b>458 365</b>	<b>(30 913)</b>	<b>458 365</b>	<b>410 529</b>	<b>47 836</b>
<b>Total appropriations provided to deliver services</b>	<b>489 278</b>	<b>458 365</b>	<b>(30 913)</b>	<b>458 365</b>	<b>410 529</b>	<b>47 836</b>
<b>Capital Expenditure</b>						
Purchase of non-current physical assets	21 590	14 844	(6 746)	14 844	42 798	(27 954)
<b>Capital appropriations</b>	<b>21 590</b>	<b>14 844</b>	<b>(6 746)</b>	<b>14 844</b>	<b>42 798</b>	<b>(27 954)</b>

Adjustments comprise movements in cash balances and other accrual items such as receivables, payables and superannuation.

Note 34 'Explanatory statement', provides details of any significant variations between estimates and actual results for 2012 and between the actual results for 2012 and 2011.

## Department of Training and Workforce Development

### Notes to the Financial Statements For the year ended 30 June 2012

#### Note 1. Australian Accounting Standards

##### General

The Department's financial statements for the year ended 30 June 2012 have been prepared in accordance with Australian Accounting Standards. The term 'Australian Accounting Standards' includes Standards and Interpretations issued by the Australian Accounting Standards Board (AASB).

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

##### Early adoption of Standards

The Department cannot early adopt an Australian Accounting Standard unless specifically permitted by TI 1101 *Application of Australian Accounting Standards and Other Pronouncements*. There has been no early adoption of Australian Accounting Standards that have been issued or amended (but not yet operative) by the Department for the annual reporting period ended 30 June 2012.

#### Note 2. Summary of significant accounting policies

##### (a) General statement

The Department is a not-for-profit reporting entity that prepares general purpose financial statements in accordance with the Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the AASB as applied by the Treasurer's Instructions. Several of these are modified by the Treasurer's Instructions to vary application, disclosure, format and wording.

The *Financial Management Act* and the Treasurer's Instructions impose legislative provisions that govern the preparation of financial statements and take precedence over Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the AASB.

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

##### (b) Basis of preparation

The financial statements have been prepared on the accrual basis of accounting using the historical cost convention, except for land and buildings which have been measured at fair value.

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

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

Note 3 'Judgements made by management in applying accounting policies' discloses judgements that have been made in the process of applying the Department's accounting policies resulting in the most significant effect on amounts recognised in the financial statements.

## Department of Training and Workforce Development

Note 4 'Key sources of estimation uncertainty' discloses key assumptions made concerning the future, and other key sources of estimation uncertainty at the end of the reporting period, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

##### (c) Reporting entity

The reporting entity comprises the Department of Training and Workforce Development which includes the Vocational Training and Education Centre (VTEC). VTEC was transferred to the Department on 1 January 2011.

##### Mission

The Department of Training and Workforce Development's mission is to support the State's sustained economic expansion by leading and coordinating workforce development strategies and driving a responsive, flexible training system within a State and national framework.

The Department of Training and Workforce Development is predominantly funded by Parliamentary appropriations supplemented by funding received from the Australian Government.

##### Services

The Department provides the following services:

##### *Service 1: Institutional Based Training*

Institutional Based Training (IBT) is any training delivered outside of an apprenticeship or a traineeship. Training can include a combination of e-learning and attendance at a training institution.

##### *Service 2: Employment Based Training*

Employment Based Training (EBT) is a combination of practical experience at work with structured learning. Apprentices enter into a formal training contract with an employer which leads to a national qualification and recognition as a tradesperson. Traineeships provide employment and structured training over a period of a year or more, and lead to nationally recognised qualifications, generally in non-trade areas.

##### (d) Contributed equity

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

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

##### (e) Income

##### Revenue recognition

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

## Department of Training and Workforce Development

### *Sale of goods*

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

### *Provision of services*

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

### *Interest*

Revenue is recognised as the interest accrues.

### *Service Appropriations*

Service Appropriations are recognised as revenues at fair value in the period in which the Department gains control of the appropriated funds. The Department gains control of appropriated funds at the time those funds are deposited to the bank account or credited to the 'Amounts receivable for services' (holding account) held at Treasury.

### *Net Appropriation Determination*

The Treasurer may make a determination providing for prescribed receipts to be retained for services under the control of the Department. In accordance with the determination specified in the 2011-2012 Budget Statements, the Department retained \$263 million in 2012 (\$262 million in 2011) from the following:

- proceeds from fees and charges;
- sale of goods;
- Commonwealth specific purpose grants and contributions; and
- other departmental revenue.

### *Grants, donations, gifts and other non-reciprocal contributions*

Revenue is recognised at fair value when the Department obtains control over the assets comprising the contributions, usually when cash is received.

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

Royalties for Regions funds are recognised as revenue at fair value in the period in which the Department obtains control over the funds. The Department obtains control of the funds at the time the funds are deposited into the Department's bank account.

### Gains

Realised or unrealised gains are usually recognised on a net basis. These include gains arising on the disposal of non-current assets and some revaluations of non-current assets.

### **(f) Property, plant and equipment**

#### Capitalisation/expensing of assets

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

## Department of Training and Workforce Development

### Initial recognition and measurement

Property, plant and equipment are initially recognised at cost.

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

### Subsequent measurement

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

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

In the absence of market-based evidence, fair value of land and buildings is determined on the basis of existing use. This normally applies where buildings are specialised or where land use is restricted. Fair value for existing use assets is determined by reference to the cost of replacing the remaining future economic benefits embodied in the asset, i.e. the depreciated replacement cost. Where the fair value of buildings is determined on the depreciated replacement cost basis, the gross carrying amount and the accumulated depreciation are restated proportionately.

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

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

### Derecognition

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

### Asset revaluation surplus

The asset revaluation surplus is used to record increments and decrements on the revaluation of non-current assets as described in note 22 'Property, plant and equipment'.

### Depreciation

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

## Department of Training and Workforce Development

Depreciation is calculated using the straight line method, using rates which are reviewed annually. Estimated useful lives for each class of depreciable asset are:

Buildings	40 years
Plant and equipment	8 years
Office equipment	5-10 years
Communication equipment	5 years
Computer equipment	3-5 years
Furniture and fittings	10 years
Motor Vehicles	5 years

Land is not depreciated.

The Department of Training and Workforce Development owns works of art, which are anticipated to have long and indeterminate useful lives. Their service potential has not, in any material sense, been consumed during the reporting period. As such, no amount for depreciation has been recognised in respect of them.

### (g) Intangible assets

#### Capitalisation/expensing of assets

Acquisitions of intangible assets costing \$5,000 or more and internally generated intangible assets costing \$50,000 or more are capitalised. The cost of utilising the assets is expensed (amortised) over their useful life. Costs incurred below these thresholds are immediately expensed directly to the Statement of Comprehensive Income.

Intangible assets are initially recognised at cost. For assets acquired at no cost or for nominal cost, the cost is their fair value at the date of acquisition.

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

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

#### Licences

Licences have a finite useful life and are carried at cost less accumulated amortisation and accumulated impairment losses.

#### Development costs

Research costs are expensed as incurred. Development costs incurred for an individual project are carried forward when the future economic benefits can reasonably be regarded as assured and the total project costs are likely to exceed \$50,000. Other development costs are expensed as incurred.

#### Computer software

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

## Department of Training and Workforce Development

### Website costs

Website costs are charged as expenses when they are incurred unless they relate to the acquisition or development of an asset when they may be capitalised and amortised. Generally, costs in relation to feasibility studies during the planning phase of a website, and ongoing costs of maintenance during the operating phase are expensed. Costs incurred in building or enhancing a website, to the extent that they represent probable future economic benefits that can be reliably measured, are capitalised.

### (h) Impairment of assets

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

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

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

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

### (i) Non-current assets (or disposal groups) classified as held for sale

Non-current assets (or disposal groups) held for sale are recognised at the lower of carrying amount and fair value less costs to sell, and are disclosed separately from other assets in the Statement of Financial Position. Assets classified as held for sale are not depreciated or amortised.

All Crown land holdings are vested in the Department by the Government. The Department of Regional Development and Lands (DRDL) is the only agency with the power to sell Crown land. The Department transfers the Crown land and any attached buildings to DRDL when the land becomes available for sale.

## Department of Training and Workforce Development

### (j) Leases

Finance lease rights and obligations are initially recognised, at the commencement of the lease term, as assets and liabilities equal in amount to the fair value of the leased item or, if lower, the present value of the minimum lease payments, determined at the inception of the lease. The assets are disclosed as plant, equipment and vehicles under lease, and are depreciated over the period during which the Department is expected to benefit from their use. Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding lease liability, according to the interest rate implicit in the lease.

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

### (k) Financial Instruments

In addition to cash, the Department has two categories of financial instruments:

- Receivables; and
- Financial liabilities measured at amortised cost.

Financial instruments have been disaggregated into the following classes:

#### Financial Assets

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

#### Financial Liabilities

- Payables
- Finance lease liabilities
- Other liabilities

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

The fair value of short-term receivables and payables is the transaction cost or the face value because there is no interest rate applicable and subsequent measurement is not required as the effect of discounting is not material.

### (l) Cash and cash equivalents

For the purpose of the Statement of Cash Flows, cash and cash equivalent (and restricted cash and cash equivalent) assets comprise cash on hand and short-term deposits with original maturities of three months or less that are readily convertible to a known amount of cash and which are subject to insignificant risk of changes in value.

### (m) Accrued salaries

Accrued salaries (see note 24 'Payables') represent the amount due to staff but unpaid at the end of the financial year. Accrued salaries are settled within a fortnight of the financial year end. The Department considers the carrying amount of accrued salaries to be equivalent to its net fair value.

## Department of Training and Workforce Development

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

### (n) Amounts receivable for services (holding account)

The Department receives funding on an accrual basis. The appropriations are paid partly in cash and partly as an asset (holding account receivable). The accrued amount receivable is accessible on the emergence of the cash funding requirement to cover leave entitlements and asset replacement.

### (o) Receivables

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

### (p) Payables

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

### (q) Provisions

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

#### Provisions – employee benefits

All annual leave and long service leave provisions are in respect of employees' services up to the end of the reporting period.

#### *Annual Leave*

The liability for annual leave expected to be settled within 12 months after the end of the reporting period is recognised and measured at the undiscounted amounts expected to be paid when the liability is settled.

Annual leave that is not expected to be settled within 12 months after the end of the reporting period is recognised and measured at the present value of amounts expected to be paid when the liabilities are settled using the remuneration rate expected to apply at the time of settlement.

When assessing expected future payments consideration is given to expected future wage and salary levels including non-salary components such as employer superannuation contributions, as well as the experience of employee departures and periods of service. The expected future payments are discounted using market yields at the end of the reporting period on national government bonds with terms to maturity that match, as closely as possible, the estimated future cash outflows.



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The provision for annual leave is classified as a current liability as the Department does not have an unconditional right to defer settlement of the liability for at least 12 months after the end of the reporting period.

### *Long service leave*

The liability for long service leave expected to be settled within 12 months after the end of the reporting period is recognised and measured at the undiscounted amounts expected to be paid when the liability is settled.

Long service leave that is not expected to be settled within 12 months after the end of the reporting period is recognised and measured at the present value of amounts expected to be paid when the liabilities are settled using the remuneration rate expected to apply at the time of settlement.

When assessing expected future payments consideration is given to expected future wage and salary levels including non-salary components such as employer superannuation contributions, as well as the experience of employee departures and periods of service. The expected future payments are discounted using market yields at the end of the reporting period on national government bonds with terms to maturity that match, as closely as possible, the estimated future cash outflows.

Unconditional long service leave provisions are classified as current liabilities as the Department does not have an unconditional right to defer settlement of the liability for at least 12 months after the end of the reporting period. Pre-conditional and conditional long service leave provisions are classified as non-current liabilities because the Department has an unconditional right to defer the settlement of the liability until the employee has completed the requisite years of service.

### *Superannuation*

The Government Employees Superannuation Board (GESB) and other funds administers public sector superannuation arrangements in Western Australia in accordance with legislative requirements. Eligibility criteria for membership in particular schemes for public sector employee varies according to commencement and implementation dates.

Eligible employees contribute to the Pension Scheme, a defined benefit pension scheme closed to new members since 1987, or the Gold State Superannuation Scheme (GSS), a defined benefit lump sum scheme closed to new members since 1995.

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

The Department has no liabilities under the Pension Scheme or the GSS. The liabilities for the unfunded Pension Scheme and the unfunded GSS transfer benefits attributable to members who transferred from the Pension Scheme, are assumed by the Treasurer. All other GSS obligations are funded by concurrent contributions made by the Department to the GESB.

## Department of Training and Workforce Development

Employees commencing employment prior to 16 April 2007 who were not members of either the Pension Scheme or the GSS became non-contributory members of the West State Superannuation Scheme (WSS). Employees commencing employment on or after 16 April 2007 became members of the GESB Super Scheme (GESBS). From 30 March 2012, existing members of the WSS or GESBS and new employees become able to choose their preferred superannuation fund. The Department makes concurrent contributions to GESB or other funds on behalf of employees in compliance with the *Commonwealth Government's Superannuation Guarantee (Administration) Act 1992*. Contributions to these accumulation schemes extinguish the Department's liability for superannuation charges in respect of employees who are not members of the Pension Scheme or GSS.

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

### Provisions – other

#### *Employment on-costs*

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

#### **(r) Superannuation expense**

The superannuation expense in the Statement of Comprehensive Income comprises of employer contributions paid to the GSS (concurrent contributions), the WSS, the GESBS, or other superannuation fund. The employer contribution paid to the GESB in respect of the GSS is paid back into the Consolidated Account by the GESB.

#### **(s) Resources received free of charge or for nominal cost**

Resources received free of charge or for nominal cost that can be reliably measured are recognised as income at fair value. Where the resource received represents a service that the Department would otherwise pay for, a corresponding expense is recognised. Receipts of assets are recognised in the Statement of Financial Position.

Assets or services are received from other State Government agencies are separately disclosed under Income from State Government in the Statement of Comprehensive Income.

#### **(t) Comparative Figures**

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

### **Note 3. Judgements made by management in applying accounting policies**

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

#### **Operating lease commitments**

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

## Department of Training and Workforce Development

### Note 4. Key sources of estimation uncertainty

Key estimates and assumptions concerning the future are based on historical experience and various other factors that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year.

#### Long Service Leave

Several estimations and assumptions used in calculating the Department's long service leave provision include expected future salary rates, discount rates, employee retention rates and expected future payments. Changes in these estimations and assumptions may impact on the carrying amount of the long service leave provision.

#### Assets Held for Sale

The Department classified Carine TAFE land as a parcel of Crown Land held for sale during the 2009-10 financial year. An offer and acceptance was entered into in June 2010 between the State of Western Australia and Landcorp. Settlement is not expected until December 2012 and the value of the sale is yet to be determined.

### Note 5. Disclosure of changes in accounting policy and estimates

#### Initial application of an Australian Accounting Standard

The Department has applied the following Australian Accounting Standards effective for annual reporting periods beginning on or after 1 July 2011 that impacted on the Department.

AASB 1054	<i>Australian Additional Disclosures</i>
	This Standard, in conjunction with AASB 2011-1 <i>Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project</i> , removes disclosure requirements from other Standards and incorporates them in a single Standard to achieve convergence between Australian and New Zealand Accounting Standards. There is no financial impact.
AASB 2009-12	<i>Amendments to Australian Accounting Standards [AASB 5, 8, 108, 110, 112, 119, 133, 137, 139, 1023 &amp; 1031 and Int 2, 4, 16, 1039 &amp; 1052]</i>
	This Standard makes editorial amendments to a range of Australian Accounting Standards and Interpretations. There is no financial impact.
AASB 2010-4	<i>Further Amendments to Australian Accounting Standards arising from Annual Improvements Project [AASB 1, 7, 101 &amp; 134 and Int 13]</i>
	The amendments to AASB 7 clarify financial instrument disclosures in relation to credit risk. The carrying amount of financial assets that would otherwise be past due or impaired whose terms have been renegotiated is no longer required to be disclosed. There is no financial impact.
	The amendments to AASB 101 clarify the presentation of the statement of changes in equity. The disaggregation of other comprehensive income reconciling the carrying amount at the beginning and the end of the period for each component of equity is no longer required. There is no financial impact.

## Department of Training and Workforce Development

AASB 2010-5	<i>Amendments to Australian Accounting Standards [AASB 1, 3, 4, 5, 101, 107, 112, 118, 119, 121, 132, 133, 134, 137, 139, 140, 1023 &amp; 1038 and Int 112, 115, 127, 132 &amp; 1042]</i>
	This Standard makes editorial amendments to a range of Australian Accounting Standards and Interpretations. There is no financial impact.
AASB 2010-6	<i>Amendments to Australian Accounting Standards - Disclosures on Transfers of Financial Assets [AASB 1 &amp; 7]</i>
	This Standard introduces additional disclosures relating to transfers of financial assets in AASB 7. An entity shall disclose all transferred financial assets that are not derecognised and any continuing involvement in a transferred asset, existing at the reporting date, irrespective of when the related transfer transaction occurred. There is no financial impact.
AASB 2011-1	<i>Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Projects [AASB 1, 5, 101, 107, 108, 121, 128, 132 &amp; 134 and Int 2, 112 &amp; 113]</i>
	This Standard, in conjunction with AASB 1054, removes disclosure requirements from other Standards and incorporates them in a single Standard to achieve convergence between Australian and New Zealand Accounting Standards. There is no financial impact.
AASB 2011-5	<i>Amendments to Australian Accounting Standards – Extending Relief from Consolidation, the Equity Method and Proportionate Consolidation [AASB 127, 128 &amp; 131]</i>
	This Standard extends the relief from consolidation, the equity method and proportionate consolidation by removing the requirement for the consolidated financial statements prepared by the ultimate or any intermediate parent entity to be IFRS compliant, provided that the parent entity, investor or venturer and the ultimate or intermediate parent entity are not-for-profit non-reporting entities that comply with Australian Accounting Standards. There is no financial impact.

### Voluntary changes in Accounting Policy

There have been no changes in accounting policy in the 2011-12 Financial Statements.

## Department of Training and Workforce Development

### Future impact of Australian Accounting Standards not yet operative

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

		Operative for reporting periods beginning on/after
AASB 9	<i>Financial Instruments</i>	1 Jan 2013
	This Standard supersedes AASB 139 <i>Financial Instruments: Recognition and Measurement</i> , introducing a number of changes to accounting treatments.	
	The Standard was reissued in December 2010. The Department has not yet determined the application or the potential impact of the Standard.	
AASB 10	<i>Consolidated Financial Statements</i>	1 Jan 2013
	This Standard supersedes requirements under AASB 127 <i>Consolidated and Separate Financial Statements</i> and Int 112 <i>Consolidation - Special Purpose Entities</i> , introducing a number of changes to accounting treatments.	
	The Standard was issued in August 2011. The Department has not yet determined the application of the potential impact of the Standard.	
AASB 11	<i>Joint Arrangements</i>	1 Jan 2013
	This Standard supersedes AASB 131 <i>Interests in Joint Ventures</i> , introducing a number of changes to accounting treatments.	
	The Standard was issued in August 2011. The Department has not yet determined the application or the potential impact of the Standard.	

## Department of Training and Workforce Development

### Operative for reporting periods beginning on/after

AASB 12	<i>Disclosure of Interests in Other Entities</i>	1 Jan 2013
	This Standard supersedes disclosure requirements under AASB 127 <i>Consolidated and Separate Financial Statements</i> and AASB 131 <i>Interests in Joint Ventures</i> .	
	The Standard was issued in August 2011. The Department has not yet determined the application or the potential impact of the Standard.	
AASB 13	<i>Fair Value Measurement</i>	1 Jan 2013
	This Standard defines fair value, sets out a framework for measuring fair value and requires disclosures about fair value measurements. There is no financial impact.	
AASB 119	<i>Employee Benefits</i>	1 Jan 2013
	This Standard supersedes AASB 119 (October 2010). As the Department does not operate a defined benefit plan, the impact of the change is limited to measuring annual leave as a long-term employee benefit. The resultant discounting of the annual leave benefit has an immaterial impact.	
AASB 127	<i>Separate Financial Statements</i>	1 Jan 2013
	This Standard supersedes requirements under AASB 127 <i>Consolidated and Separate Financial Statements</i> , introducing a number of changes to accounting treatments.	
	The Standard was issued in August 2011. The Department has not yet determined the application or the potential impact of the Standard.	

## Department of Training and Workforce Development

		Operative for reporting periods beginning on/after
AASB 128	<i>Investments in Associates and Joint Ventures</i>  This Standard supersedes AASB 128 <i>Investments in Associates</i> , introducing a number of changes to accounting treatments.  The Standard was issued in August 2011. The Department has not yet determined the application or the potential impact of the Standard.	1 Jan 2013
AASB 1053	<i>Application of Tiers of Australian Accounting Standards</i>  This Standard establishes a differential financial reporting framework consisting of two tiers of reporting requirements for preparing general purpose financial statements. There is no financial impact.	1 Jul 2013
AASB 2009-11	<i>Amendments to Australian Accounting Standards arising from AASB 9 [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 121, 127, 128, 131, 132, 136, 139, 1023 &amp; 1038 and Int 10 &amp; 12]</i>  [Modified by AASB 2010-7]	1 Jul 2013
AASB 2010-2	<i>Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements [AASB 1, 2, 3, 5, 7, 8, 101, 102, 107, 108, 110, 111, 112, 116, 117, 119, 121, 123, 124, 127, 128, 131, 133, 134, 136, 137, 138, 140, 141, 1050 &amp; 1052 and Int 2, 4, 5, 15, 17, 127, 129 &amp; 1052]</i>  This Standard makes amendments to Australian Accounting Standards and Interpretations to introduce reduced disclosure requirements for certain types of entities. There is no financial impact.	1 Jul 2013

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		Operative for reporting periods beginning on/after
AASB 2010-7	<i>Amendments to Australian Accounting Standards arising from AASB 9 (December 2010) [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 120, 121, 127, 128, 131, 132, 136, 137, 139, 1023 &amp; 1038 and Int 2, 5, 10, 12, 19 &amp; 127]</i>  This Standard makes consequential amendments to other Australian Accounting Standards and Interpretations as a result of issuing AASB 9 in December 2010. The Department has not yet determined the application or the potential impact of the Standard.	1 Jan 2013
AASB 2011-2	<i>Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project – Reduced Disclosure Requirements [AASB 101 &amp; 1054]</i>  This Standard removes disclosure requirements from other Standards and incorporates them in a single Standard to achieve convergence between Australian and New Zealand Accounting Standards for reduced disclosure reporting. There is no financial impact.	1 Jul 2013
AASB 2011-6	<i>Amendments to Australian Accounting Standards – Extending Relief from Consolidation, the Equity Method and Proportionate Consolidation – Reduced Disclosure Requirements [AASB 127, 128 &amp; 131]</i>  This Standard extends the relief from consolidation, the equity method and proportionate consolidation by removing the requirement for the consolidated financial statements prepared by the ultimate or any intermediate parent entity to be IFRS compliant, provided that the parent entity, investor or venturer and the ultimate or intermediate parent entity comply with Australian Accounting Standards or Australian Accounting Standards – Reduced Disclosure Requirements. There is no financial impact.	1 Jul 2013

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		Operative for reporting periods beginning on/after
AASB 2011-7	<i>Amendments to Australian Accounting Standards arising from the Consolidation and Joint Arrangements Standards [AASB 1, 2, 3, 5, 7, 9, 2009-11, 101, 107, 112, 118, 121, 124, 132, 133, 136, 138, 139, 1023 &amp; 1038 and Int 5, 9, 16 &amp; 17]</i>	1 Jan 2013
	This Standard gives effect to consequential changes arising from the issuance of AASB 10, AASB 11, AASB 127 Separate Financial Statements and AASB 128 Investments in Associates and Joint Ventures. The Department has not yet determined the application or the potential impact of the Standard.	
AASB 2011-8	<i>Amendments to Australian Accounting Standards arising from AASB 13 [AASB 1, 2, 3, 4, 5, 7, 9, 2009-11, 2010-7, 101, 102, 108, 110, 116, 117, 118, 119, 120, 121, 128, 131, 132, 133, 134, 136, 138, 139, 140, 141, 1004, 1023 &amp; 1038 and Int 2, 4, 12, 13, 14, 7, 19, 131 &amp; 132]</i>	1 Jan 2013
	This Standard replaces the existing definition and fair value guidance in other Australian Accounting Standards and Interpretations as the result of issuing AASB 13 in September 2011. There is no financial impact.	
AASB 2011-9	<i>Amendments to Australian Accounting Standards – Presentation of Items of Other Comprehensive Income [AASB 1, 5, 7, 101, 112, 120, 121, 132, 133, 134, 1039 &amp; 1049]</i>	1 Jul 2012
	This Standard requires to group items presented in other comprehensive income on the basis of whether they are potentially reclassifiable to profit or loss subsequently (reclassification adjustments). The Department has not yet determined the application or the potential impact of the Standard.	

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		Operative for reporting periods beginning on/after
AASB 2011-10	<i>Amendments to Australian Accounting Standards arising from AASB 119 (September 2011) [AASB 1, 8, 101, 124, 134, 1049 &amp; 2011-8 and Int 14]</i>	1 Jan 2013
	This Standard makes amendments to other Australian Accounting Standards and Interpretations as a result of issuing AASB 119 Employee Benefits in September 2011. The Department has not yet determined the application or the potential impact of the Standard.	
AASB 2011-11	<i>Amendments to AASB 119 (September 2011) arising from Reduced Disclosure Requirements</i>	1 Jul 2013
	This Standard gives effect to Australian Accounting Standards – Reduced Disclosure Requirements for AASB 119 (September 2011). There is no financial impact.	
AASB 2012-1	<i>Amendments to Australian Accounting Standards - Fair Value Measurement - Reduced Disclosure Requirements [AASB 3, 7, 13, 140 &amp; 141]</i>	1 Jul 2013
	This Standard establishes and amends reduced disclosure requirements for additional and amended disclosures arising from AASB 13 and the consequential amendments implemented through AASB 2011-8. There is no financial impact.	

### Changes in accounting estimates

There have been no changes in accounting estimates in the 2011-12 Financial Statements.

Department of Training and Workforce Development  
Notes to the Financial Statements  
For the year ended 30 June 2012

**Note 6. Change in prior period comparatives**

The Department has received additional information relating to a transaction for the transfer of completed capital works that has resulted in changes to comparatives. The amounts that were reported for the 2010-11 financial year and the revised balances have been reconciled below.

The Department manages the construction of campus buildings on behalf of the State Training Providers and transfers the fair value of the asset to the State Training Provider upon completion (ready for occupation). The West Coast Institute of Training (WCIT) Clarkson Campus was commissioned and in use in the 2010-11 financial year but due to administrative oversight was not transferred to WCIT. Under Australian Accounting Standard AASB 108 'Accounting Policy changes in Accounting Estimates and Errors', this change must be accounted for retrospectively. Accordingly, changes have been made to the Statement of Financial Position and the Statement of Comprehensive Income for the year ended 30 June 2011.

**Retrospective Adjustments**

**Statement of Comprehensive Income as at 30 June 2012**

		30 June 2011 Original \$000	Increase / (Decrease) \$000	30 June 2011 restated \$000
<b>Expenses</b>	<b>Note</b>			
Other expenses	12	4 894	359	5 253

**Statement of Financial Position as at 30 June 2011**

		30 June 2011 Original \$000	Increase / (Decrease) \$000	30 June 2011 restated \$000
<b>ASSETS</b>	<b>Note</b>			
<b>Non-Current Assets</b>				
Property, plant and equipment	22	124 244	(20 135)	104 109
<b>EQUITY</b>	28			
Contributed equity		223 964	(19 776)	204 188
Accumulated Surplus		13 126	( 359)	12 767

Department of Training and Workforce Development

	2012 \$000	2011 \$000
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**Note 7. Employee benefits expense**

Wages and salaries <sup>(a)</sup>	51 752	47 298
Superannuation - defined contribution plans <sup>(b)</sup>	4 680	4 361
Superannuation - external	7	-
	<b>56 439</b>	<b>51 659</b>

(a) Includes the value of the fringe benefit to the employee plus the fringe benefits tax component, leave entitlements including superannuation contribution component.

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

Employment on-costs expenses, such as workers' compensation insurance, are included at note 12 'Other expenses'.

Employment on-costs liability is included at note 26 'Provisions'.

**Note 8. Supplies and Services**

Travel	1 373	1 406
Communication	5 734	3 627
Electricity and water expenses	817	545
Minor equipment purchases	2 799	822
Other staffing costs	770	382
Operating leases	1 244	1 489
Commissions	2 621	3 076
Consultants and contractors	25 930	15 866
Other	5 034	2 748
	<b>46 322</b>	<b>29 961</b>

**Note 9. Depreciation expense**

Buildings	202	225
Plant and equipment	292	66
Machinery	-	123
Motor Vehicles	56	23
Computers	248	232
Office equipment	58	99
Communication equipment	-	3
Miscellaneous	3	7
	<b>859</b>	<b>778</b>

**Note 10. Finance costs**

Finance lease charges	3	1
	<b>3</b>	<b>1</b>



## Department of Training and Workforce Development

	2012	2011
	\$000	\$000

### Note 11. Grants and subsidies

This expenditure item reflects grants, subsidies and contract service payments for the delivery of training and employment initiatives made by the Department to private training providers and the autonomous state training providers.

Contracts and Agreements for the Delivery of Training and Employment Services by:

State Training Providers; Curtin VTEC Kalgoorlie and Western Australian Academy of Performing Arts	457 822	444 009
Private Training Providers	131 658	117 510

#### Capital grants <sup>(a)</sup>

State Training Providers; Curtin VTEC Kalgoorlie and Western Australian Academy of Performing Arts	17 085	20 259
Private Training Providers	3 246	2 100
Other Grants	13 616	9 557
	<b>623 427</b>	<b>593 435</b>

(a) Capital grants are moneys granted to public sector and private providers and capital works expenditure incurred by the Department on behalf of the autonomous public sector providers.

### Note 12. Other expenses

Repairs, maintenance and minor works	1 444	1 330
Employment on-costs	419	529
Revaluation decrement of non-current assets	-	3 394
	<b>1 863</b>	<b>5 253</b>

### Note 13. User charges and fees

Overseas student course fees <sup>(a)</sup>	36 612	43 907
Student fees and charges <sup>(b)</sup>	1 170	594
Fee for service <sup>(b)</sup>	431	395
Other fees and charges	2 689	1 176
	<b>40 902</b>	<b>46 072</b>

(a) Education and Training International

(b) Vocational Training and Education Centre

## Department of Training and Workforce Development

	2012	2011
	\$000	\$000

### Note 14. Commonwealth grants and contributions

Commonwealth grants	221 359	205 441
	<b>221 359</b>	<b>205 441</b>

#### Undischarged grants

The Department of Training and Workforce Development receives certain Commonwealth grants on the condition that the moneys shall be expended in a particular manner. Grants of this nature which are yet to be fully spent as at the balance sheet date do not constitute a liability and are detailed below:

COAG National Partnership Program	7 657	6 187
COPE	-	7 068
Special Projects - DEEWR	2 060	3 860
Special Projects - Other	2 513	7 377
Skills Centres	2 451	5 656
Training Other	406	595
	<b>15 087</b>	<b>30 743</b>

### Note 15. Other revenue

Recoveries and refunds	2 454	3 353
Sale of goods and services	7 166	12 495
Rental premises	1 351	679
Other miscellaneous revenue	121	3 614
	<b>11 092</b>	<b>20 141</b>

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

#### Proceeds from disposal of Non-Current Assets

Buildings	-	-
Plant and equipment	-	-
Computers	-	-
Communication equipment	-	-
Office equipment	-	-
Miscellaneous assets	-	-
	<b>-</b>	<b>-</b>

#### Costs of disposal of Non-Current Assets

Buildings	-	-
Plant and equipment	32	-
Computers	-	-
Communication equipment	-	-
Office equipment	5	-
Motor Vehicles	-	45
	<b>37</b>	<b>45</b>

#### Net gain / (loss)

	<b>( 37 )</b>	<b>( 45 )</b>
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## Department of Training and Workforce Development

	2012	2011
	\$000	\$000

### Note 17. Income from State Government

Appropriation received during the period:

Service appropriation <sup>(a)</sup>	476 184	427 806
	<b>476 184</b>	<b>427 806</b>

Resources received free of charge <sup>(b)</sup>

Determined on the basis of the following estimates provided by agencies:

Department of Finance	823	234
Department of Education	16	226
Landgate	17	9
State Solicitors' Office	61	75
	<b>917</b>	<b>544</b>

Royalties for Regions Fund:

Regional Community Services Fund <sup>(c)</sup>	27 054	1 954
	<b>27 054</b>	<b>1 954</b>
	<b>504 155</b>	<b>430 304</b>

(a) Service appropriations fund the net cost of services delivered. Appropriation revenue comprises a cash component and a receivable (asset). The receivable (holding account) comprises the depreciation expense for the year and any agreed increase in leave liability during the year.

(b) Assets or services received free of charge or for nominal cost are recognised as revenue at fair value of the assets and/or services that can be reliably measured and which would have been purchased if they were not donated. Contributions of assets or services in the nature of contributions by owners are recognised direct to equity.

(c) This is a sub-fund within the over-arching 'Royalties for Regions Fund'. The recurrent funds are committed to projects and programs in WA regional areas.

## Department of Training and Workforce Development

	2012	2011
	\$000	\$000

### Note 18. Restricted cash and cash equivalents

#### Current

Unexpended Commonwealth grants (see notes 2(e) and 14 <sup>(a)</sup> )	14 505	30 742
Training Interest Bearing Account <sup>(b)</sup>	46 032	36 463
Royalties for Regions Fund <sup>(c)</sup>	24 372	-
	<b>84 909</b>	<b>67 205</b>

#### Non-current

Accrued salaries suspense account <sup>(d)</sup>	2 044	2 044
	<b>2 044</b>	<b>2 044</b>

(a) The amounts relate to unexpended Commonwealth grants which stipulate that the moneys shall be expended in a particular manner.

(b) The amounts held in the Training Interest Bearing Account is only to be used for the purposes as determined by the *Vocational Education and Training Act 1996*.

(c) Unspent funds are committed to projects and programs in WA regional areas.

(d) Funds held in the suspense account used only for the purpose of meeting the 27th pay in a financial year that occurs every 11 years.

### Note 19. Receivables

#### Current

Trade debtors	5 566	13 181
Accrued revenue	488	454
GST receivable	2 411	2 524
Prepayments	2 662	682
Allowance for impairment of receivables	(8)	(46)
<b>Total current</b>	<b>11 119</b>	<b>16 795</b>

#### Reconciliation of changes in the allowances for impairment of receivables:

Balance at start of year	46	31
Doubtful debts expense	62	15
Amounts written off during the period	(100)	-
<b>Balance at end of the year</b>	<b>8</b>	<b>46</b>

The Department does not hold any collateral or other credit enhancements as security for receivables.

## Department of Training and Workforce Development

	2012	2011
	\$000	\$000

### Note 20. Amounts receivable for services (Holding Account)

Non-current	32 215	31 635
	<b>32 215</b>	<b>31 635</b>

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.

### Note 21. Non-current assets classified as held for sale

#### Opening balance

Land	20 000	21 000
Less write-down from cost to fair value less selling costs	-	-
	<b>20 000</b>	<b>21 000</b>

#### Assets reclassified as held for sale

Land	-	-
Less write-down from cost to fair value less selling costs <sup>(a)</sup>	-	(1 000)
	<b>-</b>	<b>(1 000)</b>

#### Total assets classified as held for sale

Land	20 000	21 000
Less write-down from cost to fair value less selling costs	-	(1 000)
	<b>20 000</b>	<b>20 000</b>

#### Less assets sold

Land	-	-
Less write-down from cost to fair value less selling costs	-	-
	<b>-</b>	<b>-</b>

#### Closing Balance

Land <sup>(b)</sup>	20 000	21 000
Less write-down from cost to fair value less selling costs	-	(1 000)
	<b>20 000</b>	<b>20 000</b>

(a) Disclosed as Other expenses.

(b) The Department intends to dispose of Carine TAFE land. The offer and acceptance was entered into in June 2010 between the State of Western Australia and Landcorp, however settlement is not expected until 2012-13.

## Department of Training and Workforce Development

	2012	2011
	\$000	\$000

### Note 22. Property, plant and equipment

#### Land

At fair value <sup>(a)</sup>	7 700	7 700
Accumulated impairment losses	-	-
	<b>7 700</b>	<b>7 700</b>

#### Buildings

At fair value <sup>(a)</sup>	7 878	7 878
Accumulated depreciation	(202)	-
	<b>7 676</b>	<b>7 878</b>

#### Plant and equipment

At cost	2 073	170
Accumulated depreciation	(1 034)	(98)
	<b>1 039</b>	<b>72</b>

#### Machinery

At cost	-	1 983
Accumulated depreciation	-	(819)
	<b>-</b>	<b>1 164</b>

#### Motor Vehicles

At cost	298	169
Accumulated depreciation	(197)	(91)
	<b>101</b>	<b>78</b>

#### Computers

At cost	946	903
Accumulated depreciation	(564)	(340)
	<b>382</b>	<b>563</b>

#### Communication equipment

At cost	-	7
Accumulated depreciation	-	(7)
	<b>-</b>	<b>-</b>

#### Office equipment

At cost	369	437
Accumulated depreciation	(167)	(234)
	<b>202</b>	<b>203</b>

#### Miscellaneous assets

At cost	187	187
Accumulated depreciation	(17)	(13)
	<b>170</b>	<b>174</b>

#### Capital works in progress

At cost	86 277	81 369
Additions and improvements to State Training Providers	13 705	42 453
Revaluation decrement on transfer of completed capital works	-	(1 022)
Transfer of completed capital works to State Training Providers <sup>(b)</sup>	(88 940)	(36 523)
	<b>11 042</b>	<b>86 277</b>

### Total property, plant and equipment

	<b>28 312</b>	<b>104 109</b>
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(a) Land and buildings were revalued as at 1 July 2011 by the Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2012 and recognised at 30 June 2012. In undertaking the revaluation, fair value was determined by reference to market values for land: \$7,700 and buildings: \$7,676. For the remaining balance, fair value of land and buildings was determined on the basis of depreciated replacement cost.

(b) The Department carries out capital works projects on behalf of the State Training Providers. Upon completion of construction, these assets are transferred out to State Training Providers as distributions to owners.

## Department of Training and Workforce Development

	Land	Buildings	Plant & equipment	Machinery	Motor Vehicles	Computer	Communications	Office Equipment	Miscellaneous assets	Capital Works in Progress	Total
2012	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000
<b>Carrying amount at start of period</b>	7 700	7 878	72	1 164	78	563	-	203	174	86 277	<b>104 109</b>
Additions	-	-	150	-	-	602	-	64	-	14 672	<b>15 488</b>
Disposals	-	-	( 31)	-	-	( 637)	-	( 7)	( 1)	-	<b>( 676)</b>
Transfers to/from Works in Progress <sup>(b)</sup>	-	-	-	-	-	-	-	-	-	(88 940)	<b>(88 940)</b>
Revaluation	-	-	-	-	-	-	-	-	-	-	-
Impairment losses <sup>(c)</sup>	-	-	-	-	-	-	-	-	-	-	-
Depreciation	-	( 202)	( 292)	-	( 56)	( 248)	-	( 58)	( 3)	-	<b>( 859)</b>
Transfers / Adjustments	-	-	1 140	(1 164)	79	102	-	-	-	( 967)	<b>( 810)</b>
<b>Carrying amount at end of the period</b>	<b>7 700</b>	<b>7 676</b>	<b>1 039</b>	<b>0</b>	<b>101</b>	<b>382</b>	<b>-</b>	<b>202</b>	<b>170</b>	<b>11 042</b>	<b>28 312</b>

	Land	Buildings	Plant & equipment	Machinery	Motor Vehicles	Computer	Communications	Office Equipment	Miscellaneous assets	Capital Works in Progress	Total
2011	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000
<b>Carrying amount at start of period</b>	8 400	8 775	103	-	-	208	3	231	181	81 369	<b>99 270</b>
Assets transferred in - Curtin University <sup>(a)</sup>	-	-	-	1 983	249	-	-	-	-	-	<b>2 232</b>
Additions	-	-	35	-	-	587	-	71	-	42 191	<b>42 884</b>
Disposals	-	-	-	-	( 59)	-	-	-	-	-	<b>( 59)</b>
Transfers to/from Works in Progress <sup>(b)</sup>	-	-	-	-	-	-	-	-	-	(36 523)	<b>(36 523)</b>
Revaluation	( 700)	( 672)	-	-	-	-	-	-	-	(1 022)	<b>(2 394)</b>
Impairment losses <sup>(c)</sup>	-	-	-	-	-	-	-	-	-	-	-
Depreciation	-	( 225)	( 66)	( 123)	( 23)	( 232)	( 3)	( 99)	( 7)	-	<b>( 778)</b>
Transfers / Adjustments	-	-	-	( 696)	( 89)	-	-	-	-	262	<b>( 523)</b>
<b>Carrying amount at end of the period</b>	<b>7 700</b>	<b>7 878</b>	<b>72</b>	<b>1 164</b>	<b>78</b>	<b>563</b>	<b>-</b>	<b>203</b>	<b>174</b>	<b>86 277</b>	<b>104 109</b>

(a) Assets transferred to the Department from Curtin University as a result of the transfer of the Vocational Training and Education Centre on 1 January 2011.

(b) The Department carries out capital works projects on behalf of the State Training Providers. Upon completion of construction, these assets are transferred out to State Training Providers as distributions to owners.

(c) Recognised in the Statement of Comprehensive Income. Where an asset measured at cost is written-down to recoverable amount, an impairment loss is recognised in the Statement of Comprehensive Income. Where a previously revalued asset is written-down to recoverable amount, the loss is recognised as a revaluation decrement in the Statement of Changes in Equity.

## Department of Training and Workforce Development

	2012	2011
	\$000	\$000

### Note 23. Impairment of assets

There were no indications of impairment to property, plant and equipment at 30 June 2012.

The Department held no goodwill or intangible assets with an indefinite useful life during the reporting period. At the end of the reporting period there were no intangible assets not yet available for use.

All surplus assets at 30 June 2012 have either been classified as assets held for sale or written-off.

### Note 24. Payables

#### Current

Trade payables	1 374	1 641
Accrued expenses	9 537	4 662
Accrued salaries	1 323	1 444
<b>Total current</b>	<b>12 234</b>	<b>7 747</b>

### Note 25. Borrowings

#### Current

Finance lease liabilities (secured) <sup>(a)</sup>	2	3
<b>Total current</b>	<b>2</b>	<b>3</b>

#### Non-Current

Finance lease liabilities (secured) <sup>(a)</sup>	1	4
<b>Total non-current</b>	<b>1</b>	<b>4</b>

(a) Lease liabilities are effectively secured as the rights to the leased assets revert to the lessor in the event of default.

Assets pledged as security

The carrying amounts of non-current assets pledged as security are:

Leased office equipment	3	6
	<b>3</b>	<b>6</b>

## Department of Training and Workforce Development

	2012	2011
	\$000	\$000

### Note 26. Provisions

#### Current

##### Employee benefits provision

Annual leave <sup>(a)</sup>	4 428	3 643
Long service leave <sup>(b)</sup>	6 782	5 973
	<b>11 210</b>	<b>9 616</b>

##### Other Provision

Employment on-costs <sup>(c)</sup>	124	385
	<b>124</b>	<b>385</b>
	<b>11 334</b>	<b>10 001</b>

#### Non-current

##### Employee benefits provision

Long service leave <sup>(b)</sup>	2 440	2 144
	<b>2 440</b>	<b>2 144</b>

##### Other provisions

Employment on-costs <sup>(c)</sup>	27	225
	<b>27</b>	<b>225</b>
	<b>2 467</b>	<b>2 369</b>

(a) Annual leave liabilities have been classified as current as there is no unconditional right to defer settlement for at least 12 months after the end of the reporting period. Assessments indicate that actual settlement of the liabilities is expected to occur as follows:

Within 12 months of the end of the reporting period	2 950	2 678
More than 12 months after the reporting period	1 549	1 335
	<b>4 499</b>	<b>4 013</b>

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

Within 12 months of the end of the reporting period	2 767	2 522
More than 12 months after the reporting period	6 534	5 835
	<b>9 301</b>	<b>8 357</b>

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

The associated expense, apart from the unwinding of the discount (finance cost), is disclosed in note 12 'Other expenses'.

### Movements in other provisions

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

#### Employment on-costs

Carrying amount at start of year	610	52
Additional provisions recognised	-	558
Payments/other sacrifices of economic benefits	( 459)	-
<b>Carrying amount at end of period</b>	<b>151</b>	<b>610</b>

## Department of Training and Workforce Development

	2012	2011
	\$000	\$000

### Note 27. Other liabilities

#### Current

Income received in advance	17 068	16 665
Other	1 134	923
<b>Total current</b>	<b>18 202</b>	<b>17 588</b>

### Note 28. Equity

The Government holds the equity interest in the Department on behalf of the community. Equity represents the residual interest in the net assets of the Department.

#### Contributed equity

Balance at the start of the period	204 188	212 131
<u>Contributions by owners</u>		
Capital appropriation	3 784	27 901
Royalties for Regions capital funding	2 490	-
Contribution by Department of Education <sup>(a)</sup>	-	17
<b>Total contributions by owners</b>	<b>6 274</b>	<b>27 918</b>

#### Distribution to owners

Transfer of completed capital works projects to State Training Providers	(88 940)	(35 861)
Transfer of leave provisions to Department of Education	899	-
<b>Total distributions to owners</b>	<b>(88 041)</b>	<b>(35 861)</b>

#### Balance at end of period

	<b>122 421</b>	<b>204 188</b>
--	----------------	----------------

(a) Following the demerger of the former Department of Education and Training, a contribution by owner was made from the Department of Education to the Department of Training and Workforce Development reflecting the assets and liabilities transferred.

#### Accumulated surplus/(deficit)

Balance at the start of period	12 767	(8 125)
Result for the period	45 790	19 775
Income and expense recognised directly in equity	-	-
Correction of prior period errors	(5 663)	1 117
	<b>52 894</b>	<b>12 767</b>
<b>Total Equity at end of period</b>	<b>175 315</b>	<b>216 955</b>

## Department of Training and Workforce Development

	2012	2011
	\$000	\$000

### Note 29. Notes to the Statement of Cash Flows

#### Reconciliation of cash

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

Cash and cash equivalents	40 956	12 879
Restricted cash and cash equivalents (note 18)	86 953	69 249
	<b>127 909</b>	<b>82 128</b>

#### Reconciliation of net cost of services to net cash flows provided by/(used in) operating activities

Net cost of services	(458 365)	(410 529)
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#### Non-cash items:

Depreciation expense (note 9 'Depreciation expense')	859	778
Doubtful debts expense (note 8 'Supplies and services')	( 38)	15
Resources received free of charge (note 17 'Income from State Government')	917	544
Net (gain)/loss on disposal of property, plant and equipment (note 16 'Net gain/(loss) on disposal of non-current assets')	37	45
Revaluation decrement of non current assets (note 12 'Other expenses')	-	3 394

#### (Increase)/decrease in assets:

Current receivables <sup>(a)</sup>	7 615	(7 002)
Accrued revenue	( 34)	( 454)
Prepayments	(1 980)	( 90)

#### Increase/(decrease) in liabilities:

Current payables <sup>(a)</sup>	1 142	(2 869)
Current provisions	1 431	2 664
Net GST receipts/(payments) <sup>(b)</sup>	116	387
Change in GST in receivables/payables <sup>(c)</sup>	( 3)	( 703)

<b>Net cash provided by/(used in) operating activities</b>	<b>(448 303)</b>	<b>(413 820)</b>
--	------------------	------------------

(a) Note that the Australian Taxation Office (ATO) receivable/payable in respect of GST and the receivable/payable in respect of the sale/purchase of non-current assets are not included in these items as they do not form part of the reconciling items.

(b) This is the net GST paid/received, i.e. cash transactions.

(c) This reverses out the GST in receivables and payables.



## Department of Training and Workforce Development

	2012	2011
	\$000	\$000

### Note 30. Resources provided free of charge

During the year the following resources were provided to other agencies free of charge for functions outside the normal operations of the Department:

Department of Education	-	197
Department of Education Services	287	126
	<b>287</b>	<b>323</b>

The estimated value of services provided to the following State Training Providers, VTEC Kalgoorlie and Western Australian Academy of Performing Arts is:

Central Institute of Technology	1 490	1 417
Challenger Institute of Technology	1 217	988
C. Y. O'Connor Institute	335	217
Durack Institute of Technology	456	256
Great Southern Institute of Technology	414	240
Kalgoorlie VTEC	-	6
Kimberley Training Institute	433	276
Pilbara Institute	480	269
Polytechnic West	1 510	1 429
South West Institute of Technology	696	377
WA Academy of Performing Arts (Edith Cowan University)	8	13
West Coast Institute of Training	586	405
	<b>7 625</b>	<b>5 893</b>

### Note 31. Commitments

The commitments below are inclusive of GST where relevant.

#### Finance lease commitments

Minimum lease payment commitments in relation to finance leases are payable as follows:

Within 1 year	2	3
Later than 1 year and not later than 5 years	1	4
Later than 5 years	-	-
Minimum finance lease payments	3	7
Less future finance charges	( 0 )	( 1 )

#### Present value of finance lease liabilities

The present value of finance leases payable is as follows:

Within 1 year	2	3
Later than 1 year and not later than 5 years	1	4
Later than 5 years	-	-
<b>Present value of finance lease liabilities</b>	<b>3</b>	<b>7</b>

Included in the financial statements as:

Current (note 25 'Borrowings')	2	3
Non-current (note 25 'Borrowings')	1	4
	<b>3</b>	<b>7</b>

## Department of Training and Workforce Development

	2012	2011
	\$000	\$000

The Department has the option to purchase leased assets at their agreed fair value on expiry of the lease. These leasing arrangements do not have escalation clauses, other than in the event of payment default. There are no restrictions imposed by these leasing arrangements on other financing transactions. Certain finance leases have a contingent rental obligation, however these are not material when compared to the total lease payments made.

### Non-cancellable operating lease commitments

Commitments for minimum lease payments are payable as follows:

Within 1 year	5 481	3 794
Later than 1 year and not later than 5 years	18 781	16 421
Later than 5 years	42 444	4 452
	<b>66 707</b>	<b>24 667</b>

The Department has entered into a property lease which is a non-cancellable lease with a thirteen year term, with rent payable monthly in advance. Contingent rent provisions within the lease agreement require that the minimum lease payments shall be increased by the lower of CPI or 4% per annum. An option exists to renew the lease at the end of the thirteen year term for two options of three years.

### Capital expenditure commitments

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

Within 1 year	39 774	11 413
Later than 1 year and not later than 5 years	19 816	59 590
Later than 5 years	-	-
	<b>59 590</b>	<b>71 003</b>

The capital commitments include amounts for:

Buildings	59 590	71 003
	<b>59 590</b>	<b>71 003</b>

The 2010-11 figures have been restated to more accurately reflect contractual commitments.

## Department of Training and Workforce Development

### Note 32. Contingent liabilities and contingent assets

During 2011-12 the Department became aware of an underpayment relating to superannuation contributions on certain earning types since July 2008. The Department will make the required payment once the arrears and any interest and penalty amounts have been determined.

### Note 33. Events occurring after the end of the reporting period

The Department classified Carine TAFE land as a parcel of Crown Land held for sale during the 2009-10 financial year. An offer and acceptance was entered into in June 2010 between the State of Western Australia and Landcorp. Settlement is not expected until December 2012 and the value of the sale is yet to be determined.

The Vocational Training and Education Centre (VTEC) will be established as a statutory authority under the *Vocational Education and Training Act 1996* from 1 July 2012. Therefore, the 2012 - 2013 financial statements will not include VTEC.

Curtin University's Muresk Campus will be transferred to State Government under the management of the Department of Training and Workforce Development on 1 July 2012, to operate as an institution under the *Vocational Education and Training Act 1996*. Therefore, the 2012 - 2013 financial statements will include Muresk Institute's operations.

### Note 34. Explanatory statement

Significant variations between estimates and actual results for income and expense as presented in the financial statement titled 'Summary of Consolidated Account Appropriations and Income Estimates' are shown below: Significant variations are considered to be those greater than 10% or \$5 million.

#### Total appropriations provided to deliver services

##### Significant variances between estimate and actual for 2012

No variance in appropriations provided to deliver services.

##### Significant variances between actual results for 2012 and 2011

	2012 Actual \$000	2011 Actual \$000	Variance \$000
Item 84 Net amount appropriated to deliver services	473 450	425 656	47 794
Amount Authorised by Other Statutes	2 734	2 150	584
- <i>Salaries and Allowances Act 1975</i>			
	<b>476 184</b>	<b>427 806</b>	<b>48 378</b>

The variance largely reflects an increase in appropriations from Government for critical skills training and a recasting of funding from 2010-11 to be spent in 2011-12.

#### Service expenditure

##### Significant variances between estimate and actual for 2012

	2012 Estimate \$000	2012 Actual \$000	Variance \$000
Institutional Based Training	567 033	550 304	(16 729)
Employment Based Training	189 275	183 437	(5 838)
	<b>756 308</b>	<b>733 741</b>	<b>(22 567)</b>

The variance largely reflects unspent Royalties for Regions funding which was received in late June 2012.

##### Significant variances between actual results for 2012 and 2011

	2012 Actual \$000	2011 Actual \$000	Variance \$000
Institutional Based Training	550 304	520 500	29 804
Employment Based Training	183 437	164 369	19 068
	<b>733 741</b>	<b>684 869</b>	<b>48 872</b>

The variance largely reflects an increase in grants and subsidies payments to the state and private training providers and schools. Further, there was an increase in costs associated with supplies and services expenditure.

#### Total income

##### Significant variances between estimate and actual for 2012

	2012 Estimate \$000	2012 Actual \$000	Variance \$000
Institutional Based Training	200 203	215 685	15 482
Employment Based Training	66 827	59 691	(7 136)
	<b>267 030</b>	<b>275 376</b>	<b>8 346</b>

The variance largely reflects additional Commonwealth specific purpose funding received in advance in June 2012 relating to the 2012-13 financial year.

##### Significant variances between actual results for 2012 and 2011

No significant variances in income.

#### Capital contribution

##### Significant variances between estimate and actual for 2012

No variance in capital contribution.

##### Significant variances between actual results for 2012 and 2011

	2012 Actual \$000	2011 Actual \$000	Variance \$000
Capital contribution	3 784	27 901	(24 117)
	<b>3 784</b>	<b>27 901</b>	<b>(24 117)</b>

The decrease is due to significant capital expenditure relating to a number of large capital projects being spent in 2010-11.

#### Capital expenditure

##### Significant variances between estimate and actual for 2012

	2012 Estimate \$000	2012 Actual \$000	Variance \$000
Purchase of non-current assets	21 590	14 844	(6 746)
	<b>21 590</b>	<b>14 844</b>	<b>(6 746)</b>

This decrease is due to slower than anticipated progress on some capital works projects.

##### Significant variances between actual results for 2012 and 2011

	2012 Actual \$000	2011 Actual \$000	Variance \$000
Purchase of non-current assets	14 844	42 798	(27 954)
	<b>14 844</b>	<b>42 798</b>	<b>(27 954)</b>

The decrease is due to significant capital expenditure relating to a number of large capital projects being spent in 2010-11.

## Department of Training and Workforce Development

### Note 35. Financial instruments

#### (a) Financial risk management objectives and policies

Financial instruments held by the Department are cash and cash equivalents, restricted cash and cash equivalents, finance leases, receivables and payables. The Department has limited exposure to financial risks. The Department's overall risk management program focuses on managing the risks identified below.

##### Credit risk

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

The maximum exposure to credit risk at the end of the reporting period in relation to each class of recognised financial assets is the gross carrying amount of those assets inclusive of any provisions for impairment as shown in the table at note 35(c) 'Financial instruments disclosures' and note 19 'Receivables'.

Credit risk associated with the Department's financial assets is minimal because the main receivable is the amounts receivable for services (holding account). For receivables other than government, the Department trades only with recognised, creditworthy third parties. The Department has policies in place to ensure that sales of products and services are made to customers with an appropriate credit history. In addition, receivable balances are monitored on an ongoing basis with the result that the Department's exposure to bad debts is minimal. At the end of the reporting period there were no significant concentrations of credit risk.

Allowance for impairment of financial assets is calculated based on objective evidence such as observable data in client credit ratings. For financial assets that are either past due or impaired, See also note 35(c) 'Financial instrument disclosures'.

##### Liquidity risk

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

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

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

##### Market risk

Market risk is the risk that changes in market prices such as foreign exchange rates and interest rates will affect the Department's income or the value of its holdings of financial instruments. The Department does not trade in foreign currency and is not materially exposed to other price risks. The Department's exposure to market risk for changes in interest rates relates primarily to the long-term debt obligations.

## Department of Training and Workforce Development

### (b) Categories of financial instruments

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

	2012	2011
	\$000	\$000
<u>Financial Assets</u>		
Cash and cash equivalents	40 956	12 879
Restricted cash and cash equivalents	86 953	69 249
Receivables <sup>(a)</sup>	8 708	13 135
Amounts receivable for services	32 215	31 635
<u>Financial Liabilities</u>		
Payables	12 234	7 747
Finance lease liabilities	3	7
Other liabilities	18 202	17 588

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

## Department of Training and Workforce Development

### (c) Financial instruments disclosures

#### Credit risk

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

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

#### **Aged analysis of financial assets**

	Carrying Amount	Not past due and not impaired	<u>Past due but not impaired</u>					Impaired financial assets
			Up to 1 month	1-3 months	3 months to 1 year	1 - 5 years	More than 5 years	
	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000
<b>2012</b>								
Cash and cash equivalents	40 956	40 956	-	-	-	-	-	-
Restricted cash and cash equivalents	86 953	86 953	-	-	-	-	-	-
Receivables <sup>(a)</sup>	8 708	5 888	900	1 266	654	-	-	-
Amounts receivable for services	32 215	32 215	-	-	-	-	-	-
	<b>168 832</b>	<b>166 012</b>	<b>900</b>	<b>1 266</b>	<b>654</b>	-	-	-
<b>2011</b>								
Cash and cash equivalents	12 879	12 879	-	-	-	-	-	-
Restricted cash and cash equivalents	69 249	69 249	-	-	-	-	-	-
Receivables <sup>(a)</sup>	13 135	5 599	7 489	1	-	-	-	46
Amounts receivable for services	31 635	31 635	-	-	-	-	-	-
	<b>126 898</b>	<b>119 362</b>	<b>7 489</b>	<b>1</b>	-	-	-	<b>46</b>

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

## Department of Training and Workforce Development

### (c) Financial instruments disclosures

#### Liquidity risk and interest rate exposure

The following table details the Department's interest rate exposure and the contractual maturity analysis of financial assets and financial liabilities. The maturity analysis section includes interest and principal cash flows. The interest rate exposure section analyses only the carrying amounts of each item.

#### Interest rate exposure and maturity analysis of financial assets and financial liabilities

	Weighted Average Effective Interest Rate	Interest rate exposure				Nominal Amount	Maturity dates				
		Carrying Amount	Fixed interest rate	Variable interest rate	Non- interest bearing		Up to 1 month	1-3 months	3 months to 1 year	1-5 years	More than 5 years
<b>2012</b>											
<u>Financial Assets</u>											
Cash and cash equivalents		40 956	-	-	40 956	40 956	40 956	-	-	-	-
Restricted cash and cash equivalents	4.81%	86 953	-	46 032	40 921	86 953	86 953	-	-	-	-
Receivables <sup>(a)</sup>		8 708	-	-	8 708	8 708	8 708	-	-	-	-
Amounts receivable for services		32 215	-	-	32 215	32 215	-	-	-	32 215	-
		<b>168 832</b>	<b>-</b>	<b>46 032</b>	<b>122 800</b>	<b>168 832</b>	<b>136 617</b>	<b>-</b>	<b>-</b>	<b>32 215</b>	<b>-</b>
<u>Financial Liabilities</u>											
Payables	-	12 234	-	-	12 234	12 234	12 234	-	-	-	-
Finance lease liabilities	5.22%	3	3	-	-	3	1	-	1	1	-
Other liabilities	-	18 202	-	-	18 202	18 202	18 202	-	-	-	-
		<b>30 439</b>	<b>3</b>	<b>-</b>	<b>30 436</b>	<b>30 439</b>	<b>30 437</b>	<b>-</b>	<b>1</b>	<b>1</b>	<b>-</b>
(a) The amount of receivables excludes the GST recoverable from the ATO (statutory receivable).											
<b>2011</b>											
<u>Financial Assets</u>											
Cash and cash equivalents		12 879	-	-	12 879	12 879	12 879	-	-	-	-
Restricted cash and cash equivalents	4.93%	69 249	-	36 463	32 786	69 249	69 249	-	-	-	-
Receivables (a)		13 135	-	-	13 135	13 135	13 135	-	-	-	-
Amounts receivable for services		31 635	-	-	31 635	31 635	-	-	-	31 635	-
		<b>126 898</b>	<b>-</b>	<b>36 463</b>	<b>90 435</b>	<b>126 898</b>	<b>95 263</b>	<b>-</b>	<b>-</b>	<b>31 635</b>	<b>-</b>
<u>Financial Liabilities</u>											
Payables	-	7 747	-	-	7 747	7 747	-	2	-	-	-
Finance lease liabilities	5.43%	7	7	-	-	7	2	2	2	1	-
Other liabilities	-	17 588	-	-	17 588	17 588	-	-	-	-	-
		<b>25 342</b>	<b>7</b>	<b>-</b>	<b>25 335</b>	<b>25 342</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>-</b>

## Department of Training and Workforce Development

### Interest rate sensitivity analysis

The following table represents a summary of the interest rate sensitivity of the Department's financial assets and liabilities at the end of the reporting period on the surplus for the period and equity for a 1% change in interest rates. It is assumed that the change in interest rates is held constant throughout the reporting period.

		-100 basis points		+100 basis points	
	Carrying Amount \$000	Surplus \$000	Equity \$000	Surplus \$000	Equity \$000
2012					
<u>Financial Assets</u>					
Restricted cash and cash equivalents <sup>(a)</sup>	46 032	( 460)	( 460)	460	460
	<b>46 032</b>	<b>( 460)</b>	<b>( 460)</b>	<b>460</b>	<b>460</b>
2011					
<u>Financial Assets</u>					
Restricted cash and cash equivalents <sup>(a)</sup>	36 463	( 365)	( 365)	365	365
	<b>36 463</b>	<b>( 365)</b>	<b>( 365)</b>	<b>365</b>	<b>365</b>

(a) The Training Interest Bearing Account is the only cash balance within Restricted Cash subject to interest earnings.

### Fair values

All financial assets and liabilities recognised in the Statement of Financial Position, whether they are carried at cost or fair value, are recognised at amounts that represent a reasonable approximation of fair value unless otherwise stated in the applicable notes.

## Department of Training and Workforce Development

2012 2011

### Note 36. Remuneration of senior officers <sup>(a)</sup>

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

\$110 001 - \$120 000	2	-
\$150 001 - \$160 000	2	1
\$160 001 - \$170 000	1	2
\$170 001 - \$180 000	-	2
\$180 001 - \$190 000	2	-
\$220 001 - \$230 000	1	-
\$270 001 - \$280 000	1	-
\$380 001 - \$390 000	1	-
\$400 001 - \$410 000	-	1
	<b>\$000</b>	<b>\$000</b>
<b>Total remuneration of senior officers</b>	<b>1 971</b>	<b>1 253</b>

(a) Includes senior officers where period of service is greater than 3 months.

The total remuneration includes the superannuation expense incurred by the Department in respect of senior officers.

No senior officers are members of the Pension Scheme.

### Note 37. Remuneration of auditor

Remuneration paid or payable to the Auditor General in respect of the audit for the current financial year is as follows:

	<b>2012</b>	<b>2011</b>
	<b>\$000</b>	<b>\$000</b>
Auditing the accounts, financial statements and key performance indicators	99	93
	<b>99</b>	<b>93</b>



## Department of Training and Workforce Development

	2012 \$000	2011 \$000
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### Note 38. Affiliated bodies

The table below are government affiliated bodies that received grants from the Department. These Training Councils are not subject to operational control.

Building and Construction Industry Training Fund	463	360
Chamber of Minerals and Energy	463	360
Community Services, Health and Education Training Council	464	439
Electrical, Utilities and Public Administration Training Council	463	413
Engineering and Automotive Training Council	526	491
Financial, Administrative and Professional Services Training Council	574	543
Food & Timber Industries Training Council (Previously - Primary Food and Beverage Furnishing & Textiles Industry Training Council)	519	491
Futurenow - Learning for Life	592	571
Logistics Training Council	474	376
Retail and Personal Service Training Council	468	360
<b>Total</b>	<b>5 006</b>	<b>4 404</b>

### Note 39. Supplementary financial information

#### (a) Write-offs

During the financial year, \$100,206.75 (2011: nil) was written off under the authority of:

The accountable authority	100	-
The Minister	-	-
Executive Council	-	-
	<b>100</b>	<b>-</b>

#### (b) Losses through theft, defaults and other causes

Losses of public moneys and public and other property through theft or default	2	-
Amounts recovered	-	-
	<b>2</b>	<b>-</b>

#### (c) Gifts of public property

Gifts of public property provided by the Department	-	-
	<b>-</b>	<b>-</b>

### Note 40. Indian Ocean Territories

Reconciliation of Commonwealth funds received and expended for the Indian Ocean Territories

Opening Balance	6	36
Receipts	106	80
Payments	( 107)	( 110)
<b>Closing Balance</b>	<b>5</b>	<b>6</b>

The opening balance for 2010-11 has been restated to accurately reflect the funds carried forward following de-merger in 2009-10.



## Key performance indicators

### Key performance indicators

#### Certification of Key Performance Indicators

##### For the year ended 30 June 2012

I hereby certify that the key performance indicators are based on proper records, are relevant and appropriate for assisting users to assess the Department of Training and Workforce Development's performance, and fairly represent the performance of the Department of Training and Workforce Development for the financial year ended 30 June 2012.

A handwritten signature in black ink, appearing to read 'Ruth Shean'.

DR RUTH SHEAN  
DIRECTOR GENERAL  
(ACCOUNTABLE AUTHORITY)

10 September 2012

## KPI 1 Employer satisfaction with the skills of their employees

The *Survey of Employers' Use and Views of the VET System*, conducted in 2011, indicated that employer satisfaction with employee skills remains high in Western Australia, at 85.3%. This is slightly lower than the 2011 target of 88.0%.

The data for this key performance indicator are restricted to those employers who identified vocational education and training as a job requirement for their staff. Data are collected biennially and are subject to a sampling error which varies between surveys, due to changes in the underlying sample of respondents. The target range is the mean value of the statistic with a confidence interval of 95.0%.

Table 2: KPI 1 – Employer satisfaction with the skills of their employees, 2005–2011

2005	2007	2009	2011	Target 2011–12
83.8%	72.1%	87.2%	85.3%	88.0%

### Source:

National Centre for Vocational Education Research (NCVER)  
*Survey of Employers' Use and Views of the VET system* (2005), (2007), (2009) and (2011)

## KPI 2 Apprenticeship and traineeship training rate

The Department has increased the apprenticeship and traineeship training rate from 2.9% in 2006 to 3.1% for this reporting period. The current training rate exceeded the target of 3.0%.

The apprenticeship and traineeship training rate provides an indication of the success of the training system in providing vocational skills for the labour market and thus meeting the needs of employers and students. Economic conditions can influence the willingness of employers to take on apprentices and trainees, impacting on the training rate independently of the Department.

Table 3: KPI 2 – Apprentices and traineeship training rate

	2008	2009	2010	2011	Target 2011–12
Training rate	3.1%	3.0%	3.1%	3.1%	3.0%

### Source:

TRS contract snapshots end January 2009–2012  
ABS Catalogue Number 6202.0 – Labour force

### KPI 3 Apprenticeship and traineeship completion rate

The combined apprenticeship and traineeship rate for 2011–12 was 57.4%. This figure is lower than the target of 63% due to a modification in the calculation method. Previously, those individuals whose contracts were terminated in the probation period were not counted in the commencing cohort; these are now included in the count.

The target for the 2012–13 period has been revised to reflect the improved methodology and it is anticipated that performance against this target will improve next year.

Table 4: Apprenticeship and traineeship completion rate, 2008–12

	2008–09	2009–10	2010–11	2011–12	Target 2011–12
Completion rate	59.5%	59.0%	56.2%	57.4%	63.0%

**Source:**

Training Records System, Department of Training and Workforce Development

### KPI 4 Graduate employment rate

The Department continues to perform well in the area of creating a highly skilled and employable workforce. The proportion of graduates employed after training in Western Australia was 80.4% in 2011, which is higher than the national average of 77.4%. The 2011 graduate employment rate exceeded the target of 80.0%.

The number of graduates taking up employment on completion of their studies is provided by the National Centre for Vocational Education Research (NCVER) from the Student Outcomes Survey conducted every year. The national survey compares outcomes for Australian graduates overall with students who undertook VET with a Western Australian State or private training provider. A graduate is defined as a student awarded a qualification by a publicly funded VET provider in the survey reference year. The reported result has a confidence interval of +/- 0.9% at the 95% confidence level.

Table 5: Graduate employment on completion of their studies, 2008–2011

2008	2009	2010	2011	Target 2011–12
81.8%	78.9%	80.1%	80.4%	80.0%

**Source:**

NCVER *Student Outcomes Survey* (2008), (2009), (2010) and (2011)

## **Efficiency indicators**

### Service description:

The strategic management of government investment in the State VET system, including the planning, purchasing and monitoring of VET services. The objective of the Department is to identify and meet industry, regional and community training needs and priorities.

### Efficiency indicator:

Cost per student curriculum hour

### Cost per student curriculum hour

Student curriculum hours (SCH) are divided into Institution Based Training (IBT) and Employment Based Training (EBT). In 2011–12 the Department delivered the equivalent of approximately 37 million SCH across IBT and EBT within budget. In the 2011 calendar year, the cost per SCH for IBT was \$1.50 under the target of \$21.25. The cost per SCH for EBT was \$0.38 above the target of \$19.68.

With the establishment of the Department of Training and Workforce Development came a new methodology for calculating cost per SCH. As a consequence, data cannot be provided for years prior to 2010.

Table 6 provides an indication of the efficiency with which the Department strategically manages the investment of government resources in the State VET system.

The cost per SCH is calculated by dividing the total expenditure for VET delivered through the Department under the terms of the National Agreement for Workforce Development by the total SCH.

**Table 6: Cost per student curriculum hour (a) (b) (c), 2011–12**

	2010	2011	Target 2011–12
IBT	\$18.63	\$19.75	\$ 21.25
EBT	\$19.22	\$20.06	\$ 19.68

#### Notes:

- <sup>a</sup> No adjustments for inflation have been incorporated into the above figures.
- <sup>b</sup> National Agreement for Skills and Workforce Development (NASWD) scope.
- <sup>c</sup> Total expenditure and total SCH are based on calendar year data.

#### Source:

DTWD Finance systems, VET Enrolment Data Collection



## Ministerial directives

Treasurer's Instruction 903 (12) requires the Department to disclose details of any Ministerial directives relevant to the setting of desired outcomes or operational objectives, the achievement of desired outcomes or operational objectives, investment activities and financing activities. No such directives were issued by the Minister in 2011–12.

### Ministerial and executive services

The Office of the Director General provides ministerial and executive services to the Office of the Minister for Training and Workforce Development and the Department's Director General and Corporate Executive. Services include ministerial liaison relating to correspondence, requests for briefings and speech notes, media releases, parliamentary questions and cabinet comments, updates on contentious issues, and daily monitoring of the media. Executive officer support is also provided to the Department's key leadership groups, including Corporate Executive and the Corporate Leadership Group. In 2011–12, the office processed 1387 requests, as shown in table 7.

Table 7: Ministerial requests processed

Type	
Correspondence	863
Briefing notes	226
Answers to parliamentary questions	142
Contentious issues briefings	17
Cabinet comments	21
Event briefings (including speeches)	102
Other	16
<b>Total</b>	<b>1387</b>





## Other financial disclosures

### Capital works projects complete

In 2011–12, the following capital works projects were completed and transferred to the State Training Providers:

Table 8

State Training Provider	Building projects	Completion dates	Total cost
Central Institute of Technology, Aberdeen Street campus	Flexible classroom space	October 2011	\$7.9 million
Great Southern Institute of Technology, Albany campus	Wool harvesting and aquaculture workshops	August 2011	\$2.4 million
Kimberley Training Institute	Fitzroy Crossing training centre	April 2012	\$2.6 million
Pilbara Institute, Karratha campus	Metals and automotive Workshop Extension	July 2011	\$2.4 million
Central Institute of Technology, Perth Campus	Perth Re-development	December 2011	\$58.7 million
Central Institute of Technology, Leederville Campus	E Central and Leederville Realignment	August 2011	\$3.8 million
Durack Institute of Technology, Geraldton campus	Geraldton Skills Barn	July 2011	\$1.9 million
Kimberley Training Institute, Ord River Stage 2	Kununurra and Wyndham campus upgrades	December 2011	\$9.8 million
West Coast Institute of Training	Clarkson Training Workshop – Stage 1 & 2	September 2011	\$20.1 million

## Capital works projects incomplete

In 2011–12, the following capital projects remained as works in progress:

Table 9

State Training Providers	Item	Estimated Total Cost	Project Accumulated Total	Estimated Remaining Cost
C Y O'Connor Institute, Narrogin campus	Narrogin campus upgrade	\$2.3 million	\$0.02 million	\$2.28 million
Challenger Institute, Rockingham campus Trade Training Centre	Rockingham campus redevelopment	\$28.6 million	\$3.8 million	\$24.8 million
Durack Institute of Technology, Batavia Coast Marine	Remediation work for water filtration system	\$3.0 million	\$0.8 million	\$2.2 million
South West Institute, Bunbury campus	Heavy Duty Automotive	\$16.0 million	\$3.8 million	\$12.2 million
Great Southern Institute of Technology — Albany campus	Community Services and Health Science Block (Royalties for Regions)	\$5.8 million	-	\$5.8 million
Kimberley Training Institute — Broome campus	Broome Trade Training Centre (Royalties for Regions)	\$10 million	-	\$10 million
Kimberley Training Institute — Derby campus	Derby workshop extension (Royalties for Regions)	\$6.2 million	\$0.02 million	\$6.18 million
Kimberley Training Institute — Halls Creek campus	Halls Creek campus upgrade (Royalties for Regions)	\$2.8 million	\$0.1 million	\$2.7 million
Pilbara Institute — South Hedland and Karratha campuses	Campuses upgrade and expansion (Royalties for Regions)	\$15.5 million	-	\$15.5 million
State Training Providers ICT infrastructure	Regional STPs ICT infrastructure (Royalties for Regions)	\$6.4 million	-	\$6.4 million
Pilbara Institute — South Hedland and Karratha campuses	Campuses upgrade and expansion (Royalties for Regions)	\$15.5 million	-	\$15.5 million

## Finance services

The Department has reviewed and implemented vehicle fleet and purchasing card policies in accordance with government policies. To ensure compliance with relevant financial legislation and accounting standards, the Department's Financial Management Manual has also been reviewed. The Financial Management Manual formalises and promotes sound practices, procedures and policies in financial management for the Department.

In line with the State Government's office accommodation reforms and the Government Office Accommodation Master Plan, the Department has completed its 10 year office accommodation plan and is continuing to review its future accommodation requirements. Work has also commenced in further developing and reviewing the Department's Strategic Fleet Management Plan. The accommodation and fleet management plans assists to align the facilities with the operational requirements of the Department.

Finally, a review of the Department's Procurement of Goods and Services Policy (under the *State Supply Commission Act 1991*) has also been commenced. This policy ensures that goods and services purchased by the Department under the State Supply Commission Act 1991 are made in accordance with State Supply Commission policies and the Treasurer's Instructions.

## Fees and charges for publicly funded vocational education and training providers

The fees charged by publicly funded providers for VET delivery are governed by Section 67 of the Vocational Education and Training Act 1996, and Regulation 12 and Schedule 1 of the *Vocational Education and Training (Colleges) Regulations 1996*. All publicly funded VET providers are required to charge fees in accordance with the Department's *VET Fees and Charges in 2011* policy.

For vocational courses, a course fee is charged which is the sum of fees for all units in which the student enrolls. Students pay one of four fees per unit (Band 1, Band 2, Band 3 or Band 4). The course fee structure for vocational courses is outlined in Table 10. A resource fee may also apply.

Table 10: Vocational course fees for calendar year 2012

Category of enrolment	Unit fee (\$)	Semester maximum (\$)
<b>Category A (vocational) courses</b>		
Non Concession student		606.00
Band 1 – Units between 1 and 14 hours	16.00	
Band 2 – Units between 15 and 24 hours	34.00	
Band 3 – Units between 25 and 50 hours	66.00	
Band 4 – Units with 51 hours or more	128.00	
Concession student		303.00
Band 1 – Units between 1 and 14 hours	8.00	
Band 2 – Units between 15 and 24 hours	17.00	
Band 3 – Units between 25 and 50 hours	33.00	
Band 4 – Units with 51 hours or more	64.00	
<b>Access and bridging courses</b>		
Flat fee of \$25.00 per semester		25.00

A comparison of semester maximum fees from previous years is provided in Table 11, below.

**Table 11: Semester maximum charges for vocational courses, Department of Training and Workforce Development, 2005–2012**

Year	Semester maximum (\$)	Semester maximum (concession) (\$)
2005	481.80	251.85
2006	496.40	259.15
2007	518.30	270.10
2008	550.00	275.00
2009	570.00	285.00
2010	580.00	290.00
2011	596.00	298.00
2012	606.00	303.00

Throughout the 2011 calendar year, those seeking recognition of prior learning assessment (RPL) for vocational courses paid 50% of the unit fees prescribed in accordance with the Department's *VET Fees and Charges in 2011* policy. A maximum course fee of \$298.00 (\$149.00 concession) per semester was payable.

As of 1 January 2012, RPL assessment attracted the same fees as enrolling in units for a course of study. Table 10 indicates the level of fees payable for units in each of the four course bands.

Students entitled to concession rates on course fees include holders of:

- Pensioner Concession Cards, Repatriation Health Benefits Cards (issued by the Department of Veterans' Affairs) or Health Care Cards, and their dependants;
- those receiving Austudy or Abstudy, and their dependants;
- those receiving Youth Allowance, and their dependants;
- inmates of custodial institutions; and
- young people who are at least 15 years of age but are not due to reach 18 years of age in the calendar year in which they enrol.

## Employment and industrial relations

As at 30 June 2012, the Department employed 645 employees (562 full time equivalent employees). The table below details the demographic profile of the Department's workforce, which includes Vocational Training and Education Centre (VTEC) staff transferred to the Department on 1 January 2011.

**Table 12: Workforce profile**

Descriptor	Male	Female
Employee by gender (headcount)	214	431
Employee median age (headcount)	45.6	44.8
Employment arrangement (headcount) – part time	22	108
Employment arrangement (headcount) – full time	184	303
Employee work location (FTE)	metropolitan 450.8 regional 111.2	
Employment status (headcount) – permanent	402 (male and female)	
Employment status (headcount) – fixed term	215 (male and female)	
Employment status (headcount) – casual	28 (male and female)	

### Source:

HRMIS 30 June 2012

Includes officers on secondment from other Government agencies

The Department employs public service officers, government officers, miscellaneous workers and award free TAFE lecturers. The public service officers are primarily located in the metropolitan area and the government officers, miscellaneous workers and TAFE lecturers at VTEC in Kalgoorlie and Esperance.

## Western Australian TAFE Lecturers' General Agreement 2011

In 2011–12, a new three year pay agreement was registered, which maintains the approximately 3200 WA TAFE lecturers as among the highest paid in Australia. The new agreement provides:

- a 3.5% salary increase backdated from December 2011;
- a 3.5% salary increase from December 2012; and
- a 4.0% salary increase from December 2013.

In addition, the agreement includes workplace efficiency initiatives and also allows lecturers to earn a further 5% for working flexible hours, which gives State Training Providers the flexibility to be more responsive to the needs of students and industry.

## Intellectual property

The Department, through WestOne Services, provides advice and information to the Western Australian VET sector to ensure that the intellectual property of third parties is used responsibly and that VET practitioners have access to as many teaching and learning resources as possible. In 2011–12, this involved providing three workshops statewide for staff of State Training Providers; providing continuous advice to State Training Providers; providing copyright clearance expertise to various State Government departments for the

development of educational and professional development resources; and central print monitoring surveys for two State Training Providers.

## Human resources policy development and review

Key human resource policies include an employment policy which provides for streamlined recruitment and is consistent with the Public Sector Commissioner's Instruction – Filling a Public Sector Vacancy, Discipline policy and Code of Conduct.

The policy framework incorporates consultation with internal focus groups and key stakeholders and a process of evaluation and review.

## Labour relations services

The human resources branch of the Department provides full labour relations services for the Department and State Training Providers. The Department employs public service officers, government officers, miscellaneous workers and award free TAFE lecturers. The State Training Providers employ public service officers, government officers, TAFE lecturers, miscellaneous workers and engineering trades employees.

The Department successfully negotiated a replacement agreement for TAFE lecturers, which was registered in the Western Australian Industrial Relations Commission (WAIRC) on 11 May 2012.

Labour relations advice and support are provided to the Department and State Training Providers on matters including discipline and substandard performance management. The Department has represented State Training Providers on joint consultative committees with the State School Teachers' Union of Western Australia and before the WAIRC on various matters, including alleged unfair dismissal and general industrial disputes.

## Learning and development

The Department continued to demonstrate its commitment to learning and development through:

- implementation of a training needs analysis and maintenance of an internal professional development calendar for staff;
- implementation of a graduate program;
- implementation of an interdepartmental mentoring program with the Department of Finance; and
- establishment of a management development program.

## Governance disclosures

In accordance with Treasurer's Instruction 903 all senior officers advised they had no conflict of interest in a contract existing, or proposed to exist, between the Department and a company in which respectively they have an interest.



## Other legal requirements

### Advertising

Section 175ZE of the *Electoral Act 1907* requires government agencies to report expenditure on advertising and market research, polling, direct mail and media advertising organisations.

**Table 13: Department expenditure on advertising agencies and media advertising organisations from 1 July 2011 to 30 June 2012**

Media advertising organisations	
AdCorp	\$43 591
Mitchell and Partners	\$1 034 095
Total media advertising organisations	\$1 077 686
Advertising agencies <sup>1</sup>	
RARE Creativethinking	\$944 857
Total advertising agencies	\$944 857
Market research organisations	
TNS	\$83 000
Total market research organisations	\$83 000
<b>Total</b>	<b>\$2 105 543</b>

#### Note:

<sup>1</sup> These agencies provide a full range of creative services not limited to advertising, including graphic design, printing, video production and related services.

#### Source:

Corporate and Governance, Department of Training and Workforce Development

### Disability Access and Inclusion Plan and outcomes

The *Disability Services Act 1993* requires all Western Australian public agencies to have a *Disability Access and Inclusion Plan* (DAIP). The Department submitted its DAIP for 2011–2016 to the Disability Services Commission in July 2011. The DAIP was developed in consultation with all areas of the Department and key stakeholders. It outlines specific actions for each directorate to improve access to the Department's facilities, services and information for people with disability. The Department submits its DAIP annual reporting requirements to the Disability Services Commission each July.

The DAIP gives staff an increased awareness of access issues through online promotion, staff inductions, development of new online training and DAIP reporting processes. In addition, all Department agents and contractors are now required to implement the actions outlined in the Department's DAIP in their delivery of services to the public. The Vocational Training and Education Centre (VTEC) is currently included in the Department's DAIP and progress reporting, but will be required to develop its own plan for implementation by 1 July 2013.

### Record keeping plan

- The efficiency and effectiveness of the Department's recordkeeping plan (RKP), including the record keeping training program, has been evaluated regularly since April 2010, when the first RKP was put in place. A revised and updated RKP was submitted to the State Records Commission (SRC) in February 2012.
- The Records and Information Management team assumed full responsibility for all Departmental records from the Department of Education (DoE) on 1 July 2011.
- The Department expects to independently manage its own TRIM electronic document record keeping system by August 2012.



- The Department has developed specific TRIM training courses at introductory and advanced levels for all staff. During 2011–12, 180 Department staff completed the TRIM introductory course and a further 32 completed the advanced training course.
- The Department’s online record keeping awareness training (RAT) must be completed by all new staff before access to TRIM is granted. During 2011–12, 80 Departmental staff successfully completed the RAT training.
- The Department’s induction program for new staff covers basic record keeping principles and responsibilities and informs staff of their roles and responsibilities under the Department’s RKP and the *State Records Act (2000)*.

## Compliance with public sector standards and ethical codes

The Department of Training and Workforce Development manages Breach of Standard claims as required by the *Public Sector Management (Breaches of Public Sector Standards) Regulations 2005*. The Department ensures compliance with Public Sector Standards by:

- including information about the standards in relevant human resource management policies and resources;
- providing an advisory and consultancy service to staff on standards related matters;
- raising awareness of the standards in induction programs and selection panel training; and
- notifying job applicants of their rights and obligations prescribed by the regulations.

During the reporting period, there were two breach claims lodged with the Department. Both claims were forwarded to the Public Sector Commissioner for review and were subsequently found to be without substance.

The Department provides information to staff about the Public Sector Code of Ethics and the Department’s Conduct of Conduct in its staff induction program. All Department staff are required to complete training in Accountable and Ethical Decision Making (AEDM) upon commencement.

## Complaints and misconduct management

The Department manages its own complaints processes including the receipt, recording, assessment, coordination and allocation of complaints from the general public and staff. Since July 2011, human resources branch has received 11 formal complaints of misconduct of which two were staff related. Some complaints were not related to this Department and were directed to the relevant agencies. All complaints were resolved.

The Department of Education currently coordinates screening of employees on behalf of State Training Providers. During 2011–12 the Department ceased using the process operated by the Department of Education and now screens employees through the provision of a National Police Certificate.

## Public interest disclosure

The *Public Interest Disclosure Act 2003* facilitates the disclosure of information in the public interest about matters of wrongdoing, corruption or improper conduct within the State Public Sector. The legislation provides a number of protections, both for the person raising the disclosure and any person about whom the disclosure is made.

The Department has 10 fully trained Public Interest Disclosure (PID) officers. There were nil public interest disclosures during 2011–12.

The Department’s induction program provides information and raises awareness in relation to the Public Interest Disclosure legislation, including the process for making disclosures.

## Working with children

The *Working with Children (Criminal Record Checking) Act 2004* makes it compulsory for people in child related work to apply for a Working with Children check. In 2011–12, \$89 727 was paid as reimbursement for those in the training sector who were required to obtain a Working with Children Check. This figure includes applicants from State Training Providers.



## Government policy requirements

### Substantive equality

The Department of Training and Workforce Development is committed to implementing the Government of Western Australia's *Policy Framework for Substantive Equality* which aims to identify and improve any areas of systemic discrimination, with a focus on Aboriginal Australians and ethnic minority groups.

Under the Substantive Equality Framework the Department is required to carry out a needs and impact assessment. The Department commenced its first needs and impact assessment on the WA Training Awards program to identify improvements and to determine to what extent the Awards meet the needs of the diverse communities in Western Australia. The needs and impact assessment was conducted during the 2011 WA Training Awards and included a number of focus groups held before and after the awards program. The report is currently being prepared and should be available in the later part of 2012. As a result of the assessment's preliminary findings, Western Australia added a Culturally and Linguistically Diverse Training Award. No other state in Australia currently has such an award.

In November 2011 the Department endorsed and commenced implementation of a Substantive Equality Policy to ensure substantive equality outcomes in its workplaces and across services provided to and by the Department.

### Language services policy

The central tenet of the Western Australian Language Services Policy (LSP) is that clients not able to communicate through written or spoken English may require access to competent translators and interpreters when accessing and using Government services. The Department's LSP is aimed at internal service delivery areas within the Department where there are high levels of client contact.

In 2011–12 the Department monitored the implementation of its LSP through the use of a data collection form that is submitted every time a translator or interpreter is used. The Department also undertook a review of its Language Services Policy using feedback from service delivery areas. The review will be completed in late 2012.

### Occupational safety and health and injury management

The Department is committed to providing a safe and healthy work environment for employees, contractors and visitors. In 2011–12, five safety and health representatives were elected and trained to enhance communication and consultation between managers and employees. The Department supported a comprehensive in-house ergonomic assessment service that is set to continue in 2012–13.

The Department is committed to providing assistance to employees who sustain an injury or illness in the course of their duties and to facilitating an early return to work where practicable. The Department has an Injury Management and Workers' Compensation policy, developed in accordance with the requirements of the *Workers' Compensation and Injury Management Act 1981*. The Department also provides assistance to employees with non-compensable injuries or illnesses to remain in the workplace where possible or facilitate an early return to work.

On 31 March 2012 the responsibility for coordination and management of workers' compensation claims was transferred to the Department from the Education and Training Shared Services Centre. This function now sits within the human resources branch. To ensure best practice in the management of workers' compensation claims the Department holds regular claims review meetings with RiskCover. During the reporting period there have been three new compensation claims as detailed in Table 14.

**Table 14: Occupational safety and health performance indicators from 1 July 2011 to 30 June 2012**

Indicator	
Number of fatalities <sup>a</sup>	0
Lost time injury/diseases (LTI/D) incident rate <sup>b</sup> (number of claims)	3
Lost time injury severity rate <sup>c</sup>	33
Number of severe injury claims <sup>d</sup>	1
Percentage of injured workers returning to work within 28 days	66%
Percentage of current managers trained in occupational safety, health and injury management <sup>e</sup>	32%

**Notes:**

- <sup>a</sup> Number of injuries resulting in death.
- <sup>b</sup> The lost time injuries/diseases (LTI/D) incidence rate is the number of LTI/D claims resulting in at least one day or shift being lost.
- <sup>c</sup> The severity rate is the number of severe injuries claims divided by the number of LTI/D claims multiplied by 100.
- <sup>d</sup> Where an estimated 60 days or more are lost from work.
- <sup>e</sup> Having completed their training within the past three years.

## Occupational safety and health training

The Department has incorporated occupational safety and health awareness training into the Department's mandatory induction program. The Department identified the need for additional comprehensive occupational safety and health training and in April 2012 it developed two self paced online training modules targeting employees with, and without, managerial responsibilities.



## Appendix 1: State Training Provider contact details

### Metropolitan

Central Institute of Technology  
T: 1300 300 822  
E: [enquiry@central.wa.edu.au](mailto:enquiry@central.wa.edu.au)  
W: [www.central.wa.edu.au](http://www.central.wa.edu.au)

Challenger Institute of Technology  
T: 9239 8200  
E: [info@challenger.wa.edu.au](mailto:info@challenger.wa.edu.au)  
W: [www.challenger.wa.edu.au](http://www.challenger.wa.edu.au)

Polytechnic West  
T: 9267 7777  
E: [info.centre@polytechnic.wa.edu.au](mailto:info.centre@polytechnic.wa.edu.au)  
W: [www.polytechnic.wa.edu.au](http://www.polytechnic.wa.edu.au)

West Coast Institute of Training  
T: 1300 134 881  
W: [www.wcit.wa.edu.au](http://www.wcit.wa.edu.au)

### Regional

C Y O'Connor Institute  
T: 1800 627 256  
E: [info@cyoc.wa.edu.au](mailto:info@cyoc.wa.edu.au)  
W: [www.cyoc.wa.edu.au](http://www.cyoc.wa.edu.au)

Durack Institute of Technology  
T: 1800 672 700  
T: 9956 2700 (Geraldton)  
T: 9941 0100 (Carnarvon)  
T: 9949 2624 (Exmouth)  
E: [info@durack.edu.au](mailto:info@durack.edu.au)  
W: [www.durack.edu.au](http://www.durack.edu.au)

### Regional

Great Southern Institute of Technology  
T: 9892 8888  
E: [info@gsinstitute.wa.edu.au](mailto:info@gsinstitute.wa.edu.au)  
W: [www.gsinstitute.wa.edu.au](http://www.gsinstitute.wa.edu.au)

Kimberley Training Institute  
T: 1300 996 573  
E: [info@kti.wa.edu.au](mailto:info@kti.wa.edu.au)  
W: [www.kti.wa.edu.au](http://www.kti.wa.edu.au)

Pilbara Institute  
T: 1300 304 244 or 9159 6700  
E: [info@pilbara.wa.edu.au](mailto:info@pilbara.wa.edu.au)  
W: [www.pilbara.wa.edu.au](http://www.pilbara.wa.edu.au)

South West Institute of Technology  
T: 9780 7070 (General enquiries)  
E: [Bunbury\\_Reception@swit.wa.gov.au](mailto:Bunbury_Reception@swit.wa.gov.au)  
W: [www.swit.wa.edu.au](http://www.swit.wa.edu.au)

Vocational Training and Education Centre  
T: 9088 6762 (Kalgoorlie)  
E: [contact.kal@vtec.wa.edu.au](mailto:contact.kal@vtec.wa.edu.au)  
T: 9071 9570  
E: [contact.esp@vtec.wa.edu.au](mailto:contact.esp@vtec.wa.edu.au)  
W: [www.vtec.wa.edu.au](http://www.vtec.wa.edu.au)



## Appendix 2: Workforce Development Centre contact details

Metropolitan		13 64 64
Cannington	Unit 4, 15 Pattie Street	08 9333 2000
Fremantle	29 Queen Victoria Street	08 9432 5101
Hillarys	21F Endeavour Road	08 9300 3322
Mandurah	32 Sutton Street	08 9581 4606
Midland	3 The Avenue	08 9250 1516
Rockingham	10 Crompton Road	08 9592 2949

Regional		13 64 64
Esperance	82 Pink Lake Road, Esperance	08 9071 2788
Goldfields	60 Moran Street, Boulder	08 9093 1350
Great Southern	Unit 3, 15 Peels Place, Albany	08 9842 1012
	Unit 2, 88 Albany Highway, Kojonup	08 9842 1012
Kimberley	Corner Messmate Way and Konkerberry Drive, Kununurra	08 9166 5775
	197 Great Northern Highway, Halls Creek	08 9166 5775
	2 Weld Street, Broome	08 9192 8759
	Unit 2, 5–47 Loch Street, Derby	08 9192 8759
	Great Northern Highway, Fitzroy Crossing	08 9192 8759
Mid West	Margaret House, Bill Sewell Complex, Chapman Road, Geraldton	08 9964 1022
	1 Camel Lane, Carnarvon	08 9964 1022
Pilbara	Shop 36, Karratha Shopping Village, Karratha	08 9144 4748
	36 Roberts Street, South Hedland	08 9172 3622
	Newman House, 46 Iron Ore Parade, Newman	08 9144 4748

## Regional

13 64 64

South West	Unit 3, Albert Square, Busselton	08 9751 4760
	Volunteer and Resource Centre, 45 Rose Street, Manjimup	08 9772 4801
	33 Tunbridge Street, Margaret River	08 9757 9153
	3 Bourke Street, Bunbury	08 9721 5033
	Unit 1, 32 Harvey Street, Collie	08 9721 5033
Wheatbelt	133 Fitzgerald Street, Northam	08 9622 0530
	Shop 7, 9 Egerton Street, Narrogin	08 9622 0530
	Merredin area outreach	08 9622 0530
	56 Dargai Street, Moora	08 9622 0530

## Specialists

CALD: Culturally and Linguistically Diverse	4 Brewer Place, Mirrabooka	08 9344 2468
	4 View Street, North Perth	08 9344 2468
	13/64–66 Kent Street, Cannington	08 9344 2468
	64 Wellington Road, Morley	08 9344 2468
Ex-Offenders	27 Moore Street, East Perth	08 6263 8622



## Aboriginal Workforce Development Centres

### Metropolitan

Perth	Level 2, 166 Murray Street (Mall), Perth	08 9224 6535
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### Regional

Broome	6, 20 Dampier Terrace	08 9192 6763
Bunbury	61 Victoria Street	08 9791 1966
Geraldton	Bill Sewell Complex, Chapman Road	08 9964 6345
Kalgoorlie	1, 37 Brookman Street	08 9091 3560





## Appendix 3: Feedback form

The Department of Training and Workforce Development is interested in your feedback and comments regarding the 2011–12 Annual Report. This will help to improve future reports.

What was your overall impression of this Annual Report?

☐

Very poor

☐

Poor

☐

Good

☐

Excellent

Please rate the following elements of the Annual Report, using a number from the rating scale.

1 – Very poor

2 – Poor

3 – Good

4 – Excellent

	Score	Comments
Ease of understanding		
Meets your information needs		
Appropriate length		
Clarity of charts and tables		
Relevance of information		
Ease of finding information		

For what purpose did you read or refer to the Annual Report?

☐

Background information on the Department of Training and Workforce Development

☐

Information on the direction of the Department of Training and Workforce Development

☐

Other (please specify)

In what ways do you think the Annual Report could be improved? .....

.....

.....

Other comments: .....

.....

.....

Please indicate the group that best describes you *(Please tick one box only)*

<input type="checkbox"/> Private individual	<input type="checkbox"/> Private sector employee	<input type="checkbox"/> Department of Training and Workforce Development employee
<input type="checkbox"/> Western Australian government employee	<input type="checkbox"/> Other government employee	<input type="checkbox"/> Industry association representative
<input type="checkbox"/> Other (please specify)		

Thank you for participating in the survey. Please return completed form to:

Performance Evaluation and Statistics Branch

Locked Bag 16, Osborne Park Delivery Centre WA 6916

Department of Training and Workforce Development

16 Parkland Drive, Osborne Park WA 6107 | Locked Bag 16, Osborne Park Delivery Centre WA 6916 | E: [feedback@dtwd.wa.gov.au](mailto:feedback@dtwd.wa.gov.au) | W: <http://www.dtwd.wa.gov.au>