



# Annual Report

2016-17



# Reading our Annual Report

## Online

This Annual Report is available as a PDF download and in html from the publications menu of the Commission's webpage as a full report and in its individual sections, located at [www.eoc.wa.gov.au](http://www.eoc.wa.gov.au)

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 @EOCWA

## Alternative formats

On request, large print or copies of this report in an alternative format can be obtained from the Equal Opportunity Commission.

## Hard copy

Printed copies of the report can be viewed at the:

State Library of Western Australia  
Alexander Library Building  
Perth Cultural Centre Northbridge WA

## Feedback

As the Commission is constantly striving to improve services, any comments, observations or queries relating to the contents of this Annual Report will be appreciated.

To provide feedback on the effectiveness of the Commission's Annual Report for the year 2016-17 please refer to the Feedback Form in Appendix C at the end of this report.

## Disclaimer

The Commission is committed to quality service to its customers and makes every attempt to ensure accuracy, currency and reliability of the information contained in this publication. However, changes in circumstances over time may impact on the veracity of this information.

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Advice: Aboriginal and Torres Strait Islander viewers are advised that this document may contain images of people who have died.

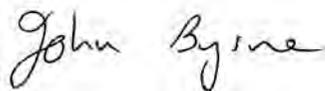
Front cover (from left) Participants at a Commission stall, Children playing, International Women's Day speed mentoring event

# Statement of compliance

The Hon John Quigley MLA  
Attorney General  
10th Floor, London House  
216 St Georges Terrace  
PERTH WA 6000

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 Commissioner for Equal Opportunity for the financial year ending 30 June 2017.

The report has been prepared in accordance with the provisions of the *Financial Management Act 2006*, section 95 of the *Equal Opportunity Act 1984* and section 31 of the *Public Sector Management Act 1994*.

A handwritten signature in black ink that reads "John Byrne". The signature is written in a cursive, slightly slanted style.

John Byrne  
Acting Commissioner for Equal Opportunity

22 September 2017

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# About us

## From the Commissioner

This Report sets out the performance of the Equal Opportunity Commission in the 2016-17 financial year, and demonstrates this organisation is a vital and effective part of the local and national work of promoting equal opportunity and human rights.

I present this report with a sense of pride in what we have achieved as a small office with the challenging task of working across a very large State. It reflects on our capacity to work across sectors and to engage with the Western Australian community.

The Commission has, like most other Western Australian public sector agencies, had to readjust its services and functions in response to significant staff and budget reductions. This has created some challenges in meeting the high efficiency and effectiveness targets previously set for the Commission's statutory obligations of providing a means of redress for allegations of unlawful discrimination, and in providing community education and training on equal opportunity and human rights.

Despite these challenges we continue to achieve timely resolution of complaints of unlawful discrimination, and there is generally a high level of satisfaction from both complainants and respondents to the Commission's complaint handling processes.

The Commission's community education team delivers a range of targeted training courses, and responds to requests from the public and private sector to provide customised training. A range of abridged 'rights based' courses are made available to schools and community groups. The Commission also continues to develop its digital strategy to disseminate information through an e-bulletin and its Facebook and website.

An important aspect of the Commission's work has been to develop public and private sector partnerships which include:

- The Youth Affairs Council of WA in promoting equal opportunity and human rights issues
- The university sector – raising awareness about responding to sexual harassment
- The business community – on issues such as menus for people with visual impairments
- Sporting organisations and schools – delivering the *Member Protection* anti-discrimination program
- The Public Sector Commission (PSC) on the development of an inclusive culture for staff from varying gender and sexual identities
- Membership of CEOs for Gender Equity.

In the 2017-18 financial year the State Government's reform agenda has resulted in significant restructuring of many agencies, and this may create challenges for example:

- Ensuring positive outcomes for priority groups such as young people, Aboriginal and Torres Strait Islanders, and people with disability
- Managing the impact of evictions on vulnerable families, and especially on the schooling and welfare of at-risk children
- Working with the PSC on lesbian, gay, bisexual, trans, intersex (LGBTI) staffing and community access issues.

Another important priority for the Commission in 2017-18 is to determine if the *Equal Opportunity Act 1984* (the Act), is operating in the most effective way possibly, taking into account trends and developments in equal opportunity law and changes in community attitudes.

I took up a one-year contract as acting Commissioner in December 2016 while Commissioner Allanah Lucas is on secondment with the Public Sector Commission.

I acknowledge the dedication, commitment and hard work of Commission staff, and everyone who has been part of the Equal Opportunity Commission over the last 12 months. My gratitude also extends to the many people across the state in government, the private sector, and community organisations who support and promote human rights principles.



Acting Commissioner for Equal Opportunity John Byrne speaking at the Human Rights Day event.

# 2016-17 Snapshot

## Provision of information and advice



186,459

website page views



2385

people attended training and education sessions



1263

people attended community activities



Introduction to Equal Opportunity Law  
the most popular course



161

training and education sessions held



65

rights based information sessions held

## Avenues of redress for unlawful discrimination



1589

enquiries from the public answered



430

complaints received



74.9%

of complaints submitted online or by email



most common complaints –  
impairment, race and victimisation



89.6%

complaints finalised in under six months



99.7%

complaints finalised in under 12 months

# Operational structure

In 2016-17 the Commissioner for Equal Opportunity delivered services through the following functions:

## Office of the Commissioner

### Legal

Provides legal advice and assistance to the Commissioner and staff, complainants in the State Administrative Tribunal (Tribunal), and to the Minister and government agencies, as required.

### Policy and evaluation

Assists the Commissioner in the development and oversight of policy, information management systems, submissions and reports, community engagement, general reporting and compliance functions, community awareness and acceptance of the Act.

### Communications

Develops and disseminates public information in the form of publication media releases, e-bulletins, social media, the Commission's website and public events.

## Commission Services

### Conciliation services

Investigates and attempts to conciliate allegations of unlawful discrimination in compliance with the Act.

### Community education and training

Delivers rights and responsibility training to private, non-government and government organisations, as well as community engagement to build awareness of the Act and acceptance of its objects.

## Commission Support

Provides the financial, human resource, compliance and administrative functions of the Commission.

## Enabling legislation

The Office of the Commissioner for Equal Opportunity was established in 1985 under Part VII, Division I of the *Equal Opportunity Act 1984* as amended, and under the provisions of the *Public Sector Management Act 1984*.

The Commissioner for Equal Opportunity is appointed by the Governor and is the Accountable Officer under the *Financial Management Act 2006*.

The Act promotes equality of opportunity in Western Australia and provides remedies in respect of discrimination on the grounds and areas specified.

## Responsible Minister

The Hon John R Quigley LLB JP MLA, Attorney General.

# Organisational structure

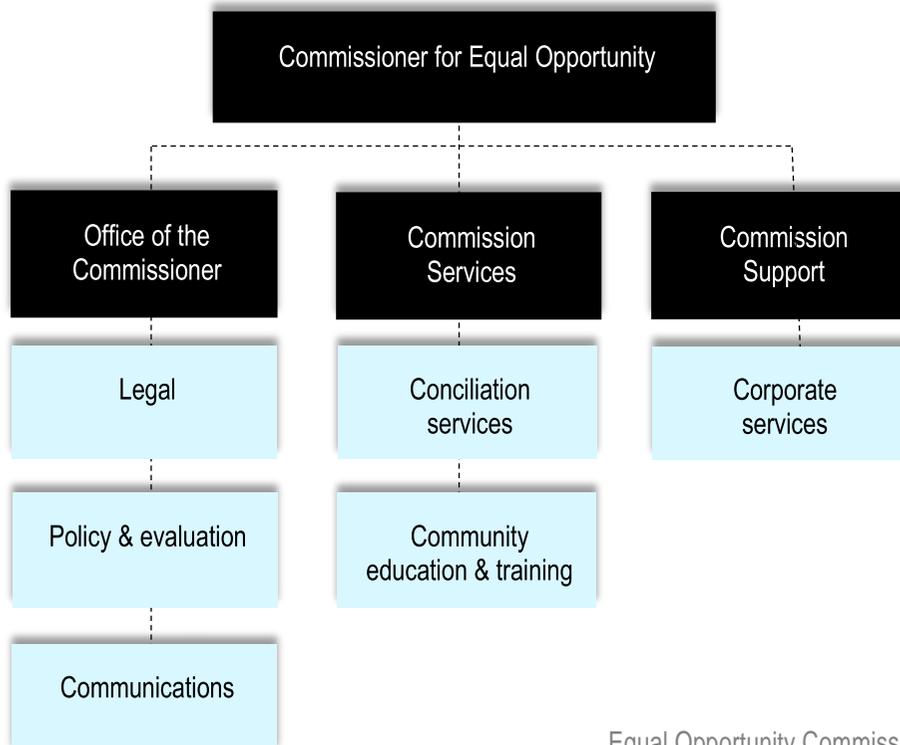
## Our vision

A society respectful of human rights and free from discrimination and prejudice.

## Our mission

To lead in the elimination of discrimination and build a community that reflects and promotes equality of opportunity and human rights.

## Organisational chart



## Corporate executive



From left to right:

Zarin Milambo,  
Manager  
Commission  
Support

Allan Macdonald,  
Manager Office of  
the Commissioner

Diana MacTiernan,  
Manager  
Commission  
Services

Front:

John Byrne,  
Acting  
Commissioner for  
Equal Opportunity

## Administered legislation

The Commissioner for Equal Opportunity also undertakes investigations and conciliation of complaints under specified parts of the following Acts:

- *Public Interest Disclosure Act 2003 - Part 3 section 15 (4)*
- *Spent Convictions Act, 1988 – Division 3.*

## Other key legislation impacting on the Equal Opportunity Commission's activities:

### State

- *Auditor General Act 2006*
- *Disability Services Act 1993*
- *Electoral Act 1907*
- *Financial Management Act 2006*
- *Freedom of Information Act 1992*
- *Government Employees Superannuation Act 1987*
- *Industrial Relations Act 1979*
- *Minimum Conditions of Employment Act 1993*
- *Occupational Safety and Health Act 1984*
- *Public Interest Disclosure Act 2003*
- *Public Sector Management Act 1994*
- *Salaries and Allowances Act 1975*
- *State Records Act 2000*
- *State Supply Commission Act 1991*
- *Workers Compensation and Injury Management Act 1981*

### Commonwealth

- *Australian Human Rights Commission Act 1986*
- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984*
- *Disability Discrimination Act 1992*
- *Age Discrimination Act 2004*
- *Fair Work Act 2009*

## Performance management framework

The Commissioner for Equal Opportunity's Performance Management Framework is consistent with the Government's goal of Results-Based Service Delivery: Greater focus on achieving results in key service delivery areas for the benefit of all Western Australians.

The Commission's work is informed by the statutory obligations under the *Equal Opportunity Act 1984*, and the activities undertaken in 2016-17 are reported in this section.

### Changes to outcome based management framework

The Equal Opportunity Commission's outcome based management framework did not change during 2016-17.

### Shared responsibilities with other agencies

The Equal Opportunity Commission did not share any responsibilities with other agencies in 2016-17.

The Equal Opportunity Commission delivers services through its two outcome areas:

**Service 1: Provision of information and advice regarding equal opportunity and human rights**

**Service description**

Dissemination of relevant and appropriate information on the *Equal Opportunity Act 1984*, other relevant laws and human rights issues generally.

Provision of accurate advice on equal opportunity matters.

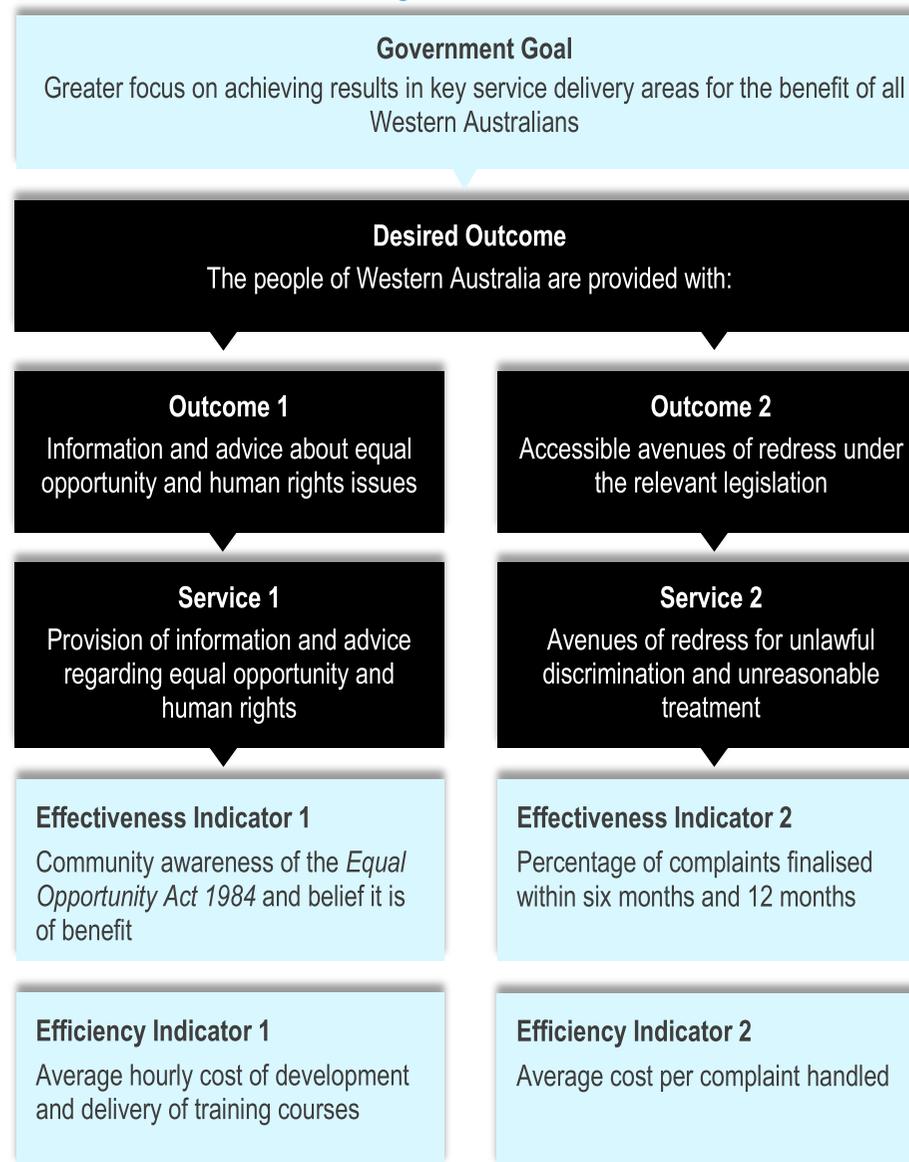
Identification of discriminatory policies and practices.

**Service 2: Avenues of redress for unlawful discrimination and unreasonable treatment**

**Service description**

Investigating and attempting to conciliate complaints that fall within the jurisdiction of the *Equal Opportunity Act 1984* and other legislation administered by the Commissioner and providing assistance to complainants referred to the Tribunal.

**Outcome based management framework**





Training on Cocos (Keeling) Island

# Our performance

## Performance summary

### Actual results versus budget targets

#### Financial targets

	2016-17 Target (1) \$	2016-17 Actual \$	Variance (2) \$
Total cost of services	4,028,000	4,062,844	34,844
Net cost of services	3,839,000	3,905,980	66,980
Total equity	146,000	179,124	33,124
Net increase/decrease in cash held	-	208,708	208,708
Approved salary expense level	2,491,000	2,314,381	(176,619)

(1) As specified in the Budget Statements.

(2) Further explanations are contained in Note 31 'Explanatory Statement' to the financial statements.

## Working cash targets

	2016-17 Agreed Limit \$	2016-17 Target/Actual \$	Variance (1) \$
Agreed working cash limit (at budget)	197,000	197,000	N/A
Agreed working cash limit (at actuals)	197,000	188,000	9,000

(1) Further explanations are contained in Note 31 'Explanatory Statement' to the financial statements.

## Summary of key performance indicators

	2016-17 Target	2016-17 Actual	Variance
<b>Outcome 1</b>			
Information and advice about equal opportunity and human rights issues			
<b>Effectiveness Indicator 1:</b> Community awareness of the <i>Equal Opportunity Act 1984</i> and belief it is of benefit	82%	76.5%	-5.5%
<b>Service 1</b>			
Provision of information and advice regarding equal opportunity and human rights			
<b>Efficiency Indicator 1:</b> Average hourly cost of development and delivery of training courses	\$1,533	\$1,057	-\$476
<b>Outcome 2</b>			
Accessible avenues of redress under the relevant legislation			
<b>Effectiveness Indicator 2:</b> Percentage of complaints finalised within:			
Six months	95%	89.6%	-5.4%
12 months	99%	99.7%	+0.7%
<b>Service 2</b>			
Avenues of redress for unlawful discrimination and unreasonable treatment			
<b>Efficiency Indicator 2:</b> Average cost per complaint handled	\$2,260	\$2,869	+\$609

For more detailed information about Key Performance Indicators, see page 88.



## Service 1: Provision of information

The Commission works with community members and organisations to extend understanding and skills to achieve equality and realise their rights through:

- Involvement in community programs and events
- Responding to enquiries from individuals, government, non-government and private industry
- Delivering training for employers and service providers on their responsibilities
- Education for community groups and individuals on their rights under the Act
- Identification of discriminatory policies and practices and raising these with appropriate bodies.

### Raising community awareness

Key strategies include:

- Development of resources, both targeted and general information for the community about aspects of equal opportunity law and human rights in a variety of printed and electronic formats
- Raising awareness of equal opportunity and human rights issues in Western Australia through presentations, forums, guest speakers, community information stalls and lectures using various media to promote public discussion and interest in equal opportunity issues.



Fee for service training at the Commission



## Sorry Day 26 May

The Commission considers an important part of its outreach is to be involved in significant events for Aboriginal people.

The annual Sorry Day commemoration organised by the Bringing Them Home Committee and Reconciliation WA was held at Wellington Square, East Perth.

Many members of the Stolen Generation were present, as well as an estimated 2,500 school students and 1,500 community members. The Commission's stall was kept busy providing resources and information, as well as a competition for school children to create a caption for a cartoon depicting diversity.

## Facebook

The Equal Opportunity Commission launched its Facebook page at the end of the 2015-16 financial year to increase its outreach to a wider digitally savvy demographic, as well as increase its outreach across the physically large state of Western Australia. In 2016-17 there were 163 online posts, which included links to news articles relevant to the Act as well as publicising the Commission's awareness raising events, community outreach work and various publications.

During 2016-17 the Commission's Facebook page received 221 likes and gathered 222 followers. The most popular post, according to the number of likes received, was a promotional video of the Commission's 2016 Human Rights Day event, which was shared three times and was liked 140 times, reaching 56,812 people.

## Website

The website serves the role of distributing information about the Commission's community education, complaint handling, human rights advocacy and related functions. The site provides a clean, fast, consistent and easily navigable online interface for the work of the Commission. A priority when designing and posting web content has been to maximise accessibility by:

- Making the site accessible to the widest range of people in the community, including people with a disability
- Designing the pages so that they print out well.

In the 2016-17 financial year the Commission's web site was visited on 186,459 occasions. The page with the greatest number of hits was a page providing information about the Equal Opportunity Act.

The Commission's website is now the primary avenue used to lodge complaints of unlawful discrimination, by filling out an online structured 'Enquiry/Complaint form', or by emailing the complaint using the email address provided on the site.

The website has become the preferred means when registering for the Commission's popular community education and training events.

## e-bulletin

The Commission's e-bulletin is a digital newsletter containing news of the outreach, community education and other activities of the Commission. The e-bulletin provides informative discrimination related legal cases, and important human rights issues and trends. The e-bulletin is distributed at the start of each month via email to over 2,500 subscribers. In 2016-17 eleven editions of the bulletin were published. Back copies of the e-bulletin are freely accessible via the Commission's website, filed under the 'Publication' heading in the drop down menu.

## Our achievements in 2016-17

In 2016-17 the Commission continued to review its range of resources and information, made freely available in a range of formats.

Over the course of the year the Commission's seminars and other events attracted 3,648 participants.

The Commission worked with public sector agencies in several areas including with the Public Sector Commission to support the development of trans inclusive workplaces (see page 16).

## Key activities undertaken this year

- Co-hosted a panel discussion event with Youth Affairs Council of WA (YACWA) on Human Rights Day
- Participated in, and distributed information at, the Pride Parade
- Organised a Speed Mentoring event for young women, in recognition of International Women's Day
- Ran stalls at:
  - NAIDOC Week event in Mirrabooka
  - Harmony Day event in Mirrabooka
  - Aboriginal Health Worker's Conference
  - Sorry Day commemoration at Wellington Square
- Hosted the annual Isabelle Lake Memorial Lecture with University of Western Australia (UWA), featuring speaker A J Kearn
- During Reconciliation Week displayed a Commission banner in Geraldton.



## Human Rights Day 12 December 2016

The Commission in collaboration with YACWA and the Commissioner for Children and Young People, hosted a panel discussion on International Day of Human Rights. The event aimed to increase community awareness about human rights issues affecting young people, and was compered by Misty Farquhar from Curtin University. A keynote address was given by Tammy Solonec, Indigenous Rights Manager at Amnesty International Australia.

Panellists included Youth Disability Advocacy Network worker Grace Mills, student intern at the Equal Opportunity Commission Patrick O'Reeri, Multicultural Youth Advocacy worker Sara Shengeb and Freedom Centre youth worker Dani Wright Toussaint.

Topics covered included refugees and migration, Aboriginal Australia, living with an impairment or disability and lesbian, gay, bisexual, transsexual and intersex diversity.

## Speed Mentoring for International Women's Day

On 8 March 2017 the Commission marked International Women's Day by organising a Speed Mentoring event for young women studying at high school and tertiary organisations.

The event was held at the Uniting Church in the City Hall, where 16 inspirational women mentors, including former WA Chief Scientist and Western Australian of the year Prof Lyn Beazley and Federal MP Dr Anne Aly, gave advice to 17 young women in eight-minute time slots.

The Acting Commissioner John Byrne said the speed mentoring event fitted in well with the Commission's focus on youth for the 2016-17 financial year.

"The event is aimed at young women graduating from secondary school and at tertiary level starting their career paths and entering the workforce," he said.

Dr Byrne said the Committee for Perth's Filling the Pool report identified mentors as 'critically important' to workplace gender equity.

"There is still a gender pay gap of 23 per cent in Western Australia, which is the largest in the country and a low representation of women on boards and in executive level positions," he said.

Dr Byrne said the Commission wanted to do something practical to engage youth on International Women's Day to help them overcome the issues affecting workplace gender equality and raise awareness about equal opportunity.

"Young women need to know there is support for them following their career paths."

"There are laws in place to deal with sex discrimination and harassment in the workplace and there are fantastic female role models happy to help them along the way," he said.

Prof Beazley agreed mentoring was an incredibly important step towards improving gender equality.

“(Mentoring) events are so important as they help to build a better future in which everyone’s talents are nurtured and flourish,” she said.

“My favourite aspect was that the impressive group of mentors had the opportunity to talk to students on a one-to-one basis, hearing their individual plans, dreams and perceived hurdles,” she said.

Mentees also benefited from the event. A student from Mercedes College said the event was ‘a wonderful opportunity’ and the speakers were ‘inspirational’.



Speed Mentoring for International Women’s Day



## Harmony Week

The Commission held an information stall for the Mirrabooka Harmony Day event at the Herb Graham Centre on 24 March to provide awareness about the Act and the Commission’s work.

To do this, the Commission held a competition at its stall for the best response to the question, ‘why do we need laws protecting us from discrimination and harassment?’

There were 17 responses from people of different ages, cultural backgrounds and genders, with and without a disability.

All responses supported laws protecting us from discrimination and harassment.



Isabelle Lake Memorial Lecture  
AJ Kearns with Isabelle Lake's father Bruce

## Isabelle Lake Memorial Lecture - Creating transgender inclusive workspaces

On 17 May 2017, the International Day Against Homophobia and Transphobia (IDAHoT), the Commission and UWA jointly organised the 5th Isabelle Lake Memorial Lecture. The lecture was co-sponsored by the Public Sector Commission.

Ms Lake was a student at UWA, and an intern at the Commission working on LGBTI issues, when she unexpectedly died at age 21. The partnership with UWA on this annual memorial lecture was formed to build on Isabelle's passionate work for the rights and recognition of those who transition or who identify outside the gender binary.

The theme for IDAHoT day this year was Families, so the Commission and UWA aimed to create awareness about transgender and intersex issues in relation to families by inviting transgender man AJ Kearns to share his inspirational story about how he postponed his transition to give birth to his and his former partner's second child.

The event was attended by about 160 people and feedback included.

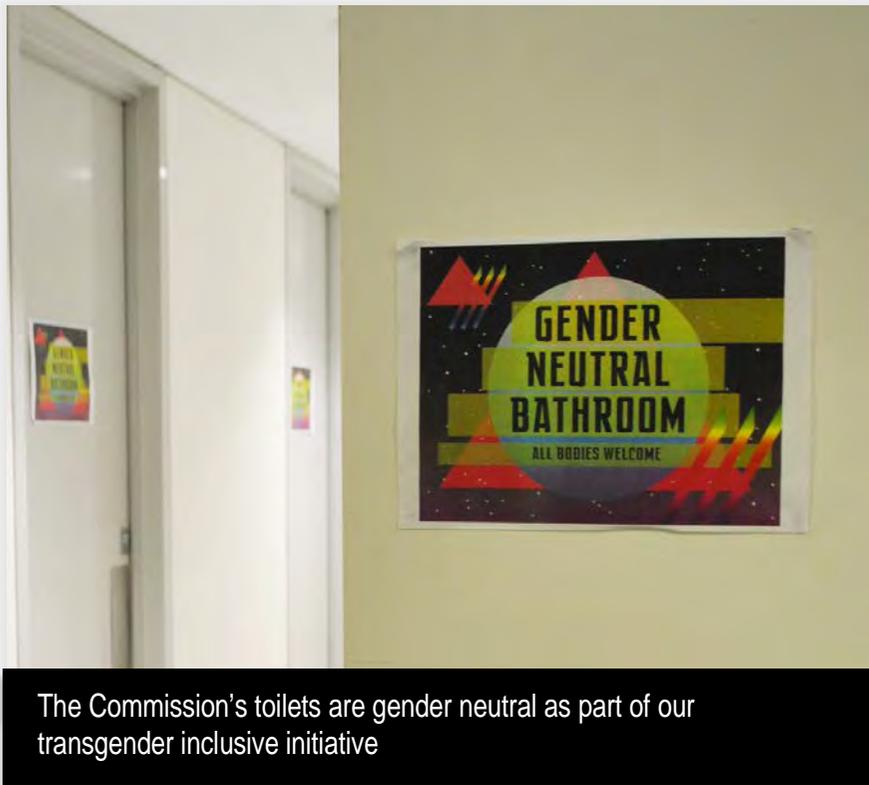
"AJ was a powerful speaker, I cried."

"It was great to hear AJ's story...it provided great insight into the struggles that gender diverse people still face in today's society and how we can help change."

## LGBTI Initiatives

The Commission has worked in partnership with government and community organisations on LGBTI (Lesbian, Gay, Bisexual, Trans, and Intersex) issues over the past few years.

Feedback from public sector organisations suggested there was an unmet need to raise awareness of LGBTI issues in the public sector and in the general community. In response, the Commission has worked with the WA Public Sector Commission to examine ways to most effectively raise awareness and develop strategies to improve retention of staff who identify as sexually or gender diverse.



The Commission's toilets are gender neutral as part of our transgender inclusive initiative

## New and Emerging Communities Reference Group

This reference group was established in 2015 and continues to assist the Commissioner to develop coordinated and coherent strategies to address systemic issues experienced by New and Emerging Communities such as racial harassment and discrimination. The membership includes representatives from relevant state and federal government agencies, non-government organisations, educational institutions and the Ethnic Communities Council. It addresses:

- Lack of access to public transport concession cards for humanitarian and refugee entrants
- Lack of support for those experiencing domestic violence
- Discrimination in the employment market relating to insistence by some employers on a requirement for 'Australian experience' and a perceived lack of service from job network providers including provision of interpreters
- Proposed citizenship test changes and increased complexity of English language testing
- Lack of access to the health care system particularly where interpreters are not provided.

The Acting Commissioner discussed with senior management of the Public Transport Authority (PTA) issues related to public transport that had been raised in the Reference Group. An outcome of this discussion was that a PTA staff member presented to a subsequent meeting of the Reference Group on the Authority's strategies and programs available to assist recently arrived migrants and refugees. The Reference Group is comparing differences between Western Australia and other Australian states and territories in relation to transport concessions available to those on community detention orders.

Group members also have an ongoing arrangement with the Department of Training and Workforce Development to present information about equal opportunity and anti-discrimination at orientation sessions for skilled migrants.

Information sessions for migrants have also been conducted for North Metropolitan TAFE, Communicare, Mercycare, Ethnic Disability Advocacy Council and The Health Consumers Council.

## Substantive equality

### Internal implementation

Although the Commission is not required under the Public Sector Commissioner's circular it has chosen to continue to implement the objectives of the Framework for Substantive Equality in its own operations.

During the current year the Commission:

- Continued to revise its substantive equality implementation plan
- Encouraged all staff to participate in the course 'Fair Go for your Clients' aimed at increasing awareness of how systemic discrimination impacts on various groups
- Attended training session on mental health customer service for enquiries and reception
- Maintained as standing agenda items for monthly staff meetings the implementation of substantive equality as well as analysis of trends and issues to identify systemic discrimination.
- Identified policies requiring impact assessments.

### Role in the sector

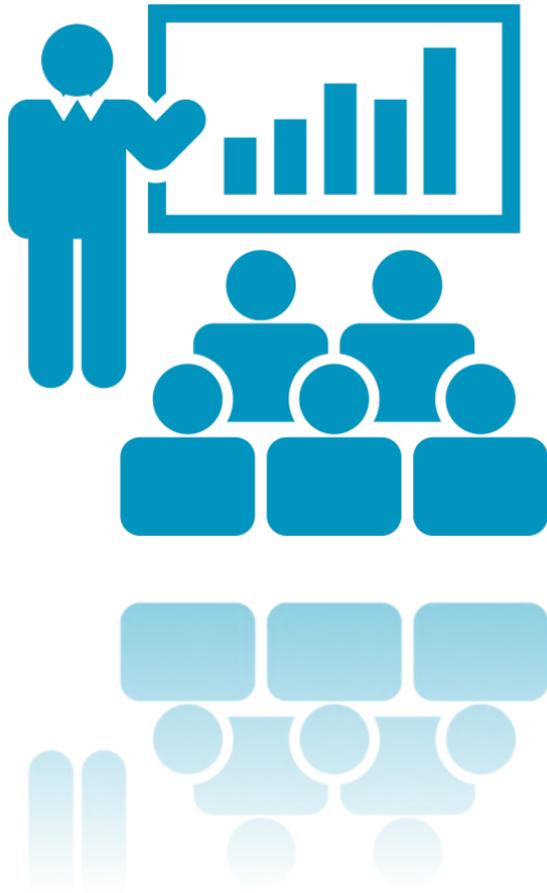
The Commission's role under the Policy Framework for Substantive Equality is primarily to develop and deliver education and training courses to support agencies in understanding and addressing systemic discrimination as stated in the Framework.

Since the cessation of the dedicated unit in 2014, the ambition has been to have at least three forum/round table sessions each calendar year for relevant agencies. These are a mixture of knowledge and practical skills based forums. Due to internal changes within the Commission in the current year, only one session was held in March 2017. This session dealt with two major issues for agencies:

- Implementation strategies and links to Reconciliation Action Plans and Disability Action and Inclusion Plans
- Ensuring access for new and emerging communities.

The Commission also offers the course "Fair Go for Your Clients" as part of its calendar of public courses which is open to mandated agencies and other agencies in the sector as well as non-government service providers.

Where potential issues of systemic discrimination have been brought to the attention of the Commission, the Commissioner and the Acting Commissioner have written to and met with agency senior officers.



## Community education and training

The Commission has a small team of experienced Community Education Officers who raise awareness about equal opportunity and human rights and legal obligations and promote the adoption of best practice models through:

- Organisational training
- Community education on equal opportunity and human rights
- Working with stakeholder groups on specific projects
- Community development work with communities that have specific needs, such as new and emerging migrant and refugee groups
- A Service Delivery Agreement with the Commonwealth Department of Infrastructure and Regional Development to build capacity and provide community education training for the residents of the Indian Ocean Territories (IOT).

## Fee for service training

Training which is provided on a fee for service basis is in two categories. Mixed profile training is where courses are publicly advertised and participants may come from a range of organisations. Customised training is where an organisation requests a course exclusively for its staff and the course is adapted to meet the needs of the organisation.

Requests for fee for service training increased to 52 sessions in the 2016-17 year compared to the previous year's total of 36 sessions. Participants in mixed profile training and organisation training have been from the public sector, private enterprise and community organisations.

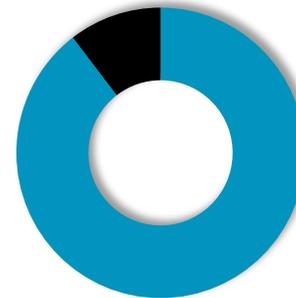
The Commission is reviewing and updating training material to ensure course content remains relevant, and is investigating new ways to provide whole-of-organisation training based on a model that it hopes will prove strategic in developing workplace cultures that are inclusive and free of discriminatory practices.

Examples of Fee for service sessions include:

- *Introduction to Equal Opportunity Law* with a number of government organisations
- *Developing and Maintaining Positive Workplace Cultures* was delivered to the majority of staff in one government organisation, and to an entire section of another large department
- *EO Essential for Managers and Supervisors, and Grievance Officer* training was delivered in Perth and Karratha
- *Equity Awareness* was held with government employees and contractors working as security officers, customer service officers and others in an organisation which have frequent contact with Aboriginal people and recently arrived migrants and refugees
- *EO Essentials for Managers and Supervisors* was delivered to government and private sector employees in Perth and the South West.

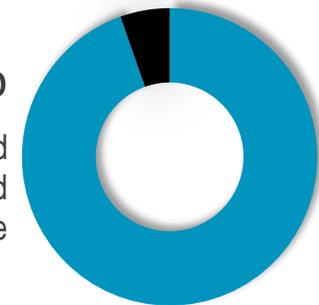
## Evaluation

Of the 557 people who attended fee for service training sessions, 521 (i.e. 93.5%) completed a post-course evaluation. The outcome of these evaluations indicated a consistently high level of satisfaction with the education and training experience.



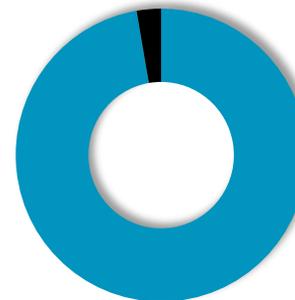
89.6%

thought their level of knowledge about equal opportunity had increased



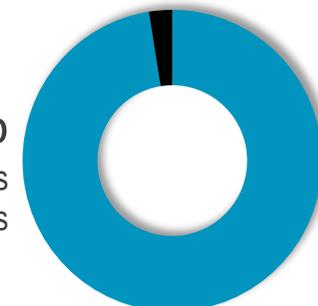
94.6%

would be able to use what they learned from this training session in their work and their daily life



97.3%

thought the trainer's facilitation style and delivery was effective



97.5%

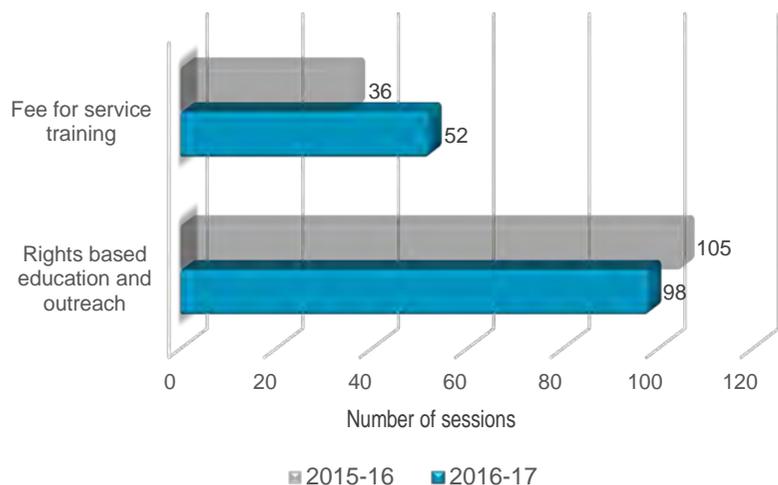
would recommend the Commission's training courses to their colleagues

## Rights based education

The Commission delivered rights based sessions throughout the year to community groups, not for profit associations and other bodies, which do not have a budget to pay for training services. Rights based training serves a valuable function in educating groups such as migrants, refugees, Aboriginal people, people with disability and others who may not be aware of the protections available under the Act, or their obligations to behave respectfully towards others. There was also a trial of sessions for small business owners through the Regional Chamber of Commerce to acquaint them with rights and obligations.

The number of rights based sessions delivered in 2016-17 in Perth, regional WA, and the Indian Ocean Territories totalled 98 sessions, compared to 105 sessions in 2015-16.

Figure 1: Fee for service training and rights based education



Standard rights based sessions have continued throughout the year and have included:

- *Equal Opportunity Law Awareness* sessions conducted with primary and secondary as well as TAFE and university students in Mirrabooka, Nedlands, East Perth, Duncraig, Joondalup and Leederville
- *Sexual Harassment - Know Where the Line Is* sessions conducted with tertiary students and university support staff in Nedlands
- *Equal Opportunity Law Awareness* sessions conducted with Midlands Men's Shed, Moora Chamber of Commerce, MercyCare, Community and Public-Sector Union, Community Legal Centres in the Pilbara, Southwest and Mandurah, and the Health Consumers' Council, as well as Aboriginal organisations in Esperance, Merredin, Moora, Northam, Fairbridge (Pinjarra), and Roebourne.

## Prison visits

With the cooperation of the Department of Corrective Services, the Community Education team visited a number of prisons in the metropolitan and regional areas, including Greenough Regional Prison, Bunbury Regional Prison, Roebourne Regional Prison, Bandyup Women's Prison and the Wooroloo Prison Farm. These prison visits allowed Commission staff to deliver tailored Equal Opportunity Law Awareness sessions with individual cohorts within the prisons, such as prisoners, prison officers and peer support. Prisoners were informed of their rights under the legislation, and provided with an opportunity to raise issues of concern. Prison officers were provided with advice on their obligations under the Act, as well as their rights to work in an environment free of harassment and discrimination.

Individual and systemic issues of concern were relayed, subject to prisoner consent, to the prison superintendent or Department of Corrective Services in Perth respectively.

## Equal Opportunity in Sport

In 2016-17 the Commission continued its long-standing partnership with the Department of Sport and Recreation (DSR) and the West Australian Sports Federation (WASF) by:

- Its participation in the WA Fair Safe Sport Reference Group along with other members the Department for Child Protection, WA Police, DSR and WASF with the aim to build the capacity of state sports associations and their affiliated clubs to establish and maintain safe and fair clubs
- Facilitation of the National Member Protection Information Officer Course conducting, two one-day metropolitan workshops and two half day regional workshops in Geraldton and Bunbury
- Continued sponsorship of the Australian Sports Commission's Play by the Rules website
- Being a point of contact for sports associations and clubs for enquiries relating to discrimination law.

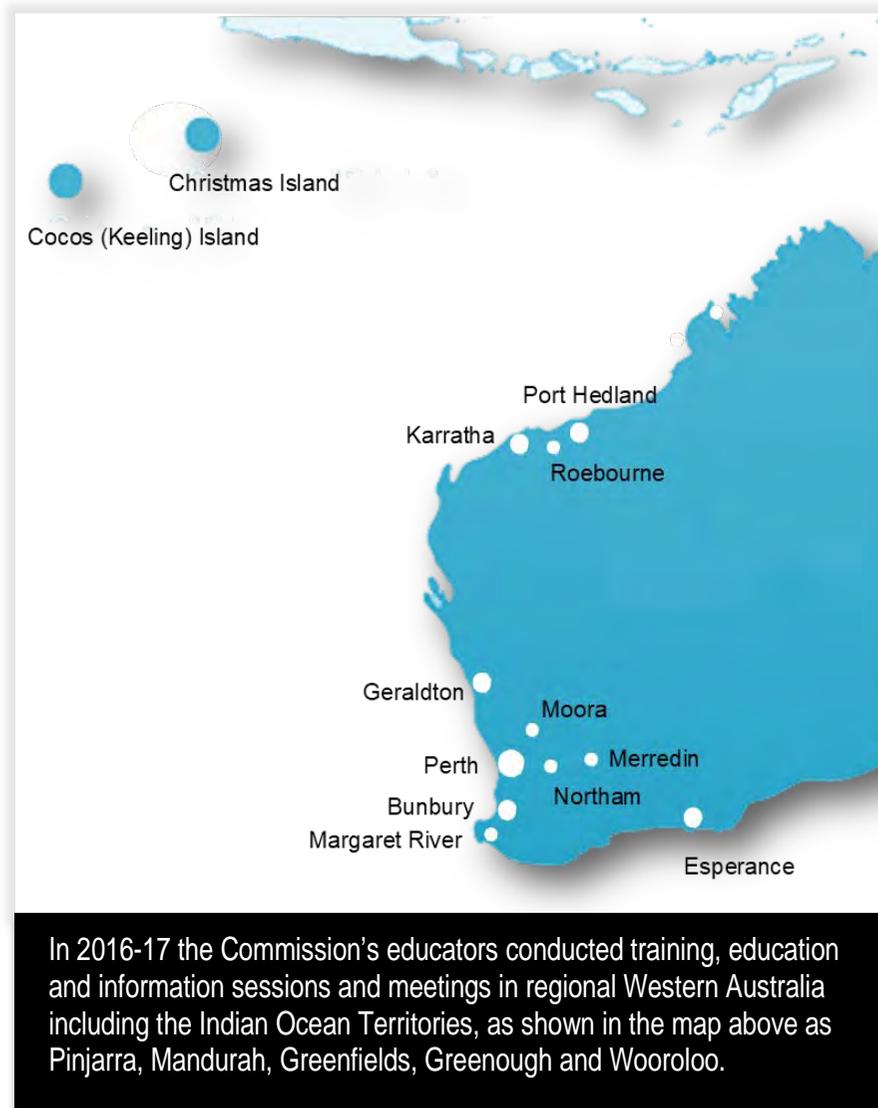
## Outreach program in Regional WA

The Commission has a state-wide mandate, and to reach regional areas, has a three-year plan which attempts to cover four regions each year. Two of these trips involve two Community Education Officers travelling to the more distant regions for approximately a week. Regions closer to the metropolitan area may involve a two or three-day round-trip.

Each trip involves a mixture of fee for service and rights based sessions.

The Commission is also contracted from time to time by organisations (private sector, local government, and others) to provide onsite fee for service training in regional and remote areas. This has assisted the Commission to undertake additional trips to the regional plan, and where possible, to conduct additional training, networking and community development activities in these regions.

Figure 2: Regional visits for 2016-17



## South West

In February and March 2017 Community Education Officers provided equal opportunity training sessions to a local government shire in the south west of the state. While in the region, Commission staff met with community groups and service providers to discuss local issues, and raise awareness of the provisions of the Act and means of redress.

Issues raised by community members included lack of awareness by service providers in using interpreters when conducting interviews with recent arrivals with limited English proficiency, as well as difficulty encouraging people to stay in regional areas due to limited employment opportunities for skilled migrants and refugees.

Commission Officers conducted community outreach information sessions at the Bunbury Regional Prison and offered to relay prisoner concerns to the Superintendent, or where the issue was systemic, to the Department of Corrective Services.

## Geraldton and Wheatbelt

During a regional visit to Geraldton and towns in the Wheatbelt in July 2016 community members and service providers raised concerns about mental health issues in the region. Illicit drug use appeared to be compounding mental health issues and impacting negatively on employment, housing and domestic relations.

A number of Aboriginal people said due to racism and negative stereotypes Aboriginal people were less likely to be employed and were treated less favourably when they were employed.

An Aboriginal worker asked to meet privately away from his work place after hours, fearing retribution if his employer knew he was describing the use of racist language and unfair treatment in the workplace.

Prisoners in the regional prisons raised issues relating to employment, food and limited warm clothing in winter, and agreed these matters could be raised with the prison Superintendent.

## Pilbara Regional Visit

An outreach regional visit to the Pilbara towns of Karratha, Port Hedland and Roebourne was arranged in June 2017.

In Karratha, Community Education Officers conducted two and a half days of training with North Regional TAFE, which included *Equal Opportunity Essentials for Managers* and Supervisors as well as *Equity and Grievance Officer Training*.

The Equal Opportunity Essentials for Managers and Supervisors course was held in Port Hedland and open to any interested residents. It was attended by school principals from primary and secondary sectors, TAFE officers, staff from the Department of Transport and staff from Pilbara Ports Authority. One participant said it was valuable for managers and supervisors to become more aware of how to identify and manage discrimination in the workplace.

Rights based training sessions were also conducted at Roebourne Prison for prisoners and staff. While in Roebourne meetings were held with representatives of the Roebourne Community Legal Centre and the Cultural Centre.

## Indian Ocean Territories

Under agreement with the Commonwealth, the Indian Ocean Territories (IOT) are covered by the *Equal Opportunity Act 1984*, and the Commission is contracted to provide community education and information. The Commission also investigates complaints of alleged unlawful discrimination from Cocos (Keeling) and Christmas Islands (the Islands).

Commission Officers travel regularly to the Islands to deliver training to local government employees, the private sector and community groups. In 2015-16 the Commission participated in an initiative to trial a different model of service delivery where the Commission joined with other WA government agencies to travel to the Islands together and deliver joint sessions.

There was positive feedback from this combined trip indicating that IOT residents received more value from interactions with combined groups of government departmental staff. In May 2017 Commission staff travelled to both islands and conducted information and awareness raising sessions in partnership with the Department for Child Protection's Working with Children Screening Unit (WWC) and staff from the Health and Disability Service Complaints Office (HaDSCO). Twenty-one sessions were held with representatives of community groups, administrative bodies, not for profit organisations and individuals on both islands including with:

Christmas Island:

- Malay Association
- Islamic Council
- Senior's Club
- CI Women's Association
- Shire of Christmas Island
- Legal Aid (WA)
- Indian Ocean Territories Health Service
- A public community forum.

Cocos (Keeling) Islands:

- Islamic Council (Home Island)
- Indian Ocean Group Training Association (IOGTA)
- Cocos Island Community Resource Centre
- Women's Group (Home Island)
- Cocos (Keeling) Island District High School
- Cocos Cooperative Society Limited
- Shire of Cocos (Keeling) Islands
- Indian Ocean Territories Health Service
- Department of Infrastructure and Regional Development (DIRD).

## Training and information sessions/presentations

Structured rights based training sessions included:

- Three Refresher EO Law Sessions delivered to staff of Cocos Cooperative Society in conjunction with HaDSCO representatives.
- Two Refresher EO Law Sessions delivered to staff (admin and depot) of Shire of Christmas Island and one session delivered to Christmas Island Phosphate staff.

## Enquiries and complaints

While on the Islands, ten individual community members requested meetings with Commission staff to discuss issues including allegations of unlawful discrimination and requests for information on rights and discrimination law.



## Service 2: Redress for unlawful discrimination

### Enquiries and complaints

The Commission operates an enquiry service from 9.00am – 4.00pm each weekday staffed by officers of the Commission. Enquiries and complaints can be lodged anytime by email, Facebook and via the website.

The Commission receives a diverse range of enquiries regarding alleged discrimination. Some enquirers describe situations which do not necessarily constitute unlawful discrimination as defined by the Act, including allegations of unfair dismissal and freedom of information enquiries. Commission officers attempt to direct the enquirer to the correct agency or organisation to deal with their issue.

Where the situation described seems to fall within the jurisdiction of the Act, the enquirer is informed about the Commission's complaint handling process or their options under Federal anti-discrimination laws.

Where allegations of unlawful discrimination are accepted by the Commissioner as complaints under the Act, they are delegated to Conciliation Officers who investigate and attempt to conciliate complaints on behalf of the Commissioner.

Note that details of the data used in this section are provided in Appendix A of this Report (see page 103).

## Answering enquiries from the community

The Commission received 1,589 enquiries during 2016-17 from people who visited the Commission's office in person, phoned the enquiries line or sent in a written enquiry by fax, email, via the website or by letter. The number of enquiries received by the Commission has been declining over time. The current year's total number of enquiries was 8.9% lower than the 1,745 enquiries received in the 2015-16 financial year. The decline in the number of enquiries received reflects in part the types of information requested by enquirers being readily available through the Commission's website and other on-line platforms.

Nearly three-quarters of all enquiries (71.4%) received in 2016-17 were received by telephone.

Of the 391 written enquiries received, nearly 82.7% are now received via the website, email or Facebook.

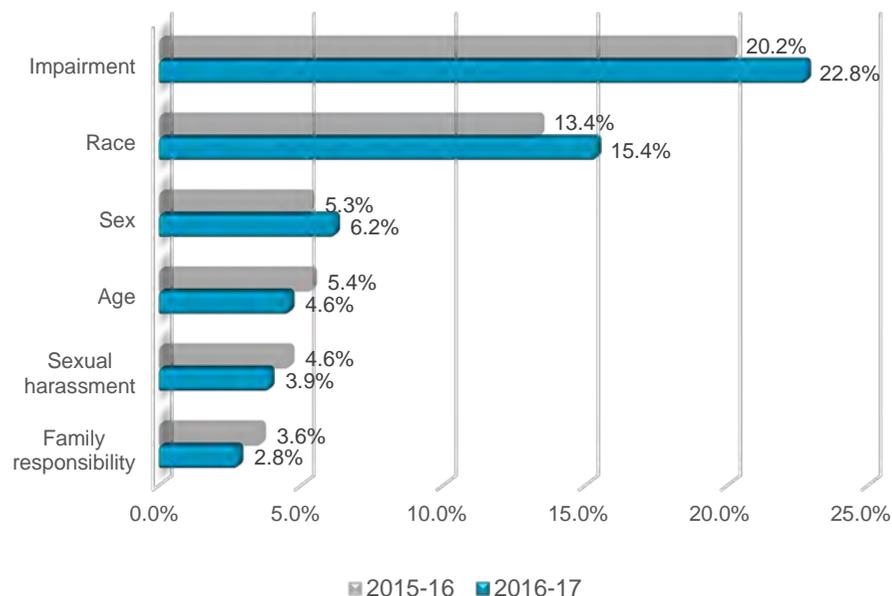
## Nature of enquiries

Of the enquiries received in 2016-17, 67.3% were about matters that fell within the jurisdiction of the Act. If an enquiry was not within the jurisdiction of the Act, a referral to an appropriate state or federal agency or non-government organisation was provided where possible.

The two most common grounds of discrimination cited by enquirers were impairment and race. These grounds have consistently been the two grounds with the highest number of enquiries for the past three years. This also reflected the two most common grounds of discrimination complaints received at the Commission in 2016-17.

The areas of discrimination nominated by enquirers in 2016-17 reflected the pattern of previous years. More than half of the enquiries handled related to employment (50.6%). Enquiries regarding goods, services and facilities were the next largest area (13.8%), followed by education (5.9%).

Figure 3: Top six grounds of enquiries



In 2016-17 a majority of the enquiries were from individuals (84.8%) and related to allegations of discrimination or unfair treatment. More than half of all enquiries were made by 865 women (54.4%), while 36.4% of enquiries were from 579 men, and the remainder from organisations, mixed group or were unspecified, including enquiries from:

- Local, state and federal government (6.4%)
- Private enterprise (4.5%)
- Non-government organisations (2.3%).

Most enquirers (79.0%) had their questions answered, and 18.8% were referred to other organisations or agencies:

- State government agencies (9.7%)
- Australian Human Rights Commission (3.7%)
- Non-government organisations (4.9%).

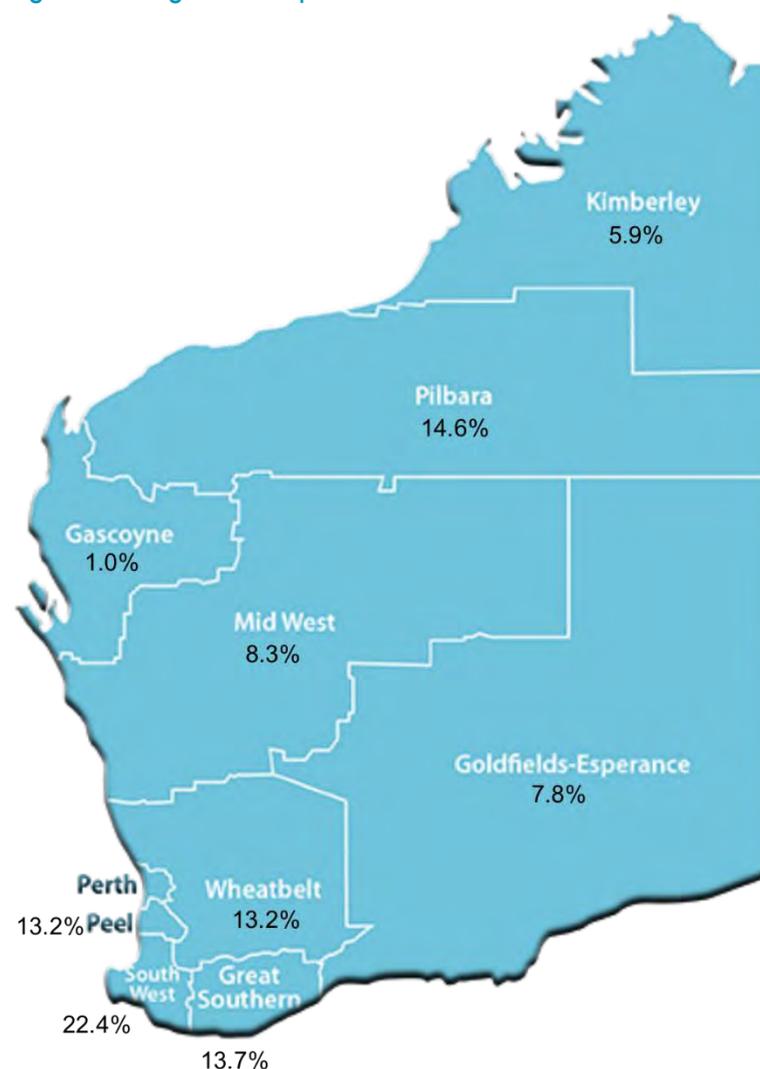
## Residence of enquirers

Of the enquirers who nominated a place of residence, 73.6% resided in the metropolitan region and 26.4% lived outside the metropolitan region.

Of the enquirers from non-metropolitan regions a total of 49.3% lived in the South West, Great Southern and Peel regions, which reflected the population distribution in WA with some of the larger towns of Bunbury, Busselton, Albany and Mandurah being in that area. In addition, this region has a higher number of advocacy and advisory agencies that provide information about discrimination law.

In 2016-17 14.6% of non-metropolitan enquiries came from the Pilbara region which may in part be due to the Commission's outreach program and networking in this region in the past financial year. Surprisingly only a small number of the non-metropolitan enquiries were from the Goldfields and Esperance region (7.8%), despite there being community tension and regular media reporting of adverse race relations in in this region.

Figure 4: Regional enquiries received 2016-17



## Enquiry case examples

### Family responsibility discrimination in employment

A woman working for a fast food outlet in Perth said her employer told her she must move to a franchise in a country town if she wanted to keep her job. She said this was not possible because she had a sick husband and children attending school in Perth.

### Age discrimination in employment

A 72-year-old woman called because her employer was putting pressure on her to retire.

### Religious conviction discrimination in goods and services

A man said his local government council had a recycling facility open only on Saturday, which was discriminatory because his religion prevented him from being active on Saturday.

### Sex discrimination in employment

A women's refuge called to ask if they could place a job advertisement specifying the position was for a female staff member as this was an essential requirement because many clients had recent traumatic experiences with men.

### Race discrimination in goods and services

A man said his son was banned from a shop because the attendant had wrongly assumed he had stolen from the store.

## Handling complaints

If a person alleges they have been discriminated against on one or more grounds, and in one of the areas under the Act, then those allegations will be accepted by the Commission as a complaint, irrespective of how much supporting information is provided. Should the Commissioner, after investigating, determine the complaint is to be dismissed under section 89 of the Act as lacking in substance, or because it is misconceived, then the complainant has the right to have the matter referred to the State Administrative Tribunal (Tribunal) for determination.

Where a potential complainant has not clearly identified a ground and area of complaint, they are supplied with information about what constitutes unlawful discrimination under the Act and asked to further clarify their complaint.

## Numbers of complaints

In 2016-17 there were 430 new complaints received by the Commission. This is marginally lower (2%) than the 439 complaints received in 2015-16, and may indicate that a steady reduction in the number of complaints received in the past few years has plateaued. When looked at over a 30-year period, the number of complaints received has risen and fallen over time with the highest annual number of lodged complaints being 795 complaints in 2011-12 and the lowest number being 240 complaints in 1987-88 (see Appendix B page 109). These fluctuations reflect factors including the economic cycle, and in some years, such as 2011 to 2013, a result of a more flexible methodology in accepting complaints, coupled with increased activity by advocacy agencies.

## Nature of complaints

There are 20 grounds of unlawful discrimination and 15 areas of public life under which a complaint can be lodged and both a ground and an area must be present for a complaint to be accepted under the Act. Some grounds do not apply in some areas, therefore allegations with a ground but without an appropriate area, cannot be accepted.

*There are 18 grounds of discrimination named in the Equal Opportunity Act 1984, and two other grounds of unlawful discrimination arising from other WA Acts, which confer jurisdiction to the EO Commissioner to investigate, conciliate or refer to the Tribunal for determination:*

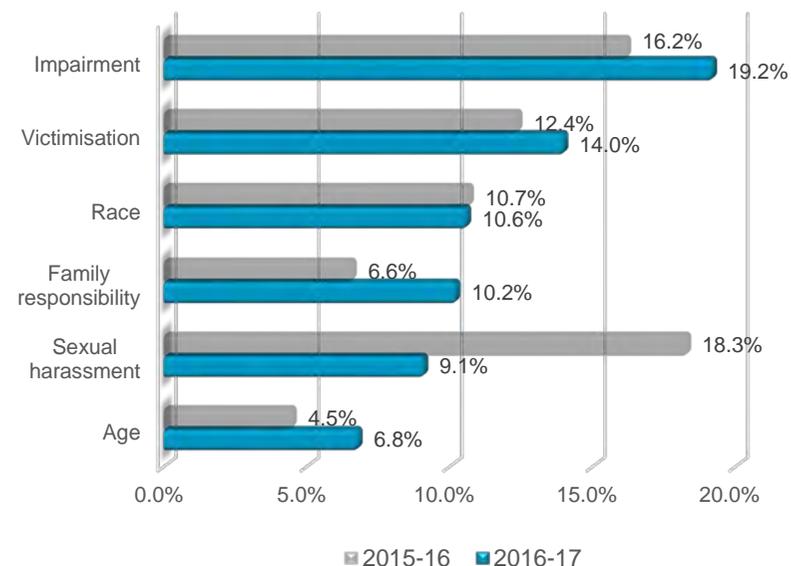
- i) Victimisation for making a disclosure under the Public Interest Disclosure Act 2003*
- ii) Discrimination on the ground of a spent conviction in employment related areas under the Spent Convictions Act 1988.*

Of the various grounds under the Act, complaints of impairment discrimination have consistently been the highest for many years, followed by race. This year 28.6% of complaints lodged related to impairment. Race complaints were second (15.1%), and victimisation (11.6%) was the third highest ground of alleged discrimination.

Victimisation under section 67 of the Act is considered an unlawful act which applies when a person is adversely treated because they have asserted their rights under the Act or lodged a complaint. It also applies when a person who supports a complainant is adversely treated.

Work is the area of public life which has the highest number of allegations of unlawful discrimination. In 2016-17, 61.6% of complaints related to employment. Figure 5 shows the six highest grounds on which complaints are lodged in employment.

Figure 5: Top six grounds of complaint in employment



## Lodgement of complaints

The Act requires complaints to be in writing. They can be lodged by email, fax, in person, by post or via the website. Complainants who have difficulty writing are assisted by the Commission. Complaints may be in any language and their translation to English is arranged by the Commission as required.

Lodgement of complaints on the website and by email continues to increase with 74.9% submitted online this year, compared to 69.9% in 2015-16 and 60.0% in 2014-15.

In 2016-17 there has been an unexpected change in the way on-line complaints are lodged. There has been a significant increase in the number of complainants choosing to write their complaint in an email message rather than filling out a structured proforma complaint form. In 2015-16 a total of 267 complaints were lodged by filling out a complaint form, whilst the number in 2016-17 dropped to 218. In 2015-16 a total of 40 complaints were emailed, whilst this year the number of complaints emailed increased to 104 complaints.

## Complainants

The Commission accepts complaints from anyone living, working or visiting Western Australia who alleges unlawful discrimination has occurred in the state according to the grounds and areas of the Act.

This section looks at the characteristics of the people who have lodged complaints. This data is routinely collected from complainants to assist the Commission to continually improve the complaint handling service.

## Characteristics of complainants

### Sex

In 2016-17 the gender difference in lodged complaints was marginal, with 215 complaints lodged by women, and 213 by men.

- 50.0% were women
- 49.5% were men
- 0.5% were mixed group complaints.

## Birthplace

As in past years most complaints were lodged by people born in Australia (60.9%). Aboriginal and Torres Strait Islander people lodged 11.4% of all complainants, a decrease on the previous year of 21.2%. The decrease of Aboriginal and Torres Strait Islander complaints may be partly because no scheduled outreach work was conducted in some of the regions with the highest Aboriginal populations such as East and West Kimberley and the Goldfields.

This financial year there was a significant increase in complainants from people born in Africa, which increased from 4.6% in 2015-16 to 12.3%.

Figure 6: Birthplace of complainant

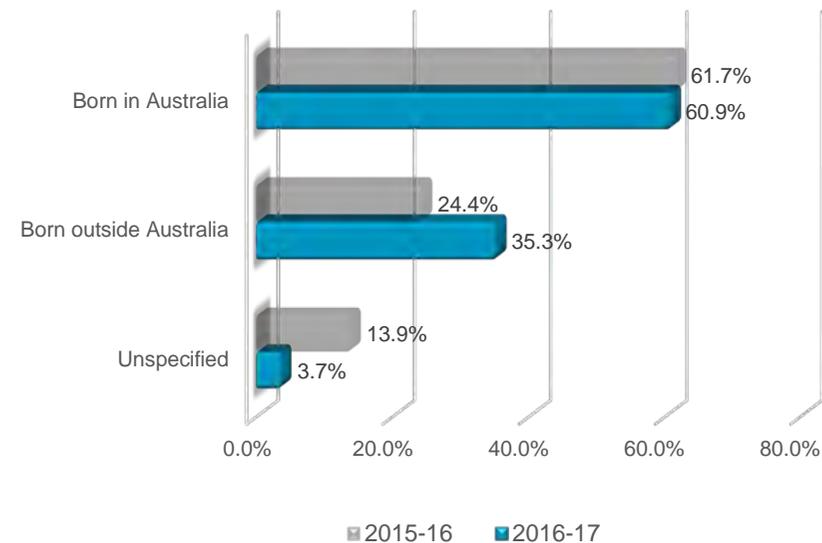
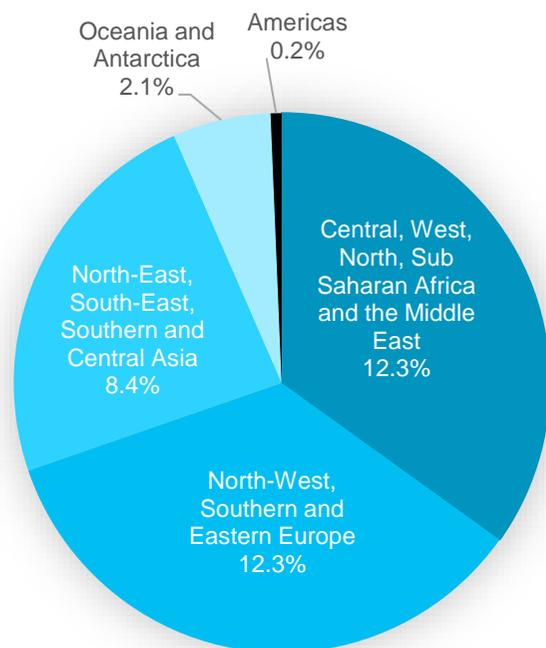


Figure 7: Complainants born outside Australia



### Ethnicity

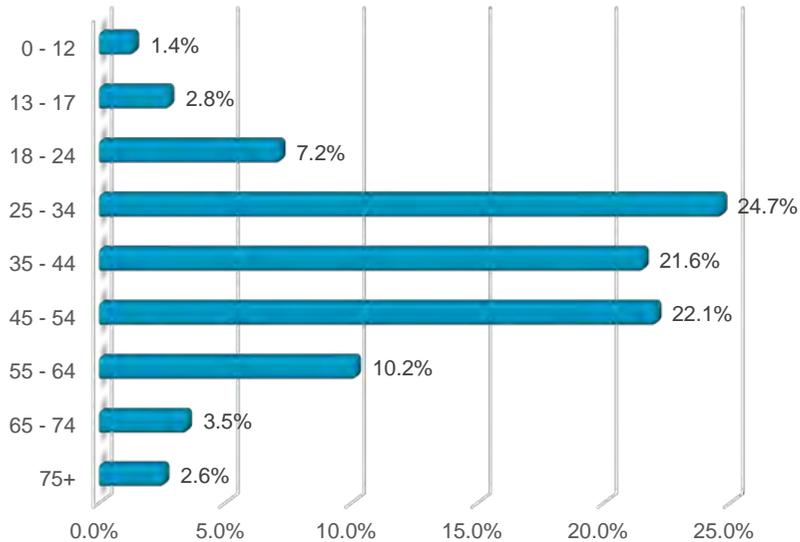
22.3% of complainants self-identified as having an 'ethnic background', made up of a diversity of national and ethnic groups including Nigerian (1.9%), Egyptian (1.6%), other African (1.6%) and Indian (0.9%), and over 10 other ethnic and national groups.

### Age

There were some significant differences on grounds of discrimination lodged by different age groups. The highest grounds of discrimination lodged by each age group were:

- 0-17 years - 72.2 % alleged impairment discrimination, in most instances in the area of education (53.8%)
- 18-24 years - 25.8% alleged sexual harassment in the area of employment. This cohort also had a high proportion of complaints on the ground of race (19.4%) and sex (16%)
- 25-34 years - 23.6% alleged impairment, followed by race (15.1%) and pregnancy (13.2%)
- 35-44-years - 23.7% lodged complaints on the ground of race, 20.4% on the ground of impairment and 15.1% on the ground of victimisation
- 45-54 years - 27.4 % alleged impairment, followed by race (11.6%)
- 55-64 years - 40.9% alleged impairment, followed by age (18.2%)
- 65-74 years - 60.0% alleged impairment, followed by age (20.0%)
- 75+ years - 45.5% alleged age, and 36.4% on the ground of impairment.

Figure 8: Age of complainant



### Work status

Complainants are asked about their work status. The largest number (41.6%) were in paid employment whilst 25.3% were looking for work. People who self-identified as pensioners comprised 9.5% of complainants and 11.9% were students.

### Language

11.6% of complainants said their first language was not English, with the largest number speaking Italian, Indonesian and Arabic. Of the complainants whose first language was not English, 16.0% submitted their complaint in a community language, and or required the use of an interpreter or translator organised by the Commission.

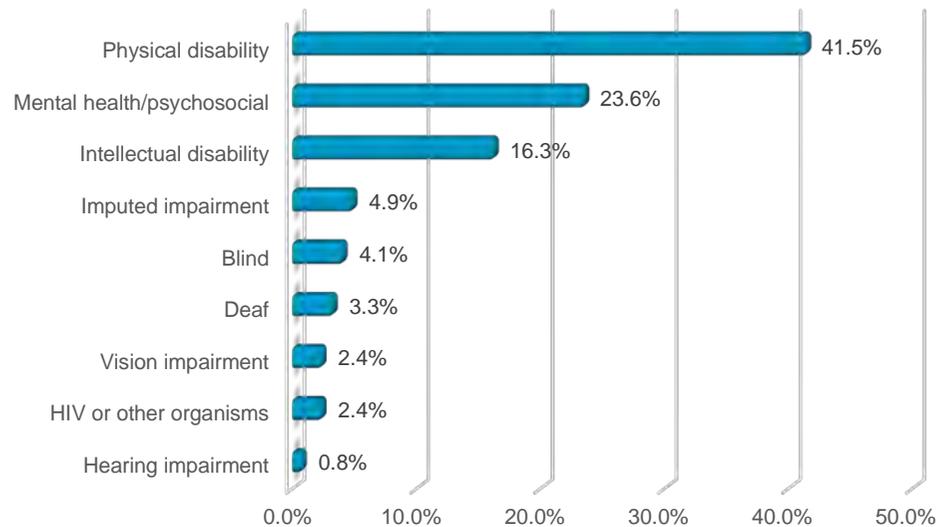
While no Aboriginal and Torres Strait Islander complainant stated they spoke a language other than English, it is acknowledged that some speak Aboriginal English, and in some instances one or more Aboriginal languages.

### Impairment complaints

Under the Act, impairment includes anyone with a physical, intellectual or mental impairment, a person who has had an impairment in the past, or someone assumed (imputed) to have an impairment. The Act also covers short term and chronic conditions and injuries.

Over 28% of complaints lodged with the Commission were on the ground of an impairment. Of these complaints 41.5% related to a physical impairment, 23.6% to a mental health/psychosocial condition, 16.3% to an intellectual impairment, 4.9% had an imputed impairment, and smaller numbers to vision, hearing or other impairments.

Figure 9: Impairment complaints – disability of complainant



## Residence of complainants

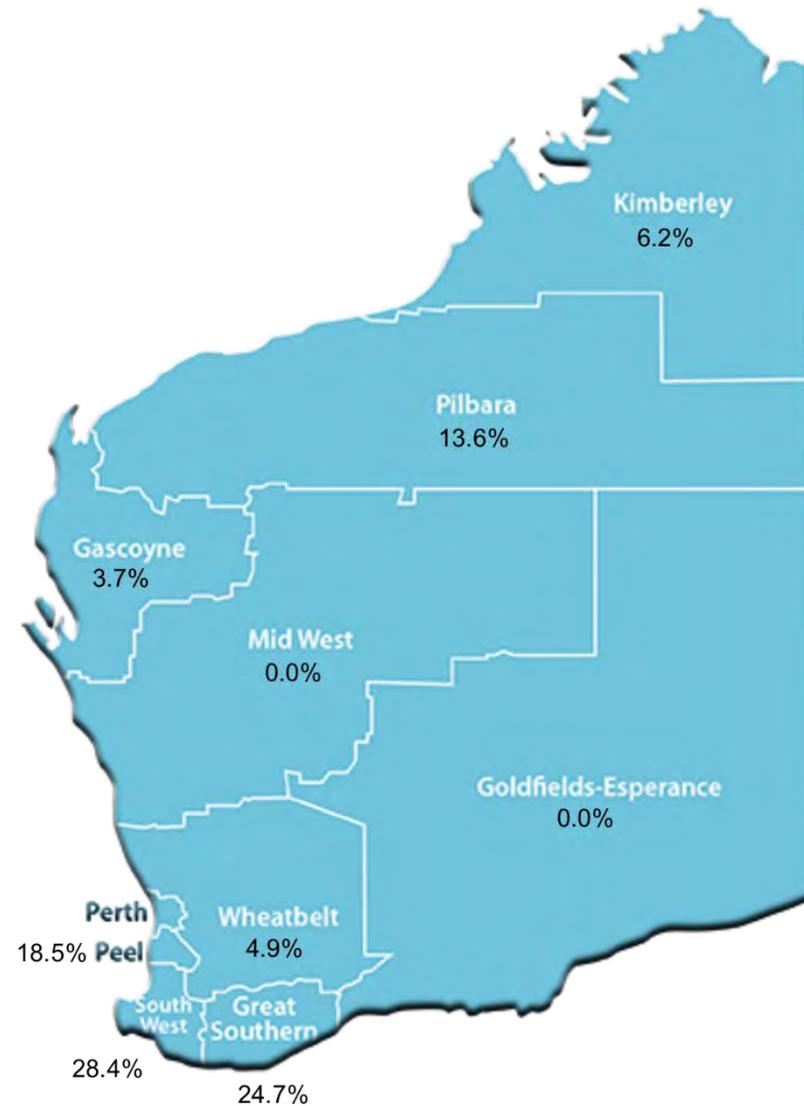
76.0% of complainants lived in the metropolitan area which is similar to the past two years - 77.2% (2015-16) and 78.7% (2014-15).

The proportion of complainants living in the metropolitan region is proportionate to the State's population living in the metropolitan region (78.0%). This is a positive outcome given that the Commission is Perth based and has limited resources to conduct outreach programs in regional and remote parts of the state.

Of regional complainants, the largest number lived in the South-West (28.4%) Great Southern (24.7%), Peel (18.5%) and the Pilbara region (13.6%). There was a significant decrease in complaints from the Kimberley region from 14.8% last financial year to 6.2% this year and in the Wheatbelt from 16.0% to 4.9%. This decrease may be attributable to no regional visits in the East and West Kimberley.

The higher number of complaints from the Pilbara noted last year, has been maintained this financial year.

Figure 10: Regional complaints received 2016-17



## Characteristics of respondents

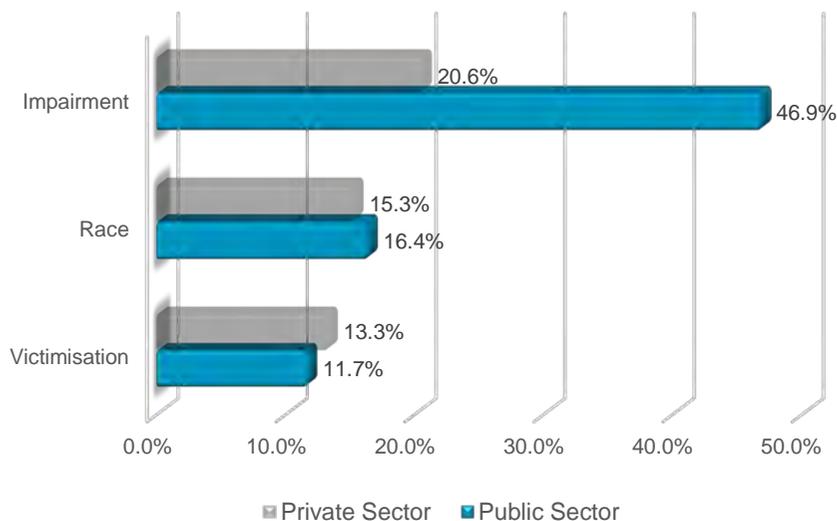
The industry grouping that received the highest number of complaints were lodged was 'Health Care and Social Assistance' at 13.0% followed by 'retail trade' with 10.5% of complaints.

Other respondents were:

- Rental hiring and real estate (10.0%)
- Other services (7.9%)
- Mining (6.5%).

More than half of all complaints were lodged against private employers or service providers (57.7%), while 29.8% were lodged against public sector employers or service providers and 6.3% against both non government organisations and clubs.

Figure 11: Top three grounds received against private and public sector



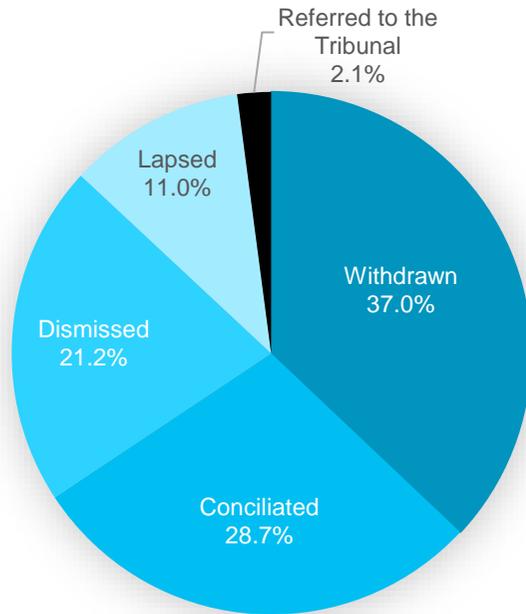
## Complaints resolution

The Act specifies a complaint can be finalised in one of a number of ways:

- **Lapsed** by the Commissioner if there is no response to attempts by the Commission's conciliation officer to contact the complainant
- **Withdrawn** by the complainant at any time. This can occur if the complainant is satisfied with the initial response from the respondent, or has, with assistance from the conciliation officer, achieved a satisfactory resolution of their complaint
- **Conciliated** when both complainant and respondent achieve mutually agreed outcome or outcomes
- **Referred to the Tribunal** by the Commissioner if it cannot be conciliated and the Commissioner believes there is an arguable case
- **Dismissed** by the Commissioner if it is lacking in substance, vexatious, misconceived or frivolous. A complainant can request in writing that a dismissed complaint be referred to the Tribunal after dismissal.

In this reporting year, the outcomes achieved in the complaint handling process were:

**Figure 12: Outcome of complaints closed**



### Conciliated complaints

28.7% or 96 complaints were resolved through conciliation. The most common form of resolution was:

- Monetary settlement
- An apology
- An explanation from the respondent
- Education program
- Policy change

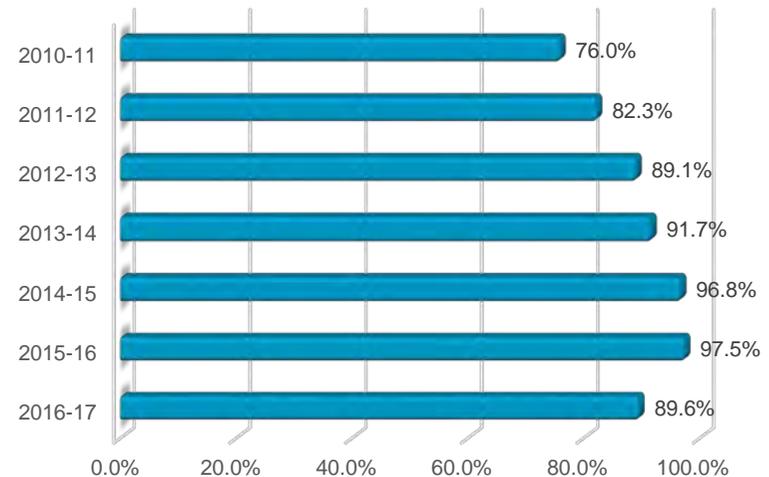
Some complaints are resolved in more than one way, for instance a monetary settlement and an apology.

### Time taken to resolve complaints

The Commission aims to investigate and conciliate or finalise complaints in a timely manner without compromising the ability of all participants to be treated fairly and achieve satisfactory outcomes.

In 2016-17 a total of 89.6% of complaints resolved in under six months, and 99.7% in under 12 months. The length of time taken to resolve complaints within six months and 12 months has increased slightly compared to previous years; this is due to a reduction of 1.5 full time employees handling complaints, and to the complexity of issues raised by an increasing number of complainants.

**Figure 13: Percentage of complaints resolved under six months**



## Complaint case studies

### Conciliated

#### Sexual harassment in employment

##### Case 1

A woman felt a co-worker had bullied her and on overnight work trips had subjected her to unwelcome sexual banter and conduct of a sexual nature. She stated on several occasions he had coerced her into non-consensual sexual activity. She lodged a complaint of sexual harassment because she was dissatisfied with the speed at which the employer investigated her allegations. The alleged harasser also retained his job and was in regular contact with her at work. She felt stressed because of this and of what had happened during the work trips.

The employer provided a letter of regret at the way the woman's grievance was managed, and for not providing follow up support. The employer also agreed to pay compensation of \$20,000 to settle the complaint.

##### Case 2

A young man worked in the hospitality industry after leaving school. He alleged sexual harassment when the owner of the business he worked for started sending him unwelcome texts and email messages of a sexual nature, and made unwelcome comments about the young man's physique. The conduct resulted in the young man developing a stress disorder, and negatively impacted on his ability to work.

The complaint resolved with a compensation payment of \$10,000 for hurt, suffering and humiliation.

#### Pregnancy discrimination in employment

A woman worked as part of a team of systems administrators, all of whom were employed on fixed term contracts. Shortly after she advised her employer she was pregnant, she was informed her contract would not be renewed and she learned all her co-workers had their contracts renewed. She felt aggrieved at this less favourable treatment and alleged pregnancy discrimination.

The matter resolved during conciliation with a payment of three months maternity leave. The woman was also placed back on the casual contractors list and was told she would be considered for re-employment when she was ready to return to work.

#### Impairment discrimination in goods and services

A woman lodged a complaint when she was advised her preschool daughter's child care centre treated both her and her daughter differently after they learned the child had autism. At one point the centre urged the parent to take the child to another centre. The matter settled with compensation of \$10,000 being paid for hurt and suffering and agreement staff would be provided with training on discrimination issues.

## Family responsibility discrimination in employment

### Case 1

When she was negotiating her employment contract a skilled medical professional with a preschool child stated she was unable to participate in a 24-hour roster because of her family responsibilities. The employer agreed to provide shifts which were not after standard working hours. However the woman was allocated shifts at worksites a long way from her home, which caused her to return home late in the evening. In addition, complications with handovers meant she was often unable to leave worksites until much later than planned. She raised these concerns but as nothing changed she lodged a complaint of family responsibility discrimination.

The employer apologised for the breakdown in the roster arrangements and provided compensation of \$12,500 to resolve the complaint.

### Case 2

A mother attended a job interview and was offered a position. When negotiating her work hours, she said her ideal work hours would allow for her to drop off and pick up her children from school. She alleged family responsibility discrimination when she was told, some weeks later, the employer was awarding the job to an applicant, who could work a full working day. The matter resolved in conciliation with the woman being awarded compensation of \$7,500 and an apology.

## Impairment discrimination in employment

A man working in the construction industry, alleged impairment discrimination after he was made redundant following a back injury at work. A settlement was reached in conciliation where the man was compensated with an ex gratia payment of \$14,000 and provided with a statement of service.

## Age discrimination in employment

A 53-year-old man was employed as a truck driver. At the job interview he was told because of his age he was required to have an annual medical examination. The man lodged a complaint of age discrimination as none of the other younger drivers were required to have regular medicals. At the conciliation conference, the company agreed the requirement of annual tests was unreasonable and agreed to withdraw the requirement.

## Dismissed

### Race discrimination in employment

A man with dark skin worked for a security company mostly on day shifts because of medication he was taking for a work-related injury. The company was taken over and all staff were to work on a rotational shift, including night work and because of this the man alleged race and impairment discrimination. The complainant was dismissed when the man was unable to provide any evidence that he was unable to comply with the requirement to participate in rotating shift work because of his race or his impairment.

## Withdrawn

### Age discrimination in employment

A man alleged he was refused an opportunity to be a football umpire because of his age. He withdrew his complaint when he was shown that in his region, other people of a similar age and older, were engaged as umpires.

## Complaints referred to the State Administrative Tribunal

Where a complaint has not been resolved, the Commissioner may refer a complaint to the Tribunal.

Referral of complaints to the Tribunal can occur in one of two ways.

- (i) Referral by the Commissioner under section 93 of the Act, where:
  - The complaint cannot be resolved by conciliation
  - Attempts to resolve the complaint by conciliation have been unsuccessful
  - The Commissioner is of the opinion the nature of the complaint is such that the matter should be referred to the Tribunal.
  
- (ii) Referral under section 90 of the Act if the complaint was dismissed, and at the request of the complainant.

The Commissioner must provide assistance if requested by complainants whose matters have been referred to the Tribunal under section 93 of the Act. This is generally done by assigning one of the Commission's Legal Officers to assist the complainant. Complainants whose matters have been dismissed by the Commissioner receive no assistance.

Of the complaints referred to the Tribunal under section 93 of the Act, 60.0% were finalised with the assistance of the Commission's Legal Officers.

The Legal Officers day to day activities include assessing the potential complaints of unlawful discrimination lodged with the Commission, providing advice to the Commissioner and Conciliation Officers regarding complaints under investigation, and preparing responses to exemption applications lodged in the Tribunal.

The Legal Officers also prepare submissions on equal opportunity and human rights issues to both state and commonwealth inquiries, review the Commission's publications, and draft ministerial correspondence in relation to legal matters.

From time to time Legal Officers provide advice and guidance to the state government agencies in relation to issues such as recruiting and retaining Aboriginal staff using section 51 of the Act.

In 2016 the Commission's Legal Officers assisted in finalising a review of State Legislation by the WA Attorney General's office in relation to requirement that state and territory laws comply with the *Sex Discrimination Act 1984 (Cth)* in respect to discrimination on the ground of gender identity and intersex status.

## Tribunal case studies

### Pregnancy discrimination in employment

A complainant had all but completed her final year of a hairdresser apprenticeship with the respondent. At the same time, she was pregnant and was unwell for a month.

The woman's doctor then certified her fit to return to her duties, but the respondent decided to terminate her apprenticeship despite the complainant having completed all requirements to finish it. When this complaint did not conciliate the Commissioner referred the matter to the Tribunal with legal assistance.

The parties settled the matter during mediation with the respondent agreeing to pay the complainant \$6,500.

### Impairment discrimination in employment

A government department employed the complainant as a casual cleaner in a regional area. The complainant sustained injuries during her employment and claimed workers' compensation.

When the complainant completed her rehabilitation, the department did not renew the complainant's services or provide any explanation for this. The department stated that she was a casual and they had no obligation to employ her.

The complainant alleged that the department discriminated against her on the ground of her impairment in employment. The Commission investigated the complaint but it could not be conciliated and the matter was referred by the Commissioner to the Tribunal with assistance from a legal officer. The matter was mediated and the respondent agreed to pay \$15,000.

### Pregnancy discrimination in employment

The complainant had worked at the respondent's bakery for over a year when she became pregnant. When she advised her employer of her pregnancy, he summarily terminated her employment.

The Commission investigated her complaint and unsuccessfully attempted to conciliate it. The Commissioner referred the matter to the Tribunal and granted legal assistance to the complainant.

The matter settled during mediation by the respondent agreeing to pay the complainant \$12,000.

### Impairment discrimination in goods and services

The complainant was hard of hearing and communicated in Auslan. The respondent had organised a public event to which the complainant bought tickets.

She asked if Auslan interpreters would be available for the events to which she had bought tickets. The respondent said there would be no interpreters, but he offered extra tickets so the complainant could bring her own interpreter. This would have imposed an extra expense for the complainant so she lodged a complaint alleging indirect discrimination on the ground of her impairment in the area of the provision of goods, services and facilities.

The Commission investigated the matter but the parties did not settle during conciliation and the matter was referred by the Commissioner to the Tribunal and granted legal assistance.

The parties resolved the matter in mediation by the respondent agreeing to provide Auslan interpreters for at least one day, and to liaise with a deaf peak body to maximise the use of Auslan interpreters on such days.

## Exemption application dealt with in the State Administrative Tribunal

### Sex discrimination in employment

The applicant was a college which teaches therapeutic massage to young people, most of whom are females below the age of 18. Part of the training requires that students provide massages to members of the public who can book appointments by telephone.

The college wanted to restrict older males from booking massages so as to minimise exposure of young females to this category of people. The college applied for an exemption of the relevant sex discrimination provisions in the Act.

The Commissioner for Equal Opportunity is a default party in exemption applications. The Commissioner considered the application and formed the view that there was no statutory exception in the Act that catered for what the college wanted to do. The Commissioner also formed the view that what the college wanted to do was reasonable bearing in mind the gender and ages of most of the students doing the therapeutic massage course. Consequently, the Commissioner decided to support the college's exemption application.

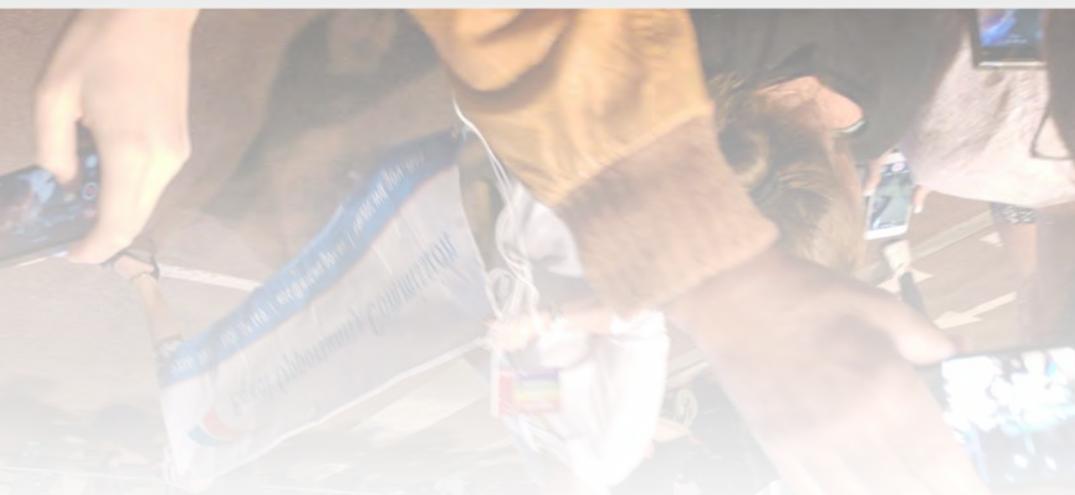


Girls participating in the Commission's Sorry Day stall competition

# Significant issues impacting the Commissioner for Equal Opportunity

## Current and emerging issues and trends

- The Commission has a longstanding involvement in the issue of social (including public) housing and is pleased to be part of the Housing Advisory Roundtable. This provides the opportunity to contribute to the significant policy issues affecting those in and in need of social housing.
- The Commission will identify ways of improving access to Commission services to the following priority groups
  - Young people
  - Aboriginal and Torres Strait Islander people
  - People with disability
  - New and emerging communities.
- The Public Sector Commissioner's Circular on the Implementation of Substantive Equality is due to be reviewed at the beginning of 2018. The Equal Opportunity Commission is keen to ensure that new agencies created through the Machinery of Government are equipped to meet the objects of the Substantive Equality framework.
- The Commission will review the Act to determine if it is operating in the most effective way possible, taking into account trends and developments in equal opportunity law and changes in community attitudes.



Commission staff marching in the annual Pride Parade – Photo supplied by Out In Perth

# Disclosures and legal compliance

## Financial statements

### Certification of financial statements

For the year ended 30 June 2017

The accompanying financial statements of the Commissioner for Equal Opportunity 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 reporting period ended 30 June 2017 and the financial position as at 30 June 2017.

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.

J.Z. Milambo  
Chief Finance Officer

11 September 2017

John Byrne  
Acting Commissioner for Equal Opportunity

11 September 2017



## Auditor General

### INDEPENDENT AUDITOR'S REPORT

To the Parliament of Western Australia

COMMISSIONER FOR EQUAL OPPORTUNITY

#### Report on the Financial Statements

##### Opinion

I have audited the financial statements of the Commissioner for Equal Opportunity which comprise the Statement of Financial Position as at 30 June 2017, the Statement of Comprehensive Income, Statement of Changes in Equity, Statement of Cash Flows for the year then ended, and Notes comprising a summary of significant accounting policies and other explanatory information.

In my opinion, the financial statements are based on proper accounts and present fairly, in all material respects, the operating results and cash flows of the Commissioner for Equal Opportunity for the year ended 30 June 2017 and the financial position at the end of that period. They are in accordance with Australian Accounting Standards, the *Financial Management Act 2006* and the Treasurer's Instructions.

##### Basis for Opinion

I conducted my audit in accordance with the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of my report. I am independent of the Commissioner in accordance with the *Auditor General Act 2006* and the relevant ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to my audit of the financial statements. I have also fulfilled my other ethical responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

##### Responsibility of the Commissioner for the Financial Statements

The Commissioner is responsible for keeping proper accounts, and the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards, the *Financial Management Act 2006* and the Treasurer's Instructions, and for such internal control as the Commissioner determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Commissioner is responsible for assessing the agency's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Western Australian Government has made policy or funding decisions affecting the continued existence of the Commissioner.

##### Auditor's Responsibility for the Audit of the Financial Statements

As required by the *Auditor General Act 2006*, my responsibility is to express an opinion on the financial statements. The objectives of my audit are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with Australian Auditing Standards, I exercise professional judgment and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the agency's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Commissioner.
- Conclude on the appropriateness of the Commissioner's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the agency's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Commissioner regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

#### Report on Controls

##### Opinion

I have undertaken a reasonable assurance engagement on the design and implementation of controls exercised by the Commissioner for Equal Opportunity. The controls exercised by the Commissioner are those policies and procedures established by the Commissioner 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 (the overall control objectives).

My opinion has been formed on the basis of the matters outlined in this report.

In my opinion, in all material respects, the controls exercised by the Commissioner for Equal Opportunity 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 2017.

##### The Commissioner's Responsibilities

The Commissioner is responsible for designing, implementing and maintaining controls to ensure that the receipt, expenditure and investment of money, the acquisition and disposal of property, and the incurring of liabilities are in accordance with the *Financial Management Act 2006*, the Treasurer's Instructions and other relevant written law.

#### **Auditor General's Responsibilities**

As required by the *Auditor General Act 2006*, my responsibility as an assurance practitioner is to express an opinion on the suitability of the design of the controls to achieve the overall control objectives and the implementation of the controls as designed. I conducted my engagement in accordance with Standard on Assurance Engagements ASAE 3150 *Assurance Engagements on Controls* issued by the Australian Auditing and Assurance Standards Board. That standard requires that I comply with relevant ethical requirements and plan and perform my procedures to obtain reasonable assurance about whether, in all material respects, the controls are suitably designed to achieve the overall control objectives and the controls, necessary to achieve the overall control objectives, were implemented as designed.

An assurance engagement to report on the design and implementation of controls involves performing procedures to obtain evidence about the suitability of the design of controls to achieve the overall control objectives and the implementation of those controls. The procedures selected depend on my judgement, including the assessment of the risks that controls are not suitably designed or implemented as designed. My procedures included testing the implementation of those controls that I consider necessary to achieve the overall control objectives.

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

#### **Limitations of Controls**

Because of the inherent limitations of any internal control structure it is possible that, even if the controls are suitably designed and implemented as designed, once the controls are in operation, the overall control objectives may not be achieved so that fraud, error, or noncompliance with laws and regulations may occur and not be detected. Any projection of the outcome of the evaluation of the suitability of the design of controls to future periods is subject to the risk that the controls may become unsuitable because of changes in conditions.

#### **Report on the Key Performance Indicators**

##### **Opinion**

I have undertaken a reasonable assurance engagement on the key performance indicators of the Commissioner for Equal Opportunity for the year ended 30 June 2017. The key performance indicators are the key effectiveness indicators and the key efficiency indicators that provide performance information about achieving outcomes and delivering services.

In my opinion, in all material respects, the key performance indicators of the Commissioner for Equal Opportunity are relevant and appropriate to assist users to assess the Commissioner's performance and fairly represent indicated performance for the year ended 30 June 2017.

##### **The Commissioner's Responsibility for the Key Performance Indicators**

The Commissioner 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 internal control as the Commissioner determines necessary to enable the preparation of key performance indicators that are free from material misstatement, whether due to fraud or error.

In preparing the key performance indicators, the Commissioner is responsible for identifying key performance indicators that are relevant and appropriate having regard to their purpose in accordance with Treasurer's Instruction 904 *Key Performance Indicators*.

##### **Auditor General's Responsibility**

As required by the *Auditor General Act 2006*, my responsibility as an assurance practitioner is to express an opinion on the key performance indicators. The objectives of my engagement are to obtain reasonable assurance about whether the key performance indicators are relevant and appropriate to assist users to assess the agency's performance and whether the key performance indicators are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion.

I conducted my engagement in accordance with Standard on Assurance Engagements ASAE 3000 *Assurance Engagements Other than Audits or Reviews of Historical Financial Information* issued by the Australian Auditing and Assurance Standards Board. That standard requires that I comply with relevant ethical requirements relating to assurance engagements.

An assurance engagement involves performing procedures to obtain evidence about the amounts and disclosures in the key performance indicators. It also involves evaluating the relevance and appropriateness of the key performance indicators against the criteria and guidance in Treasurer's Instruction 904 for measuring the extent of outcome achievement and the efficiency of service delivery. The procedures selected depend on my judgement, including the assessment of the risks of material misstatement of the key performance indicators. In making these risk assessments I obtain an understanding of internal control relevant to the engagement in order to design procedures that are appropriate in the circumstances.

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

#### **My Independence and Quality Control Relating to the Reports on Controls and Key Performance Indicators**

I have complied with the independence requirements of the *Auditor General Act 2006* and the relevant ethical requirements relating to assurance engagements. In accordance with ASQC 1 *Quality Control for Firms that Perform Audits and Reviews of Financial Reports and Other Financial Information, and Other Assurance Engagements*, the Office of the Auditor General maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory 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 Commissioner for Equal Opportunity for the year ended 30 June 2017 included on the Commissioner's website. The Commissioner's management is responsible for the integrity of the Commissioner's website. This audit does not provide assurance on the integrity of the Commissioner'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.



SANDRA LABUSCHAGNE  
ACTING DEPUTY AUDITOR GENERAL  
Delegate of the Auditor General for Western Australia  
Perth, Western Australia  
11 September 2017

**Statement of Comprehensive Income** for the year ended 30 June 2017

	Note	2017 \$	2016 \$
<b>COST OF SERVICES</b>			
<i>Expenses</i>			
Employee benefits expense	6	2,536,224	2,944,160
Supplies and services	8	501,983	689,531
Depreciation and amortisation expense	9	71,110	78,335
Accommodation expenses	10	907,094	907,668
Other expenses	11	46,432	92,231
<b>Total cost of services</b>		<b>4,062,844</b>	<b>4,711,925</b>
<i>Income</i>			
<i>Revenue</i>			
User charges and fees	13	101,635	112,207
Commonwealth grants and contributions	14	22,480	13,937
Other revenue	15	32,748	14,213
<b>Total Revenue</b>		<b>156,863</b>	<b>140,357</b>
<b>Total income other than income from State Government</b>		<b>156,863</b>	<b>140,357</b>
<b>NET COST OF SERVICES</b>		<b>3,905,980</b>	<b>4,571,568</b>
<i>Income from State Government</i>			
Service appropriation	16	3,894,000	4,831,000
Service received free of charge	16	41,630	175,039
<b>Total income from State Government</b>		<b>3,935,630</b>	<b>5,006,039</b>
<b>SURPLUS/(DEFICIT) FOR THE PERIOD</b>		<b>29,650</b>	<b>434,471</b>
<b>TOTAL COMPREHENSIVE INCOME FOR THE PERIOD</b>		<b>29,650</b>	<b>434,471</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.

**Statement of Financial Position** as at 30 June 2017

**ASSETS**

**Current Assets**

Cash and cash equivalents  
 Receivables  
 Amounts receivable for services  
 Other current assets

**Total Current Assets**

**Non-Current Assets**

Restricted cash and cash equivalents  
 Amounts receivable for services  
 Property, plant and equipment  
 Intangible assets

**Total Non-Current Assets**

**TOTAL ASSETS**

**LIABILITIES**

**Current Liabilities**

Payables  
 Provisions

**Total Current Liabilities**

**Non-Current Liabilities**

Provisions

**Total Non-Current Liabilities**

**TOTAL LIABILITIES**

**NET ASSETS**

**EQUITY**

Contributed equity  
 Accumulated surplus/(deficit)

**TOTAL EQUITY**

Note	2017 \$	2016 \$
27	479,403	278,695
18	36,641	42,517
19	42,000	79,000
20	16,349	15,840
	<b>574,393</b>	<b>416,052</b>
17,27	8,000	-
19	394,000	271,000
21	78,952	127,546
22	9,058	31,575
	<b>490,010</b>	<b>430,120</b>
	<b>1,064,403</b>	<b>846,172</b>
24	165,680	156,887
25	677,472	498,576
	<b>843,152</b>	<b>655,464</b>
25	42,127	41,234
	<b>42,127</b>	<b>41,234</b>
	<b>885,279</b>	<b>696,697</b>
	<b>179,124</b>	<b>149,475</b>
26	604,000	604,000
	(424,876)	(454,525)
	<b>179,124</b>	<b>149,475</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.

**Statement of Changes in Equity** for the year ended 30 June 2017

	Note	Contributed equity \$	Accumulated deficit \$	Total equity \$
<b>Balance at 1 July 2015</b>	26	604,000	(888,996)	(284,996)
Surplus/(deficit)		-	434,471	434,471
Total comprehensive income for the period		604,000	(454,525)	149,475
Transactions with owners in their capacity as owners:				
Capital appropriations		-	-	-
Total		-	-	-
<b>Balance at 30 June 2016</b>		<b>604,000</b>	<b>(454,525)</b>	<b>149,475</b>
<b>Balance at 1 July 2016</b>		604,000	(454,525)	149,475
Surplus/(deficit)		-	29,650	29,650
Total comprehensive income for the period		604,000	(424,876)	179,124
Transactions with owners in their capacity as owners:				
Capital appropriations		-	-	-
Total		-	-	-
<b>Balance at 30 June 2017</b>		<b>604,000</b>	<b>(424,876)</b>	<b>179,124</b>

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

**Statement of Cash Flows** for the year ended 30 June 2017

Note	2017 \$	2016 \$
<b>CASH FLOWS FROM STATE GOVERNMENT</b>		
	3,792,000	4,729,000
	16,000	79,000
	<b>3,808,000</b>	<b>4,808,000</b>
Utilised as follows:		
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
<b>Payments</b>		
	(2,330,032)	(3,164,804)
	(524,905)	(575,675)
	(907,094)	(877,263)
	(147,115)	(156,869)
<b>Receipts</b>		
	22,480	13,937
	143,605	138,026
	12,496	13,356
	131,273	161,746
27	<b>(3,599,292)</b>	<b>(4,447,546)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
<b>Payments</b>		
	-	-
	-	-
	208,708	360,454
	278,695	(81,761)
27	<b>487,403</b>	<b>278,695</b>

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

## Schedule of Income and Expenses by Service *for the year ended 30 June 2017*

	Provision of Information		Avenue for Redress		Total	
	2017 \$	2016 \$	2017 \$	2016 \$	2017 \$	2016 \$
<b>COST OF SERVICES</b>						
<b>Expenses</b>						
Employee benefit expense	1,331,517	1,545,684	1,204,706	1,398,476	2,536,224	2,944,160
Supplies and services	263,541	362,004	238,442	327,527	501,983	689,531
Depreciation and amortisation expense	37,333	41,126	33,777	37,209	71,110	78,335
Accommodation expenses	476,224	476,526	430,870	431,142	907,094	907,668
Other expenses	24,377	48,421	22,055	43,810	46,432	92,231
<b>Total cost of services</b>	<b>2,132,993</b>	<b>2,473,760</b>	<b>1,929,851</b>	<b>2,238,164</b>	<b>4,062,844</b>	<b>4,711,925</b>
<b>Income</b>						
Revenue						
User charges and fees	101,635	112,207	-	-	101,635	112,207
Commonwealth grants and contributions	22,480	13,937	-	-	22,480	13,937
Other revenue	32,748	14,213	-	-	32,748	14,213
<b>Total income other than income from State Government</b>	<b>156,863</b>	<b>140,357</b>	<b>-</b>	<b>-</b>	<b>156,863</b>	<b>140,357</b>
<b>NET COST OF SERVICES</b>	<b>1,976,130</b>	<b>2,333,404</b>	<b>1,929,851</b>	<b>2,238,164</b>	<b>3,905,980</b>	<b>4,571,568</b>
<b>Income from State Government</b>						
Service appropriation	2,044,350	2,536,275	1,849,650	2,294,725	3,894,000	4,831,000
Services received free of charge	21,856	91,895	19,774	83,143	41,630	175,039
<b>Total income from State Government</b>	<b>2,066,206</b>	<b>2,628,170</b>	<b>1,869,424</b>	<b>2,377,868</b>	<b>3,935,630</b>	<b>5,006,039</b>
<b>SURPLUS/(DEFICIT) FOR THE PERIOD</b>	<b>90,076</b>	<b>294,767</b>	<b>(60,427)</b>	<b>139,704</b>	<b>29,650</b>	<b>434,471</b>

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

**Schedule of Assets and Liabilities by Service** as at 30 June 2017

	Provision of Information		Avenue for Redress		Total	
	2017 \$	2016 \$	2017 \$	2016 \$	2017 \$	2016 \$
<b>Assets</b>						
Current assets	301,556	247,827	272,837	224,225	574,393	472,052
Non-current assets	257,255	196,413	232,755	177,707	490,010	374,120
<b>Total assets</b>	<b>558,811</b>	<b>444,241</b>	<b>505,591</b>	<b>401,932</b>	<b>1,064,403</b>	<b>846,172</b>
<b>Liabilities</b>						
Current liabilities	442,655	344,119	400,498	311,346	843,153	655,465
Total non-current liabilities	22,116	21,648	20,010	19,586	42,127	41,234
<b>Total liabilities</b>	<b>464,772</b>	<b>365,767</b>	<b>420,508</b>	<b>330,932</b>	<b>885,279</b>	<b>696,698</b>
<b>NET ASSETS</b>	<b>94,041</b>	<b>78,474</b>	<b>85,084</b>	<b>71,000</b>	<b>179,124</b>	<b>149,474</b>

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

## Summary of Consolidated Account Appropriations and Income Estimates *for the year ended 30 June 2017*

	2017 Estimate \$	2017 Actual \$	Variance \$	2017 Actual \$	2016 Actual \$	Variance \$
<b>Delivery of Services</b>						
Item 51 Net amount appropriated to deliver services	3,538,000	3,847,000	309,000	3,847,000	4,546,000	699,000
Amount Authorised by Other Statutes						
- <i>Salaries and Allowances Act 1975</i>	293,000	47,000	(246,000)	47,000	285,000	238,000
<b>Total appropriations provided to deliver services</b>	<b>3,831,000</b>	<b>3,894,000</b>	<b>63,000</b>	<b>3,894,000</b>	<b>4,831,000</b>	<b>937,000</b>
<b>Capital</b>						
Capital appropriations	-	-	-	-	-	-
<b>GRAND TOTAL</b>	<b>3,831,000</b>	<b>3,894,000</b>	<b>63,000</b>	<b>3,894,000</b>	<b>4,831,000</b>	<b>937,000</b>
<b>Details of Expenses by Service</b>						
Provision of Information	2,105,000	2,132,993	(27,993)	2,132,993	2,473,760	340,768
Avenue of Redress	1,923,000	1,929,851	(6,851)	1,929,851	2,238,164	308,313
<b>Total cost of services</b>	<b>4,028,000</b>	<b>4,062,844</b>	<b>(34,844)</b>	<b>4,062,844</b>	<b>4,711,925</b>	<b>649,081</b>
Less Total Income	(189,000)	(156,863)	(32,137)	(156,863)	(140,357)	(16,507)
Net Cost of Services	3,839,000	3,905,980	66,980	3,905,980	4,571,568	(665,587)
Adjustments	(8,000)	(11,980)	(3,980)	(11,980)	259,432	(271,412)
<b>Total appropriations provided to deliver services</b>	<b>3,831,000</b>	<b>3,894,000</b>	<b>63,000</b>	<b>3,894,000</b>	<b>4,831,000</b>	<b>(937,000)</b>
<b>Capital Expenditure</b>						
Purchase of non-current assets	-	-	-	-	-	-
Adjustments for other funding sources	-	-	-	-	-	-
<b>Capital appropriations</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

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

Note 31 'Explanatory statement' provides details of any significant variations between estimates and actual results for 2017 and between the actual results for 2017 and 2016.

## Note 1 Australian Accounting Standards

### General

The Commission's financial statements for the year ended 30 June 2017 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 Commission has adopted any applicable new and revised Australian Accounting Standards from their operative dates.

### Early adoption of standards

The Commission 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 operative) by the Commission for the annual reporting period ended 30 June 2017.

## Note 2 Summary of significant accounting policies

### (a) General statement

The Commission is a not-for-profit reporting entity that prepares general purpose financial statements in accordance with 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 2006* 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, buildings and infrastructure 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 dollar.

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

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 reporting period.

### (c) Reporting entity

The reporting entity comprises the Commission and no other related bodies.

#### Mission

The Commission's mission is to lead in the elimination of discrimination and build a community that reflects and promotes equality of opportunity and human rights.

The Commission is predominantly funded by Parliamentary appropriations. It also provides training services on a fee-for-service basis. The fees charged are determined by prevailing market forces. The financial statements encompass all funds through which the Commission controls resources to carry on its functions.

### Services

The Commission provides the following services:

#### *Service 1: Provision of Information*

Comprises information and advice regarding equal opportunity and human rights.

#### *Service 2: Avenue of Redress*

Comprises avenue of redress for unlawful discrimination and unreasonable treatment.

### (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 transfers 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:

#### *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 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 Commission gains control of the appropriated funds. The Commission 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 Commission. In accordance with the most recent determination, as quantified in the 2016-17 Budget Statements, the Commission retained \$156,863 (\$140,357 in 2016) from the following:

- Proceeds from the provision of Community Education Services;
- Proceeds from the provision of service to the Indian Ocean Territories;

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

Revenue is recognised at fair value when the Commission 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.

The Commission received \$22,480 funding from the Commonwealth for the provision of service for the Indian Ocean Territories in 2016, (\$13,937 in 2016).

Gains

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

**(f) Plant and equipment**

*Capitalisation/expensing of assets*

Items of 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 plant and equipment costing less than \$5,000 are immediately expensed direct to the Statement of Comprehensive Income.

*Initial recognition and measurement*

All items of plant and equipment are initially recognised at cost.

For items of 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 historical cost model is used for plant and equipment. All items of plant and equipment are stated at historical cost less accumulated depreciation and accumulated impairment losses.

*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.

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

Computer hardware	4 years
Furniture, fixtures and fittings	10 years
Office equipment	5 years

**(g) Intangible assets**

*Capitalisation/expensing of assets*

Acquisitions of intangible assets costing \$5,000 or more and internally generated intangible assets costing \$5,000 or more are capitalised. The cost of utilising the assets is expensed (amortised) over their useful lives. 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 Commission have a finite useful life and zero residual value.

The expected useful lives for each class of intangible asset are:

Website costs	3 years
Software (a)	3-5 years

(a) Software that is not integral to the operation of any related hardware.

#### *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.

#### *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.

#### (h) Impairment of assets

Plant and equipment 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 Commission 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.

#### (i) Leases

The Commission has not entered into any finance leases.

The Commission holds operating leases for buildings and motor vehicles. 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.

**(j) Financial instruments**

In addition to cash, the Commission has two categories of financial instrument:

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

Financial instruments have been disaggregated into the following classes:

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

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

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.

**(k) 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.

**(l) Accrued salaries**

Accrued salaries 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 Commission considers the carrying amount of accrued salaries to be equivalent to its net fair value (refer Note 24).

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

**(m) Amounts receivable for services (holding account)**

The Commission 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.

**(n) Receivables**

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

**(o) Payables**

Payables are recognised at the amounts payable when the Commission 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.

(p) 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 that is 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 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.

The provision for annual leave is classified as a current liability as the Commission 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 that is 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 Commission 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 Commission has an unconditional right to defer the settlement of the liability until the employee has completed the requisite years of service.

*Purchased leave*

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

### *Superannuation*

The Government Employees Superannuation Board (GESB) and other fund providers administer public sector superannuation arrangements in Western Australia in accordance with legislative requirements. Eligibility criteria for membership in particular schemes for public sector employees vary 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.

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 have been able to choose their preferred superannuation fund provider. The Commission makes contributions to GESB or other fund provider on behalf of employees in compliance with the Commonwealth Government's *Superannuation Guarantee (Administration) Act 1992*. These contributions extinguish the liability for superannuation charges in respect of employees who are not members of Pension Scheme or GSS.

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 Commission to GESB extinguishes the Commission's obligations to the relation superannuation liability.

The Commission 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 Commission to the GESB.

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 Commission's 'Employee benefits expense'. The related liability is included in 'Employment on-costs provision'.

#### (q) Superannuation expense

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

#### (r) Assets and services received free of charge or for nominal cost

Assets and services received free of charge or for nominal cost that can be reliably measured are recognised as income at fair value of the assets and/or the fair value of those services that can be reliably measured and the Commission would otherwise pay for. A corresponding expense is recognised for services received. Receipts of assets re-recognised in the Statement of Financial Position.

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

#### (s) Comparative figures

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

**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 Commission evaluates these judgements regularly.

**Operating lease commitments**

The Commission has entered into a lease for a building used for office accommodation. It has been determined that the lessor retains substantially all the risks and rewards incidental to ownership. Accordingly, this lease has been classified as an operating lease.

**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 reporting period.

**Long Service Leave**

Several estimations and assumptions used in calculating the Commission'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.

**Note 5 Disclosure of changes in accounting policy and estimates**

**Initial application of an Australian Accounting Standard**

The Commission has applied the following Australian Accounting Standards effective, or adopted, for annual reporting periods beginning on or after 1 July 2016 that impacted on the Commission.

*AASB 1057 Application of Australian Accounting Standards*

This Standard lists the application paragraphs for each other Standard (and Interpretation), grouped where they are the same. There is no financial impact.

*AASB 2014-3 Amendments to Australian Accounting Standards – Accounting for Acquisitions of Interests in Joint Operations [AASB 1 & 11]*

The Commission establishes Joint Operations in pursuit of its objectives and does not routinely acquire interests in Joint Operations. Therefore, there is no financial impact on application of the Standard.

*AASB 2014-4 Amendments to Australian Accounting Standards – Clarification of Acceptable Methods of Depreciation and Amortisation [AASB 116 & 138]*

The adoption of this Standard has no financial impact for the Commission as depreciation and amortisation is not determined by reference to revenue generation, but by reference to consumption of future economic benefits.

*AASB 2014-9 Amendments to Australian Accounting Standards – Equity Method in Separate Financial Statements [AASB 1, 127 & 128]*

This Standard amends AASB 127, and consequentially amends AASB 1 and AASB 128, to allow entities to use the equity method of accounting for investments in subsidiaries, joint ventures and associates in their separate financial statements. As the Commission has no joint ventures and associates, the application of the Standard has no financial impact.

*AASB 2015-1 Amendments to Australian Accounting Standards Annual Improvements to Australian Accounting Standards 2012 2014 Cycle [AASB 1, 2, 3, 5, 7, 11, 110, 119, 121, 133, 134, 137 & 140]*

These amendments arise from the issuance of International Financial Reporting Standard Annual Improvements to IFRSs 2012 2014 Cycle in September 2014, and editorial corrections. The Commission has determined that the application of the Standard has no financial impact.

## Notes to the Financial Statements *for the year ended 30 June 2017*

*AASB 2015-2 Amendments to Australian Accounting Standards Disclosure Initiative: Amendments to AASB 101 [AASB 7, 101, 134 & 1049]*

This Standard amends AASB 101 to provide clarification regarding the disclosure requirements in AASB 101. Specifically, the Standard proposes narrow-focus amendments to address some of the concerns expressed about existing presentation and disclosure requirements and to ensure entities are able to use judgement when applying a Standard in determining what information to disclose in their financial statements. There is no financial impact.

*AASB 2015-6 Amendments to Australian Accounting Standards Extending Related Party Disclosures to Not-for-Profit Public Sector Entities [AASB 10, 124 & 1049]*

The amendments extend the scope of AASB 124 to include application by not-for-profit public sector entities. Implementation guidance is included to assist application of the Standard by not-for-profit public sector entities. There is no financial impact.

*AASB 2015-10 Amendments to Australian Accounting Standards Effective Date of Amendments to AASB 10 & 128*

This Standard defers the mandatory effective date (application date) of amendments to AASB 10 & AASB 128 that were originally made in AASB 2014 10 so that the amendments are required to be applied for annual reporting periods beginning on or after 1 January 2018 instead of 1 January 2016. There is no financial impact.

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

The Commission cannot early adopt an Australian Accounting Standard unless specifically permitted by TI 1101 *Application of Australian Accounting Standards and Other Pronouncements* or by an exemption from TI 1101. By virtue of a limited exemption, the Commission has early adopted AASB 2015-7 Amendments to Australian Accounting Standards - Fair Value Disclosures of Not-for-Profit Public Sector Entities. Where applicable, the Commission plans to apply the following Australian Accounting Standards from their application date.

		Operative for reporting periods beginning on/after
AASB 9	<p><i>Financial Instruments</i></p> <p>This Standard supersedes AASB 139 Financial Instruments: Recognition and Measurement, introducing a number of changes to accounting treatments.</p> <p>The mandatory application date of this Standard is currently 1 January 2018 after being amended by AASB 2012-6, AASB 2013-9 and AASB 2014-1 Amendments to Australian Accounting Standards. The Commission has not yet determined the application or the potential impact of the Standard.</p>	1 Jan 2018
AASB 15	<p><i>Revenue from Contracts with Customers</i></p> <p>This Standard establishes the principles that the Commission shall apply to report useful information to users of financial statements about the nature, amount, timing and uncertainty of revenue and cash flows arising from a contract with a customer. The Commission has not yet determined the application or the potential impact of the Standard.</p>	1 Jan 2018
AASB 16	<p><i>Leases</i></p> <p>This Standard introduces a single lessee accounting model and requires a lessee to recognise assets and liabilities for all leases with a term of more than 12 months, unless the underlying asset is of low value. The Commission has not yet determined the application or the potential impact of the Standard.</p>	1 Jan 2019
AASB 1058	<p><i>Income of Not-for-Profit Entities</i></p> <p>This Standard clarifies and simplifies the income recognition requirements that apply to not-for-profit (NFP) entities, more closely reflecting the economic reality of NFP entity transactions that are not contracts with customers. Timing of income recognition is dependent on whether such a transaction gives rise to a liability, a performance obligation (a promise to transfer a good or service), or, an obligation to acquire an asset. The Department has not yet determined the application or the potential impact of the Standard.</p>	1 Jan 2019

		Operative for reporting periods beginning on/after
AASB 2010-7	<p><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></p> <p>This Standard makes consequential amendments to other Australian Accounting Standards and Interpretations as a result of issuing AASB 9 in December 2010.</p> <p>The mandatory application date of this Standard has been amended by AASB 2012-6 and AASB 2014-1 to 1 January 2018. The Commission has not yet determined the application or the potential impact of the Standard.</p>	1 Jan 2018
AASB 2014-1	<p><i>Amendments to Australian Accounting Standards</i></p> <p>Part E of this Standard makes amendments to AASB 9 and consequential amendments to other Standards. It has not yet been assessed by the Commission to determine the application or potential impact of the Standard.</p>	1 Jan 2018
AASB 2014-5	<p><i>Amendments to Australian Accounting Standards arising from AASB 15</i></p> <p>This Standard gives effect to consequential amendments to Australian Accounting Standards (including Interpretations) arising from the issuance of AASB 15. The mandatory application date of this Standard has been amended by AASB 2015-8 to 1 January 2018. The Commission has not yet determined the application or the potential impact of the Standard.</p>	1 Jan 2018
AASB 2014-7	<p><i>Amendments to Australian Accounting Standards arising from AASB 9 (December 2014)</i></p> <p>This Standard gives effect to the consequential amendments to Australian Accounting Standards (including Interpretations) arising from the issuance of AASB 9 (December 2014). The Commission has not yet determined the application or the potential impact of the Standard.</p>	1 Jan 2018
AASB 2014-10	<p><i>Amendments to Australian Accounting Standards – Sale or Contribution of Assets between an Investor and its Associate or Joint Venture [AASB 10 &amp; 128]</i></p> <p>This Standard amends AASB 10 and AASB 128 to address an inconsistency between the requirements in AASB 10 and those in AASB 128 (August 2011), in dealing with the sale or contribution of assets between an investor and its associate or joint venture. The mandatory effective date (application date) for the Standard has been deferred to 1 Jan 2018 by AASB 2015-10. The Commission has determined that the Standard has no financial impact.</p>	1 Jan 2018

		Operative for reporting periods beginning on/after
AASB 2015-8	<p><i>Amendments to Australian Accounting Standards – Effective Date of AASB 15</i></p> <p>This Standard amends the mandatory effective date (application date) of AASB 15 <i>Revenue from Contracts with Customers</i> so that AASB 15 is required to be applied for annual reporting periods beginning on or after 1 January 2018 instead of 1 January 2017. For Not-For-Profit entities, the mandatory effective date has subsequently been amended to 1 January 2019 by AASB 2016-7. The Commission has not yet determined the application or the potential impact of AASB 15.</p>	1 Jan 2019
AASB 2016-2	<p><i>Amendments to Australian Accounting Standards – Disclosure Initiative: Amendments to AASB 107</i></p> <p>This Standard amends AASB 107 <i>Statement of Cash Flows</i> (August 2015) to require disclosures that enable users of financial statements to evaluate changes in liabilities arising from financing activities, including both changes arising from cash flows and non-cash changes. There is no financial impact.</p>	1 Jan 2017
AASB 2016-3	<p><i>Amendments to Australian Accounting Standards – Clarifications to AASB 15</i></p> <p>This Standard clarifies identifying performance obligations, principal versus agent considerations, timing of recognising revenue from granting a licence, and, provides further transitional provisions to AASB 15. The Commission has not yet determined the application or the potential impact.</p>	1 Jan 2018
AASB 2016-4	<p><i>Amendments to Australian Accounting Standards – Recoverable Amount of Non-Cash-Generating Specialised Assets of Not-for-Profit Entities</i></p> <p>This Standard clarifies that the recoverable amount of primarily non-cash-generating assets of not-for-profit entities, which are typically specialised in nature and held for continuing use of their service capacity, is expected to be materially the same as fair value determined under AASB 13 Fair Value Measurement. The Commission has not yet determined the application or the potential impact.</p>	1 Jan 2017
AASB 2016-7	<p><i>Amendments to Australian Accounting Standards – Deferral of AASB 15 for Not for Profit Entities</i></p> <p>This Standard amends the mandatory effective date (application date) of AASB 15 and defers the consequential amendments that were originally set out in AASB 2014-5 <i>Amendments to Australian Accounting Standards arising from AASB 15</i> for not-for-profit entities to annual reporting periods beginning on or after 1 January 2019, instead of 1 January 2018. There is no financial impact.</p>	1 Jan 2017

		Operative for reporting periods beginning on/after
AASB 2016-8	<p><i>Amendments to Australian Accounting Standards – Australian Implementation Guidance for Not for Profit Entities</i></p> <p>This Standard inserts Australian requirements and authoritative implementation guidance for not-for-profit entities into AASB 9 and AASB 15. This guidance assists not-for-profit entities in applying those Standards to particular transactions and other events. There is no financial impact.</p>	1 Jan 2019
AASB 2017-2	<p><i>Amendments to Australian Accounting Standards – Further Annual Improvements 2014-2016 Cycle</i></p> <p>This Standard clarifies the scope of AASB 12 by specifying that the disclosure requirements apply to an entity’s interests in other entities that are classified as held for sale, held for distribution to owners in their capacity as owners or discontinued operations in accordance with AASB 5. There is no financial impact.</p>	1 Jan 2017

**Note 6 Employee benefits expense**

	2017 \$	2016 \$
Wages and salaries (a)	2,288,701	2,669,571
Superannuation – defined contribution plans (b)	221,843	243,284
Other related expenses	25,680	31,304
	<b>2,536,224</b>	<b>2,944,160</b>

- a) Includes the value of the fringe benefit to the employee plus the fringe benefit tax component, leave entitlements including superannuation contribution component.
- b) Defined contribution plans include West State, Gold State, GESB and other eligible funds.  
Employment on-costs expenses, such as workers’ compensation insurance are included at note 11 'Other Expenses'.  
Employment on-costs liability is included in note 25 'Provisions'.

**Notes to the Financial Statements** for the year ended 30 June 2017

**Note 7 Compensation of Key Management Personnel**

The Commission has determined that key management personnel include Ministers and senior officers of the Commission. However, the Commission is not obligated to compensate Ministers and therefore disclosures in relation to Ministers' compensation may be found in the *Annual Report on State Finances*.

Total compensation for senior officers of the Commission for the reporting period are presented within the following bands:

	2017 No of officers	2016 No of officers
\$		
20,001 – 30,000	1	
110,001 – 120,000		1
120,001 – 130,000	1	2
140,001 – 150,000	1	
150,001 – 160,000	1	1
160,001 – 170,000	1	
190,001 – 200,000	1	
200,001 – 210,000		1
250,001 – 260,000		1
270,001 – 280,000		1

	2017 \$	2016 \$
Short-term employee benefits	654,480	827,682
Post-employment benefits	75,587	98,002
Other long-term benefits	76,596	99,053
Termination benefits	-	237,041
<b>Total remuneration of senior officers</b>	<b>806,663</b>	<b>1,261,778</b>

**Notes to the Financial Statements** for the year ended 30 June 2017

**Note 8** Supplies and services

Communications  
 Consultants and contractors  
 Consumables  
 Materials  
 Travel  
 Other

	2017 \$	2016 \$
	53,725	70,032
	308,746	531,661
	9,922	15,200
	69,555	1,708
	16,154	15,757
	43,881	55,173
	<b>501,983</b>	<b>689,531</b>

**Note 9** Depreciation and amortisation expense

Depreciation  
 Office equipment  
 Computer hardware  
 Furniture fixtures and fittings  
**Total depreciation**

Amortisation  
 Intangible assets  
**Total amortisation**  
**Total depreciation and amortisation**

	2017 \$	2016 \$
	11,636	13,583
	5,943	10,938
	31,015	31,015
	<b>48,594</b>	<b>55,535</b>
	22,517	22,800
	<b>22,517</b>	<b>22,800</b>
	<b>71,110</b>	<b>78,335</b>

**Note 10** Accommodation expenses

Building rental operating lease expense

Includes \$860,352 payments to Department of Finance.

	2017 \$	2016 \$
	907,094	907,668
	<b>907,094</b>	<b>907,668</b>

**Notes to the Financial Statements** for the year ended 30 June 2017

**Note 11 Other expenses**

Other expenses

	2017 \$	2016 \$
	46,432	92,231
	<b>46,432</b>	<b>92,231</b>

Includes workers' compensation insurance and other employment on-costs. The on-costs liability associated with the recognition of annual and long service leave liability is included at note 25 'Provisions'. Superannuation contributions accrued as part of the provision for leave are employee benefits and are not included in employment on-costs.

**Note 12 Related Party transactions**

The Agency is a wholly owned and controlled entity of the State of Western Australia. In conducting its activities, the Agency is required to pay various taxes and levies based on the standard terms and conditions that apply to all tax and levy payers to the State and entities related to State.

Related parties of the department include:

- all Ministers and their close family members, and their controlled or jointly controlled entities;
- all senior officers and their close family members, and their controlled or jointly controlled entities;
- other departments and public sector entities, including related bodies included in the whole of government consolidated financial statements;
- associates and joint ventures, that are included in the whole of government consolidated financial statements; and
- the Government Employees Superannuation Board (GESB).

The Commission transacts with a number of WA State Government agencies. The total annual transactions with these agencies in excess of \$50,000 include;

**Significant transactions with government related entities**

- service appropriations and resources received free of charge (Note 16);
- training course fees (Note 13);
- lease rentals and accommodation outgoings to the Department of Finance (Note 10); and
- commitments for future lease payments to the Department of Finance (Note 28).

**Material transactions with other related parties**

- superannuation payments to GESB (Note 6).

The Commission had no other material related party transaction with Ministers, senior officers or their close family members or their controlled (or jointly controlled) entities.

**Notes to the Financial Statements** for the year ended 30 June 2017

**Note 13 User charges and fees**

Training course fees

a) \$52,815 to Government Related Entities.

2017 \$	2016 \$
101,635	112,207
<b>101,635</b>	<b>112,207</b>

**Note 14 Commonwealth grants and contributions**

Grant from Commonwealth – Indian Ocean Territories

2017 \$	2016 \$
22,480	13,937
<b>22,480</b>	<b>13,937</b>

**Note 15 Other revenue**

Recoups

Other revenues (a)

(a) GVS employee contributions, proceeds on disposal and refunds.

2017 \$	2016 \$
28,574	6,444
4,174	7,769
<b>32,748</b>	<b>14,213</b>

**Notes to the Financial Statements** for the year ended 30 June 2017

**Note 16 Income from State Government**

Appropriation received during the period:

Service appropriations (a)

Services received free of charge (b)

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

Department of Finance – Leasing

Department of Racing, Gaming and Liquor – Financial Management service

Public Sector Commission – Salary, Wages and Superannuation – Acting Commissioner

	2017 \$	2016 \$
	3,894,000	4,831,000
	<b>3,894,000</b>	<b>4,831,000</b>
	9,493	9,242
	32,137	38,182
	-	127,615
	41,630	<b>175,039</b>
	<b>3,935,630</b>	<b>5,006,039</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.

**Note 17 Restricted cash and cash equivalents**

Current

Accrued salaries suspense account (a)

	2017 \$	2016 \$
	8,000	-
	<b>8,000</b>	-

(a) 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.

**Notes to the Financial Statements** for the year ended 30 June 2017

**Note 18 Receivables**

Current

Receivables

GST receivable

**Total current**

	2017 \$	2016 \$
	11,628	20,850
	25,013	21,667
	<b>36,641</b>	<b>42,517</b>

**Note 19 Amounts receivable for services (Holding Account)**

Current

Non-current

	2017 \$	2016 \$
	42,000	79,000
	394,000	271,000
	<b>436,000</b>	<b>350,000</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 20 Other assets**

Current

Prepayments

**Total current**

	2017 \$	2016 \$
	16,349	15,840
	<b>16,349</b>	<b>15,840</b>

**Notes to the Financial Statements** for the year ended 30 June 2017

**Note 21 Plant and equipment**

Office equipment

At cost

Accumulated depreciation

Furniture fixtures and fittings

At cost

Accumulated depreciation

Computer hardware

At cost

Accumulated depreciation

	2017 \$	2016 \$
At cost	67,914	79,644
Accumulated depreciation	(58,134)	(58,227)
	<b>9,781</b>	<b>21,417</b>
At cost	341,863	341,863
Accumulated depreciation	(274,403)	(243,388)
	<b>67,460</b>	<b>98,475</b>
At cost	32,814	62,435
Accumulated depreciation	(31,102)	(54,781)
	<b>1,711</b>	<b>7,654</b>
	<b>78,952</b>	<b>127,546</b>

Reconciliations of the carrying amounts of plant and equipment at the beginning and end of the reporting period are set out in the table below:

	Office equipment \$	Furniture fixture and fittings \$	Computer hardware \$	Total \$
<b>2017</b>				
Carrying amount at start of period	21,417	98,475	7,654	127,546
Additions	-	-	-	-
Depreciation	(11,636)	(31,015)	(5,943)	(48,594)
<b>Carrying amount at end of period</b>	<b>9,781</b>	<b>67,460</b>	<b>1,711</b>	<b>78,952</b>
<b>2016</b>				
Carrying amount at start of period	35,000	129,489	18,592	183,083
Additions	-	-	-	-
Depreciation	(13,583)	(31,015)	(10,938)	(55,535)
<b>Carrying amount at end of period</b>	<b>21,417</b>	<b>98,475</b>	<b>7,654</b>	<b>127,548</b>

**Notes to the Financial Statements** for the year ended 30 June 2017

**Note 22 Intangible assets**

Computer software

At cost

Accumulated amortisation

**Reconciliations:**

Computer software

Carrying amount at start of period

Additions

Amortisation expense

**Carrying amount at end of period**

	2017 \$	2016 \$
	95,094	140,124
	(86,036)	(108,550)
	<b>9,058</b>	<b>31,575</b>
	31,575	54,375
	-	-
	(22,517)	(22,800)
	9,058	31,575
	<b>9,058</b>	<b>31,575</b>

**Note 23 Impairment of assets**

There were no indications of impairment to plant and equipment and intangible assets at 30 June 2017.

The Commission 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.

**Note 24 Payables**

Current

Accrued salaries

Accrued expenses

Trade payables

**Total current**

	2017 \$	2016 \$
	9,491	2,227
	128,016	145,627
	28,173	9,033
	<b>165,680</b>	<b>156,887</b>

**Notes to the Financial Statements** for the year ended 30 June 2017

**Note 25 Provisions**

Current

*Employee benefit provision*

Annual leave (a)

Long service leave (b)

Purchased leave (c)

*Other provisions*

Employment on-costs (d)

Non-current

*Employee benefits provision*

Long service leave (b)

*Other provisions*

Employment on-costs (d)

	2017 \$	2016 \$
	135,311	135,070
	538,066	369,830
	2,627	(7,433)
	676,005	497,467
	1,467	1,109
	1,467	1,109
	677,472	498,576
	42,038	41,144
	42,038	41,144
	89	90
	89	90
	42,127	41,234

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

	2017 \$	2016 \$
Within 12 months of the end of the reporting period	126,686	114,593
More than 12 months after the reporting period	8,625	20,477
	135,311	135,070

**Notes to the Financial Statements** for the year ended 30 June 2017

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

	<b>2017</b> \$	<b>2016</b> \$
Within 12 months of the end of the reporting period	261,415	40,670
More than 12 months after the reporting period	318,689	370,303
	<b>580,104</b>	<b>410,973</b>

- (c) Purchased leave scheme 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. Actual settlement of liabilities is expected to occur as follows:

	<b>2017</b> \$	<b>2016</b> \$
Within 12 months of the end of the reporting period	2,627	(7,433)
	<b>2,627</b>	<b>(7,433)</b>

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

The associated expense, apart from unwinding of the discount (finance cost), is disclosed in note 11 'Other expenses'. Movements in each class of provisions during the financial year, other than employee benefits, are set out below.

	<b>2017</b> \$	<b>2016</b> \$
<u>Employment on-cost provision</u>		
Carrying amount at start of period	1,199	4,212
Additional/(reversals of) provisions recognised	1,556	(3,013)
Carrying amount at end of period	<b>2,755</b>	<b>1,199</b>

**Notes to the Financial Statements** for the year ended 30 June 2017

**Note 26 Equity**

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

	<b>2017</b> \$	<b>2016</b> \$
<b>Contributed equity</b>		
Balance at start of period	604,000	604,000
<u>Contributions by owners</u>		
Capital appropriation	-	-
<b>Total contribution by owners</b>	<b>-</b>	<b>-</b>
<b>Balance at end of period</b>	<b>604,000</b>	<b>604,000</b>
<b>Accumulated surplus/(deficit)</b>		
Balance at start of year	(454,525)	(888,996)
Result for the period	29,650	434,471
<b>Balance at end of period</b>	<b>(424,876)</b>	<b>(454,525)</b>
<b>Total equity at end of period</b>	<b>179,124</b>	<b>149,475</b>

**Notes to the Financial Statements** for the year ended 30 June 2017

**Note 27** 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:

	2017 \$	2016 \$
Cash and cash equivalents	479,403	278,695
Restricted cash and cash equivalents (refer to note 17 'Restricted cash and cash equivalents')	8,000	-
	<b>487,403</b>	<b>278,695</b>
<b>Reconciliation of net cost of services to net cash flows provided by/ (used in) operating activities</b>		
	2017 \$	2016 \$
<b>Net cost of services</b>	(3,905,980)	(4,571,568)
<u>Non-cash items</u>		
Depreciation and amortisation expense	71,110	78,335
Services received free of charge	41,630	175,039
<u>(Increase)/decrease in assets:</u>		
Current receivables (a)	9,222	11,606
Other current assets	(508)	57,086
<u>Increase/(decrease) in liabilities:</u>		
Current payables (a)	570	(88,193)
Current provisions	186,158	(92,705)
Non-current provisions	893	(36,913)
Net GST receipts/(payments) (b)	(3,346)	18,234
Change in GST in receivables/payables (c)	959	1,533
	<b>(3,599,292)</b>	<b>(4,447,546)</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 transaction.

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

**Notes to the Financial Statements** for the year ended 30 June 2017

**Note 28 Commitments**

The commitments below are inclusive of GST where relevant.

**Non-cancellable operating lease commitments**

Commitments for minimum lease payments are payable as follows:

Within 1 year

Later than 1 year and not later than 5 years

Later than 5 years

	2017 \$	2016 \$
	668,396	655,038
	1,217,481	1,857,438
	-	-
	<b>1,885,877</b>	<b>2,512,476</b>

The Commission has entered into a property lease which is a non-cancellable lease with a five year term, with rent payable monthly in advance. Contingent rent provisions with the lease agreement require that the minimum lease payments shall be increased by 4.5% to a maximum of 9% per annum. An option exists to renew the lease at the end of the five year term for an additional term of five years.

**Note 29 Contingent liabilities and contingent assets**

There are no contingent liabilities or contingent assets as at 30 June 2017.

**Note 30 Event occurring after the balanced sheet date**

There were no events occurring after the reporting date that impact on the financial statements.

## Notes to the Financial Statements *for the year ended 30 June 2017*

### Note 31 Explanatory Statement

All variances between estimates (original budget) and actual results for 2017 and between the actual results for 2017 and 2016 are shown below. Narratives are provided for selected major variances, which are generally greater than:

- 5% and \$80,560 for the Statements of Comprehensive Income and Cash Flows; and 5% and \$19,500 for the Statement of Financial Position.

	Variance Note	Estimate 2017 \$	Actual 2017 \$	Actual 2016 \$	Variance between estimate and actual \$	Variance between actual results for 2017 and 2016 \$
<b>Expenses</b>						
Employee benefits expense	1,A	2,824,000	2,536,224	2,944,160	(287,776)	(407,936)
Supplies and services	2,B	285,000	501,983	689,531	216,983	(187,548)
Depreciation and amortisation expense		102,000	71,110	78,335	(30,890)	(7,225)
Accommodation expenses	3	686,000	907,094	907,668	221,094	(574)
Other expenses	4	131,000	46,432	92,231	(84,568)	(45,799)
<b>Total cost of services</b>		<b>4,028,000</b>	<b>4,062,844</b>	<b>4,711,925</b>	<b>34,844</b>	<b>(649,081)</b>
<b>Income</b>						
<i>Revenue</i>						
User charges and fees		154,000	101,635	112,207	(52,365)	(10,572)
Commonwealth grants and contributions		35,000	22,480	13,937	(12,520)	8,543
Other revenue		-	32,748	14,213	32,748	18,535
<b>Total revenue</b>		<b>189,000</b>	<b>156,863</b>	<b>140,357</b>	<b>(32,137)</b>	<b>16,507</b>
<b>Total income other than income from State Government</b>		<b>189,000</b>	<b>156,863</b>	<b>140,357</b>	<b>(32,137)</b>	<b>16,507</b>
<b>NET COST OF SERVICES</b>		<b>3,839,000</b>	<b>3,905,980</b>	<b>4,571,568</b>	<b>66,980</b>	<b>(665,588)</b>
<b>Income from State Government</b>						
Service appropriation	C	3,831,000	3,894,000	4,831,000	63,000	(937,000)
Service received free of charge	D	8,000	41,630	175,039	33,630	(133,409)
<b>Total income from State Government</b>		<b>3,839,000</b>	<b>3,935,630</b>	<b>5,006,039</b>	<b>96,630</b>	<b>(1,070,409)</b>
<b>SURPLUS/(DEFICIT) FOR THE PERIOD</b>		<b>-</b>	<b>29,650</b>	<b>434,471</b>	<b>29,650</b>	<b>(404,821)</b>
<b>TOTAL COMPREHENSIVE INCOME FOR THE PERIOD</b>		<b>-</b>	<b>29,650</b>	<b>434,471</b>	<b>29,650</b>	<b>(404,821)</b>

**Notes to the Financial Statements** for the year ended 30 June 2017

	Variance Note	Estimate 2017 \$	Actual 2017 \$	Actual 2016 \$	Variance between estimate and actual \$	Variance between actual results for 2017 and 2016 \$
<b>ASSETS</b>						
<b>Current Assets</b>						
Cash and cash equivalents	5,E	247,000	479,403	278,695	232,403	200,710
Receivables	6	73,000	36,641	42,517	(36,359)	(5,876)
Amounts receivable for services	7,F	79,000	42,000	79,000	(37,000)	(37,000)
Other current assets	8	74,000	16,349	15,840	(57,652)	508
<b>Total Current Assets</b>		<b>473,000</b>	<b>574,393</b>	<b>416,052</b>	<b>101,393</b>	<b>158,343</b>
<b>Non-Current Assets</b>						
Restricted cash and cash equivalents		17,000	8,000	-	(9,000)	8,000
Amounts receivable for services	9,G	294,000	394,000	271,000	100,000	123,000
Plant and equipment	10,H	183,000	78,952	127,546	(104,048)	(48,594)
Intangible assets	I	8,000	9,058	31,575	1,058	(22,517)
<b>Total Non-Current Assets</b>		<b>502,000</b>	<b>490,010</b>	<b>430,120</b>	<b>(11,990)</b>	<b>59,890</b>
<b>TOTAL ASSETS</b>		<b>975,000</b>	<b>1,064,403</b>	<b>846,172</b>	<b>89,403</b>	<b>218,231</b>
<b>LIABILITIES</b>						
<b>Current Liabilities</b>						
Payables		164,000	165,680	156,887	1,680	8,793
Provision	11,J	588,000	677,472	498,576	89,472	178,896
<b>Total Current Liabilities</b>		<b>752,000</b>	<b>843,153</b>	<b>655,465</b>	<b>91,153</b>	<b>187,689</b>
<b>Non-Current Liabilities</b>						
Provisions	12	77,000	42,127	41,234	(34,873)	893
<b>Total Non-Current Liabilities</b>		<b>77,000</b>	<b>42,127</b>	<b>41,234</b>	<b>(34,873)</b>	<b>893</b>
<b>TOTAL LIABILITIES</b>		<b>829,000</b>	<b>885,279</b>	<b>696,697</b>	<b>56,279</b>	<b>188,582</b>
<b>NET ASSETS</b>		<b>146,000</b>	<b>179,124</b>	<b>149,475</b>	<b>33,124</b>	<b>29,650</b>
Contributed equity		604,000	604,000	604,000	-	-
Accumulated surplus/(deficit)		(458,000)	(424,876)	454,525	33,124	29,650
<b>TOTAL EQUITY</b>		<b>146,000</b>	<b>179,124</b>	<b>149,475</b>	<b>33,124</b>	<b>29,650</b>

**Notes to the Financial Statements** for the year ended 30 June 2017

	Variance Note	Estimate 2017 \$	Actual 2017 \$	Actual 2016 \$	Variance between estimate and actual \$	Variance between actual results for 2017 and 2016 \$
<b>CASH FLOWS FROM STATE GOVERNMENT</b>						
Service appropriation	K	3,729,000	3,792,000	4,729,000	63,000	(937,000)
Holding account drawdown		79,000	16,000	79,000	(63,000)	(63,000)
<b>Net cash provided by State Government</b>		<b>3,808,000</b>	<b>3,808,000</b>	<b>4,808,000</b>	<b>-</b>	<b>(1,000,000)</b>
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>						
<b>Payments</b>						
Employee benefits	13,L	(2,859,000)	(2,330,032)	(3,164,804)	528,968	834,772
Supplies and services	14	(248,000)	(524,905)	(575,675)	(276,905)	50,770
Accommodation	15	(686,000)	(907,094)	(877,263)	(221,094)	(29,831)
GST payments on purchases		(224,000)	(147,115)	(156,869)	76,885	9,754
<b>Receipts</b>						
Grants and subsidies		35,000	22,480	13,937	(12,520)	8,543
Receipts from services		154,000	143,605	138,026	(10,395)	5,579
GST receipts on sales		78,000	12,496	13,356	(65,504)	(860)
GST receipts from taxation authority	16	21,000	131,273	161,746	110,273	(30,473)
<b>Net cash provided by/(used in) operating activities</b>		<b>(3,729,000)</b>	<b>(3,599,292)</b>	<b>(4,447,546)</b>	<b>129,708</b>	<b>848,254</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>						
<b>Payments</b>						
Purchase of non-current assets		(79,000)	-	-	79,000	-
<b>Net cash provided by/(used in) investing activities</b>		<b>(79,000)</b>	<b>-</b>	<b>-</b>	<b>79,000</b>	<b>-</b>
Net increase/(decrease) in cash and cash equivalents	M	-	208,708	360,454	208,708	(151,746)
Cash and cash equivalents at the beginning of period	N	264,000	278,693	(81,761)	14,693	360,454
<b>CASH AND CASH EQUIVALENTS AT THE END OF THE PERIOD</b>		<b>264,000</b>	<b>487,401</b>	<b>278,693</b>	<b>223,401</b>	<b>208,708</b>

## Major Estimate and Actual (2017) Variance Narratives

### Statement of Comprehensive Income

1. The decrease in actual expenditure relates to the appointed Commissioner being away on external secondment and with internal acting arrangements in place. Further, there were a number of unanticipated staff exits.
2. The Commission made minor equipment purchases and actual costs of operations were higher than budgeted.
3. The Commission encountered higher than expected property maintenance and variable outgoings.
4. Purchasing and spending was limited, reflecting the major restructure in 2015-16.

### Statement of Financial Position

5. Actual appropriations received exceeded amounts budgeted and timing of expenditure payments saw a favourable cash position.
6. The variation relates to the decrease in accrued revenues from reduced demand for training.
7. Relates to the approval to have carryover of \$79k unspent capital from 2015-16 transferred to recurrent expenditure in 2016-17 along with an amount of \$63k transferred from Capital to recurrent in 2016-17 year also. This resulted in an overall increase in the expense limit of \$142k and increase in revenue of \$63k for 2016-17.
8. Reflecting the major restructure in 2015-16, less prepayments were made in 2016-17.
9. This variation is due to increased amounts expected to be received for the Acting Commissioner and his assistant.
10. No capital assets were purchased this year.
11. The variance results from the transfer in of two employees with large current annual and long service leave balances.
12. Less non-current leave provision assessed by appointed actuary as some employees became entitled to their long service leave.

### Statement of Cash Flows

13. The decrease in actual expenditure relates to the separation of 4 staff as part of a major restructure in 2015-16 and the estimates not updated to reflect this reduction in salaries for the out years.
14. The Commission made minor equipment purchases and actual costs of operations were higher than budgeted.
15. The commission encountered higher than expected property maintenance and variable outgoings.
16. Increase in accommodation expenses and purchase of supplies and services resulted in increased GST being claimed from ATO.

## **Major Actual (2017) and Comparative (2016) Variance Narratives**

### **Statement of Comprehensive Income**

- A. The decrease in actual expenditure relates to the separation of 4 staff as part of a major restructure in 2015-16. Further, in 2015-16 the Commission incurred expenses for an acting Commissioner while the incumbent was ill for much of the year.
- B. Purchasing and spending was limited, reflecting the major restructure in 2015-16.
- C. Service appropriations were increased in 2015-16 by \$1m to meet prior year funding shortfalls and baseline funding deficits. This was not continued into the 2016-17 year.
- D. The salary for the temporary appointment of an acting commissioner in 2015-16 was paid for by the Public Sector Commission as EOC were unable to fund this and recognised as a resource provided free of charge. This arrangement is not in place in 2016-17.

### **Statement of Financial Position**

- E. The Commission was able to hold a steady cash position throughout the year resulting in a higher year end balance.
- F. This was the appropriation transfer amount from the Commission's Treasury holding account for asset replacement to recurrent expenditure.
- G. This variation is due to increased amounts received for services for the Acting Commissioner and his assistant.
- H. There were no capital acquisitions in 2016-17, together with the addition of 2016-17 accumulated depreciation.
- I. There were no capital acquisitions in 2016-17, together with the addition of 2016-17 accumulated depreciation.
- J. The variance results from the transfer in of two employees with large current annual and long service leave balances.

### **Statement of Cash Flows**

- K. Service appropriations were increased in 2015-16 by \$1m to meet prior year funding shortfalls and baseline funding deficits. This was not continued into the 2016-17 year.
- L. The decrease in actual expenditure relates to the separation of 4 staff as part of a major restructure in 2015-16. Further, in 2015-16 the Commission incurred expenses for an acting Commissioner while the incumbent was ill for much for the year.
- M. Increase in service appropriation resulted in a positive cash position in 2015-16. No corresponding increase in appropriation received in 2016-17
- N. Increase in service appropriations resulted in a positive cash position in 2015-16 which was maintained in 2016-17.

## Note 32 Financial instruments

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

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

#### *Credit risk*

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

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 32(c) 'Financial instrument disclosures' and Note 18 'Receivables'.

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

#### *Liquidity risk*

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

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

The Commission has appropriate procedures to manage cash flows including drawdown 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 Commission's income or value of its holdings of financial instruments. The Commission does not trade in foreign currency and is not materially exposed to other price risks.

**Notes to the Financial Statements** *for the year ended 30 June 2017*

**(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:

	2017 \$	2016 \$
<u>Financial Assets</u>		
Cash and cash equivalents	479,403	278,695
Restricted cash and cash equivalents	8,000	-
Receivables (a)	447,628	370,850
<u>Financial Liabilities</u>		
Payables	165,680	156,887

(a) The amount of receivables excludes GST recoverable from the ATO (statutory receivable) and includes receivables and amounts receivable for services.

(c) Financial instrument disclosures

*Credit risk*

The following table details the Commission's maximum exposure to credit risk and the ageing analysis of financial assets. The Commission'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 Commission.

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

**Ageing analysis of financial assets**

	Carrying Amount	Not past due and not impaired	Past due but not impaired				More than 5 years	Impaired financial assets
			Up to 1 months	1-3 months	3 months to 1 year	1-5 years		
	\$	\$	\$	\$	\$	\$	\$	
<b>2017</b>								
Cash and cash equivalents	479,403	479,403		-	-	-	-	
Restricted cash and cash equivalents	8,000	8,000		-	-	-	-	
Receivables (a)	11,628	8,554	1,003	-	-	2,071	-	
Amounts receivable for services	436,000	436,000		-	-	-	-	
<b>Total</b>	<b>935,031</b>	<b>931,957</b>	<b>1,003</b>	<b>-</b>	<b>-</b>	<b>2,071</b>	<b>-</b>	
<b>2016</b>								
Cash and cash equivalents	278,695	278,695	-	-	-	-	-	
Restricted cash and cash equivalents	-	-	-	-	-	-	-	
Receivables (a)	20,850	4,143	4,012	7,192	4,132	1,371	-	
Amounts receivable for services	350,000	350,000	-	-	-	-	-	
<b>Total</b>	<b>649,545</b>	<b>632,838</b>	<b>4,012</b>	<b>7,192</b>	<b>4,132</b>	<b>1,371</b>	<b>-</b>	

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

**Notes to the Financial Statements** for the year ended 30 June 2017

*Liquidity risk and interest rate exposure*

The following table details the Commission'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**

	Interest rate exposure					Nominal Amount	Maturity dates				
	Weighted average effective interest rate %	Carrying Amount \$	Fixed interest rate \$	Variable interest rate \$	Non-Interest Bearing \$		Up to 1 months \$	1-3 months \$	3 months to 1 year \$	1-5 years \$	More than 5 years \$
<b>2017</b>											
<u>Financial Assets</u>											
Cash and cash equivalents	-	479,403	-	-	479,403	479,403	479,403	-	-	-	-
Restricted cash and cash equivalents	-	8,000	-	-	8,000	8,000	-	-	-	-	8,000
Receivables (a)	-	11,628	-	-	11,628	11,628	9,557	-	-	2,071	-
Amounts receivable for services	-	436,000	-	-	436,000	436,000	-	-	42,000	394,000	-
		<b>935,031</b>	-	-	<b>935,031</b>	<b>935,031</b>	<b>488,960</b>	-	<b>42,000</b>	<b>396,071</b>	<b>8,000</b>
<u>Financial Liabilities</u>											
Payables		165,680	-	-	165,680	165,680	165,680	-	-	-	-
		<b>165,680</b>	-	-	<b>165,680</b>	<b>165,680</b>	<b>165,680</b>	-	-	-	-
<b>2016</b>											
<u>Financial Assets</u>											
Restricted cash and cash equivalents	-	278,695	-	-	278,695	278,695	278,695	-	-	-	-
Receivables (a)	-	-	-	-	-	-	-	-	-	-	-
Amounts receivable for services	-	20,850	-	-	20,850	20,850	20,850	-	-	-	-
	-	350,000	-	-	350,000	350,000	79,000	-	-	271,000	-
		<b>649,545</b>	-	-	<b>649,545</b>	<b>649,545</b>	<b>299,545</b>	-	-	<b>271,000</b>	-
<u>Financial Liabilities</u>											
Payables	-	156,888	-	-	156,888	156,888	156,888	-	-	-	-
<b>Total</b>	-	<b>156,888</b>	-	-	<b>156,888</b>	<b>156,888</b>	<b>156,888</b>	-	-	-	-

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

## Notes to the Financial Statements *for the year ended 30 June 2017*

### *Interest rate sensitivity analysis*

None of the Commission's financial assets and financial liabilities at the end of the reporting period are sensitive to movements in interest rates, hence movements in interest rates have no bottom line impact on the Commission's surplus or equity.

### *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.

### Note 33 Remuneration of Auditor

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

Auditing the accounts, financial statements and key performance indicators

	2017 \$	2016 \$
	33,800	33,300
	<b>33,800</b>	<b>33,300</b>

### Note 34 Indian Ocean Territories

Balance at the start of the period

Receipts

Payments

**Balance at the end of period**

	2017 \$	2016 \$
	(309)	(3,247)
	22,480	13,937
	(23,177)	(10,999)
	<b>(1,006)</b>	<b>(309)</b>

### Note 35 Supplementary financial information

#### **Write offs**

During the 2017 financial year one debt of \$99 was written off by the Commission (2016: \$1,076).

#### **Losses through theft, defaults and other causes**

No theft, defaults during the year.

#### **Gifts of public property**

No gift of public property during the year.



Equal Opportunity Commission staff at Aboriginal cultural awareness training

# Key performance indicators

## Certification of key performance indicators

For the year ended 30 June 2017

I hereby certify that the performance indicators are based on proper records, are relevant and appropriate for assisting users to assess the office of the Commissioner for Equal Opportunity's performance, and fairly represent the performance of the Commission for the financial year ended 30 June 2017.

John Byrne  
Acting Commissioner for Equal Opportunity

11 September 2017

## Report on key performance indicators

The Commissioner for Equal Opportunity provides information on equal opportunity and human rights issues as well as avenues of redress to individuals who experience unlawful discrimination.

Government Goal Outcome Based Service Delivery	Desired Outcome	Services
Greater focus on achieving results in key service delivery areas for the benefit of all Western Australians.	The people of Western Australia are provided with information and advice about equal opportunity and human rights issues and have accessible avenues of redress under the relevant legislation.	Provision of information and advice regarding equal opportunity and human rights Avenues of redress for unlawful discrimination and unreasonable treatment.

The Commission's effectiveness indicators demonstrate the extent to which the Commissioner for Equal Opportunity meets the Desired Outcomes by providing:

- information and advice about equal opportunity and human rights issues, and
- accessible avenues of redress under the relevant legislation.

The efficiency indicators measure the cost of providing services:

- service 1: Provision of information and advice regarding equal opportunity and human rights, and
- service 2: Avenue of redress for unlawful discrimination and unreasonable treatment under the relevant legislation.

All target figures have been reported in the 2016-17 Budget Papers, Vol 2, Division 40 Part 9.

## Key effectiveness indicators relating to desired outcomes

The people of Western Australia are provided with information and advice about equal opportunity and human rights issues and have accessible avenues of redress under relevant legislation.

### Outcome 1: Awareness and promotion of equality of opportunity

The Commission undertakes a range of community education and training programs to raise awareness and promote equality of opportunity. The effectiveness of this program is measured by a survey of community awareness which is undertaken on a triennial basis.

#### Indicator: Community awareness of the *Equal Opportunity Act 1984* and belief it is of benefit

The extent to which the Western Australian community is aware of equality of opportunity, and recognises and accepts the *Equal Opportunity Act 1984* (the Act) is assessed by conducting a community-wide survey every three years to ascertain community attitudes to equal opportunity. The figures provided for this report are therefore based on surveys conducted in 2015.

This effectiveness indicator is derived by combining the results of the questions relating to community awareness of the Act and belief in the benefit of having such legislation. These results are set out in Table 1, with more details shown in Table 2.

Table 1  
Awareness of the *Equal Opportunity Act (1984)*  
2006 – 2015

	2006 %	2009 %	2012 %	2015 Target %	2015 Actual %
Community awareness of the EO Act and belief it is of benefit	84.3	81.4	82.1	82.0	76.5

The decrease shown in this indicator is largely due to a decline in awareness of the Act. The survey conducted in early 2015 found that 65% of the Western Australian community has heard of the *Equal Opportunity Act 1984*. This is a decrease on the previous survey from 73% and could be attributed to the uncertainty for the Commission during the period of the government 'Review into the organisations set up under the *Equal Opportunity Act 1984*'. Evidence supporting this is apparent in the decrease in number of new complaints received during this period.

## Background and details of survey of community awareness

In May 2015, Patterson Research Group (PRG) undertook a survey of community awareness across Western Australia to assess public levels of awareness and views of the Act and its provisions, as well as levels of community concern for equal opportunity and human rights issues.

This survey is now in its seventh wave. It commenced in 1997 and was most recently conducted in May 2015 as indicated above. The figures for this reporting year are based on this survey and therefore could not show any variation from the 2014-15 results.

Results of the key survey questions from 2006 to 2015 are shown in Table 2.

The survey methodology comprised a telephone survey of a random sample of the adult population. In total 400 respondents were interviewed, with 300 from the Perth metro area and 100 from country WA. The resultant survey error for WA overall is  $\pm 4.9\%$  at the 95% confidence level. Post data collection, the data was weighted according to the latest census data available from the Australian Bureau of Statistics (ABS) to ensure the respondents are representative of the Western Australian population

The response rate of 11% is calculated as the number of interviews as a proportion of the calls made. A total of 3511 calls were made. In its final report PRG stated that response rate of 11%, which is typical of for this type of survey which has specific age and gender specific quotas.

The table shows the key results for the whole of Western Australia.

**Table 2**  
Community survey of public awareness, recognition and acceptance of the *Equal Opportunity Act 1984* 2006 – 2015

	2006 Survey		2009 Survey		2012 Survey		2015 Survey	
	Perth	Whole of WA	Perth	Perth	Whole of WA	Whole of WA	Perth	Whole of WA
	%	%	%	%	%	%	%	%
Who had heard of the EO Act	77.5	76.8	76.7	73.8	74.3	73.0	64.0	65.0
Of those who had heard of the EO Act, who recognised one or more grounds of discrimination	99.6	99.1	100	100	98.3	98.3	100	100
Who believed that people are generally very or quite concerned about equal opportunity issues	43.1	46.1	48.4	47.5	52.1	48.8	55.0	53.0
Who were generally very or quite concerned about equal opportunity issues	64.7	63.4	63.6	62.6	63.2	60.4	60.0	60.0
Who believe that it is of benefit to have an Act that deals with discrimination	93.8	91.7	89.2	89.0	91.1	91.1	88.0	88.0

## Outcome 2: Redress for unlawful discrimination and unreasonable treatment

### Indicator: Percentage of complaints finalised within six and 12 months

The Commissioner has continued to review procedures so complaints are finalised in a timely manner without compromising the ability of all participants to be treated fairly and achieve satisfactory outcomes. Table 3 shows the targets set for the finalisation of complaints within both six (6) and 12 months. The marginal decrease in the time taken in 2016-17 to finalise complaints in six (6) months reflects an increasing complexity of complaints received which impacted on the time taken to finalise complaints as well as the reduction of 1.5 FTE officers (25%) dealing with complaints.

**Table 3**  
**Percentage of complaints finalised within six and 12 months**  
**2013-14 to 2016-17**

Percentage of complaints finalised within:	2013-14 %	2014-15 %	2015-16 %	2016-17 Budget Target %	2016-17 Actual %
Six months	91.7	96.8	97.5	95	89.6
12 months	100	99.8	100	99	99.7

## Key efficiency indicators relating to services

### Service 1: Awareness and promotion of equality of opportunity

#### Indicator: Average hourly cost of development and delivery of training courses

The provision of fee-for-service training courses for government, non-government and private sector organisations is one of the two streams conducted by the Commissioner. These courses, for which a fee is charged, centre on the responsibilities of these organisations under the *Equal Opportunity Act 1984* both in their employment practices, and in the provision of services.

The total hours of preparation and delivery of fee-for-service training was 514.5 hours, whilst the previous year's total was 427 hours. The total cost of fee-for-service training in 2016-17 was \$543,928 compared with \$475,073 in the previous year.

The Actual Average Hourly Cost of the Development and Delivery of Training Courses is lower than the 2016-17 Budget Target due to a higher than expected number of hours of training being delivered, and improvements in the system for tracking training hours.

**Table 4**  
Average hourly cost of development and delivery of training courses 2013-14 to 2016-17

	2013-14 \$	2014-15 \$	2015-16 \$	2016-17 Budget Target \$	2016-17 Actual \$
Average hourly cost of development and delivery of training courses	1,152	996	1,113	1,533	1,057

## Service 2: Redress for unlawful discrimination and unreasonable treatment

### Indicator: Average cost of complaints handled

This indicator reflects the costs involved in investigating and seeking to conciliate allegations of unlawful discrimination lodged by members of the community. It is based on the total number of complaints handled, including those closed and those still under investigation in the financial year. Details of this process can be found in the Report on Operations chapter of this report.

The 510 complaints handled was lower than the 526 handled in 2015-16 with associated costs of \$1,463,154 and \$1,709,789 respectively.

The 2016-17 Estimated Actual Average Cost per Complaint is higher than the 2016-17 Budget due to the number of complaints handled being lower than projected by 120 complaints. Also the actual cost of services was \$40,000 more than the projected \$1,423,762. The average cost per complaint handled however was lower than the previous year by 13% due to a reduction in staff.

**Table 5**  
Average cost per complaint handled  
2013-14 to 2016-17

	2013-14 \$	2014-15 \$	2015-16 \$	2016-17 Budget Target \$	2016-17 Actual \$
Average cost per complaint handled	2,466	2,361	3,251	2,260	2,869

## Ministerial directions

No Ministerial directives were received during the reporting period.

## Other financial disclosures

### Pricing policies of services provided

The Commission charges for services rendered on a full or partial cost recovery basis. These fees and charges were determined in accordance with the *Costing and Pricing Government Services: Guidelines for Use by Agencies in the Western Australian Public Sector* published by Treasury.

The current fees and charges are available on the Commission's website at <http://www.eoc.wa.gov.au/community-education-training/current-courses/courses---standard>

### Capital works

No Capital works were undertaken this year.

## Employment and Industrial Relations

### Staff profile

	Number of staff (FTE)	
	2015-16	2016-17
Full-time permanent	14	15
Full-time contract	2	0
Part-time permanent (measured on FTE basis)	4	4
Part-time contract (measured on FTE basis)	0	0.2
<b>Total</b>	<b>20.0</b>	<b>19.2</b>
Employees seconded out	1	1
Employees seconded in	-	2

### Workers compensation

During the 2016-17 financial year no new compensation claims were recorded.

## Staff development

### Workforce planning

The Equal Opportunity Commission is constantly striving to build and maintain a workforce that will enable it to deliver quality services to all clients. Our Workforce Plan aims to identify skills gaps, look at ways for developing our people and implement a recruiting strategy to help us achieve and maintain a workforce with the expertise needed to deliver our core objectives.

As a result of this, the following have been identified as priority:

- Attracting and retaining the right people
- Minimising skill loss; maximising skill sharing; documenting learned knowledge
- Supporting diversity
- Creating a positive and inclusive workplace culture
- Supporting a healthy and productive organisation.

Throughout 2016-17 the Commission reviewed and endorsed the following policies and plans:

- Internal Audit Charter Policy
- WA Government Purchasing Card Policy and Operational Guidelines
- Staff Attendance at Human Right Events
- Hours of Work, Flexible Working Arrangements and Time in Lieu Policy
- Risk Management Framework and Policy
- Risk Priority Summary 2017-2018
- Leave Liability Policy
- Disability Access and Inclusion Plan 2016-2021 and Disability Access and Inclusion Feedback Form
- Communications Plan
- EOC Strategic Plan 2017-2019

### Staff training

As part of the Commission's staff induction process, all staff are required to undertake cultural competency training.

In addition to this, various staff attended the following courses:

- Receptionist & Switchboard Operators - Physical Threat
- EO Law & Workplace Culture
- PID - Public Interest Disclosure Refresher Training
- R U OK? EAP Mental Health Briefing
- ALLY Training – LGBTI
- ALLY Trainer session
- Convention Obligations
- ASC Portal Training
- Aurion BPOS training
- Mediation Training Course
- Cross Cultural Immersion Training
- Effective Service for People who have a Mental Illness
- Windows 10 and Office upgrade training.
- First Aid
- TRIM Training
- Introduction to Equal Opportunity Law
- Adobe InDesign.

# Governance disclosures

## Contracts with senior officers

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

## Unauthorised use of credit cards

In accordance with TI 321 *Credit cards – Authorised Used and TI 903*, there were nil instances of unauthorised use of corporate credit cards.

# Other legal requirements

## Disability access and inclusion plan outcomes

The Commission developed its Disability Access and Inclusion Plan, in consultation with staff, which is available on the website: [www.eoc.wa.gov.au](http://www.eoc.wa.gov.au).

The Plan will be reviewed during this financial year.

Initiatives in the current financial year to address the seven desired outcomes are set out below.

### Desired outcome 1

People with disabilities have the same opportunities as other people to access the services of, and any events organised by, a public authority.

All functions held off the Commission's premises are assessed to ensure access.

### Desired outcome 2

People with disabilities have the same opportunities as other people to access the buildings and other facilities of a public authority.

Access to Commission services has been improved by:

Redesign of the main reception area to provide improved access for all clients.

### Desired outcome 3

People with disabilities receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.

Following the accessibility audit of the Commission's website, a redesign and review was undertaken to ensure compliance with the State Government accessibility framework.

#### **Desired outcome 4**

People with disabilities receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.

The Commission is a Companion Card participant and continues to provide information to clients about this program.

Reception and key staff have been trained in the use of the TTY (Telephone typewriter) service.

The Commission refers enquirers and complainants to appropriate disability advocacy and support services where required.

When working with hearing impaired people, Commission staff follow the client's direction regarding their preferred choice of type of interpreter.

#### **Desired outcome 5**

People with disabilities have the same opportunities as other people to make complaints to a public authority.

Complaint information and forms are available in hard copy and on the website.

The website was upgraded to comply with accessibility guidelines as well as providing for access by mobile devices, further improving access, including the ability to submit enquiries, complaints and training registrations online.

#### **Desired outcome 6**

People with disabilities have the same opportunities as other people to participate in any public consultation by a public authority.

Venues, parking access, printed materials and presentations and any other special requirements of participants are addressed prior to any public consultation.

#### **Desired outcome 7**

People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

The Commission promotes a culture of inclusiveness and seeks to ensure the workplace is free of impairment discrimination. Job vacancies are posted on the Commission's website which has been upgraded to comply with accessibility guidelines.

### **Substantive equality**

Although the Commission is not required under the Public Sector Commissioner's circular it has chosen to continue to implement the objectives of the Framework in its own operations.

During the current year:

- Continued to revise the implementation plan
- Encouraged all staff to participate in Fair Go for your Clients – course aimed at increasing awareness of how systemic discrimination impacts on different groups
- Staff dealing with enquiries and reception attended session on effectively dealing with clients who have a mental illness
- Maintained both implementation of substantive equality and issues and trends (identification of systemic discrimination) as standing items on the agenda for staff meetings
- Identified policies requiring review which need to have impact assessments.

## Record keeping plan

### Evaluation of the efficiency and effectiveness of recordkeeping systems

The Commission uses the electronic records management system TRIM (Total Records Information Management) to manage and control all correspondence and documents received; created by; and distributed by the agency. This system is centrally administered to ensure appropriate security controls are in place and to promote standardisation of file creation and naming conventions. The Commission continued work on the retention and disposal of Commission's records as a priority to move old records to offsite storage. Preparation for and extensive testing of the new version of TRIM was undertaken with the proposed upgrade due to take place in August 2017.

### Nature and extent of recordkeeping training program

The Commission has continued its individual and group records awareness and recordkeeping process training for all staff ensuring that employees are aware of their responsibilities and how to use the electronic records management system (TRIM). A hardcopy user guide was provided for reference and will be reviewed and updated in line with the TRIM software upgrade.

### Review of efficiency and effectiveness of recordkeeping training program

In 2016-17 the Commission conducted additional training for employees to increase utilisation of the electronic system, ensure standardisation throughout the agency and to provide training in the revised Retention and Disposal processes.

### Induction program addresses employee roles and responsibilities in regard to their compliance with the organisations' recordkeeping plan

New employees are provided with the following information to ensure they are aware of their role and responsibilities in terms of recordkeeping within the Equal Opportunity Commission:

- Induction manual
- Theoretical and hands-on training by the Management Support Officer – Records
- Hardcopy user guide.

Induction sessions are conducted for all new employees upon commencement. The session runs for approximately one – two hours and covers:

- The requirement to capture records
- Types of records handled by the Commission
- Organisational and individual responsibilities in regards to record keeping
- Determining significance of records.

A second hands-on training session is provided to ensure that the inductee is familiar with:

- Capturing records in and retrieving information from TRIM
- Naming conventions and standardisation including the use of AAA Thesaurus where relevant
- Using protocols within TRIM to ensure consistency
- File maintenance and paper record handling procedures
- Retention and disposal (where appropriate)
- Disclosures and legal compliance.

## Electoral Act 1907 Section 175ZE

In accordance with section 175ZE of the *Electoral Act 1907*, the Commission incurred the following expenditure in market research, polling, direct mail and media advertising.

	2016-17
Advertising agencies	Nil
Market research organisations	Nil
Polling organisation	
Survey Monkey	\$1,149.70
Direct mail organisation	
Mail Chimp	\$807.73
Media advertising organisations	Nil
<b>Total</b>	<b>\$1,957.43</b>

## Compliance with public sector standards and ethical codes

In accordance with section 31(1) of the *Public Sector Management Act 1994*, The Commission has fully complied with the Public Sector Standards, Commissioner's Instructions, the WA Code of Ethics and the Commission's Code of Conduct.

Procedures are in place to ensure such compliance and appropriate assessments are conducted as required.

There were no breaches of standards lodged during the year.

Procedures are in place to ensure such compliance and appropriate assessments are conducted as required and are consistent with information provided in the Public Sector Commission's Annual Agency Survey.

Applications for breach of standard and corresponding outcomes for 2016-17	
Number lodged	0
Number of breaches found	0
Number still under review	0

## Occupational health and safety

The Commission is committed to providing an environment that is healthy, safe and which promotes the welfare of the employees and any other people who may be affected by the work environment of the Commission.

The two elected Occupational Safety and Health (OSH) representatives conduct regular office inspections, and during these inspections consult staff and seek feedback on workstation and work related ergonomic and other OSH issues. Any urgent issues are documented, and submitted for action.

In the 2016-17 financial year the only significant high-risk issue identified by the OSH representatives, were four emergency exit lights which were not working, including one at the main exit. These were reported for urgent attention, and contractors were engaged, and the lights were made operational. Other reported issues were low risk, such as ensuring materials on shelves were properly stacked and stored safely, and slip risks removed from floors.

The OSH representatives are also responsible for conducting the OSH component during the induction of new staff.

An assessment of the occupational safety and health management systems was last completed in 2012 using a recognised assessment tool by an independent external OH&S consultancy firm.

The consultants identified a few medium and low priority matters which were recommended for remediation, and these were accepted for actioning by the Corporate Executive. 100% of the recommended actions have been completed.

## Formal mechanism for consultation with employees

Managers and employees are regularly reminded of their responsibilities. These include:

- All related occupational safety and health management policies are provided during the induction process and are also available to all staff on the intranet
- All new employees are provided with OSH information and basic training as part of the induction process
- OSH inspections are carried out regularly in accordance with the policy
- If an issue is identified it is followed up initially by the manager and then by an OSH Representative if required
- Reports are provided quarterly to Corporate Executive
- Accidents are recorded in the Accident report register either by the injured party, the first aider or an OSH Representative
- If an injury requires any treatment it is reported to the OSH Representative and the Manager Corporate Services.

## Measures

The following table provides actual results for the 2016-17 reporting period against targets specified in *Public Sector Commissioner's Circular 2012-05: Code of Practice-Occupational Safety and Health in the Western Australian Public Sector*. We had no lost time injuries during the period.

Actual results				Results against target
Measure	2015-16	2016-17	Target	Comment on result
Number of fatalities	0	0	0	
Lost time injury and/or disease incidence rate	0	0	0	
Lost time injury and/or disease severity rate	0	0	0	
Percentage of injured workers returned to work:				
(i) Within 13 weeks	0	0	0	
(ii) Within 26 weeks	0	0	0	
Percentage of managers trained in occupational safety, health and injury management responsibilities	0	0	0	Managers have not undertaken formal training recently due to budgetary constraints. However, Managers are aware of their responsibilities in regards to Occupational, Health and injury management from previous training. Subject to future funds being available, the Commission will endeavour to provide refresher training.

# Appendices

## Appendix A: enquiry and complaint tables

Table 1: Enquires received by ground

Ground	2015-16	%	2016-17	%
Age	94	5.4	73	4.6
Breastfeeding	3	0.2	2	0.1
Bullying	90	5.2	52	3.3
Family Responsibility/Status	63	3.6	52	3.3
Gender History	12	0.7	5	0.3
Gender Identity	12	0.7	8	0.5
Impairment	353	20.2	362	22.8
Marital Status	7	0.4	4	0.3
Political Conviction	7	0.4	3	0.2
Pregnancy	57	3.3	36	2.3
Publication of Name in Fines Enforcement Registry Website	1	0.1	0	0.0
Race	233	13.4	245	15.4
Racial Harassment	24	1.4	3	0.2
Racial Vilification	9	0.5	9	0.6
Religious Conviction	37	2.1	38	2.4
Religious Vilification	3	0.2	2	0.1
Sex	92	5.3	98	6.2
Sexual Harassment	81	4.6	62	3.9
Sexual Orientation	23	1.3	13	0.8
Spent Conviction	25	1.4	12	0.8
Victimisation PID	3	0.2	2	0.1
All grounds	121	6.9	130	8.2
Other	60	3.4	55	3.5
Not applicable	335	19.2	323	20.3
<b>Total</b>	<b>1745</b>	<b>100</b>	<b>1589</b>	<b>100</b>

Table 2: Enquires received by area

Area	2015-16	%	2016-17	%
Access to Places and Vehicles	23	1.3	32	2.0
Accommodation	79	4.5	70	4.4
Clubs	32	1.8	24	1.5
Education	85	4.9	94	5.9
Employment	969	55.5	804	50.6
Goods, Services and Facilities	242	13.9	219	13.8
Land	0	0.0	1	0.1
Public Place	2	0.1	5	0.3
Sport	6	0.3	5	0.3
All areas	103	5.9	104	6.5
Other	25	1.4	42	2.6
Not applicable	179	10.3	189	11.9
<b>Total</b>	<b>1745</b>	<b>100</b>	<b>1589</b>	<b>100</b>

## About the complainant

Complainants were asked a series of questions when completing the complaint form, the results are shown below.

In which country were you born?

**Table 3: Birthplace of complainant**

Birthplace	2015-16	%	2016-17	%
Born in Australia	271	61.7	262	60.9
Born outside Australia	107	24.4	152	35.3
No survey returned/unspecified	61	13.9	16	3.7
<b>Total</b>	<b>439</b>	<b>100</b>	<b>430</b>	<b>100</b>

What is the main language spoken at home?

**Table 4: Language of complainant**

Language	2015-16	%	2016-17	%
Other	41	9.3	50	11.6
English	350	79.7	365	84.9
No survey returned/unspecified	48	11.0	15	3.5
<b>Total</b>	<b>439</b>	<b>100</b>	<b>430</b>	<b>100</b>

Do you consider yourself to have an ethnic background?

**Table 5: Ethnic background of complainant**

Ethnicity	2015-16	%	2016-17	%
Yes	106	24.1	96	22.3
No	283	64.5	318	74.0
No survey returned/unspecified	50	11.4	16	3.7
<b>Total</b>	<b>439</b>	<b>100</b>	<b>430</b>	<b>100</b>

Which of the following age group do you belong?

**Table 6: Age of complainant**

Age	2016-17	%
0 – 12	6	1.4
13 – 17	12	2.8
18 – 24	31	7.2
25 – 34	106	24.7
35 – 44	93	21.6
45 – 54	95	22.1
55 – 64	44	10.2
65 – 74	15	3.5
75+	11	2.6
No survey returned/unspecified	17	4.0
<b>Total</b>	<b>430</b>	<b>100</b>

Which of the following best describes you currently?

**Table 7: Work status of complainant**

Work status	2015-16	%	2016-17	%
Homemaker	16	3.6	15	3.5
In paid employment	177	40.3	179	41.6
Looking for work	110	25.1	109	25.3
Pensioner	28	6.4	41	9.5
Retired	12	2.7	11	2.6
Student	38	8.7	51	11.9
No survey returned/unspecified	58	13.2	24	5.6
<b>Total</b>	<b>439</b>	<b>100</b>	<b>430</b>	<b>100</b>

Do you have an impairment that results in a permanent disability?

**Table 8: Disability of complainant**

Disability	2015-16	%	2016-17	%
Yes	122	27.8	121	28.1
No	258	58.8	286	66.5
No survey returned/unspecified	59	13.5	23	5.4
<b>Total</b>	<b>439</b>	<b>100</b>	<b>430</b>	<b>100</b>

## About the complaint

**Table 9: How complainants lodged their complaints**

	2015-16	%	2016-17	%
Email	40	9.1	104	24.2
Fax	14	3.2	0	0.0
Hand	25	5.7	33	7.7
Post	93	21.2	75	17.4
Web	267	60.8	218	50.7
<b>Total</b>	<b>439</b>	<b>100</b>	<b>430</b>	<b>100</b>

**Table 10: Complainants residence**

	2015-16	%	2016-17	%
Metropolitan	339	77.2	327	76.0
Non-Metropolitan	81	18.5	81	18.8
Other State/Overseas	7	1.6	12	2.8
Not specified	12	2.7	10	2.3
<b>Total</b>	<b>439</b>	<b>100</b>	<b>430</b>	<b>100</b>

**Table 11: Complaints received by ground**

Ground	2015-16	%	2016-17	%
Age	26	5.9	34	7.9
Breastfeeding	0	0.0	2	0.5
Family Responsibility	20	4.6	29	6.7
Family Status	4	0.9	3	0.7
Gender History	4	0.9	1	0.2
Impairment	102	23.2	123	28.6
Marital Status	3	0.7	2	0.5
Political Conviction	0	0.0	1	0.2
Pregnancy	22	5.0	17	4.0
Publication of Name in Fines Enforcement Registry Website	1	0.2	0	0.0
Race	74	16.9	65	15.1
Racial Harassment	22	5.0	17	4.0
Religious Conviction	13	3.0	13	3.0
Sex	33	7.5	19	4.4
Sexual Harassment	54	12.3	24	5.6
Sexual Orientation	12	2.7	1	0.2
Spent Conviction	2	0.5	24	5.6
Victimisation	47	10.7	50	11.6
Victimisation PID	0	0.0	5	1.2
<b>Total</b>	<b>439</b>	<b>100</b>	<b>430</b>	<b>100</b>

**Table 12: Impairment complaints received – Type of disability**

Disability of complainant	2016-17	%
Blind	5	4.1
Deaf	4	3.3
Hearing impairment	1	0.8
HIV or other organisms	3	2.4
Imputed impairment	6	4.9
Intellectual disability	20	16.3
Mental health/psychosocial	29	23.6
Physical disability	51	41.5
Vision impairment	3	2.4
Not specified	1	0.8
<b>Total</b>	<b>123</b>	<b>100</b>

**Table 13: Complaints received by area**

Area	2015-16	%	2016-17	%
Access to Places and Vehicles	18	4.1	12	2.8
Accommodation	23	5.2	33	7.7
Clubs	4	0.9	7	1.6
Education	21	4.8	35	8.1
Employment	290	66.1	265	61.6
Goods, Services and Facilities	83	18.9	75	17.4
Not specified	0	0.0	1	0.2
Victimisation	0	0.0	2	0.5
<b>Total</b>	<b>439</b>	<b>100</b>	<b>430</b>	<b>100</b>

**Table 14: Complaints received by ground and sex of complainant**

Ground	Female	Male	Mixed Group	X (Indeterminate/intersex/unspecified)	Total
Age	13	21	0	0	34
Breastfeeding	2	0	0	0	2
Family Responsibility	24	5	0	0	29
Family Status	3	0	0	0	3
Gender History	1	0	0	0	1
Impairment	57	65	1	0	123
Marital Status	1	1	0	0	2
Political Conviction	0	1	0	0	1
Pregnancy	16	1	0	0	17
Public of Name in Fines Enforcement Registry Website	0	0	0	0	0
Race	27	37	1	0	65
Racial Harassment	6	11	0	0	17
Religious Conviction	5	8	0	0	13
Sex	15	4	0	0	19
Sexual Harassment	18	6	0	0	24
Sexual Orientation	0	1	0	0	1
Spent Conviction	0	24	0	0	24
Victimisation	26	24	0	0	50
Victimisation – PID	1	4	0	0	5
<b>Total</b>	<b>215</b>	<b>213</b>	<b>2</b>	<b>0</b>	<b>430</b>

## About the respondents

**Table 15: Respondent identity**

Respondent identity	2015-16	%	2016-17	%
Club	10	2.3	27	6.3
Non-government organisation	54	12.3	27	6.3
Private enterprise	240	54.7	248	57.7
State government department agency/authority/local	135	30.8	128	29.8
<b>Total</b>	<b>439</b>	<b>100</b>	<b>430</b>	<b>100</b>

**Table 16: Size of organisation**

Size of organisation	2015-16	%	2016-17	%
Less than 5	3	0.7	7	1.6
5 - 19	23	5.2	12	2.8
20 - 99	89	20.3	52	12.1
100- 499	72	16.4	79	18.4
500+	166	37.8	167	38.8
Not specified	86	19.6	113	26.3
<b>Total</b>	<b>439</b>	<b>100</b>	<b>430</b>	<b>100</b>

**Table 17: Respondent industry**

Respondent industry	2015-16	%	2016-17	%
Accommodation & Food Services	38	8.7	26	6.0
Administrative and Support Services	15	3.4	13	3.0
Agriculture, Forestry & Fishing	3	0.7	9	2.1
Arts & Recreation Services	21	4.8	18	4.2
Construction	31	7.1	12	2.8
Education & Training:				
Tertiary Education	13	3.0	25	5.8
School Education	17	3.9	17	4.0
Adult, Community and Other Education	6	1.4	6	1.4
Electricity, Gas, Water & Waste Services	0	0.0	1	0.2
Financial and Insurance Services	4	0.9	19	4.4
Health Care and Social Assistance	79	18.0	56	13.0
Information Media & Telecommunications	2	0.5	5	1.2
Manufacturing	8	1.8	4	0.9
Mining	23	5.2	28	6.5
Professional, Scientific & Technical Services	10	2.3	7	1.6
Public Administration and Safety	33	7.5	18	4.2
Correctional and Detention Services	10	2.3	16	3.7
Police Services	8	1.8	10	2.3
Rental, Hiring & Real Estate Services	37	8.4	43	10.0
Retail Trade	46	10.5	45	10.5
Transport, Postal & Warehousing	21	4.8	18	4.2
Wholesale Trade	6	1.4	0	0.0
Other Services	8	1.8	34	7.9
<b>Total</b>	<b>439</b>	<b>100</b>	<b>430</b>	<b>100</b>

## How complaints were handled

**Table 18: Outcome of complaints closed**

Outcome	2015-16	%	2016-17	%
Conciliated	107	24.0	96	28.7
Dismissed	112	25.1	71	21.2
Lapsed	78	17.5	37	11.0
Referred to Tribunal by Commissioner	31	7.0	7	2.1
Withdrawn	118	26.5	124	37.0
<b>Total</b>	<b>446</b>	<b>100</b>	<b>335</b>	<b>100</b>

**Table 19: Outcome by time taken to close**

Outcome	2015-16 Average time taken by months	2016-17 Average time taken by months
Conciliated	2.8	4.0
Dismissed	3.6	4.3
Lapsed	2.8	3.2
Referred to Tribunal by Commissioner	4.8	5.3
Withdrawn	1.6	2.0
<b>Total average time taken to close complaints</b>	<b>2.9</b>	<b>3.3</b>

## Appendix B: complaints received from 1985 to 2017



Commissioners for Equal Opportunity

○ June Williams

● Moria Rayner

● Yvonne Henderson

● Allanah Lucas

● John Byrne

## Appendix C: feedback form



The Commission is interested in receiving your feedback regarding our 2016-17 Annual Report, as we are constantly striving to improve our services. Thank you for taking the time to complete and return this form.

- |  |           |      |         |      |      |
|--|-----------|------|---------|------|------|
| 1) In general terms, how would you rate the 2016-17 Annual Report? | Excellent | Good | Average | Fair | Poor |
|  | 1         | 2    | 3       | 4    | 5    |
- 2) How could we improve our Annual Report?
- 3) What features or sections in the Annual Report did you like?
- 4) Any other comments?
- 5) What is your relationship with the Commission? (Please tick)
- |  |  |
|--|--|
| <input type="radio"/> Complainant                            | <input type="radio"/> Student              |
| <input type="radio"/> Respondent                             | <input type="radio"/> Advocate             |
| <input type="radio"/> Training participant: private sector   | <input type="radio"/> Legal firm           |
| <input type="radio"/> Training participant: community sector | <input type="radio"/> e-bulletin recipient |
| <input type="radio"/> Training participant: public sector    | <input type="radio"/> Website browser      |

Please return this form:

Commissioner for Equal Opportunity  
Equal Opportunity Commission  
PO Box 7370, Cloisters Square, PERTH WA 6850  
or Facsimile to: 9216 3960, or email: [eoc@eoc.wa.gov.au](mailto:eoc@eoc.wa.gov.au)

Thank you for your feedback

