



Government of Western Australia
Department of Communities



Department of Communities

Annual Report 2022–23



Accessibility statement

The Department of Communities strives to achieve online accessibility when delivering information to be inclusive of a wide range of people, including people with disability. This annual report has been designed in both a PDF and accessible Word format. Some parts of the report may not achieve accessibility standards; for example, the text size in some financial tables has been reduced to fit an A4 page. If you require an alternative format, please email: enquiries@communities.wa.gov.au

Acknowledgment of Country

The Department of Communities proudly acknowledges Traditional Custodians throughout Western Australia and recognises their continuing connection to the land and waters, families and community. We pay our respects to all members of the Aboriginal communities and their cultures; and to Elders past and present.

Statement of compliance



**Hon Sue Ellery
MLC**

Minister for Finance;
Commerce; Women's
Interests



**Hon Simone
McGurk MLA**

Minister for Training;
Water; Youth



**Hon John Carey
MLA**

Minister for Planning;
Lands; Housing;
Homelessness



**Hon Sabine
Winton MLA**

Minister for Early
Childhood Education;
Child Protection;
Prevention of Family
and Domestic Violence;
Community Services



**Hon Don Punch
MLA**

Minister for Regional
Development;
Disability Services;
Fisheries; Seniors and
Ageing; Volunteering

For the year ended 30 June 2023

In accordance with section 63 of the *Financial Management Act 2006*, I hereby submit for your information and presentation to Parliament, the annual report of the Department of Communities for the financial year ended 30 June 2023.

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

Mike Rowe
Accountable Authority

15 September 2023



Contents

01 Statement of compliance

03 Overview

04 Director General Overview

08 Departmental Overview

12 Contact information

13 Ministers and portfolio responsibilities

14 Year in review 2022–23

15 Agency performance

16 Report on operations

41 Summary of key performance indicators

49 Disclosures and legal compliance

50 Disclosures and legal compliance

51 Auditor General's opinion

56 Financial statements

129 Key performance indicators

130 Key performance indicators

130 Certification of key performance indicators

131 Outcome based management reporting framework

149 Other requirements

150 Ministerial directions

150 Act of Grace payments

150 Unauthorised use of credit cards

151 Advertising, market research, polling and direct mail

151 Disability Access and Inclusion Plan

154 Recordkeeping plan

155 Board and committee remuneration

165 Compliance with Public Sector Standards and ethical codes

165 Occupational safety, health and injury management

170 WA Multicultural Policy Framework



Overview





Director General Overview



Mike Rowe

I am pleased to present the Department of Communities Annual Report 2022–23. This Annual Report highlights the breadth of the Department’s responsibilities and showcases a range of achievements and challenges faced during the financial year.

With five Ministers and eleven portfolios, the Department is responsible for delivering a diverse range of vital policies, programs, and services that improve the wellbeing of people, families and communities across Western Australia.

While the Department’s role is complex and challenging, it is also very rewarding.

The Department is privileged to provide essential child protection, housing, homelessness, family and domestic violence, early childhood education and disability services throughout Western Australia, and to work with the community, non-government partners and other agencies to improve outcomes for some of the most vulnerable Western Australians. It provides targeted social policy advice to government across a range of priorities, including volunteering, youth, seniors and ageing, disabilities, carers, and women’s interests. It also

implements programs and initiatives focused on delivering appropriate services and integrated supports to improve the lives of individuals, children and families.

The Department employs more than 1,100 child protection practitioners, working across Western Australia to support children and families, promoting children’s safety, stability and development and building stronger families. The Department contracts over 900 care arrangements and provides funding to a range of secondary and tertiary support services to assist vulnerable children, young people, families, and communities in the child protection space. In 2022–23, we expanded our support for young people as they move towards independence through the implementation of our Home Stretch program, ensuring that young people leaving the child protection system have access to support up until the age of 21.

The Department implements policies and programs to improve the wellbeing of Aboriginal and Torres Strait Islander people (Aboriginal people*), including delivering a number of Western Australia's targets under the National Agreement on Closing the Gap. In 2022–23 the Department prioritised efforts to reduce the over-representation of Aboriginal children in the child protection system, supporting the achievement of Target 12 (to reduce the rate of overrepresentation of Aboriginal children in out-of-home care by 45 per cent by 2031).

* In this annual report, the term 'Aboriginal people' is inclusive of Aboriginal and Torres Strait Islander people.

The Aboriginal Community Controlled Organisation (ACCO) Strategy 2022 to 2032 (the Strategy) was launched in 2022–23, this will lay the foundation for enduring reform to ensure Aboriginal people are at the core of our business. The Strategy aligns with the National Agreement on Closing the Gap and the Western Australian Aboriginal Empowerment Strategy 2021–2029 demonstrating the long term commitment to self-determination for Aboriginal people.

In response to Priority Reform Area 4 of the National Agreement (transform government organisations so they work better for Aboriginal and Torres Strait Islander people), the Department has established an Aboriginal Employee Network to provide a platform for

Aboriginal staff to connect, plan for professional development, engage in truth and healing, and contribute to priority initiatives towards culturally safe and responsive practices. The Department hosted two face-to-face Aboriginal Employee Network forums, bringing together Network members from across the state. Outcomes from the forums and Network more broadly inform priority programs and initiatives that contribute to the Department's cultural reform agenda.

The Department led a number of reforms to reduce the number of people experiencing homelessness and provide tangible long-term outcomes for this cohort. Working in partnership with the community services sector to deliver homelessness services, the Department is focused on continuing the transition to a housing first approach that is evidence-based and prioritises getting people into permanent housing with flexible and tailored wraparound supports.

Significant supply chain challenges and fluctuating market conditions (high commodity prices, workforce and trade availability, cost escalations, and builder liquidation) continue to impact delivery of the State Government's commitment to improve social housing and homelessness services through construction of 4,000 social housing dwellings and maintenance and refurbishment of thousands more. Despite these challenges, the Department added 756 social housing dwellings to the State's public housing stock during 2022–23.

In April 2023, the Department launched An Age-Friendly WA: State Seniors Strategy the first State Seniors Strategy that provides a 10-year whole of Government strategy to support older Western Australians. The 10-year Strategy is accompanied by the first five-year Action Plan that sets out a range of actions including a comprehensive campaign to tackle ageism in WA. While the Department will oversee delivery of this Strategy, creating an age-friendly WA is everyone's responsibility.

On 1 July 2022, the Department launched WA's first Gender Equality in Public Sector Procurement Pilot. A key action of Stronger Together: WA's Plan for Gender Equality embeds gender equality principles and practices into selected government procurement activities. Supported by the Department of Finance the initial 12-month pilot included participation from 19 State Government Agencies and included contracts to 165 suppliers with a total value of \$193,264,319. The data collected by this pilot will inform further targeted actions to further support suppliers and the public sector to embed gender equality principles in their day-to-day business. Due to the initial success of the pilot, it has been extended for a further 12 months in 2023–24.

The Department is responsible for the regulation and quality assurance of most education and care services across the State and maintains a system of annual compliance checks to ensure all

approved providers, metropolitan and regional, are actively and robustly managing safety. In 2022–23 the Department assessed 234 early childhood and care services under the National Quality Framework, 83 per cent of these services met or exceeded National Quality Standard. The ongoing monitoring and enforcement of compliance with the Law and Regulations ensures the Department is actively targeting access to safer services for the metro and regional communities.

In 2022–23, the Department continued to drive Western Australia's efforts to prevent family and domestic violence and led the charge to raise awareness about gender-based violence through the 16 Days in WA campaign. In late 2022, the Department launched the Aboriginal Family Safety Strategy 2022–2032 as part of the State Government's response to Outcome 13 of the National Agreement on Closing the Gap, and also a priority action of the Path to Safety: Western Australia's strategy to reduce family and domestic violence 2020–2030.

Record-breaking floods associated with ex-Tropical Cyclone Ellie swept through the Kimberley region in early January, destroying major roads and isolating communities. Our response to support remote communities impacted by the floods demonstrates the complex and important role the Department plays in supporting communities who have been impacted by emergencies by coordinating emergency relief and

support services for them in their time of need.

In addition to delivering key projects and services to support the most vulnerable and disadvantaged Western Australians, the Department continued to focus on building the capability of our people and systems.

In November 2022, I launched the Department's Strategic Direction Statement. This statement aligns our vision, purpose, values, directions and the outcomes we are seeking for the people we support, and those who work to support them. It guides the Department's approach to a more integrated and interdisciplinary approach to service delivery, ensuring the provision of responsive services that will build safe, inclusive and empowered Western Australian communities over the next three years.

We were selected as one of eight Government agencies to participate in the Public Sector Commission's Agency Capability Review Program trial which ranked the Department against 21 capabilities identified as critical for high performing agencies. I look forward to responding to the outcomes identified through the review to build the Department's capability and capacity.

These bodies of work will be fundamental in enabling the Department to drive continuous improvement and high performance, with the aim of delivering even better services to Western Australians over the next 12 months and into the future.

Finally, I would like to acknowledge our people, who are committed and come to work every day to make a positive difference to the lives of Western Australians, including some of our most vulnerable citizens.

Looking ahead

In 2023–24, the Department will continue to focus on improving the wellbeing of vulnerable Western Australians.

The Department will continue to align the commissioning of community services to the State Commission Strategy and Implementation Plan 2022–2024, that was endorsed by Cabinet in August 2022. The Department will continue to embed a focused commissioning approach for delivery of services to the community across all of its service delivery areas, including in the four priority areas under its refreshed Agency Commissioning Plan (2023).

Recognising the ongoing challenge of housing affordability throughout Australia, the Department will strengthen its efforts to invest in social housing with a continuing focus on providing safe, secure and functional homes. At the same time, the Department will continue to deliver priority projects across housing and homelessness to ensure Government is maximising its available policy levers to support people to secure suitable and affordable housing. The Department will continue work to strengthen

the foster care system in Western Australia. This will include implementation of a refreshed Foster Carer Recruitment Campaign, supported by targeted improvements to our service model designed to simplify, digitise and enhance foster carer services and boost foster carer numbers in Western Australia.

In 2023–24 the Department will continue to respond to the issue of family and domestic violence as set out in the Path to Safety: Western Australia's Strategy to Reduce Family and Domestic Violence 2020–2030 and the Aboriginal Family Safety Strategy 2022–2032, which contain whole-of-government and community plans for reducing and responding to family and domestic violence over the next decade. In support of these critical strategies, the Department will manage the Government's additional investment of \$52.5 million (over four years) secured in the 2023–24 budget for programs and services to respond to family and domestic violence, including \$18.3 million for refuges and safe houses, \$29.7 million for Family and Domestic Violence One Stop Hubs in Broome, Mirrabooka and Kalgoorlie and \$3.4 million in expansion funding for Coordinated Response Services for 2023–24.

To advance inclusion and participation of people with disability in Western Australia, the Department will continue its focus on implementation of A Western Australia for Everyone: State Disability Strategy 2020–2030

(State Disability Strategy). This is a 10-year whole of community vision to protect, uphold and advance the rights of people with disability living in Western Australia and provide disability sector stewardship. This also includes use of the Disability Sector Strengthening Plan developed in conjunction with the National Coalition of Peaks, as a resource for the Department to enable Aboriginal people with disabilities to realise their rights to participate in all aspects of their lives. In 2023–24 the Department will drive reform of Western Australia's disability legislation; negotiate the National Disability Insurance Scheme Bilateral Agreement; and work across government to develop responses to the National Disability Insurance Scheme Review and the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

The Department will continue the implementation of legislative amendments to the *Working with Children (Screening) Act 2004* that came into effect on 1 July 2023. The amendments to the legislation have brought about key changes to the Department's IT system, including the interface between Working with Children (WWC) Screening Unit and the Western Australia Police Force to allow for 'real time' checking of card holders criminal history information, expansion of the online services in support of the requirement to advise of relevant changes in details or circumstances, and a mechanism for both the Ombudsman WA and Teachers Registration

Board of Western Australia to advise of reportable conduct findings or outcomes.

The Department will work in partnership with the Aboriginal Strategic Advisory Group and key stakeholders to implement the Aboriginal Community Controlled Organisations Strategy, and to finalise and implement a Departmental Reconciliation Action Plan and Aboriginal Cultural Framework, supporting cultural capability to ensure our policies and programs are inclusive, accessible and equitable. We will deliver against important election commitments, including the North-West Aboriginal Housing Fund, and contribute to Western Australia's response to the National Agreement on Closing the Gap and embed the Aboriginal Empowerment Strategy to transform the way we work and partner with Aboriginal people, communities and organisations. The Department will also commence a three-year program to refurbish and restock housing in Aboriginal communities under the State Government's Remote Communities Fund to support Outcome 9 of the National Agreement on Closing the Gap.

I look forward to the year ahead.



Mike Rowe
Director General



Departmental Overview

The Department provides services and partners with others to keep children safe; deliver social and public housing; deliver vital community services, including in emergencies; address homelessness and ensure appropriate, affordable housing; prevent family and domestic violence; provide stewardship for the disability sector; and drive the agenda for women's interests, youth, seniors and ageing, carers, and volunteering.

Our purpose

Our mission is to work together to provide responsive services that build safe, inclusive and empowered Western Australian communities.

Our values

Our values of integrity, courage, respect, empathy, accountability, trust and empowerment are the core principles that underpin our shared behaviour and guide our culture. They define how we work.

Our values

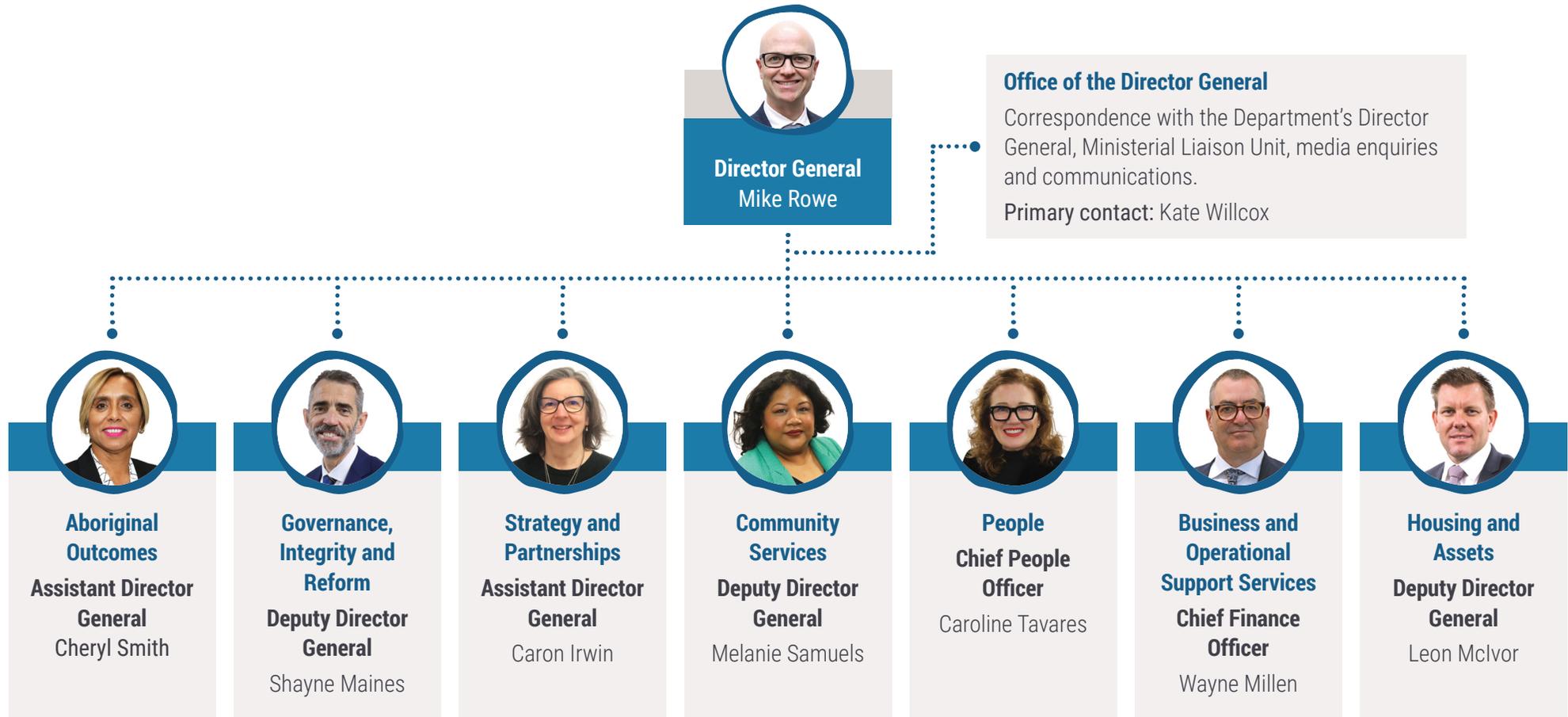
I	Integrity	We are honest We do what we say we'll do
C	Courage	We are bold We are brave
R	Respect	We treat everyone with dignity We recognise contribution and value diversity
E	Empathy	We are authentic and understanding We are compassionate
A	Accountability	We are collectively responsible We are reliable
T	Trust	We are fair We act in good faith
E	Empowerment	We support our colleagues We build on strengths

Strategic directions

The Department's purpose is delivered under six outcomes, as set out in its Strategic Direction Statement 2022 to 2025:

<p>Outcome 1</p>  <p>Strong families To provide safe and nurturing environments</p>	<p>Outcome 2</p>  <p>Care for children To enable children to feel secure and supported</p>	<p>Outcome 3</p>  <p>Inclusive communities That enable social, economic and cultural prosperity</p>
<p>Outcome 4</p>  <p>A place to call home That provides a secure foundation for life</p>	<p>Outcome 5</p>  <p>Resilient people and communities Including those impacted by an emergency or critical event</p>	<p>Outcome 6</p>  <p>A great place to work For all our people, everywhere, every day</p>

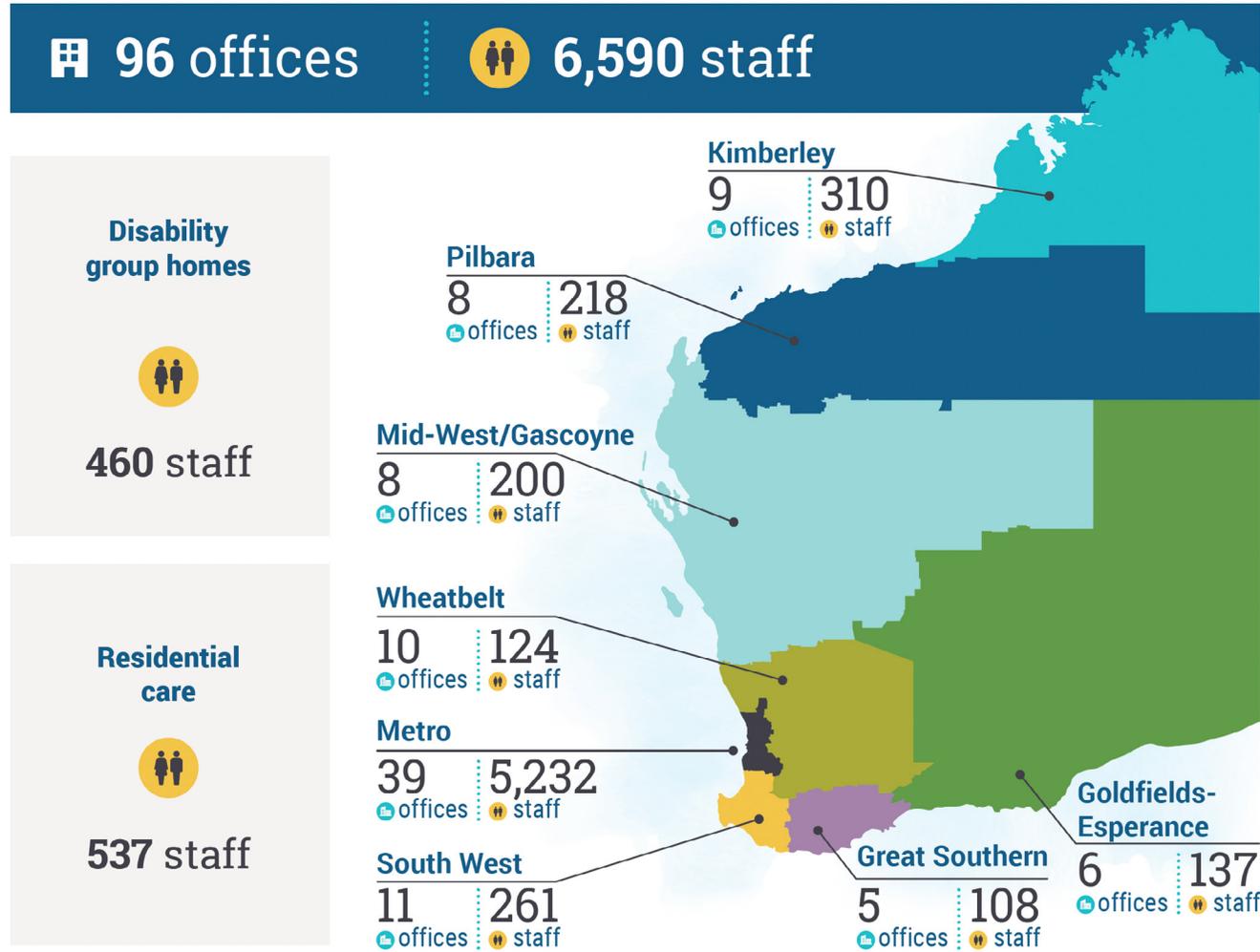
Organisational structure



Department of Communities organisational chart as at 30 June 2023.

Our people

The Department's diverse workforce of 6,590 people operates across Western Australia with 79 percent of staff based in the Perth metropolitan area and 21 percent in regional offices.

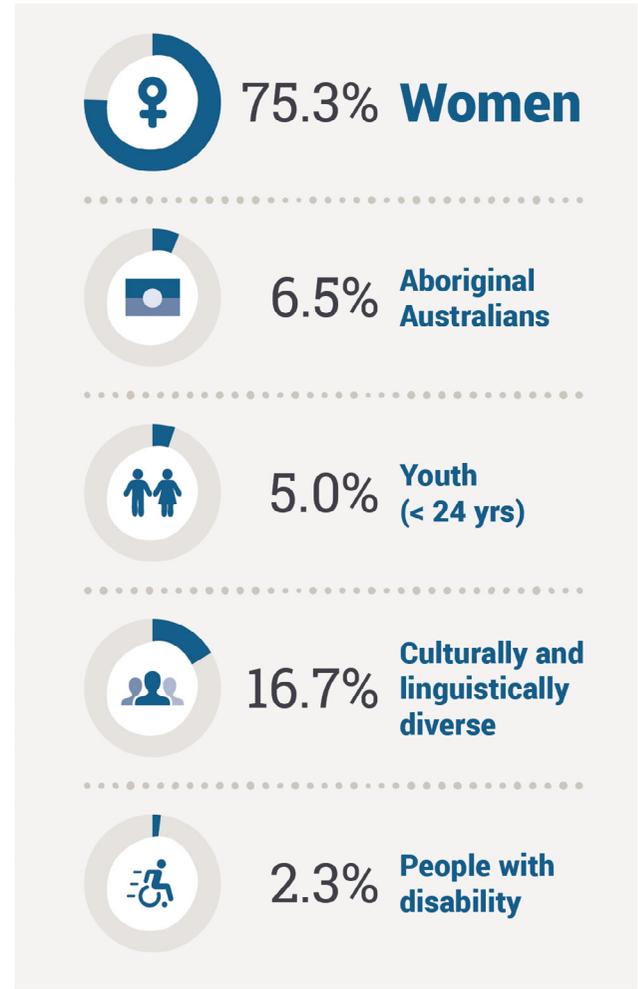


Disability group homes

460 staff

Residential care

537 staff



Department of Communities representation across Western Australia as at 30 June 2023.



Contact information

Department of Communities

Postal address

Locked Bag 5000
Fremantle WA 6959

Telephone 1800 176 888**Country free call** 1800 176 888**Email** enquiries@communities.wa.gov.au**Website** communities.wa.gov.au**Translating and Interpreting Service (TIS) –****Telephone** 13 14 50

If you are deaf or have a hearing or speech impairment, contact us through the

[National Relay Service](#)

Voice Relay number

1300 555 727

TTY number 133 677**SMS relay number** 0423 677 767

Operational Structure

The Department of Communities (the Department) was established on 1 July 2017 under the *Public Sector Management Act 1994*, bringing together the former Department for Child Protection and Family Support; Housing Authority; Disability Services Commission (the Commission), and various functions from the Department of Local Government and Communities. The Housing Authority is a statutory authority established under the *Housing Act 1980* to provide and improve housing and accommodation in Western Australia. The Commission was established under the *Disability Services Act 1993* to provide and improve supports and services to people with disability. The Commission and Housing Authority have specific reporting requirements in accordance with the *Financial Management Act 2006* and prepare separate annual reports to meet those requirements.

Departmental portfolios

As at 30 June 2023, the Department supported 5 Ministers with responsibilities across 11 portfolios:

- Child Protection
- Community Services
- Disability Services
- Early Childhood Education
- Homelessness
- Housing
- Prevention of Family and Domestic Violence
- Seniors and Ageing
- Volunteering
- Women's Interests
- Youth



Ministers and portfolio responsibilities



**Hon Sue Ellery
MLC**

Minister for Finance;
Commerce; Women's
Interests



**Hon Simone
McGurk MLA**

Minister for Training;
Water; Youth



**Hon John Carey
MLA**

Minister for Planning;
Lands; Housing;
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**Hon Sabine
Winton MLA**

Minister for Early
Childhood Education;
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and Domestic Violence;
Community Services



**Hon Don Punch
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Minister for Regional
Development;
Disability Services;
Fisheries; Seniors and
Ageing; Volunteering

Year in review 2022–23



15,485 Child safety investigations commenced



\$502+ million allocated across 792 community services contracts



410,682 Seniors Cards issued



157,048 Working with Children applications processed



17,676 Homelessness clients supported with support service funding over \$83 million



\$78.4 million Growing the Community Housing Sector for the delivery of up to 300 new builds



3,068 Aboriginal children in care



962 Keystart loans totalling \$342 million



1,800 clients who received Earlier Intervention and Family Support Service and whose children did not enter care within 12 months of service completion



2,106 Non-Aboriginal children in care



36,278 Public housing properties



195 Early childhood education and care services assessed that met or exceeded national standards



\$1.1 billion WA contribution to the NDIS
 Number of participants: 51,384
 Number of new participants: 4,909
 Number of applications processed: 33,726



2,643 Public housing assistances from waitlist



Agency performance



Agency performance

The Department assesses its performance annually using a range of different methods, drawing on reliable and verifiable information sources to provide an unbiased basis for measurement. Methods used include a mix of qualitative and quantitative assessments.

Report on operations

Outcome 1: Strong families

The Department works to support strong families and provide safe and nurturing environments for all Western Australians, to reduce family and domestic violence and to keep vulnerable people safe.

In 2022–23, the Department worked across government, with families, partner agencies and the sector to support some of the most vulnerable members of the community. It delivered services (including early intervention and family support services), programs and policy to address individual safety, health and development needs and to support the development of safe and nurturing environments that respect family, relationships and culture. Early intervention and family support services are vital to provide families with support before government intervention is required. We know that providing early support means families are more likely to thrive.

In September 2022, an additional \$1.2 million was invested to extend the Aboriginal Family Led Decision Making (AFLDM) Program

in the Mirrabooka District and Mid-West Gascoyne region until June 2024. AFLDM is a 'way of working' that empowers Aboriginal families to make decisions that addresses the safety needs of their children in a culturally supportive way, promoting self-determination in child protection proceedings. Under AFLDM, independent Aboriginal convenors from an Aboriginal Community Controlled Organisation facilitate a process that supports Aboriginal families to identify solutions on how best to keep their children safe and connected with their community. AFLDM is being evaluated with findings showing positive program outcomes for families including implementation of family plans, reunification, mitigation of children going into care and increased contact between parents and children in out of home care.



Health navigator pilot program

The Health Navigator Pilot Program is a two-year trial that employs 'health navigators' to assist children in out of home care, their parents, carers, and child protection workers.

Health navigators are health professionals, such as Registered Nurses or Aboriginal health workers, who are a dedicated resource working with child protection staff. They support coordination and communication so children and families are better connected to receive access to the right services at the right time.

A pilot program designed to connect children in out of home care with health

services commenced in Mirrabooka and the South-West and have already resulted in improved facilitation and access to health services through a holistic model of care that meets health, social, cultural and spiritual needs.

The pilot is a collaboration between the Departments of Communities and Health, in partnership with the South West Aboriginal Medical Service, Derbarl Yerrigan Health Service, CREATE Foundation, Foster Carer Association of WA, Yorganop, Noongar Family Safety and Wellbeing Council, and young people with lived experience.

The Pre-Birth Planning Program addresses the safety and wellbeing concerns of at-risk infants before birth and, where possible, prevent infant children from entering care. Under the program, family meetings are led by skilled and independent facilitators to develop family-owned safety plans supporting children to remain at home with their family after birth. The plan may include linking in with other earlier intervention and family support services. Pre-Birth planning has supported 575 infants remain with family, diverting them from out-of-home care.

The Department leads the implementation of Path to Safety: Western Australia's Strategy to Reduce Family and Domestic Violence 2020–2030 and the supporting action plan, supporting people experiencing, or are at risk of, family and domestic violence and helping them to remain safe. The Department has oversight of the coordination and implementation of the strategy, working in close partnership with other government agencies, local government and non-government stakeholders.

Aboriginal Family Safety Strategy

Released in December 2022, the Aboriginal Family Safety Strategy has been developed with contribution from over 1000 people including members of the Aboriginal community, key Aboriginal stakeholders, Aboriginal Community Controlled Organisations, State Government agencies and community sector services.

The first of its kind in WA, the Strategy sets a 10-year framework to 2032 that commits Government, Aboriginal people and the wider community to support Aboriginal-led responses to family violence through a focus on four areas:

1. Healing – ensure healing is what guides prevention and the delivery of family violence services and practice
2. Recognise and support men and boys – recognise the unique roles

and responsibilities of men, boys and fathers and support them to build strong communities and safe families

3. Transform – transform service provision and reform systems
4. Aboriginal-led prevention and early intervention – use culture as the frame for delivering primary prevention and early intervention programs.

The Strategy's vision is that Aboriginal families and communities in WA are safe, strong, and happy, enabling our future generations to thrive.

Importantly, the Strategy forms a key part of the State Government's response to Outcome 13 of the National Agreement on Closing the Gap – that Aboriginal and Torres Strait Islander families and households are safe.

Key initiatives overseen by the Department this year include release of the Aboriginal Family Safety Strategy 2022–2032 to establish a framework for responding to Aboriginal family violence aligned to Closing the Gap socio-economic Outcome 13; enhancement of the Family and Domestic Violence Response Teams through establishment of a new central support and coordination team; co-design and procurement of the third family and domestic violence 'one-stop hub' in Armadale; establishment of new services for victim survivors including Safe at Home expansion, Rapid Rehousing and Youth Counselling; administration of the National Partnership Agreement Family, Domestic and Sexual Violence Responses which provided an addition \$22 million to services for victim-survivors; and significant investment in primary prevention including administration of a \$3 million dollar grants program and establishment of a Respectful Relationships program for the sport and recreation sector.

Rapid rehousing program

Funding of \$4.3 million has been allocated to two rapid rehousing pilots, forming part of an election commitment to implement the \$29.5 million Safe Home Safe Family package of new responses to family and domestic violence.

The two-year Rapid Rehousing Pilot for Women and Children supports eligible women, with or without children, to leave refuges and secure tenancies in the private rental market. It provides up to 40 women

a year with assistance packages, including a contribution toward the bond and a rental subsidy of \$400 per week for 20 weeks.

The Rapid Rehousing Pilot for Aboriginal Women and Children will be established in 2023-24 to support work toward addressing the significant over-representation of Aboriginal women and children as victim-survivors of family and domestic violence.

The Department led an engagement and consultation process with foster carers statewide to enhance support and collaboration to improve outcomes for children in care. Specifically, the Department worked to improve communication with foster carers, develop greater consistency in case management protocols, enhance decision making and cultural planning approaches and implement system reform to provide better access to health and education for the children they care for. The Department has also increased the level of financial support offered to grandcarers, which has included a doubling of the financial support offered to grandcarers through the Grandcarer Support Scheme.



Outcome 2: Care for children

The Department works to ensure that West Australian children are secure and supported.

In 2022–23, the Department focused on providing targeted support to reduce risk and vulnerability by intervening early to connect children with services to improve their safety and wellbeing and to provide them with the stable homes they need to thrive. Where it is not possible for a child or young person to remain safely at home, we work towards providing a child or young person with loving, stable, long-term care with another family.

Foster carers farewelled after 36 years

In March, The Department celebrated the incredible contribution of Pat and Rhyce Hill who have been general foster carers for the Department since 1986.

During this time, Pat and Rhyce have provided care for 90 children and young people, some who are now part of the family, with children considered grandchildren by the couple.

The couple were recognised at an event organised by staff from the Joondalup District. Former foster children, friends, family and colleagues attended the

event, where Pat and Rhyce reflected on their 36 years as foster carers. There were many emotional tributes from staff who had worked with Pat and Rhyce over the years, and the couple were presented with flowers, gifts and a letter of congratulations from Child Protection Minister Sabine Winton.

Pat and Rhyce have made an immeasurable contribution to the community and touched so many lives. Their generosity in opening their homes and their lives over so many years is an inspiration to us all.

Home Stretch

The Home Stretch initiative reached a major milestone with 150 young people accessing the program. The \$37.2 million program supports young people leaving the child protection system with access to support up until the age of 21 as they move towards independence.

Home Stretch support is tailored to the young person's needs across further education, engaging with health services, improving financial skills, connecting to voluntary work opportunities and identifying where to access support in the local community.

The Department partnered with community service organisations and Aboriginal Community Controlled Organisations (Home Stretch WA service providers) to deliver the program across the State.

The Department delivered its statutory obligations under the *Children and Community Services Act 2004* to protect WA's children from harm as a result of abuse and neglect. This included safeguarding of the 5,174 children in the care of the Chief Executive Officer of the Department of Communities and addressing concerns about the wellbeing of children and young people, including through child protection assessments, investigations and applications for court orders. In conjunction with children and young people in care and their family and care team, the Department developed and implemented care plans including reunification with family, support with leaving care and diversion from the justice system.

On 19 September 2022, the Department released the At Risk Youth Strategy 2022–2027 (the Strategy), which provides support for young people with complex and multiple problems who are most at risk of requiring intervention and aims to work with these young people, their families, and communities to improve their

futures. The young people who are the focus of the Strategy face challenges that put them at risk of harm, including family dysfunction, child protection concerns, mental health, and social and emotional wellbeing concerns. For Aboriginal young people and their families, there may also be additional challenges associated with living in regional and remote areas, intergenerational trauma, and disadvantage across a range of indicators.

The Department is working with partner agencies, the community services sector, Aboriginal Communities Controlled Organisations, key stakeholders and young people in the implementation of the Strategy.

The Department delivered projects and programs to improve outcomes for vulnerable children. For example, the Department partnered with community service organisations and Aboriginal Community Controlled Organisations to expand the Home Stretch WA program across the State. Home Stretch WA provides young people leaving out of home care with the option to continue to

Positive outcomes for Cultural Space

The Cultural Space initiative is designed for Aboriginal children by Aboriginal people. Its key purpose is to build knowledge, cultural understanding, capacity and confidence of non-Aboriginal carers to provide culturally appropriate and sensitive care to Aboriginal children in their care.

The initiative promotes breaking down barriers while creating a welcoming and safe space for non-Aboriginal carers and children to develop. Cultural Space is also fostering relationships and support networks, while improving cultural

planning, contributions to reconciliation, and truth-telling.

The Cultural Space aligns with Federal and State Governments' key policy drivers including individual cultural support planning, the Aboriginal and Torres Strait Islander Child Placement Principle, Better Care Better Services Standards, Secretariat of National Aboriginal and Islander Child Care (SNAICC), the legislated hierarchy under section 12 of the *Children and Community Services Amendment Act 2021* and Closing the Gap Priority Reforms.

receive support up until the age of 21. For young people in care, turning 18 can be a challenging and disruptive time, with limited support resources to help navigate major life transitions such as finishing high school, career planning or seeking housing. The Home Stretch WA model was designed in collaboration with young people with lived experience of transitioning from care, with a particular focus on the needs of young Aboriginal people and their families. This year, the Department supported over 170 young people through Home Stretch, over half of which were Aboriginal young people.

The Department continued to expand its successful Target 120 program (T120), supporting 291 at risk youth. T120 identifies at risk youth as young people aged 10-14, who are at risk of becoming repeat offenders. T120 works to address factors that increase a young person's likelihood of re-offending, including issues such as substance abuse, family and domestic violence, trauma, mental health issues and poor attendance at school. It also seeks to

Early Years Partnership

engage individuals at school and other positive extra-curricular activities such as community sport and recreation. The Department is building on the success of T120 through the roll-out of Target 120 Plus in Broome. T120 Plus provides intensive case management supports to prolific offenders and their families and continues to work with families if the primary client enters Banksia Hill Detention Centre, to trial 'through-care' support.

The Department provided or funded the provision of out of home care, foster and residential group houses, secure care, and short-term therapeutic intervention for vulnerable children with complex needs who were at risk, and expanded delivery practice in 24/7 residential care services for children through the Residential Care Reform Project.

An Early Years Community Plan was released as part of the Early Years Partnership (EYP) between the State Government and Minderoo Foundation. The Plan aims to improve the wellbeing and school readiness of children living in the Armadale West area and Central Great Southern (comprising the shires of Katanning, Kojonup, Gnowangerup and Broomehill-Tambellup).

The EYP Armadale West Community Plan was co-designed with the local community and forms a roadmap for change for children living in the area.

The community has called their plan Koorlangkas Danjoo Koorliny, meaning 'children coming together' in Noongar.

Through a series of workshops, the Armadale West community identified four main priorities for improving child developmental outcomes: early intervention for child developmental delay, family safety, maternal health and family financial wellbeing.

As well as Armadale West and Central Great Southern, the communities of Derby and Bidyadanga Aboriginal Community were also involved.

The Department has been delivering reform of the WA Out of Home Care System which focuses on the best interests of the child by:

- moving children out of individualised care arrangements first;
- ensuring children with outgoing providers are quickly placed with new or existing providers;
- introducing Temporary Care to provide system capacity; and
- increasing capability of new ACCO providers.

The Department worked to improve outcomes for Aboriginal children in care by strengthening child protection practice in partnership with the Aboriginal community, through Signs of Safety and other frameworks.

The Aboriginal Representative Organisations (ARO) Pilot commenced in late 2022 and is currently operational with Aarnja Limited servicing the Kimberley region and Yorganop Association Incorporated servicing the Armadale district.

The pilot AROs deliver a specialised program that provides local cultural advice and consultation to the Department to inform the placement of Aboriginal children in care and cultural support plans.

The pilot is a critical step toward implementing amendments made in 2021 to the *Children and Community Services Act 2004*, which are intended to strengthen the application of the Aboriginal and Torres Strait Islander Child Placement Principle and help Aboriginal children in care maintain close connection to family, culture, and Country.

In September 2022, the Department appointed the first Chief Practitioner within the Specialist Child Protection Unit. The Chief Practitioner is the most senior child protection position within Western Australia and is responsible for ensuring the ongoing delivery of frontline child protection and improvements of policy and strategy.

The Department also worked to strengthen the delivery of Child Sexual Assault Therapeutic Services and to implement the recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse that support the expansion of mandatory reporting.

In collaboration with WA Health, Department of Education and Minderoo Foundation, the Department leads the Early Years Partnership. The partnership aims to improve child wellbeing and school readiness in four Western Australian

communities and in doing so learn what it takes to create change for all Western Australian children. During 2022–2023, the partnership launched the Armadale West and Central Great Southern community plans. The Early Years Partnership worked with each community to identify their priorities for improving the wellbeing of their children, responding to their unique community contexts of metropolitan, regional, remote and very remote.

The Department continued to support families with young children through access to quality early childhood education and care provision, where the child’s health and safety is paramount. The Department processed over 157,000 Working with Children applications and assessed 234 early childhood and care services, of which 195 met or exceeded national quality standards.



Outcome 3: Inclusive communities

The Department works to build inclusive communities that enable social, economic and cultural prosperity.

In 2022–23, the Department continued to work to build a strong, inclusive and resilient Western Australia through policy, programs and services designed to ensure that everyone is able to participate in their communities.

The Department led implementation of A Western Australia for Everyone: State Disability Strategy 2020–2030, undertaking a range of measures to support people with disability to live in their local communities, maintain meaningful relationships with family and friends and participate in economic activities.

Disability legislation reform

The *Disability Services Act 1993* relates to the provision and regulation of State-led disability services and related matters in WA. The legislation is almost 30 years old and the State's disability sector has undergone significant change during this time.

Much of this change has occurred in recent years, as many eligible Western Australians have joined the National Disability Insurance Scheme; the Disability Services Commission commenced operating within the Department of Communities; the Office of Disability was established; and A Western Australia for Everyone: State Disability Strategy 2020–2030 was launched. Further, the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability and Review of the National Disability Insurance Scheme are ongoing.

In 2022–23, the Department commenced consultation on reform of WA's disability legislation. The Department sought the views of Western Australians on issues and matters that should be reflected in new legislation through a Statewide public consultation process to ensure it reflects the needs and expectations of today's community. Led by the Office of Disability and the WA Disability Advisory Council, the consultations included discussion across all of WA's regions, and metropolitan Perth, to capture the voices of people with disability, their families and carers, as well as the wider community. This will inform the development of new legislation that is relevant and appropriate for the current and future disability environment in WA.

WA's first state seniors strategy

On 19 April 2023, the Government launched An Age-Friendly WA – State Seniors Strategy 2023–2033, the first State Seniors Strategy that provides a 10-year whole of Government strategy to support older Western Australians.

Extensive consultation occurred in developing the Strategy to ensure the views of seniors and pre-seniors were heard. More than 2,600 people including older people and pre-seniors, community services providers, peak bodies, state government agencies, local government agencies and other key stakeholders participated in the consultation through face-to-face and online consultation sessions, a hardcopy and online survey, phone interviews and submissions.

The Strategy provides an opportunity to focus our efforts over 10 years to support older Western Australians to live in ways that are meaningful and important to them. The Strategy sets out our whole-of-government and whole-of-community priorities and commitments to achieve this. It provides guidance to Government and the community, so that 'Western Australian seniors feel valued, safe, and empowered to lead happy and fulfilling lives in age-friendly communities.'

The Strategy is accompanied by the first five-year Action Plan (2023–2027) that sets out a range of actions including a comprehensive campaign to tackle ageism in WA.

The Department supported people with disability in its residential group homes and also supported people with disability interfacing with the justice system and in its declared place. The Department led consultation on the development of a legislative framework for the authorisation of restrictive practices in NDIS services and Department of Communities state funded disability services. The Department continues to support improved NDIS performance in Western Australia and future arrangements for the State's ongoing commitment to the scheme.

The Department supported older Western Australians to increase their wellbeing and quality of life through the launch and implementation of An-Age-Friendly WA State Seniors Strategy 2023–2033 and its first five-year Action Plan, as well as the ongoing delivery of the WA Seniors Card, and funding programs and services to keep vulnerable seniors safe in line with the WA Strategy to Respond to Abuse of Older People (Elder Abuse) 2019–2029.

The Department is responsible for delivering

Gender equality in procurement

Stronger Together: WA's Plan for Gender Equality (Stronger Together), working to advance gender equality and improve outcomes for women so that all Western Australians live in a safe and equal society. In 2023, the Department released the second annual progress report against actions identified in the second action plan of Stronger Together. The second action plan includes 55 actions being undertaken across WA Government agencies to support women and drive gender equality within workplaces, homes, education and training institutions, the justice system and health system. Of the 80 actions identified, 12 were completed, 12 in progress (commenced but not completed), 28 were ongoing, three were on hold and 25 new actions were commenced.

During 2022–23, the Department provided \$331,294 Women's Interest grant funding to community organisations to promote gender equality, and deliver policy and programs to increase women's leadership, economic participation and safety.

The Department commenced an innovative 12-month WA Public Sector Pilot to raise awareness of the benefits of gender equality in WA workplaces using selected public sector procurement processes. The Gender Equality in Procurement – WA Public Sector Pilot uses the purchasing power of the State Government to ensure businesses and organisations are playing their part to address gender inequality in the workplace.

The Department worked closely with the Department of Finance to develop and deliver the Pilot, along with 19 State Government agencies participating to help advance gender equality in WA businesses and communities.

Developing and implementing resources to support gender equality measures within WA Government procurement processes was an initiative of the Second Action Plan under the Stronger Together: WA's Plan for Gender Equality. Stronger Together was the first whole-of-government, long-term plan to advance gender equality in Western Australia through four action plans between 2020 to 2030.

WA is one of the first jurisdictions in Australia to introduce a gender equality clause into selected public sector procurement processes.

MARS – Respect in Mining program

The Department worked in partnership with Department of Mines, Industry Regulation and Safety to develop an expanded approach to the Respectful Relationships program, as part of the suite of initiatives under the Mental Awareness, Respect and Safety (MARS) program.

The Respect in Mining program has been customised to the requirements of the WA mining industry to increase awareness and knowledge of the gendered drivers of violence, the impact of gender inequality on women's safety and economic security, and the impact of gendered division in leadership and decision making.

Preventing and addressing workplace sexual harassment is central to ensuring women's physical and psychological safety, improving workforce participation, career progression and access to leadership opportunities and economic security. Women always have a right to be safe and respected at work.

Development of the Respect in Mining program was undertaken by the Curtin University Collaboration for Evidence, Research and Impact in Public Health.

The Department is working alongside industry and community services to create safer workplaces for everyone. In 2023, the Department launched the Women's Workplace Safety Hub which provides a range of information for employers, employees and victims of sexual harassment and assault in the workplace to ensure they can appropriately and effectively address, respond and prevent sexual harassment in the workplace.

The Department also continues to work alongside the Department of Mines, Industry, Regulation and Safety to implement the Mental Awareness, Respect and Safety (MARS) Program in response to the high number of sexual assault reports in the fly-in-fly-out industry. As part of this program, the Department is leading the development of the Respect in Mining program which supports small to medium sized organisations to tackle sexual harassment and the gendered drivers of violence in a whole of organisation approach.

25 years of Bush Cadets

Cadets WA Bush Rangers celebrated its 25th anniversary at its annual conference held at Penguin Island.

Part of the Cadets WA Program, Bush Rangers is delivered by the Department in partnership with the Department of Biodiversity, Conservation and Attractions and is led by volunteers at 58 high schools across the state.

Cadets WA boasts 184 units across Western Australia with nearly 9,000 cadets and over 1,100 volunteers. Awards were

given to 22 volunteers for their combined service of 530 years.

In 2022, 3,000 cadets were engaged in the Bush Rangers program with 716 being of Aboriginal descent, 295 from culturally and linguistically diverse backgrounds and 980 were young people living with a disability.

The successful Cadets WA Program brings young people from all backgrounds together to care for their environment, get outdoors, learn practical skills and develop a community-focused outlook.

The Department is leading the WA Government's response to the ongoing implementation of the Respect@Work report recommendations. The Western Australian State Government is responsible for implementing 12 recommendations of the Respect@Work Report and is actively contributing to the national implementation of a further six recommendations. In 2022, the Department released the second annual progress report on the implementation including nine completed recommendations, and the remaining nine with work underway.

The Department leads policies, programs and reforms to support Aboriginal Western Australians, progressing the government's targets under the National Agreement on Closing the Gap, implementing the Aboriginal Community Controlled Organisation (ACCO) Strategy 2022–2032 to increase services provided by Aboriginal Community Controlled Organisations.

The Strategy adopts a flexible and phased approach with initial priority actions outlined in

the first of three implementation plans, A Call to Action 2022–2024. The Department is currently working on the actions from the first implementation plan, which are about creating strong foundations upon which to build generational reform.

The Department delivers policies, programs and services for young Western Australians, elevating their voices on the issues of importance to them and working closely across government to improve outcomes for young people, maximising their participation in decisions that affect them; and supporting their engagement in education and training, employment and community life.

The Department aims to support the ongoing sustainability of volunteering by strengthening the volunteering sector in Western Australia and leading the State's Volunteering Strategy. The Department also leads the implementation of the WA Volunteering Strategy Action Plan 2023-2026. Launched in May 2023, the Plan focuses on the development and delivery of key initiatives to achieve the six outcomes outlined within the WA Volunteering Strategy. The Action Plan highlights a Statewide commitment to volunteering with an aim to encourage future opportunities to collaborate and innovate on

Celebrating our youth

Youth Week was held in April and provided a platform for young people to express ideas, raise issues, entertain and have their contributions to the community acknowledged.

The week is overseen by the Department, with projects and events developed and delivered by young people, for young people through the Young People's planning committee.

This year Youth Week was bigger and better than ever before, with the Department partnering with Propel Youth Arts to deliver more than 65 diverse events including the KickstART Festival that included workshops, talks and performances. Events for young people included the KickstART Market Day – the biggest event on the Youth Week WA calendar – which showcased emerging

artists, makers, designers and creators, as well as music from local musicians.

Department of Communities worked closely with Amy Astill and Amber Ugle-Hayward who were appointed 2023 Youth Week WA Ambassadors to represent young people across the State, developing strategies to engage more young people in Youth Week WA.

The Department also funded other organisations and local governments through the Department's Youth Week WA grants program to run collaborative community-wide events including regional festivals, art projects, skate park workshops and other sporting and cultural events. Youth week concluded with a closing party filled with music, dancing and games at the Rooftop, Art Gallery of WA.

Volunteer campaign

A campaign to encourage more Western Australians to volunteer was launched in March to address lower member numbers resulting from COVID. 'The Volunteer We Need U' campaign aimed to get people back into volunteering and to encourage people who have never volunteered before to give it a try.

A range of advertisements appeared across radio, social media and digital media platforms over nine weeks.

To create the video assets, the Department arranged filming with local volunteer groups at Teach Learn Grow, WA Museum Boola Bardip, WA Maritime Museum and UWA's student volunteers.

The campaign website provided links to volunteer roles available across the State, tips for organisations looking to recruit volunteers, and a range of other useful resources.

activities. It highlights a range of initiatives that promote, support, celebrate and demonstrate the importance of volunteering to the Western Australian community. Volunteers and Volunteer Involving Organisations across our State create, support and sustain the delivery of services and essential activities in our communities, helping them to thrive.

On 24 November 2021, the former Minister for Community Services tabled the Review Report of the *Carers Recognition Act 2004* in Parliament. The report provided 12 non-legislative recommendations corresponding to 13 findings across five priority areas. Throughout 2022, the Department consulted Carers WA and the Carers Advisory Council on actions and initiatives to inform the implementation of the Review Report. Implementation of the recommendations is now complete and/or ongoing noting some actions are ongoing activities that the Department, reporting organisations, the Council and other government agencies will undertake to ensure that carers continue to be supported in the community.



Outcome 4: A place to call home

The Department works to ensure that all Western Australians have a place to call home that provides a secure foundation for life.

In 2022–23, the Department worked to ensure Western Australians have safe homes that are accessible, affordable and appropriate. This includes policies and programs to reduce housing insecurity and homelessness and to assist people to secure suitable and affordable housing options. A safe, stable, sustainable home is key to a good life and fundamental to our wellbeing. It can also support good health, wellbeing, education and employment outcomes. Homes are essential infrastructure and provide a foundation for sustainable communities,

connecting people to opportunity through social integration and economic participation.

The Department is leading delivery of the State Government's commitment to improve social housing and homelessness services through construction of 4,000 social housing dwellings and maintenance and refurbishment of thousands more. The Department's work in this area covers supply and support across the housing continuum, including:

- Supported housing (including Community Disability Housing program)
- Social housing (across both public and community housing)
- Remote Aboriginal housing
- Rental assistance options (Bond assistance loans)
- Market rentals (including the Government Regional Officer Housing program, service worker accommodation)
- Affordable home ownership
- Market home ownership (Keystart loans).

Social Housing

From July 2022 to June 2023, the Department completed 756 social housing dwellings, including construction for new builds, spot purchases and asset transfers.

In addition to social housing delivery, the Department added 102 dwellings to the Government Regional Officers Housing portfolio to benefit teachers, WA Police and other state government workers in the regions.

More than 200 lots of land were acquired through multiple land acquisition programs with a potential yield of more than 600 dwellings.

Available land will be considered for additional social housing and other programs, with a focus on reaching a target of 4000 social housing dwellings in ongoing partnerships with the Housing sector.

Housing First Homelessness Advisory Group

A Housing First Homelessness Advisory Group made up of 17 diverse community and government sector experts and leaders was established in March. The group sees the consolidation of several homeless working groups into a single Housing First Advisory Group to the Minister, focusing on Housing First approaches to reduce rough sleeping.

The Housing First Homelessness Advisory Group has expertise from a range of areas, including tenancy law, frontline support services, local government and Community Housing Organisations. Membership also

included people with personal or family lived experience of homelessness and those who delivered services in regional and remote areas of Western Australia.

The Group supported and guided implementation of All Paths Lead to a Home: Western Australia's 10-Year Strategy on Homelessness 2020-30. It also provided advice to the Minister for Homelessness about reforms towards a Housing First and No Wrong Door approach across the homelessness sector, including addressing barriers in the system.

Supply chain challenges and fluctuating market conditions (high commodity prices, workforce and trade availability, cost escalations, and builder liquidation) will continue to impact delivery of this commitment. The Department has taken proactive steps to minimise disruptions to the delivery of its social housing program by expanding its spot purchasing program, introducing a State-wide builders panel, increasing community housing sector capacity through capital grants, and increased use of alternative building methods, for example modular homes. These measures have enabled the Department to add 1,356 social dwellings to the State's public housing stock since 1 July 2021, with a further 1,177 new social housing dwellings under contract.

In 2023 the Department released the 2023–2025 Housing Action Plan, supporting implementation of the WA Housing Strategy 2020–2030. The Department is reviewing options to develop a new social housing application assessment and waitlist methodology that takes broader account



Supporting rough sleepers

The Department entered a landmark pilot partnership with Housing Choices to deliver 100 social homes between Perth, Peel and Bunbury, as part of a \$20.7 million investment to support people sleeping rough or experiencing homelessness.

Housing Choices provided property and tenancy management for 100 social dwellings through a Supportive Landlord Model, in addition to securing access to 50 homes. The Supportive Landlord Model was piloted successfully through Housing Choices for people sleeping rough in Bunbury and assists people with complex needs. Through this expansion of the pilot, the Department spot purchased an additional 50 properties, prioritising

these 100 homes for people who have experienced prolonged homelessness.

The Department also prioritised investment in short and medium term supported accommodation, providing \$2.3 million for a partnership with St Barts through their Future Homes and Brown Street Homelessness Accommodation facilities. The funding assisted St Barts expand the availability of homeless accommodation in Perth by up to 18 new beds and offered specialised case management and wraparound supports.

The Department's acquisition of the Murray Hotel in West Perth provided additional supported accommodation services for

people sleeping rough or experiencing chronic homelessness in the Perth metropolitan area. The hotel building at 718 Murray Street, West Perth was purchased for \$5.15 million and leased to a community housing organisation to provide supported accommodation services for people sleeping rough.

In keeping with the complexity of the needs of these vulnerable people, and to ensure the safety and wellbeing of staff and residents, the intake of all residents were carefully managed through a coordination group led by the Department in partnership with the WA Alliance to End Homelessness with access to the By-Name List.

of housing need for all individuals on the social housing waiting list.

In 2022, the Department established the Office of Homelessness to lead the Department's implementation of All Paths Lead to a Home – Western Australia's 10-Year Strategy on Homelessness 2020–2030 and strengthen the commissioning of homelessness services.

Key homelessness projects led by the Department include:

- Djuripiny Mia 100 Supportive Landlord model is a landmark pilot program that will deliver 100 social homes between Perth, Peel, and Bunbury specifically for rough sleepers, and the Regional Supportive Landlord will provide 100 supportive landlord homes for people experiencing rough sleeping in regional Western Australia.
- New accommodation services including 30 beds via the acquisition of the former Murray Hotel for supported homelessness accommodation services, and 18 new beds

through St Bart's Future Homes and Brown Street Homelessness Accommodation facilities.

- Establishment of the Rough Sleeping Coordination Groups (RSCG) in key locations – including Fremantle, the Perth CBD, Geraldton, Bunbury, and Mandurah to streamline governance arrangements, strengthen coordination and responses to people experiencing homelessness, with a key focus on rough sleeping.
- Establishment of a single Housing First Homelessness Advisory Group to the Minister, focusing on Housing First approach.
- Expansion of assertive outreach services in key locations and ongoing work towards the consolidation of multiple outreach services into a single service.

Sector Housing Grants

More than \$150 million in sector grants were awarded for new builds and the refurbishment of social houses over the past 18 months. These grants are expected to deliver approximately 300 new build social homes.

For Community Housing in remote communities, this included maintenance on 50 dwellings and refurbishment on 266 dwellings during the last financial period. Additionally, the Department undertook refurbishment and/or maintenance on thousands more social housing dwellings.



Outcome 5: Resilient people and communities

The Department works to build resilient people and communities, including those impacted by an emergency or critical event.

Under the Western Australian emergency management arrangements, the Department is responsible for providing emergency relief and support to those who have been displaced, disadvantaged or had their lives and/or livelihoods disrupted by an emergency or a critical event. In 2022–23, the Department provided welfare support in response to 14 emergencies.

Since January 2023, the Department has played a key role in progressing the State's recovery from the Kimberley floods, caused by ex-Tropical Cyclone Ellie, which has necessitated substantial adaptation and redirection of resources. This has included the provision of emergency and temporary accommodation, relocation and repatriation support, and culturally responsive social and emotional wellbeing supports, as well as the assessment, refurbishment and rebuild of flood-damaged dwellings. Electrical safety assessments were completed on over 1,000 Department owned or managed homes impacted. A works program is underway to repair or rebuild over 140 Government owned or managed dwellings.

Work has been done to embed capability and capacity to ensure that the Department, our partner agencies, and the Western Australian Government are optimally prepared for future emergencies and critical events. The Department is currently implementing an enhanced service delivery model to continue to meet the increased

demand for emergency relief and support.

The Department also supports Western Australia's remote Aboriginal communities by driving responsive and effectively governed delivery of services. In cooperation with Aboriginal organisations and a range of stakeholders across government, infrastructure providers and the community, the Department has provided tenancy management, housing maintenance, essential services and municipal services to 141 remote Aboriginal communities, works to improve the viability and sustainability of remote Aboriginal communities and contribute to primary and environmental health and community wellbeing. During April to June 2023, the responsibility for essential services (power, water and wastewater) was transferred from the Department to Water Corporation and Horizon Power. However, the Department continues to deliver a range of housing and municipal services and initiatives supported by the Government's Remote Communities Fund and Royalties for Regions funding.

Kimberley flood response

Department of Communities has provided emergency relief and support services to those impacted by the Kimberley Floods following Ex-Tropical cyclone Ellie making landfall in the Kimberley Region.

In January 2023, the agency acted swiftly to set up an evacuation centre in Fitzroy Crossing where community members had a place of to shelter and were provided with food, water, and other personal support services. As logistical support became available, impacted residents were transitioned to commercial accommodation in other locations across the Kimberley, with allocations of accommodation undertaken in a culturally sensitive way to keep family and kin together where possible. We also activated the central Disaster Response Hotline which has received over 2,000 calls for assistance and remains active.

The impact of the Kimberley Floods meant that many communities were displaced and not able to return home. The Department established and has continued to provide temporary accommodation for flood impacted community residents on country in Humanihuts or in the refurbished Derby Hostel. Families whose homes require either major refurbishment or rebuild will have access to custom built demountable accommodation ahead of the next wet season.

The Department conducted electrical assessments on 1,009 homes across 37 impacted communities to confirm those homes safe for residents to return.

Building condition assessments were conducted on 160 Government owned or managed dwellings to inform the long-term repair and rebuild program over the next two to three years.

Our Emergency Relief and Support Team worked with our Kimberley regional team and surge workforce staff, to relocate a total of 310 community members to a safe place, either with family and friends or into temporary commercial accommodation. In addition, we repatriated 344 community members via a regional flight assistance program with support from the Australian Defence Force and the Department of Fire and Emergency Services.

As of June 2023, works have commenced or been completed on 97 government owned or managed homes in the Fitzroy Valley. Of these, 78 homes were made safe and habitable with residents able to return home.

Department staff continue to have a visible presence at the flood recovery hubs in Broome, Derby and Fitzroy Crossing where we work alongside state and local Government agencies to rebuild the Fitzroy Valley.



Outcome 6: A great place to work

The Department strives to be a great place to work for all our employees.

The Department is committed to fostering an effective and committed workforce to achieve the best for children, young people, families, individuals and communities. In doing so, the Department is committed to retaining and developing the great people it has and attract equally talented and committed people.

The Department undertook work to build a caring and positive culture through implementing Divisional and Regional Workplace Culture Action Plans, promoting and empowering the Department's Aboriginal Employee Network and embedding employee engagement programs

including Moments that Matter.

The Aboriginal Cultural Capability Reform Program is driving an agency-wide cultural reform agenda aimed at improving the cultural capability of the Department's employees, systems and processes. State-wide engagement was undertaken with over 800 participants including Aboriginal employees, Aboriginal Community Controlled Organisations, Aboriginal community members and the Communities Leadership Team to inform the development of an Aboriginal Cultural Framework and Aboriginal Cultural Learning Strategy.

The Department advocates for the safety of its employees and workplaces by providing assurance systems underpinned by the *Work Health and Safety Act 2020*, driving an enduring safety-first culture aligned with its values of Accountability and Empowerment through reform in the areas of workplace safety, occupational violence and aggression, injury management as well as psychological and psychosocial safety.

The Department implemented an Employee Experience Model to ensure a positive environment to support retention and attraction of people who are focused on serving the communities of Western Australia. The model, Moments That Matter, recognises the importance of the range of different experiences that influence satisfaction, motivation and thus, retention.

To support and enhance the capabilities of our leaders and managers, the Department established a Leadership and Management Development Hub which outlines a skills model for managers, as well as a common understanding of good leadership and management practices. The Development Hub provides information, tools and resources on management and leadership to enable leaders to build or further develop the necessary skills.

The Leadership and Management Development Hub sets out the Department's approach to development for leaders and managers. A set of centrally coordinated courses enable strategic development of leaders at all levels across the

Inaugural Aboriginal Employee Network

department, while a range of curated courses highlight opportunities for development that employees can also discuss with their line manager. Development is person-centred and identified through a formal performance process conversation, known as Let's Talk.

Increasing the representation of people with disability, and Aboriginal people, is a priority for the Department. Work commenced in 2022–23 and is ongoing to develop Communities Workforce Diversification and Inclusion Strategy 2023–2025. The Department also established a dedicated specialist diversity team to partner with managers on recruitment practices that can increase representation of people with disability and further upskill managers to integrate diversity practices into their business. In June 2023 the Department held its second 'discovery day', an initiative that brings jobseekers with disability into a workplace to meet hiring managers and learn more about current roles. The department also established a dedicated specialist diversity team to partner with

The Department hosted two face-to-face Aboriginal Employee Network forums in December and April at the Perth Exhibition and Convention Centre in Boorloo. The April forum's agenda was guided by the Aboriginal Employee Network Interim Working Group and responded to feedback received from Network members at the inaugural face-to-face forum in December. Network members were invited to provide feedback on the forum to enhance experiences and continue these important

conversations. Forum outputs informed the development of priority initiatives aiming to enable culturally safe and responsive practices across the Department.

The Aboriginal Employee Network is a Director General priority initiative that provides a platform to strengthen Aboriginal employee connections; create clear communication channels between Aboriginal employees and the Department's leadership; and enable improved cultural safety within the workplace.

managers on recruitment practices that can increase representation of People with Disability and further upskill managers to integrate diversity practices into their business. In June 2023, the department held its second Discovery Day, an initiative that brings jobseekers with disability into a workplace to meet hiring managers and learn more about current roles.

The Public Sector Commission has released Building Leadership Impact (BLI) which is a sector-wide set of leadership expectations and behaviours. The Leadership and Management Development Hub was designed to align with the BLI and work is underway to adopt the BLI initiative and incorporate the recommended development opportunities.

Policy reform in response to corruption

The Department has implemented significant reform to reduce the risk of corruption following findings from the Corruption and Crime Commission (CCC) of serious misconduct by former Department employees and others. These reforms include a range of structural, policy, procedural and capability changes to improve integrity, accountability and decision-making across the Department.

In 2022 the CCC tabled two further reports illustrating the serious misconduct of former Department employees and others. In April 2023, the Director General attended the CCC with the Deputy Director General Governance, Integrity and Reform and Executive Director Professional Standards to brief the CCC Executive on how the Department have

responded. Subsequently, the CCC Chief Executive Officer commended the actions taken to address the matters identified within the reports and advised no further review action would be taken by the CCC.

The CCC highlighted noteworthy changes by the Department, including:

- Creation of the Governance, Integrity and Reform Directorate; the expansion of the Investigation team; and introduction of a Prevention and Education area.
- Review of internal policies and procedures, including the Code of Conduct, Integrity Strategy and Framework, Fraud and Corruption Control Plan, Conflicts of Interest and Secondary Employment.

- Improvements to governance structures and processes, including improved data analytic capabilities and proactive auditing of procurement and contract management processes.
- Providing comprehensive documentation to support the Department's progress in implementing 84 specific actions across nine themes, a culmination of actions identified through the Commission's reports and two other reports.

The Department continues to work closely with the CCC, Public Sector Commission and the WA Police Force to assess, respond, investigate and proactively manage intelligence and complaints.

Summary of key performance indicators

The Department of Communities' performance in the achievement of its outcomes and delivery of its services, is demonstrated in the key effectiveness and efficiency indicators, which are outlined in Tables 1 through to 10. Further details on the indicators are contained in the key performance indicators section of this report.

The targets are published in the 2022–23 Western Australian State Budget Paper No 2 (Volume 2, Division 35, Part 8).

Table 1: Access to quality services that enables active participation in the Western Australian community by individuals and families

Key effectiveness performance indicator	2021–22 actual	2022–23 target	2022–23 actual	Explanation of significant variance
Percentage of assessed early childhood education and care services that met or exceeded national standards	80%	75%	83%	The positive variance between the 2022–23 Budget Target and Actual is attributed to additional support to assessed services including, but not limited to, sector communications and customised Next Assessment Support and Advice meetings prior to assessment and rating visits.
The take-up rate of Seniors Card	94%	94%	91%	–
Proportion of Working with Children cards issued within 30 days of lodgement where the applicant had no criminal record	98%	98%	99%	–
Proportion of decisions finalised within 60 days where the applicant for a Working with Children card had a criminal record	97%	97%	98%	–

Table 2: Families and individuals experiencing family and domestic violence (FDV), homelessness or other crises are assisted to build their capabilities and be safe

Key effectiveness performance indicator	2021–22 actual	2022–23 target	2022–23 actual	Explanation of significant variance
Percentage of homelessness clients with some or all goals achieved at the completion of a homelessness service support period	89%	88%	90%	–
Percentage of clients who received an earlier intervention and family support service whose child(ren) did not enter care within 12 months of service completion	86%	90%	89%	–
Percentage of departmental clients who were assessed and received a response as a result of a FDV incident and did not require another FDV-related response within 12 months	75%	80%	73%	–

Table 3: Children and young people needing protection are safe from abuse and harm

Key effectiveness performance indicator	2021–22 actual	2022–23 target	2022–23 actual	Explanation of significant variance
Improved safety – Proportion of children not subject to a subsequent substantiation of harm within 12 months of a previous substantiation of harm	92%	95%	91%	–
Improved safety – Proportion of children not subject to a substantiation of harm 12 months after an assessment of harm that was unsubstantiated	95%	95%	94%	–

Table 4: Children and young people in the Chief Executive Officer’s (CEO’s) care receive a high quality of care and have much improved life outcomes

Key effectiveness performance indicator	2021–22 actual	2022–23 target	2022–23 actual	Explanation of significant variance
Proportion of Aboriginal children in the CEO’s care placed in accordance with the Aboriginal and Torres Strait Islander Child Placement Principle	65%	80%	64%	<p>This indicator for 2022–23 shows a slight decrease compared to 2021–22 that can be linked to finding appropriate placement options under the new consultation requirements of the <i>Children and Community Services Act 2004</i>.</p> <p>Department staff have been provided extensive staff training on the new amendments to the <i>Children and Community Services Act 2004</i>, which includes knowledge and application of the new placement consultation requirements for Aboriginal children in care. These new consultation requirements enhance the self-determination of Aboriginal families to identify more family and cultural appropriate placement options within their community and cultural group. An appropriate placement is required to be identified for the placements to be supported.</p>
Proportion of children in the CEO’s care with comprehensive care planning undertaken within set timeframes	73%	90%	83%	<p>This indicator highlights a ten per cent increase in timely care planning for children in care in comparison to the previous reporting period and is almost at the pre-COVID result in 2019–20 of 84 per cent. This increase in performance is also as a result of governance, oversight and focus on care planning, supported by strategic planning.</p>

Table 5: Community services

Key efficiency performance indicator	2021–22 actual	2022–23 target	2022–23 actual	Explanation of significant variance
Average cost per licensed child care service for regulation and support	\$7,511	\$9,369	\$8,642	The variance between the 2022–23 Budget Target and the 2022–23 Actual is primarily due to lower than budgeted staffing levels and lower than budgeted associated operational expenditure, reflecting ongoing staff recruiting challenges. However, additional staff were recruited in 2022–23 compared to the prior year, to enable the Department to increase its workforce and thereby increase the Department's capability to monitor non-compliance and manage sector growth.
Average management cost per Seniors Card	\$8.76	\$6.16	\$9.65	The variance between the 2022–23 Budget Target and Actual is attributed to increased staffing resources and the use of computing consultants relating to the upgrade of the WA Seniors Card computer application.
Average cost per Working with Children Card application processed	\$38	\$38	\$29	The variance between the 2022–23 Budget Target and Actual is attributed to underspends associated with delays in implementing the Working With Children Act Amendments and associated system changes, in addition to a higher than forecast demand for Working with Children Cards.

Table 6: Homelessness support services

Key efficiency performance indicator	2021–22 actual	2022–23 target	2022–23 actual	Explanation of significant variance
Average cost per homelessness support service client	\$4,296	\$4,647	\$4,680	–

Table 7: Earlier intervention and family support services

Key efficiency performance indicator	2021–22 actual	2022–23 target	2022–23 actual	Explanation of significant variance
Average cost per earlier intervention and family support case	\$7,706	\$7,824	\$9,000	The variance between the 2022–23 Budget Target and Actual is due to expenditure attributed to delivery of additional Target 120 sites and additional costs in delivering child protection services. In addition, the Family Support Network assessment and coordination response has been providing a far higher capacity level of intervention support. This has been coupled with COVID-19 related societal pressures including higher cost of living and housing pressures that have resulted in a longer contract commitment and lower overall case numbers.

Table 8: Preventing and responding to family and domestic violence (FDV)

Key efficiency performance indicator	2021–22 actual	2022–23 target	2022–23 actual	Explanation of significant variance
Average cost per FDV case	\$5,075	\$4,150	\$5,350	The variance between the 2022–23 Budget Target and Actual is attributed to additional expenditure associated with the National Partnership on Family, Domestic and Sexual Violence Responses, and providing support to the WA Council on Addictions. The increased expenditure has led to an Actual that is above the Budget Target, as the cases supported through these additional programs have not been included in the calculation due to differences in reporting arrangements.

Table 9: Child protection assessments and investigations

Key efficiency performance indicator	2021–22 actual	2022–23 target	2022–23 actual	Explanation of significant variance
Average cost per child involved in child protection cases	\$6,018	\$5,786	\$5,806	–

Table 10: Care arrangements and support services for children in the CEO's care

Key efficiency performance indicator	2021–22 actual	2022–23 target	2022–23 actual	Explanation of significant variance
Average cost per day of a foster care arrangement	\$172	\$169	\$216	The variance between the 2022–23 Actual and each of the 2021–22 Actual and the 2022–23 Budget Target is due to additional expenditure associated with individually funded care arrangements, such as specialised fostering and disability placements.
Average cost per day of a residential-based care arrangement	\$1,922	\$1,999	\$2,398	The variance between the 2022–23 Budget Target and Actual is attributed to increased costs of staff accommodation rental subsidies. In addition, multiple Residential Group houses operated at significantly reduced capacity due to COVID-19 staffing sickness and complexities of children and movements between Residential Care and detention. The inability to recruit staff also impacted capacity, with an ongoing focus in 2023–24 to recruit to Residential Care.
Average cost per day of an exceptionally complex needs care arrangement	\$1,946	\$1,652	\$6,484	The significant variance between the 2022–23 Budget Target and Actual is due to the inclusion of the high volumes of Special Purpose Funded high needs care arrangements with non-panelled agencies from July 2022 by District Offices. The previous annual figure included expenditure with panelled providers only. Further to this, non-panelled agency use increased between July 2022 and January 2023 then ceased due to a panel recruitment of agencies where some non-panelled agencies were successful in achieving panel membership.

Key efficiency performance indicator	2021–22 actual	2022–23 target	2022–23 actual	Explanation of significant variance
Average cost per day of a secure care arrangement	\$10,119	\$7,513	\$9,996	The variance between the 2022–23 Budget Target and Actual is primarily due to increased costs of medical assessments and food provisions, in addition to the Centre operating at reduced capacity for most of 2022–23. There has also been a general decrease in admissions to Secure Care, which has not recovered since the emergence of COVID-19.
Average cost per day to plan for and support a child in the CEO's care.	\$79	\$68	\$87	The variance between the 2022–23 Budget Target and Actual is a result of additional costs associated with case support costs and children's subsidies.



Disclosures and legal compliance



Disclosures and legal compliance

Certification of financial statements

For the reporting period ended 30 June 2023

The accompanying financial statements of the Department of Communities 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 2023 and the financial position as at 30 June 2023.

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



Wayne Millen
Chief Finance Officer
14 September 2023



Mike Rowe
Director General
Accountable Authority
14 September 2023

Auditor General's opinion



Auditor General

INDEPENDENT AUDITOR'S REPORT

2023

Department of Communities

To the Parliament of Western Australia

Report on the audit of the financial statements

Opinion

I have audited the financial statements of the Department of Communities which comprise:

- the Statement of Financial Position at 30 June 2023, and the Statement of Comprehensive Income, Statement of Changes in Equity and Statement of Cash Flows for the year then ended
- Administered schedules comprising the Administered assets and liabilities at 30 June 2023 and the Administered income and expenses by service for the year then ended
- 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 Department of Communities for the year ended 30 June 2023 and the financial position at the end of that period
- 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 believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Emphasis of Matter – Restatement of comparative figures

I draw attention to Note 9.2 to the financial statements which states that the amounts reported in the previously issued 30 June 2022 financial statements have been restated and disclosed as comparatives in these financial statements. My opinion is not modified in respect of this matter.

Responsibilities of the Director General for the financial statements

The Director General is responsible for:

- keeping proper accounts
- preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards, the *Financial Management Act 2006* and the Treasurer's Instructions
- such internal control as it 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 Director General is responsible for:

- assessing the entity's ability to continue as a going concern
- disclosing, as applicable, matters related to going concern
- using the going concern basis of accounting unless the Western Australian Government has made policy or funding decisions affecting the continued existence of the Department.

Auditor's responsibilities 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 misstatements, 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. 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.

A further description of my responsibilities for the audit of the financial statements is located on the Auditing and Assurance Standards Board website. This description forms part of my auditor's report and can be found at https://www.auasb.gov.au/auditors_responsibilities/ar4.pdf.

Report on the audit of controls

Basis for qualified opinion

I identified the following significant weaknesses in controls by the Department of Communities:

- In the cash management controls as designed and implemented. This resulted in restricted funds received from the Disability Services Commission and the Housing Authority, intended to fund the provision of staff resources to both the Disability Services Commission and the Housing Authority, being consumed by the Department for its own operational purposes. As a result of the above, the Department has breached the legislative provisions of section 18(2) of the *Financial Management Act 2006*.
- In the payroll controls as implemented. These weaknesses could result in salary errors such as overpayments or payments to individuals who are not entitled to receive payments. Consequently, controls to prevent invalid and inaccurate payroll payments were inadequate.

Opinion

I have undertaken a reasonable assurance engagement on the design and implementation of controls exercised by the Department of Communities. The controls exercised by the Director General are those policies and procedures established 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 the State's financial reporting framework (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, except for the possible effects of the matters described in the Basis for Qualified Opinion section of my report, the controls exercised by the Department of Communities 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 the State's financial reporting framework during the year ended 30 June 2023.

The Director General's responsibilities

The Director General 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 Engagement 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 were implemented as designed.

An assurance engagement involves performing procedures to obtain evidence about the suitability of the controls design to achieve the overall control objectives and the implementation of those controls. The procedures selected depend on my judgement, including an 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 in operation, the overall control objectives may not be achieved so that fraud, error or non-compliance 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 audit of the key performance indicators

Opinion

I have undertaken a reasonable assurance engagement on the key performance indicators of the Department of Communities for the year ended 30 June 2023. The key performance indicators are the Under Treasurer-approved key effectiveness indicators and 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 Department of Communities are relevant and appropriate to assist users to assess the Department's performance and fairly represent indicated performance for the year ended 30 June 2023.

The Director General's responsibilities for the key performance indicators

The Director General is responsible for the preparation and fair presentation of the key performance indicators in accordance with the *Financial Management Act 2006* and the Treasurer's Instructions and for such internal controls as the Director General 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 Director General 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 responsibilities

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 entity'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 management relating to the report on financial statements, 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 ASQM 1 *Quality Management for Firms that Perform Audits or Reviews of Financial Reports and Other Financial Information, or Other Assurance or Related Services Engagements*, the Office of the Auditor General maintains a comprehensive system of quality management including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Other information

The Director General is responsible for the other information. The other information is the information in the entity's annual report for the year ended 30 June 2023, but not the financial statements, key performance indicators and my auditor's report.

My opinions on the financial statements, controls and key performance indicators do not cover the other information and accordingly I do not express any form of assurance conclusion thereon.

In connection with my audit of the financial statements, controls and key performance indicators my responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements and key performance indicators or my knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact. I did not receive the other information prior to the date of this auditor's report. When I do receive it, I will read it and if I conclude that there is a material misstatement in this information, I am required to communicate the matter to those charged with governance and request them to correct the misstated information. If the misstated information is not corrected, I may need to retract this auditor's report and re-issue an amended report.

Matters relating to the electronic publication of the audited financial statements and key performance indicators

The auditor's report relates to the financial statements and key performance indicators of the Department of Communities for the year ended 30 June 2023 included in the annual report on the Department's website. The Department's management is responsible for the integrity of the Department's website. This audit does not provide assurance on the integrity of the Department's website. The auditor's report refers only to the financial statements, controls and key performance indicators described above. It does not provide an opinion on any other information which may have been hyperlinked to/from the annual report. 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 contact the entity to confirm the information contained in the website version.



Caroline Spencer
Auditor General for Western Australia
Perth, Western Australia
17 September 2023

Financial statements

Statement of comprehensive income

For the year ended 30 June 2023

Table 11: Statement of comprehensive income

Income and expenses	Notes	2023 \$000	2022 ^(a) \$000
Cost of services			
Expenses			
Employee benefits expenses	3.1.1	615,196	537,957
Supplies and services	3.4	126,381	97,835
Depreciation and amortisation expenses	5.1.1, 5.2, 5.3.1	15,417	14,220
Finance costs	7.2	409	227
Accommodation expenses	3.4	51,171	45,893
Grants and subsidies	3.2	245,199	260,375
Funding for services	3.3	488,688	332,106
Loss on disposal of non-current assets	4.5	106	1,844
Other expenses	3.4	13,494	13,619
Total cost of services	–	1,556,061	1,304,076

Income and expenses	Notes	2023 \$000	2022 ^(a) \$000
Revenue and income			
User charges and fees	4.2	14,571	13,971
Other revenue	4.3	6,564	14,976
Commonwealth grants and contributions	4.4	77,226	59,219
Total revenue	–	98,361	88,166
Total income other than income from State Government	–	98,361	88,166
Net cost of services	–	1,457,700	1,215,910
Income from State Government			
Service appropriation	4.1	1,107,866	949,679
Resources received	4.1	5,587	15,130
Royalties for Regions Fund	4.1	8,587	8,913
Other funds received from State Government	4.1	315,836	228,886
Total income from State Government	–	1,437,876	1,202,608
Surplus/(Deficit) for the period	–	(19,824)	(13,302)
Other comprehensive income			
Items not reclassified subsequently to profit or loss			
Changes in asset revaluation surplus	9.11	9,064	3,391
Total other comprehensive income	–	9,064	3,391
Total comprehensive income/(loss) for the period	–	(10,760)	(9,911)

See also 'Schedule of income and expenses by service'.

The Statement of comprehensive income should be read in conjunction with the accompanying notes.

(a) The 2022 amounts have been restated. Refer to Note 9.2.

Statement of financial position

As at 30 June 2023

Table 12: Statement of financial position

Assets and liabilities	Notes	2023 \$000	2022 ^(a) \$000
Assets – current			
Cash and cash equivalents	7.3	23,166	6,757
Restricted cash and cash equivalents	7.3, 7.4	36,472	39,184
Receivables	6.1	32,200	13,279
Amounts receivable for services	6.2	68	68
Other current assets	6.3	14,478	2,580
Total current assets	–	106,384	61,868
Assets – Non-current			
Restricted cash and cash equivalents	7.3, 7.4	10,644	9,412
Amounts receivable for services	6.2	174,166	159,650
Property, plant and equipment	5.1	121,947	113,448
Leasehold improvements	5.1	4,626	5,606
Work in progress	5.1, 5.3	454	6
Right-of-use assets	5.2	10,078	7,641
Intangible assets	5.3	8,696	10,683
Total non-current assets	–	330,611	306,446
Total assets	–	436,995	368,314

Assets and liabilities	Notes	2023 \$000	2022 ^(a) \$000
Liabilities – current			
Payables	6.4	68,331	62,451
Lease liabilities	7.1	5,627	4,764
Income received in advance	6.5	350	349
Employee-related provisions	3.1.2	127,672	116,123
Total current liabilities	–	201,980	183,687
Liabilities – non-current			
Payables	6.4	1,571	1,944
Lease liabilities	7.1	4,672	3,255
Employee-related provisions	3.1.2	27,114	25,219
Total non-current liabilities	–	33,357	30,418
Total liabilities	–	235,337	214,105
Net assets	–	201,658	154,209
Equity			
Contributed equity	9.11	253,338	195,129
Reserves	9.11	12,455	3,391
Accumulated surplus/(deficit)	9.11	(64,135)	(44,311)
Total equity	–	201,658	154,209

See also 'Schedule of assets and liabilities by service'.

The Statement of financial position should be read in conjunction with the accompanying notes.

(a) The 2022 amounts have been restated. Refer to Note 9.2.

Statement of changes in equity

For the year ended 30 June 2023

Table 13: Statement of changes in equity

Statement of changes in equity	Notes	Contributed equity \$000	Reserves \$000	Accumulated surplus/ (deficit) \$000	Total equity \$000
Balance at 1 July 2021	–	181,339	–	(31,009)	150,330
Surplus/(Deficit)	–	–	–	(13,302)	(13,302)
Other comprehensive income	–	–	3,391	–	3,391
Total comprehensive income for the period	–	–	3,391	(13,302)	(9,911)
Transactions with owners in their capacity as owners	9.11				
Capital appropriations	–	8,351	–	–	8,351
Other contributions by owners	–	6,019	–	–	6,019
Distributions to owners	–	(580)	–	–	(580)
Total	–	13,790	–	–	13,790
Balance at 30 June 2022	–	195,129	3,391	(44,311)	154,209
Balance at 1 July 2022	–	195,129	3,391	(44,311)	154,209
Surplus/(Deficit)	–	–	–	(19,824)	(19,824)
Other comprehensive income	–	–	9,064	–	9,064
Total comprehensive income for the period	–	–	9,064	(19,824)	(10,760)
Transactions with owners in their capacity as owners	9.11				

Statement of changes in equity	Notes	Contributed equity \$000	Reserves \$000	Accumulated surplus/ (deficit) \$000	Total equity \$000
Capital appropriations	–	48,211	–	–	48,211
Other contributions by owners	–	9,998	–	–	9,998
Total	–	58,209	–	–	58,209
Balance at 30 June 2023	–	253,338	12,455	(64,135)	201,658

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 2023

Table 14: Statement of cash flows

Statement of cash flows	Notes	2023 \$000	2022 ^(a) \$000
Cash flows from State Government			
Service appropriation	–	1,092,788	934,140
Capital appropriations	–	48,211	8,351
Holding account drawdown	–	68	68
Royalties for Regions Fund	–	8,587	8,913
National Redress Records	–	7,319	7,984
Digital Capability Fund	–	\$8,766	\$5,065
Other funds received from State Government – Service delivery agreement	–	272,725	207,295
Other funds received from State Government - others	–	37,518	15,054
Net cash provided by State Government	–	1,475,982	1,186,870
Utilised as follows			
Cash Flows from operating activities – payments			
Employee benefits	–	(616,047)	(518,977)
Supplies and services	–	(155,162)	(83,347)
Finance costs	–	(409)	(227)
Accommodation	–	(51,171)	(45,893)
Grants and subsidies	–	(247,716)	(260,375)
Funding for services	–	(465,306)	(318,761)

Statement of cash flows	Notes	2023 \$000	2022 ^(a) \$000
GST payments on purchases	–	(71,719)	(58,198)
Other payments	–	(11,008)	(15,078)
Receipts			
User charges and fees	–	14,572	13,971
Commonwealth grants and contributions	–	77,226	59,219
GST receipts on sales	–	465	1,106
GST receipts from taxation authority	–	71,254	57,092
Other receipts	–	5,194	10,121
Net cash used in operating activities	7.3.2	(1,449,827)	(1,159,347)
Cash flows from investing activities – receipts			
Proceeds from sale of non-current assets	–	1,849	1,065
Cash flows from investing activities – payments			
Purchase of non-current assets	–	(2,852)	(2,669)
Net cash used in investing activities	–	(1,003)	(1,604)
Cash flows from financing activities – payments			
Principal elements of lease payments	–	(10,223)	(8,065)
Net cash used in financing activities	–	(10,223)	(8,065)
Net increase/(decrease) in cash and cash equivalents	–	14,929	17,854
Cash and cash equivalents at the beginning of the year	–	55,353	37,499
Cash and cash equivalents at the end of the period	7.3.1	70,282	55,353

The Statement of cash flows should be read in conjunction with the accompanying notes.

(a) The 2022 amounts have been restated. Refer to Note 9.2.

Notes to the financial statements

1. Basis of preparation

The Department is a WA Government entity, controlled by the State of Western Australia which is the ultimate parent.

The Department is a not-for-profit entity (as profit is not its principal objective).

The financial statements have been prepared on a going concern basis as the State of Western Australia which is the ultimate parent entity has no solvency concerns.

The State budget papers highlight that the Department is fully appropriated to provide its ongoing services from 2022–23 through to 2025–26, including positive cash at bank and cashflow balances.

To the best of the Department's knowledge there are no plans from Government to reduce the Department's ability to meet its obligations. The Department also has the capacity to seek Supplementary funding from the State of Western Australia as the parent entity, if cash management issues were to arise.

Noting that the appropriation published in the Budget represents the sum of funding provided to the Department and its subsidiary Statutory Authorities, the Department has been working with the Department of Treasury to consolidate cash appropriations to simplify arrangements going forward; within this context, there are no overall solvency concerns.

Statement of compliance

These general purpose financial statements are prepared in accordance with:

1. The *Financial Management Act 2006* (FMA);
2. The Treasurer's instructions (TIs);
3. Australian Accounting Standards (AASs) including applicable interpretations; and
4. Where appropriate, those AAS paragraphs applicable for not-for-profit entities have been modified.

The FMA and the TIs take precedence over AASs. Several AASs are modified by the TIs to vary application, disclosure, format and wording. 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.

Basis of preparation

These financial statements are presented in Australian dollars applying the accrual basis of accounting and using the historical cost convention. Certain balances will apply a different measurement basis (such as the fair value basis). Where this is the case the different measurement basis is disclosed in the associated note. All values are rounded to the nearest thousand dollars (\$'000).

Judgements and estimates

Judgements, estimates and assumptions are required to be made about financial information being presented. The significant judgements and estimates made in the preparation of these financial statements are disclosed in the notes where amounts affected by those judgements and/or estimates are disclosed. Estimates and associated assumptions are based on professional judgements derived from historical experience and various other factors that are believed to be reasonable under the circumstances.

Accounting for Goods and Services Tax (GST)

Income, expenses and assets are recognised net of the amount of goods and services tax (GST), except that the:

- a) Amount of GST incurred by the Department as a purchaser that is not recoverable from the Australian Taxation Office (ATO) is recognised as part of an asset's cost of acquisition or as part of an item of expense; and
- b) Receivable and payables are stated with the amount of GST included.

Cash flows are included in the Statement of cash flows on a gross basis. However, the GST components of cash flows arising from investing and financing activities which are recoverable from, or payable to, the ATO are classified as operating cash flow.

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 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 will be credited directly to Contributed Equity.

2. Department outputs

How the Department operates

This section includes information regarding the nature of funding the Department receives and how this funding is utilised to achieve the Department's objectives. This note also provides the distinction between controlled funding and administered funding.

	Notes
Department objectives	2.1
Schedule of Income and Expenses by Service	2.2
Schedule of Assets and Liabilities by Service	2.3

2.1 Department objectives

Purpose

Working together to provide responsive services that build safe, inclusive and empowered communities.

The Department is predominantly funded by Parliamentary appropriation.

Services

The Department provides the following services:

Service 1: Community services

Provision of community services across Western Australia: Working with Children Checks to increase child safety, regulation and quality assurance of early education and care services, and delivery of benefits and concessions including Seniors Card and other support services.

Service 2: Homelessness support services

A range of accommodation and related support services for individuals and families who are homeless or at risk of homelessness.

Service 3: Earlier intervention and family support services

Earlier and more intense services to divert children and young people from the child protection system and prevent them from needing to enter care.

Service 4: Preventing and responding to family and domestic violence (FDV)

A range of services to people experiencing, or at risk of, family and domestic violence (FDV), including the provision of crisis accommodation, counselling and community-based response teams that provide coordinated agency responses to FDV incidents.

Service 5: Child protection assessments and investigations

Assessing concerns reported to the Department about the wellbeing of children and young people and responding appropriately, including child protection assessments, investigations and making applications for court orders.

Service 6: Care arrangements and support services for children in the CEO's care

Provision of safe and stable care arrangements and other support services for the safety, support and wellbeing of children and young people in the care of the CEO.

Service 7: Shared cost allocation

Provision of human resources and business and operational support services to Housing Authority and Disability Services Commission.

2.2 Schedule of income and expenses by service

For the year ended 30 June 2023

Table 15: Schedule of income and expenses by service

Income and expenses	Community Services 2023 \$000	Community Services 2022 \$000	Homeless-ness Support Services 2023 \$000	Homeless-ness Support Services 2022 \$000	Earlier Intervention and Family Support Services 2023 \$000	Earlier Intervention and Family Support Services 2022 \$000	Preventing and Responding to Family and Domestic Violence 2023 \$000	Preventing and Responding to Family and Domestic Violence 2022 \$000
Cost of services – expenses								
Employee benefits expense	50,803	43,018	2,063	1,342	44,545	37,307	6,447	5,001
Supplies and services	21,627	23,624	2,980	1,587	9,371	8,988	1,716	1,787
Depreciation and amortisation expense	909	1,118	36	42	1,660	1,841	109	118
Finance costs	37	16	1	–	56	31	2	1
Accommodation expenses	3,253	3,626	852	1,436	4,452	5,224	304	382
Grants and subsidies	66,286	81,627	9,952	6,572	7,086	4,698	33,559	33,135
Funding for services	51,265	52,622	66,970	64,159	37,813	34,689	60,996	48,914
Loss on disposal of non-current assets	19	1,228	–	3	11	79	1	14
Other expenses	1,088	1,949	33	59	1,001	1,801	112	203
Total cost of services	195,285	208,828	82,887	75,200	105,995	94,658	103,246	89,555

Income and expenses	Community Services 2023 \$000	Community Services 2022 \$000	Homeless-ness Support Services 2023 \$000	Homeless-ness Support Services 2022 \$000	Earlier Intervention and Family Support Services 2023 \$000	Earlier Intervention and Family Support Services 2022 \$000	Preventing and Responding to Family and Domestic Violence 2023 \$000	Preventing and Responding to Family and Domestic Violence 2022 \$000
Cost of services – income								
User charges and fees	14,493	13,895	–	–	1	1	–	–
Other revenue	194	1,706	616	46	735	1,696	93	173
Commonwealth grants and contributions	1,021	881	27,739	29,197	70	363	47,378	26,208
Total income other than income from State Government	15,708	16,482	28,355	29,243	806	2,060	47,471	26,381
Net cost of services	179,577	192,346	54,532	45,957	105,189	92,598	55,775	63,174
Income from State Government								
Service appropriation	167,398	172,550	45,203	43,041	99,982	88,586	50,356	58,772
Resources received	691	1,873	21	57	638	1,727	72	194
Royalties for Regions Fund	1,163	1,145	5,176	4,882	168	153	1,306	1,737
Other funds received from State Government	37,138	14,576	–	472	–	–	110	–
Total income from State Government	206,390	190,144	50,400	48,452	100,788	90,466	51,844	60,703
Surplus/(deficit) for the period	26,813	(2,202)	(4,132)	2,495	(4,401)	(2,132)	(3,931)	(2,471)

The Schedule of income and expenses by service should be read in conjunction with the accompanying notes.

Table 16: Schedule of income and expenses by service

Income and expenses	Child Protection Assessments and Investigations 2023 \$000	Child Protection Assessments and Investigations 2022 \$000	Care Arrangements and Support Services for Children in the CEO's care 2023 \$000	Care Arrangements and Support Services for Children in the CEO's Care 2022 \$000	Shared Cost Allocation 2023 \$000	Shared Cost Allocation 2022 \$000	Total 2023 \$000	Total 2022 ^(a) \$000
Cost of services – expenses								
Employee benefits expense	71,260	60,781	217,720	183,913	222,358	206,595	615,196	537,957
Supplies and services	14,459	14,330	43,061	43,695	33,167	3,824	126,381	97,835
Depreciation and amortisation expense	2,544	2,828	7,342	8,273	2,817	–	15,417	14,220
Finance costs	88	46	234	133	(9)	–	409	227
Accommodation expenses	7,086	8,363	22,753	26,862	12,471	–	51,171	45,893
Grants and subsidies	4,706	5,968	122,511	128,375	1,099	–	245,199	260,375
Funding for services	5,363	3,924	266,281	127,798	–	–	488,688	332,106
Loss on disposal of non-current assets	16	120	55	400	4	–	106	1,844
Other expenses	1,499	2,697	5,036	9,061	4,727	(2,151)	13,494	13,619
Total cost of services	107,021	99,057	684,993	528,510	276,634	208,268	1,556,061	1,304,076
Income								
User charges and fees	2	2	75	73	–	–	14,571	13,971

Income and expenses	Child Protection Assessments and Investigations 2023 \$000	Child Protection Assessments and Investigations 2022 \$000	Care Arrangements and Support Services for Children in the CEO's care 2023 \$000	Care Arrangements and Support Services for Children in the CEO's Care 2022 \$000	Shared Cost Allocation 2023 \$000	Shared Cost Allocation 2022 \$000	Total 2023 \$000	Total 2022 ^(a) \$000
Other revenue	1,068	2,511	3,002	7,871	856	973	6,564	14,976
Commonwealth grants and contributions	602	863	416	1,707	–	–	77,226	59,219
Total income other than income from State Government	1,672	3,376	3,493	9,651	856	973	98,361	88,166
Net cost of services	105,351	95,681	681,506	518,859	275,925	207,295	1,457,700	1,215,910
Income from State Government								
Service appropriation	101,184	92,516	643,743	494,214	–	–	1,107,866	949,679
Resources received	955	2,587	3,210	8,692	–	–	5,587	15,130
Royalties for Regions Fund	188	228	586	768	–	–	8,587	8,913
Other funds received from State Government	5,863	6,543	–	–	272,725	207,295	315,836	228,886
Total income from State Government	108,190	101,874	647,539	503,674	272,725	207,295	1,437,876	1,202,608
Surplus/(deficit) for the period	2,841	6,193	(33,961)	(15,185)	(3,053)	–	(19,824)	(13,302)

The Schedule of income and expenses by service should be read in conjunction with the accompanying notes.

(a) The 2022 amounts have been restated. Refer to Note 9.2.

2.3 Schedule of assets and liabilities by service

As at 30 June 2023

Table 17: Schedule of assets and liabilities by service

Assets and Liabilities	Community Services 2023 \$000	Community Services 2022 \$000	Homeless-ness Support Services 2023 \$000	Homeless-ness Support Services 2022 \$000	Earlier Intervention and Family Support Services 2023 \$000	Earlier Intervention and Family Support Services 2022 \$000	Preventing and Responding to Family Domestic Violence 2023 \$000	Preventing and Responding to Family Domestic Violence 2022 \$000
Assets								
Current assets	35,184	13,855	380	1,517	9,406	5,476	6,756	2,172
Non-current assets	23,115	22,301	732	696	35,870	32,926	2,384	2,113
Total assets	58,299	36,156	1,112	2,213	45,276	38,402	9,140	4,285
Liabilities								
Current liabilities	23,876	25,751	648	645	19,963	20,365	2,495	2,522
Non-current liabilities	4,049	3,427	114	77	3,827	3,577	391	320
Total liabilities	27,925	29,178	762	722	23,790	23,942	2,886	2,842
Net assets	30,374	6,978	350	1,491	21,486	14,460	6,254	1,443

Table 18: Schedule of assets and liabilities by service

Income and Expenses	Child Protection Assessments and Investigations 2023 \$000	Child Protection Assessments and Investigations 2022 \$000	Care Arrangements and Support Services for children in the CEO's care 2023 \$000	Care Arrangements and Support Services for Children in the CEO's care 2022 \$000	Shared Cost Allocation 2023 \$000	Shared Cost Allocation 2022 \$000	Total 2023 \$000	Total 2022 \$000
Assets								
Current assets	10,793	8,533	38,655	30,315	5,210	–	106,384	61,868
Non-current assets	55,672	51,035	212,838	197,375	–	–	330,611	306,446
Total assets	66,465	59,568	251,493	227,690	5,210	–	436,995	368,314
Liabilities								
Current liabilities	30,103	32,046	124,895	102,358	–	–	201,980	183,687
Non-current liabilities	5,792	6,210	19,184	16,807	–	–	33,357	30,418
Total liabilities	35,895	38,256	144,079	119,165	–	–	235,337	214,105
Net assets	30,570	21,312	107,414	108,525	5,210	–	201,658	154,209

The Schedule of assets and liabilities by service should be read in conjunction with the accompanying notes.

3. Use of our funding

3.1 Expenses incurred in the delivery of services

This section provides additional information about how the Department's funding is applied and the accounting policies that are relevant for an understanding of the items recognised in the financial statements. The primary expenses incurred by the Department in achieving its objectives and the relevant notes are:

Table 19: Expenses incurred in the delivery of services

Expenses incurred in the delivery of services	Notes	2023 \$000	2022^(a) \$000
Employee benefits expenses	3.1.1	615,196	537,957
Employee related provisions	3.1.2	154,786	141,342
Grants and subsidies	3.2	245,199	260,375
Funding for services	3.3	488,688	332,106
Other expenditure	3.4	191,046	157,347

3.1.1 Employee benefits expenses

Table 20: Employee benefits expenses

Employee benefits expenses	2023 \$000	2022^(a) \$000
Wages and salaries	557,626	490,280
Superannuation – defined contributions plans	57,570	47,809
Superannuation – defined benefits plans	–	(132)
Total employee benefits expenses	615,196	537,957
Add: AASB 16 Non-monetary benefits (not included in employee benefits expense)	14,171	8,913
Less: Employee contribution (per the Statement of comprehensive income)	(2,708)	(2,791)
Net employee benefits	626,659	544,079

(a) The 2022 amounts have been restated. Refer to Note 9.2.

The Department is the legal employer of all the Public Sector CSA Agreement 2022 employees from the Department, Housing Authority and Disability Services Commission in accordance with the Public Service Commission Employee Disposition Notice following on from the Machinery of Government announcement.

Employee Benefits include wages, salaries and social contributions, accrued and paid leave entitlements and paid sick leave, and non-monetary benefits recognised under accounting standards other than AASB 16 (such as medical care, housing, cars and free or subsidised goods or services) for employees. The employee benefits include the Department's employees providing services to Housing Authority and the Disability Services Commission. Refer to Note 9.2.

Superannuation is the amount recognised in profit or loss of the Statement of comprehensive income comprises employer contributions paid to the GSS (concurrent contributions), the WSS, the GESBs, or other superannuation funds.

AASB 16 Non-monetary benefits are non-monetary employee benefits predominantly relating to the provision of vehicle and housing benefits that are recognised under AASB 16 which are excluded from the employee benefits expense.

Employee contributions are contributions made to the Department by employees towards employee benefits that have been provided by the Department. This includes both AASB 16 and non-AASB 16 employee contributions.

3.1.2 Employee-related provisions

Provision is made for benefits accruing to employees in respect of wages and salaries, annual leave and long service leave for services rendered up to the reporting date and recorded as an expense during the period the services are delivered.

Table 21: Employee-related provisions

Employee-related provisions	2023 \$000	2022 \$000
Employee benefits provisions – current		
Annual leave and other leave (a)	54,574	50,367
Long service leave (b)	57,732	49,685
Superannuation (c)	10,947	12,012
Purchased leave	328	505
Sub-total	123,581	112,569
Other provisions		
Employment on-costs (d)	4,091	3,554
Total current employee-related provisions	127,672	116,123
Employee benefits provisions – non-current		
Long service leave (b)	25,750	24,031
Deferred leave (e)	452	394
Other provisions		
Employment on-costs (d)	912	794
Total non-current employee-related provisions	27,114	25,219
Total employee-related provisions	154,786	141,342

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

Table 22: Annual leave and other leave liabilities

Annual leave and other leave liabilities	2023 \$000	2022 \$000
Within 12 months of the end of the reporting period	37,097	34,121
More than 12 months after the end of the reporting period	17,477	16,246
Total	54,574	50,367

The provision for annual leave is calculated at the present value of expected payments to be made in relation to services provided by employees up to the reporting date.

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

Assessments indicate that actual settlement of the liabilities is expected to occur as follows:

Table 23: Long service leave liabilities

Long service leave liabilities	2023 \$000	2022 \$000
Within 12 months of the end of the reporting period	19,726	18,796
More than 12 months after the end of the reporting period	63,756	54,920
Total	83,482	73,716

The provision for long service leave is calculated at present value as the Department does not expect to wholly settle the amounts within 12 months. The present value is measured taking into account the present value of expected future payments to be made in relation to services provided by employees up to the reporting date. These payments are estimated using the remuneration rate expected to apply at the time of settlement and 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.

(c) **Superannuation** provision relates to employer-financed defined benefits due to membership of the Pension Scheme and transferred benefits in Gold State Super (GSS) for Housing Authority employees. Under the Pension Scheme, the employer-financed benefit is a pension benefit payable on retirement, death or invalidity, or a lump sum benefit on resignation. Under the transferred benefits in GSS, the members receive a lump sum benefit at retirement, death or validity which is related to their salary during their employment and indexed during any deferral period after leaving public sector employment.

The provision is the present value of expected future payments calculated by external actuaries based on appropriate Commonwealth Government bond rate, salary increase rate, pension increase rate and CPI. Funding requirements are based on invoices provided to the Department by

GESB that represent the cost of the benefits paid to members during the reporting period.

Table 24: Defined benefit superannuation plans

Defined benefit superannuation plans	Pension Scheme 2023	Pre-transfer GSS benefit 2023	Pension Scheme 2022	Pre-transfer GSS benefit 2022
Carrying amount at start of period	10,594	1,418	11,508	1,639
Interest cost	337	39	164	21
Net actuarial losses/(gains) recognised	244	(91)	19	47
Benefits paid	(1,062)	(532)	(1,097)	(289)
Carrying amount at end of the period	10,113	834	10,594	1,418

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

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 expenditure', Note 3.4 (apart from the unwinding of the discount (finance cost))' and are not included as part of the Department's 'employee benefits expense'. The related liability is included in 'Employment on costs provision'.

Table 25: Employment on-costs

Employment on-costs provision	2023 \$000	2022 \$000
Carrying amount at start of period	4,348	3,931
Additional/(reversals of) provisions recognised	655	417
Carrying amount at end of period	5,003	4,348

(e) Deferred leave provision relates to public service employees who have entered into an agreement to self-fund an additional 12 months leave in the fifth year of the agreement. The provision recognises the value of salary set aside for employees to be used in the fifth year. The liability is measured on the same basis as annual leave.

Table 26: Deferred leave

Deferred leave	2023 \$000	2022 \$000
Within 12 months of the end of the reporting period	-	-
More than 12 months after the end of the reporting period	452	394
Total	452	394

Key sources of estimation uncertainty – long service leave

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

Several estimates and assumptions are used in calculating the Department's long service leave provision. These 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. Any gain or loss following revaluation of the present value of long service leave liabilities is recognised as employee benefits expense.

3.2 Grants and subsidies

Table 27: Grants and subsidies

Grants and subsidies	2023 \$000	2022 \$000
Recurrent		
Bereavement assistance	1,092	799
Case support costs	35,106	27,549
Children's and leaving care subsidies	80,142	96,621
Grants and subsidies private bodies	69,935	65,607
Grants and subsidies to government agencies	1,018	8,524
Hardship Utility Grant Scheme	5,508	5,538
Natural disaster assistance	–	448
Seniors Cost of Living Rebate	25,890	25,196
Seniors Safety and Security Rebate	3,278	4,864
Other	23,230	25,229
Total grants and subsidies	245,199	260,375

Transactions in which the Department provides goods, services, assets (or extinguishes a liability) or labour to another party without receiving approximately equal value in return are categorised as 'Grant or subsidy expenses'. These payments or transfers are recognised at fair value at the

time of the transaction and are recognised as an expense in the reporting period in which they are paid. They include transactions such as: grants, subsidies, personal benefit payments made in cash to individuals, other transfer payments made to public sector agencies, local government, non-government schools, and community groups.

Grants can be paid as general-purpose grants which refer to grants that are not subject to conditions regarding their use. Alternatively, they may be paid as specific purpose grants which are paid for a particular purpose and/or have conditions attached regarding their use.

3.3 Funding for services

Table 28: Funding for services

Funding for services	2023 \$000	2022 \$000
Recurrent		
Care arrangements and support services for children in the CEO's care	266,281	127,798
Child protection assessments and investigations	5,363	3,924
Community services	51,265	52,622
Earlier intervention and family support services	37,813	34,689
Homelessness support services	66,970	64,159
Preventing and responding to family and domestic violence	60,996	48,914
Total grants and subsidies	488,688	332,106

3.4 Other expenditure

Table 29: Other expenditure

Other expenditure	2023 \$000	2022 ^(a) \$000
Supplies and services		
Communications	9,184	7,352
Consultants and contractors	50,434	33,012
Consumables	7,551	4,809
Contracts, equipment and licences	16,312	10,572
Leased equipment	877	799
Motor vehicle costs	4,842	4,463
Resources received free of charge – expenses	5,587	15,130
Service delivery agreement expenses – Housing Authority and Disability Service Commission	11,874	3,824
Staffing costs	8,164	8,046
Training	3,619	2,197
Travel	5,616	3,240
Other	2,321	4,391
Total supplies and services expenses	126,381	97,835
Accommodation expenses		
Cleaning, gardening, security, rates and taxes	5,050	4,719
Insurance general	5,015	4,128
Minor works	1,892	2,012
Power, water and gas	2,049	1,983

Other expenditure	2023 \$000	2022 ^(a) \$000
Rentals	32,973	29,325
Repairs and maintenance – buildings	4,192	3,726
Total accommodation expenses	51,171	45,893
Other expenses		
Audit fees	732	536
Employment on-costs	12,124	12,517
Expected credit losses expense	164	546
Repairs and maintenance – equipment	474	20
Total other expenses	13,494	13,619
Total other expenditure	191,046	157,347

(a) The 2022 amounts have been restated. Refer to Note 9.2.

Supplies and services are recognised as an expense in the reporting period in which they are incurred. The carrying amounts of any materials held for distribution are expensed when the materials are distributed.

Service delivery agreement expenses represent overhead costs incurred by Housing Authority and Disability Services Commission on behalf of the Department and are recouped through the shared costing model between the entities. Effective from 1 July 2022, a shared costing model for overhead cost allocations across the entities of the Department of Communities, Housing Authority and Disability Services Commission was introduced. Overheads are proportionately allocated based on the Direct and Indirect costs for the whole of Communities (all three agencies) and was introduced to facilitate an equitable sharing of overhead charges across the three entities.

Rentals are expensed as incurred as Memorandum of Understanding (MOU) Agreements between the Department and the Department of Finance for the leasing of Office accommodation contain significant substitution rights.

Other expenses generally represent the day-to-day running costs incurred in normal operations.

Employment on-costs include workers' compensation insurance and other employment on-costs. The on-costs liability associated with the recognition of annual and long service leave liabilities is included at Note 3.1.2 Employee Related Provisions. Superannuation contributions accrued as part of the provision for leave are employee benefits and are not included in employment on-costs.

Expected credit losses expense is recognised for movement in allowance for impairment of trade receivables. Please refer to Note 6.1 Receivables for more details.

Repairs and maintenance – equipment and building costs are recognised as expenses as incurred, except where they relate to the replacement of a significant component of an asset. In that case, the costs are capitalised and depreciated.

4. Our funding sources

How we obtain our funding

This section provides additional information about how the Department obtains its funding and the relevant accounting policy notes that govern the recognition and measurement of this funding. The primary income received by the Department and the relevant notes are:

Table 30: Funding sources

Funding sources	Notes	2023 \$000	2022 ^(a) \$000
Income from State Government	4.1	1,437,876	1,202,608
User charges and fees	4.2	14,571	13,971
Other revenue	4.3	6,564	14,976
Commonwealth grants and contributions	4.4	77,226	59,219
Loss on disposal of non-current assets	4.5	(106)	(1,844)

4.1 Income from State Government

Table 31: Income from State Government

Income from State Government	2023 \$000	2022 ^(a) \$000
Appropriations received during the period		
Service appropriation	1,092,788	934,140
Salaries and Allowances Act	494	493
Amounts receivable for services	14,584	15,046
Total	1,107,866	949,679
Resources received from other public sector entities		
State Solicitor's Office – legal services	4,372	4,344
Department of Finance – leasing services and Rapid Antigen Tests	793	10,460

Income from State Government	2023 \$000	2022^(a) \$000
Department of Health – health assessments for children in care	–	297
Department of Education – provide training and maintenance of students	159	6
Landgate – land information and valuation services	11	8
Office of the Director of Public Prosecutions – working with Children Checks	4	6
Child and Adolescent Health Service – provide health assessments	228	–
Department of Primary Industries and Regional Development – office accommodation services	20	9
Total services received	5,587	15,130
Royalties for Regions Fund		
Regional Community Services Account – Department of Primary Industries and Regional Development	8,587	8,913
Total Royalties for Regions Fund	8,587	8,913
Other funds received from State Government		
Minilya Flood	–	45
Wooroloo Bushfire	546	351
Cyclone Seroja	3,279	900
CLMIA Reform Project	227	104
Parenting Community Funding	547	529
Essential municipal services upgrade program (EMSUP)	20,517	8,930

Income from State Government	2023 \$000	2022^(a) \$000
Financial counselling	500	500
Kabul Repatriation	–	1,579
Support sector	204	197
NSW Flood Assistance	114	–
Lagrange Bushfire	36	–
Great Southern Storm	23	–
Cyclone Veronica	102	–
WA Council on Addictions Inc	110	–
Women's Interests	200	–
Kimberley Juvenile Justice Strategy	154	–
Shackleton Bushfire	3	–
Kimberley Floods 2023	9,230	–
Youth accommodation drug and alcohol office funds	–	472
National Redress Records FOI	7,319	7,984
Service delivery agreement income – Housing Authority and Disability Services Commission	272,725	207,295
Total other funds received from State Government	315,836	228,886
Total income from State Government	1,437,876	1,202,608

(a) The 2022 amounts have been restated. Refer to Note 9.2.

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

Resources received from other public sector entities are recognised as income equivalent to the fair value of the assets received or the fair value of services that can be reliably determined and which would have been purchased if not donated.

The Regional Infrastructure and Headworks Account, and, Regional Community Services Accounts are sub-funds within the over-arching 'Royalties for Regions Fund'. The recurrent funds are committed to projects and programs in WA regional areas and are recognised as income when the Department receives the funds.

Service delivery agreement income from Housing Authority and Disability Services Commission relates to recoupable expenses for services rendered to other public sector entities and includes employee benefits expenses and overhead charges. Refer to Note 3.4 and Note 9.2.

Summary of consolidated account appropriations

For the year ended 30 June 2023

Table 32: Summary of consolidated account appropriations

Consolidated Account Appropriations	2023 Budget Estimate \$000	2023 Supplementary Funding \$000	2023 Revised Budget \$000	2023 Actual \$000	2023 Variance \$000
Delivery of services					
Item 73 Net amount appropriated to deliver services	956,372	152,913	1,109,285	1,107,372	(1,913)
Amount authorised by Other Statutes - <i>Salaries and Allowances Act 1975</i>	494	-	494	494	-
Total appropriations provided to deliver services	956,866	152,913	1,109,779	1,107,866	(1,913)
Capital					
Item 139 Capital appropriations	7,777	40,434	48,211	48,211	-
Total	964,643	193,347	1,157,990	1,156,077	(1,913)

4.2 User charges and fees

Table 33: User charges and fees

User charges and fees	2023 \$000	2022 \$000
Adoption fees	70	66
Fines and penalties	97	257
Child care licensing fees	733	631
Working with Children screening fees	10,105	9,329
National Disability Insurance Scheme (NDIS) screening fees	3,556	3,677
Other	10	11
Total user charges and fees	14,571	13,971

Revenue is recognised at the transaction price when the Department transfers control of the services to customers. Revenue is recognised at a point-in-time for all departmental fees and charges. The performance obligations for these user fees and charges are satisfied when the services have been provided.

4.3 Other revenue

Table 34: Other revenue

Other revenue	2023 \$000	2022 (a) \$000
Employee contributions	2,708	2,791
Rebates and reimbursements	2,109	6,702
Reimbursement of relocation expenses	–	249
Revaluation of Assets	1,370	4,912
Other	377	322
Total other revenue	6,564	14,976

(a) The 2022 amounts have been restated. Refer to Note 9.2.

Revenue is recognised at the transaction price when the Department transfers control of the services to customers or where the performance objectives are met.

4.4 Commonwealth grants and contributions

Table 35: Commonwealth grants and contributions

Commonwealth grants and contributions	2023 \$000	2022 \$000
National Housing and Homelessness Agreement	50,087	47,076
National Initiatives Program – Women's Safety Package	751	751
Indian Ocean Territories Service Delivery Program	439	454
Connected Beginnings Program – Roebourne	988	560
Family Court WA Pilot	482	305
COVID-19 FDV Services Respond to COVID	–	2,538
NDIS Worker Screening-Legal	174	–
National Partnership Family Domestic Sexual Violence Respond	24,279	7,535
Unaccompanied Humanitarian Minors	26	–
Total commonwealth grants and contributions	77,226	59,219

Commonwealth grants

Recurrent grants are recognised as income when the grants are receivable.

Income from grants to acquire/construct a recognisable non-financial asset to be controlled by the Department is recognised when the Department satisfies its obligations under the transfer. The Department satisfies the obligations under the transfer to construct assets over time as the non-financial assets are being constructed.

Commonwealth contributions

Where Commonwealth specific purpose funding is received, contributions received are deferred and revenue is recognised when or as the performance obligation is satisfied. This income is disaggregated by National Specific Purpose Payment (SPP) and National Partnership Payments (NPP).

4.5 Loss on disposal of non-current assets

Table 36: Loss on disposal of non-current assets

Loss on disposal of non-current assets	2023 \$000	2022 \$000
Net proceeds from disposal of non-current assets		
Right of use assets	1,849	1,065
Carrying amount of non-current assets disposed		
Land	–	(670)
Buildings	–	(966)
Office machines, furniture and equipment	(108)	(186)
Computer equipment	–	(17)
Right of use assets	(1,847)	(1,070)
Net losses	(106)	(1,844)

Gains and losses on the disposal of non-current assets are presented by deducting from the proceeds on disposal the carrying amount of the asset and related selling expenses. Gains and losses are recognised in profit or loss in the Statement of comprehensive income.

5. Key assets

Assets the Department utilises for economic benefit or service potential

This section includes information regarding the key assets the Department utilises to gain economic benefits or provide service potential. The section sets out both the key accounting policies and financial information about the performance of these assets.

Table 37: Key assets

Key assets	Notes	2023 \$000	2022 \$000
Property, plant and equipment	5.1	121,947	113,448
Leasehold improvements	5.1	4,626	5,606
Work in progress	5.1,5.3	454	6
Right of use assets	5.2	10,078	7,641
Intangible assets	5.3	8,696	10,683

5.1 Property, plant and equipment

Table 38: Property, plant and equipment year ended 30 June 2023

Year ended 30 June 2023	Land \$000	Buildings \$000	Office machines, furniture and equipment \$000	Computer equipment \$000	Leasehold improvements \$000	Work in progress \$000	Total \$000
1 July 2022							
Gross carrying amount	60,490	52,050	2,993	1,467	34,343	6	151,349
Accumulated depreciation	–	–	(2,684)	(868)	(28,737)	–	(32,289)
Carrying amount at start of year	60,490	52,050	309	599	5,606	6	119,060
Additions	–	458	44	–	182	474	1,158
Transfers to/(from) work in progress	–	–	–	–	26	(26)	–
Revaluation increments	4,248	6,186	–	–	–	–	10,434
Disposals	–	–	(27)	–	(81)	–	(108)
Depreciation	–	(2,087)	(136)	(187)	(1,107)	–	(3,517)
Carrying amount at 30 June 2023	64,738	56,607	190	412	4,626	454	127,027
Gross carrying amount	64,738	56,607	2,131	1,467	30,407	454	155,804
Accumulated depreciation	–	–	(1,941)	(1,055)	(25,781)	–	(28,777)

Table 39: Property, plant and equipment year ended 30 June 2022

Year ended 30 June 2022	Land \$000	Buildings \$000	Office machines, furniture and equipment \$000	Computer equipment \$000	Leasehold improvements \$000	Work in progress \$000	Total \$000
1 July 2021							
Gross carrying amount	56,835	52,082	4,218	2,617	36,717	6	152,475
Accumulated depreciation	–	(485)	(3,517)	(2,558)	(30,342)	–	(36,902)
Carrying amount at start of year	56,835	51,597	701	59	6,375	6	115,573
Additions	–	96	161	734	101	358	1,450
Transfers to/(from) work in progress	–	–	–	–	358	(358)	–
Revaluation increments/ (decrements)	4,470	3,834	–	–	–	–	8,304
Disposals	(815)	(1,401)	(186)	(17)	–	–	(2,419)
Depreciation	–	(2,076)	(367)	(177)	(1,228)	–	(3,848)
Carrying amount at 30 June 2022	60,490	52,050	309	599	5,606	6	119,060
Gross carrying amount	60,490	52,050	2,993	1,467	34,343	6	151,349
Accumulated depreciation	–	–	(2,684)	(868)	(28,737)	–	(32,289)

Initial recognition

Items of property, plant and equipment costing \$5,000 or more are measured initially at cost. Where an asset is acquired for no or nominal cost, the cost is valued at its fair value at the date of acquisition. Items of property, plant and equipment costing less than \$5,000 are immediately expensed direct to the Statement of comprehensive income (other than where they form part of a group of similar items which are significant in total).

The cost of a leasehold improvement is capitalised and depreciated over the shorter of the remaining term of the lease or the estimated useful life of the leasehold improvement.

Subsequent measurement

Subsequent to initial recognition of an asset, the revaluation model is used for the measurement of:

- land; and
- buildings

Land is carried at fair value.

Buildings are carried at fair value less accumulated depreciation and accumulated impairment losses.

Plant and equipment are stated at historical cost less accumulated depreciation and accumulated impairment losses.

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

Land and buildings were revalued as at 1 July 2022 by Landgate. The valuations were performed during the year ended 30 June 2023 and recognised at 30 June 2023. In undertaking the revaluation, fair value was determined by reference to market values for land: \$28.2 million (2022: \$25.8 million) and buildings: \$21.4 million (2022: \$20.1 million).

For the remaining balance, fair value of buildings was determined on the basis of current replacement cost and fair value of land was determined on the basis of comparison with market evidence for land with low level utility (high restricted use land).

Revaluation model:

(a) Fair Value where market-based evidence is available:

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

(b) Fair value in the absence of market-based evidence:

Buildings are specialised or where land is restricted: Fair value of land and buildings is determined on the basis of existing use.

Existing use buildings: Fair value is determined by reference to the cost of replacing the remaining future economic benefits embodied in the asset, that is, the current replacement cost. Where the fair value of buildings is determined on the current replacement cost basis, the gross carrying amount is adjusted in a manner that is consistent with the revaluation of the carrying amount of the asset and the accumulated depreciation is adjusted to equal the difference between the gross carrying amount and the carrying amount of the asset.

Restricted use land: Fair value is determined by comparison with market evidence for land with similar approximate utility (high restricted use land) or market value of comparable unrestricted land (low restricted use land).

5.1.1 Depreciation and impairment

Table 40: Depreciation and impairment

Charge for the period	2023 \$000	2022 \$000
Depreciation		
Buildings	2,087	2,076
Office machines, furniture and equipment	136	367
Computer equipment	187	177
Leasehold improvements	1,107	1,228
Total depreciation for the period	3,517	3,848

As at 30 June 2023 there were no indications of impairment to property, plant and equipment.

All surplus assets at 30 June 2023 have either been classified as assets held for sale or have been written-off.

Useful lives

All property, plant and equipment 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. The exception to this rule is land.

Depreciation is generally calculated on a straight-line basis, at rates that allocate the asset's value, less any estimated residual value, over its estimated useful life. Typical estimated useful lives for the different asset classes for current and prior years are included in the table below:

Asset	Useful life
Buildings	25 years
Leasehold Improvements	25 years or life of lease
Office machines, furniture and equipment	5 years
Computer equipment	4 years

The estimated useful lives, residual values and depreciation method are reviewed at the end of each annual reporting period, and adjustments should be made where appropriate.

Leasehold improvements are depreciated over the shorter of the lease term and their useful lives.

Land, which is considered to have an indefinite life, is not depreciated. Depreciation is not recognised in respect of these asset because their service potential has not, in any material sense, been consumed during the reporting period.

Impairment

Non-financial assets, including items of property, plant and equipment, are tested for impairment whenever there is an indication that the asset may be impaired. 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.

Where an asset measured at cost is written down to its recoverable amount, an impairment loss is recognised through profit or loss.

Where a previously revalued asset is written down to its recoverable amount, the loss is recognised as a revaluation decrement through other comprehensive income.

As the Department is a not-for-profit agency, the recoverable amount of regularly revalued specialised assets is anticipated to be materially the same as fair value.

If there is an indication that there has been a reversal in impairment, the carrying amount shall be increased to its recoverable amount. However, this reversal should not increase the asset's carrying amount above what would have been determined, net of depreciation or amortisation, if no impairment loss had been recognised in prior years.

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 declining replacement costs.

5.2 Right-of-use assets

Table 41: Right-of-use assets

Year ended 30 June 2023	Employee Housing – Government \$000	Vehicles \$000	Total \$000
1 July 2022			
Gross carrying amount	7,298	9,670	16,968
Accumulated amortisation	(3,332)	(5,995)	(9,327)
Carrying amount at start of period	3,966	3,675	7,641
Additions	9,129	3,374	12,503
Disposals	(1,762)	(85)	(1,847)
Depreciation	(5,456)	(2,763)	(8,219)
Carrying amount at 30 June 2023	5,877	4,201	10,078
Gross carrying amount	10,282	11,810	22,092
Accumulated amortisation	(4,405)	(7,609)	(12,014)

Table 42: Right-of-use assets

Year ended 30 June 2022	Employee Housing – Government \$000	Employee Housing – Private \$000	Vehicles \$000	Total \$000
1 July 2021				
Gross carrying amount	5,420	36	9,003	14,459
Accumulated amortisation	(2,604)	(36)	(4,205)	(6,845)
Carrying amount at start of period	2,816	–	4,798	7,614
Additions	6,558	–	1,552	8,110
Disposals	(877)	–	(193)	(1,070)
Depreciation	(4,531)	–	(2,482)	(7,013)
Carrying amount at 30 June 2022	3,966	–	3,675	7,641
Gross carrying amount	7,298	–	9,670	16,968
Accumulated amortisation	(3,332)	–	(5,995)	(9,327)

Initial recognition

At the commencement date of the lease, the Department recognises right-of-use assets are measured at cost comprising of:

- the amount of the initial measurement of lease liability;
- any lease payments made at or before the commencement date less any lease incentives received;

- any initial direct costs; and
- restoration costs, including dismantling and removing the underlying asset.

The corresponding lease liabilities in relation to these right-of-use assets have been disclosed in Note 7.1 Lease liabilities.

The Department has elected not to recognise right-of-use assets and lease liabilities for short-term leases (with a lease term of 12 months or less) and low value leases (with an underlying value of \$5,000 or less). Lease payments associated with these leases are expensed over a straight-line basis over the lease term.

Subsequent Measurement

The cost model is applied for subsequent measurement of right-of-use assets, requiring the asset to be carried at cost less any accumulated depreciation and accumulated impairment losses and adjusted for any re-measurement of lease liability.

Depreciation and impairment of right-of-use assets

Right-of-use assets are depreciated on a straight-line basis over the shorter of the lease term and the estimated useful lives of the underlying assets.

If ownership of the leased asset transfers to the Department at the end of the lease term or the cost reflects the exercise of a purchase option, depreciation is calculated using the estimated useful life of the asset.

Right-of-use assets are tested for impairment when an indication of impairment is identified. The policy in connection with testing for impairment is outlined in Note 5.1.1.

The following amounts relating to leases have been recognised in the Statement of comprehensive income:

Table 43: Leases recognised in the Statement of comprehensive income

Leases recognised in the Statement of comprehensive income	2023 \$000	2022 \$000
Depreciation expense of right-of-use assets	8,219	7,013
Lease interest expense	409	227
Total amount recognised in the Statement of comprehensive income	8,628	7,240

The total cash outflow for leases in 2023 was \$10.223 million (2022: \$8.065million). As at 30 June 2023 there were no indications of impairment to right-of-use assets.

The Department's leasing activities and how these are accounted for:

The Department has leases for vehicles, office and residential accommodations and plant and equipment.

The Department has also entered into a Memorandum of Understanding Agreements (MOU) with the Department of Finance for the leasing of office accommodation. These are not recognised under AASB 16 because of substitution rights held by the Department of Finance and are accounted for as an expense as incurred.

The Department recognises leases as right-of-use assets and associated lease liabilities in the Statement of financial position.

The corresponding lease liabilities in relation to these right-of-use assets have been disclosed in Note 7.1.

5.3 Intangible assets

Table 44: Intangible assets – Year ended 30 June 2022

Year ended 30 June 2022	Computer software \$000	Work in progress (WIP) \$000	Total \$000
1 July 2021			
Gross carrying amount	41,693	–	41,693
Accumulated amortisation	(28,870)	–	(28,870)
Carrying amount at start of year	12,823	–	12,823
Additions	–	1,219	1,219
Transfers from work in progress	1,219	(1,219)	–
Amortisation expense	(3,359)	–	(3,359)
Carrying amount at 30 June 2022	10,683	–	10,683

Table 45: Intangible assets – Year ended 30 June 2023

Year ended 30 June 2023	Computer software \$000	Work in progress \$000	Total \$000
1 July 2022			
Gross carrying amount	42,912	–	42,912
Accumulated amortisation	(32,229)	–	(32,229)
Carrying amount at start of year	10,683	–	10,683
Additions	–	1,694	1,694
Transfers from work in progress	1,694	(1,694)	–
Amortisation expense	(3,681)	–	(3,681)
Carrying amount at 30 June 2023	8,696	–	8,696

Initial recognition

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.

An internally generated intangible asset arising from development (or from the development phase of an internal project) is recognised if, and only if, all of the following are demonstrated:

- the technical feasibility of completing the intangible asset so that it will be available for use or sale;
- an intention to complete the intangible asset, and use or sell it;
- the ability to use or sell the intangible asset;
- the intangible asset will generate probable future economic benefit;
- the availability of adequate technical, financial and other resources to complete the development and to use or sell the intangible asset; and
- the ability to measure reliably the expenditure attributable to the intangible asset during its development.

Acquisitions of intangible assets costing \$5,000 or more and internally generated intangible assets costing \$5,000 or more that comply with the recognition criteria as per AASB 138.57 (as noted above), are capitalised.

Costs incurred below these thresholds are immediately expensed directly to the Statement of comprehensive income.

Costs incurred in the research phase of a project are immediately expensed.

Subsequent measurement

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

5.3.1 Amortisation and impairment

Table 46: Amortisation and impairment

Charge for the period	2023 \$000	2022 \$000
Computer software	3,681	3,359
Total amortisation for the year	3,681	3,359

As at 30 June 2023, there were no indications of impairment to intangible assets.

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

Amortisation of finite life intangible assets is calculated on a straight-line basis at rates that allocate the asset's value over its estimated useful life. All intangible assets controlled by the Department have a finite useful life and zero residual value. Estimated useful lives are reviewed annually.

The estimated useful lives for each class of intangible asset are

Computer software ^(a)	2 to 15 years
----------------------------------	---------------

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

Impairment of intangible assets

Intangible assets with indefinite useful lives are tested for impairment annually or when an indication of impairment is identified.

The policy in connection with testing for impairment is outlined in Note 5.1.1.

6. Other assets and liabilities

This section sets out those assets and liabilities that arose from the Department's controlled operations and includes other assets utilised for economic benefits and liabilities incurred during normal operations:

Table 47: Other assets and liabilities

Other assets and liabilities	Notes	2023 \$000	2022 \$000
Receivables	6.1	32,200	13,279
Amounts receivable for services	6.2	174,234	159,718
Other current assets	6.3	14,478	2,580
Payables	6.4	69,902	64,395
Income received in advance	6.5	350	349

6.1 Receivables

Table 48: Receivables

Receivables	2023 \$000	2022 \$000
Current		
Trade receivables	1,566	1,192
Employee-related receivables	16,674	5,541
Other receivables	385	394
Allowance for impairment of receivables ^(a)	(583)	(496)
Accrued revenue	5,210	681
GST receivable	8,948	5,967
Total receivables	32,200	13,279

Trade receivables are recognised at original invoice amount less any allowances for uncollectable amounts (that is, impairment). The carrying amount of net trade receivables is equivalent to fair value as it is due for settlement within 30 days. The Department does not hold any collateral as security or other credit enhancements for trade receivables.

The Department provided emergency relief and support services in relation to the Kimberley floods in 2023 and is liaising with the Department of Fire and Emergency Services (DFES) on future claims under the Disaster Recovery Funding Arrangements. The Department has not recognised any receivables relating to the future claims as at 30 June 2023 as the amounts have not been determined.

(a) Based on the expected credit losses (ECL) assessment on Trade receivables as at 30 June 2023, the ECL rate was less than 0.25%. As such there was an immaterial credit risk exposure as at 30 June 2023. The allowance for impairment relates to employee related and other receivables. Please refer to Note 3.4 for the amount of ECL expensed.

6.1.1 Movement in the allowance for impairment of receivables

Table 49: Movement in the allowance for impairment of receivables

Movement in the allowance for impairment of receivables	2023 \$000	2022 \$000
Reconciliation of changes in the allowance for impairment of receivables		
Opening balance	496	109
Expected credit losses expense	164	546
Amount written off during the period	(77)	(159)
Allowance for impairment at end of period	583	496

6.2 Amounts receivable for services (holding account)

Table 50: Amounts receivable for services (Holding Account)

Amounts receivable for services (holding account)	2023 \$000	2022 \$000
Current	68	68
Non-current	174,166	159,650
Total amounts receivable for services at end of period	174,234	159,718

Amounts receivable for services represent 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.

The amounts receivable for services are financial assets at amortised cost, and are not considered impaired (that is, there is no expected credit loss of the holding accounts).

6.3 Other assets

Table 51: Other assets

Other assets	2023 \$000	2022 \$000
Current		
Prepayments	8,047	2,485
Right to receive services	6,333	-
Other – prepaid cards	98	95
Total other assets at the end of period	14,478	2,580

Right to receive services represents the right to receive agreed services in accordance with a contractual agreement between the Department and the vendor.

6.4 Payables

Table 52: Payables

Payables	2023 \$000	2022 \$000
Current		
Trade payables	20,121	21,654
Other payables	10,443	27,313
Accrued expenses	28,846	7,077
Accrued salaries	8,921	6,407
Total current	68,331	62,451

Payables	2023 \$000	2022 \$000
Non-current		
Other – lease incentive liability	1,571	1,944
Total non-current	1,571	1,944
Total payables at end of period	69,902	64,395

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

Other payables represent the excess specific purpose funds for salaries payment refundable to Housing Authority and Disability Services Commission.

Accrued salaries represent the amount due to staff but unpaid at the end of the reporting period. Accrued salaries are settled within a fortnight after the reporting period. The Department considers the carrying amount of accrued salaries to be equivalent to its fair value.

6.5 Income received in advance

Table 53: Income received in advance

Income received in advance	2023 \$000	2022 \$000
Current		
Income received in advance	350	349
Balance at end of period	350	349

7. Financing

This section sets out the material balances and disclosures associated with the financing and cash flows of the Department.

	Notes
Lease liabilities	7.1
Finance costs	7.2
Cash and cash equivalents	7.3
Reconciliation of cash	7.3
Reconciliation of operating activities	7.3
Restricted cash and cash equivalents	7.4
Commitments	7.5
Capital commitments	7.5
Other expenditure commitments	7.5

7.1 Lease liabilities

Table 54: Lease liabilities

Lease liabilities	2023 \$000	2022 \$000
Current		
Lease liabilities (secured)	5,627	4,764
Total current	5,627	4,764
Non-current		
Lease liabilities (secured)	4,672	3,255
Total non-current	4,672	3,255
Balance lease liabilities at end of period	10,299	8,019

Initial measurement

At the commencement date of the lease, the Department recognises lease liabilities measured at the present value of the lease payments to be made over the lease term. The lease payments are discounted using the interest rate implicit in the lease. If that rate cannot be readily determined, the Department uses the incremental borrowing rate provided by the Western Australia Treasury Corporation.

Lease payments included by the Department as part of the present value calculation of lease liability include:

- fixed payments (including in-substance fixed payments), less any lease incentives receivable
- variable lease payments that depend on an index or a rate initially measured using the index or rate as at the commencement date
- amounts expected to be payable by the lessee under residual value guarantees
- the exercise price of purchase options (where these are reasonably certain to be exercised)
- payments for penalties for terminating a lease, where the lease term reflects the Department exercising an option to terminate the lease.

The interest on the lease liability is recognised in profit or loss over the lease term so as to produce a constant periodic rate of interest on the remaining balance of the liability for each period. Lease liabilities do not include any future changes in variable lease payments (that depend on an index or rate) until they take effect, in which case the lease liability is reassessed and adjusted against the right-of-use asset.

Periods covered by extension or termination options are only included in the lease term by the Department if the lease is reasonably certain to be extended (or not terminated).

Variable lease payments, not included in the measurement of lease liability, that are dependent on sales are recognised by the Department in profit or loss in the period in which the condition that triggers those payment occurs.

This section should be read in conjunction with Note 5.2.

Subsequent measurement

Lease liabilities are measured by increasing the carrying amount to reflect interest on the lease liabilities; reducing the carrying amount to reflect the lease payments made; and remeasuring the carrying amount at amortised cost, subject to adjustments to reflect any reassessment or lease modifications.

7.2 Finance costs

Table 55: Finance costs

Finance costs	2023 \$000	2022 \$000
Finance costs		
Lease interest expense	409	227
Total finance costs expensed	409	227

Finance costs represent the interest component of lease liability repayments.

7.3 Cash and cash equivalents

7.3.1 Reconciliation of cash

Table 56: Reconciliation of cash

Reconciliation of cash	2023 \$000	2022 \$000
Cash and cash equivalents	23,166	6,757
Restricted cash and cash equivalents	47,116	48,596
Total cash and cash equivalents at end of period	70,282	55,353

(a) The 2022 amounts have been restated. Refer to Note 9.2.

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.

7.3.2 Reconciliation of net cost of services to net cash flows used in operating activities

Table 57: Reconciliation of net cost of services to net cash flows used in operating activities

Reconciliation of net cost of services to net cash flows used in operating activities	Notes	2023 \$000	2022 ^(a) \$000
Net cost of services	–	(1,457,700)	(1,215,910)
Non-cash items			
Depreciation and amortisation expense	5.1, 5.3	15,417	14,220
Expected credit losses expense	3.4	164	546
Resources received	4.1	5,587	15,130
Net loss on disposal of property, plant and equipment	4.5	106	1,844
Revaluation movement	3.4, 4.3	(1,370)	(4,913)
(Increase)/decrease in assets			
Current receivables ^(b)	–	(15,940)	(3,168)
Other current assets	–	(11,898)	15,477
Increase/(decrease) in liabilities			
Current payables ^(b)	–	5,716	20,316
Current provisions	–	11,549	(1,596)
Other income received in advance	–	1	58
Non-current payables	–	(373)	(280)
Non-current provisions	–	1,895	(1,464)
Change in GST receivables/payables ^(c)	–	(2,981)	393
Net cash used in operating activities	–	(1,449,827)	(1,159,347)

(a) The 2022 amounts have been restated. Refer to Note 9.2.

(b) 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.

(c) This is the net GST paid/received, that is, cash transactions.

7.4 Restricted cash and cash equivalents

Table 58: Restricted cash and cash equivalents

Restricted cash and cash equivalents	2023 \$000	2022^(a) \$000
Current		
Commonwealth Paid Parental Leave Scheme ^(b)	162	243
Essential and Municipal Services Improvement in Remote Aboriginal Areas (EMSUP)	23,390	2,968
Indian Ocean Territories Service Delivery Program ^(c)	129	161
National Redress Records	3,980	3,514
Redress Unclaimed Monies	93	93
Family Law Information Sharing	542	–
National Partnership Family Domestic Sexual Violence Respond	4,358	–
Royalties for Regions Fund ^(d)	420	2,214
Community Services Trust ^(e)	187	156
Children and Young People in CEO's care private cash account ^(f)	1,068	1,158
Seniors Rebates ^(g)	1,500	1,364
Excess specific purpose funds – Housing Authority and Disability Services Commission ^(h)	643	27,313
Total	36,472	39,184
Non-current		
Accrued salaries suspense account ⁽ⁱ⁾	10,644	9,412
Total restricted cash and cash equivalents	47,116	48,596

- (a) The 2022 amounts have been restated. Refer to Note 9.2.
- (b) Funds held in this account are to be used for purposes of meeting payments to eligible working parents with 18 weeks of Parental Leave Pay.
- (c) Funds held for the provision of Child Protection Programs for the Indian Ocean Territories. Refer to Note 9.9 Special purpose accounts.
- (d) These unspent funds are committed to projects and programs in WA regional areas.
- (e) Funds held in trust for children under the care of the Department. Refer to Note 9.9 Special purpose accounts.
- (f) Funds held on behalf of children under the guardianship of the Director General of the Department (Child Protection and Family Support). Refer to Note 9.9 Special purpose accounts.
- (g) Amounts representing unclaimed Senior rebates.
- (h) Excess prepaid payroll funds for the specific purpose of salaries payment refundable to Housing Authority and Disability Services Commission. Refer to Note 9.2.
- (i) 27th pay in a financial year that occurs every 11 years. This will become due in the 2026-2027 financial year.

7.5 Commitments

7.5.1 Capital commitments

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

Table 59: Capital commitments

Capital commitments	2023 \$000	2022 \$000
Within 1 year	466	1,257
Later than 1 year and not later than 5 years	434	–
Total	900	1,257

The total amounts presented for capital commitments are GST inclusive.

8. Risks and contingencies

This note sets out the key risk management policies and measurement techniques of the Department.

	Notes
Financial risk management	8.1
Contingent assets	8.2.1
Contingent liabilities	8.2.2
Fair value measurements	8.3

8.1 Financial risk management

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

(a) Summary of risks and risk management

Credit risk

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

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

Liquidity risk

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

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

The Department has appropriate procedures to manage cash flows including 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 Department's income or the value of its holdings of financial instruments. The Department does not trade in foreign currency and is not materially exposed to other price risks (for example, equity securities or commodity prices changes). The Department's does not have any material exposure to market risk.

Other than as detailed in the interest rate sensitivity analysis table at Note 8.1(d), the Department is not exposed to interest rate risk because the majority of cash and cash equivalents and restricted cash are non-interest bearing and it has no borrowings other than finance leases (fixed interest rate).

(b) Categories of financial instruments

The carrying amounts of each of the following categories of financial assets and financial liabilities at the end of the reporting period are:

Table 60: Categories of financial instruments

Categories of financial instruments	2023 \$000	2022 ^(a) \$000
Financial assets		
Cash and cash equivalents	23,166	6,757
Restricted cash and cash equivalents	47,116	48,596
Receivables ^(b)	23,252	7,312
Amounts receivable for services	174,234	159,718
Total financial assets	267,768	222,383
Financial liabilities		
Financial liabilities measured at amortised cost	68,331	62,451
Finance lease liability	10,299	8,019
Total financial liabilities	78,630	70,470

(a) The 2022 amounts have been restated. Refer to Note 9.2

(b) The amount of receivables / financial assets at amortised cost excludes GST recoverable from the ATO (statutory receivable).

(c) Liquidity risk and interest rate exposure

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

Table 61: Interest rate exposure and maturity analysis of financial assets and financial liabilities

	Interest rate exposure					Maturity dates					
	Weighted average effective interest rate %	Carrying amount \$000	Interest rate exposure Fixed interest rate \$000	Interest rate exposure Variable interest rate \$000	Interest rate exposure Non-interest bearing \$000	Nominal amount \$000	Maturity dates Up to 1 month \$000	Maturity dates 1-3 months \$000	Maturity dates 3 months to 1 year \$000	Maturity dates 1-5 years \$000	Maturity dates More than 5 years \$000
30 June 2023											
financial assets											
Cash and cash equivalents	–	23,166	–	–	23,166	23,166	23,166	–	–	–	–
Restricted cash and cash equivalents	–	47,116	–	–	47,116	47,116	36,472	–	–	–	10,644
Receivables ^(a)	–	23,252	–	–	23,252	23,252	23,252	–	–	–	–
Amounts receivable for services	–	174,234	–	–	174,234	174,234	–	–	68	–	174,166
Total	–	267,768	–	–	267,768	267,768	82,890	–	68	–	184,810
30 June 2023											
Financial liabilities											
Payables	–	68,331	–	–	68,331	68,331	68,331	–	–	–	–
Lease liabilities – employee housing	4.40	5,932	–	–	5,932	5,932	490	859	2,687	1,896	–
Lease liabilities – vehicles	5.72	4,367	–	–	4,367	4,367	147	288	1,156	2,717	59
Total	–	78,630	–	–	78,630	78,630	68,968	1,147	3,843	4,613	59

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

Table 62: Interest rate exposure and maturity analysis of financial assets and financial liabilities

Interest rate exposure and maturity dates	Interest rate exposure					Maturity dates					
	Weighted Average Effective Interest Rate %	Carrying Amount \$000	Interest rate exposure Fixed interest rate \$000	Interest rate exposure Variable interest rate (ii) \$000	Interest rate exposure Non-interest bearing \$000	Nominal amount \$000	Maturity dates Up to 1 month \$000	Maturity dates 1-3 months \$000	Maturity dates 3 months to 1 year \$000	Maturity dates 1-5 years \$000	Maturity dates More than 5 years \$000
30 June 2022 Financial assets											
Cash and cash equivalents (a)	-	6,757	-	-	6,757	6,757	6,757	-	-	-	-
Restricted cash and cash equivalents (b)	-	48,596	-	-	48,596	48,596	39,184	-	-	-	9,412
Receivables (b)	-	7,312	-	-	7,312	7,312	7,312	-	-	-	-
Amounts receivable for services	-	159,718	-	-	159,718	159,718	-	-	68	-	159,650
Total	-	222,383	-	-	222,383	222,383	53,253	-	68	-	169,062
30 June 2022 Financial liabilities											
Payables	-	62,451	-	-	62,451	62,451	62,451	-	-	-	-
Lease liabilities-Employee Housing	1.83	3,982	-	-	3,982	3,982	394	667	1,973	948	-
Lease liabilities-Vehicles	4.24	4,037	-	-	4,037	4,037	365	268	1,097	2,294	13
Total	-	70,470	-	-	70,470	70,470	63,210	935	3,070	3,242	13

(a) The 2022 amounts have been restated. Refer to Note 9.2.

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

(d) Interest rate sensitivity analysis

The Department's financial assets and liabilities at reporting date are not subject to any interest rate risk.

8.2 Contingent assets and liabilities

Contingent assets and contingent liabilities are not recognised in the Statement of financial position but are disclosed and, if quantifiable, are measured at the best estimate.

Contingent assets and liabilities are presented inclusive of GST receivable or payable respectively.

8.2.1. Contingent assets

There are no material contingent assets receivable as compensation by the Department at some future point in time as determined by the State Solicitor's Office.

8.2.2. Contingent liabilities

The following contingent liabilities are excluded from the liabilities included in the financial statements:

Litigation in progress

There are currently a number of legal cases pending for which the outcomes are not certain. The State Solicitor's Office has estimated that a total amount of \$16.481 million (2022: \$11.362 million) may be payable as compensation to claimants at some future point in time. Whilst this is acknowledged as a contingent liability of the Department, it has yet to be determined whether the Department will ultimately be responsible for funding the actual amounts paid as compensation, if any.

Contaminated sites

Under the *Contaminated Sites Act 2003*, the Department is required to report known and suspected contaminated sites to the Department of Water and Environmental Regulation (DWER). In accordance with the Act, DWER classifies these sites on the basis of the risk to human health,

the environment and environmental values. Where sites are classified as 'contaminated – remediation required or possibly contaminated – investigation required', the Department may have a liability in respect of investigation or remediation expenses.

The Department has no sites that are classified as contaminated sites as at reporting date.

8.3 Fair value measurements

Table 63: Fair value measurements 2023

2023 Assets measured at fair value	Note	Level 1 \$000	Level 2 \$000	Level 3 \$000	Fair value at end of period \$000
Land	5.1	–	28,203	36,535	64,738
Buildings	5.1	–	21,431	35,175	56,606
Total	–	–	49,634	71,710	121,344

Table 64: Fair value measurements 2022

2022 Assets measured at fair value	Note	Level 1 \$000	Level 2 \$000	Level 3 \$000	Fair value at end of period \$000
Land	5.1	–	25,792	34,698	60,490
Buildings	5.1	–	20,117	31,933	52,050
Total	–	–	45,909	66,631	112,540

There were no transfers between Levels 1, 2 or 3 during the current and previous periods.

Valuation techniques to derive Level 2 fair values

Level 2 fair values of non-current assets held for sale, Land and Buildings (office accommodation) are derived using the market approach. Market evidence of sales prices of comparable land and buildings (office accommodation) in close proximity is used to determine price per square metre.

Fair value measurements using significant unobservable inputs (Level 3)

Table 65: Fair value measurements 2023

2023	Land \$000	Buildings \$000	Total \$000
Fair value at start of period	34,698	31,933	66,631
Additions	–	376	376
Revaluation increments	1,832	4,101	5,933
Transfers from/(to) Level 2	5	48	53
Depreciation expense	–	(1,283)	(1,283)
Fair value at end of period	36,535	35,175	71,710

Total gains or losses for the period included in profit or loss, refer to Note 4.5.

Table 66: Fair value measurements 2022

2022	Land \$000	Buildings \$000	Total \$000
Fair value at start of period	32,854	32,920	65,774
Additions	–	49	49
Revaluation increments	2,633	2,841	5,474
Transfers from/(to) Level 2	26	–	26
Disposals	(815)	(2,667)	(3,482)
Depreciation expense	–	(1,210)	(1,210)
Fair value at end of period	34,698	31,933	66,631

Valuation processes

There were no changes in valuation techniques during the period. However the valuation processes have been significantly impacted by the COVID-19 pandemic.

Transfers in and out of a fair value level are recognised on the date of the event or change in circumstances that caused the transfer. Transfers are generally limited to assets newly classified as non-current assets held for sale as Treasurer’s instructions require valuations of land and buildings to be categorised within Level 3 where the valuations will utilise significant Level 3 inputs on a recurring basis.

Land (Level 3 fair values)

Fair value for restricted use land is based on comparison with market evidence for land with low level utility. The relevant comparators of land with low level utility is selected by Landgate and represents the application of a significant Level 3 input in this valuation methodology. The fair value measurement is sensitive to values of comparator land, with higher values of comparator land correlating with higher estimated fair values of land.

Buildings (Level 3 fair values)

Fair value for existing use specialised buildings is determined by reference to the cost of replacing the remaining future economic benefits embodied in the asset, that is the current replacement cost. Current replacement cost is generally determined by reference to the market observable replacement cost of a substitute asset of comparable utility and the gross project size specifications, adjusted for obsolescence. Obsolescence encompasses physical deterioration, functional (technological) obsolescence and economic (external) obsolescence.

Valuation using current replacement cost utilises the significant Level 3 input, consumed economic benefit/obsolescence of asset which is estimated by Landgate. The fair value measurement is sensitive to the estimate of consumption/obsolescence, with higher values of the estimate correlating with lower estimated fair values of buildings.

Basis of valuation

In the absence of market-based evidence, due to the specialised nature of some non-financial assets, these assets are valued at Level 3 of the fair value hierarchy on an existing use basis. The existing use basis recognises that restrictions or limitations have been placed on their use and disposal when they are not determined to be surplus to requirements. These restrictions are imposed by virtue of the assets being held to deliver a specific community service.

9. Other disclosures

This section includes additional material disclosures required by accounting standards or other pronouncements, for the understanding of this financial report.

	Notes
Events occurring after the end of the reporting period	9.1
Prior period restatement	9.2
Initial application of Australian Accounting Standards	9.3
Future impact of Australian Accounting Standards not yet operative	9.4
Key management personnel	9.5
Related party transactions	9.6
Related bodies	9.7
Affiliated bodies	9.8
Special purpose accounts	9.9
Remuneration of auditor	9.10
Equity	9.11
Supplementary financial information	9.12

9.1 Events occurring after the end of the reporting period

There were no events occurring after the end of the reporting period.

9.2 Prior period restatements

The following restatements have been made during the year:

9.2.1 Change in accounting policy

Following the 2017 Machinery of Government (MOG) changes, all Public Sector CSA Agreement 2022 employees of Housing Authority and Disability Services Commission became employees of the Department which became responsible for the terms and conditions of employment of the employees.

During the financial periods following the implementation of the MOG to 30 June 2022, employee remuneration costs for these PSGA employees performing services for Housing Authority and Disability Services Commission were recognised as Employee benefit expenses in the Statements of Comprehensive Income of these entities.

Following the implementation of a Shared Cost Allocation Model (SCM) in the current year which seeks to allocate the overhead costs proportionately across the three entities, the Department has changed its accounting policy for employee costs to align with the accounting treatment of other shared costs such that:

- employee remuneration costs for all employees are now recognised in the Department's Statement of Comprehensive Income; and
- the recharge of the costs to Housing Authority and Disability Services Commission is recognised as Service Delivery Income in the Department's Statement of Comprehensive Income.

9.2.2 Correction of prior year errors

(a) The Department receives advance payments from the Disability Services Commission and Housing Authority for the specific purpose of settling the employee costs (noted in 9.2.1 above). In previous reporting

periods, any excess funds received by the Department for this purpose (being difference between funds received and actual costs) were incorrectly classified cash and cash equivalents rather than restricted cash and cash equivalents in the Statement of Financial Position. Similarly, the corresponding liability was classified as trade payables rather than other payables. This classification error has been corrected by reclassifying the excess advance payments which amounted to \$27.3 million as at 30 June 2022 from cash and cash equivalents to restricted cash and cash equivalents (Note 6.4) and the related payable from trade payables to other payables (Note 6.4).

Although the correction in classification between restricted and non-restricted cash and cash equivalents was made, the Department still consumed restricted funds received from the Disability Services Commission and the Housing Authority, intended to fund the provision of staff resources to both the Disability Services Commission and the Housing Authority, for its own operational purpose for the financial year, up to 22 June 2023 when a payment amounting to \$27.3 million was received from the Department of Treasury to assist with the Department's cashflow requirements. As a result of the above, the Department has not complied with the legislative provisions of section 18(2) of the *Financial Management Act 2006*.

- (b) As part of the correction of the above error, the Department performed a review of the cash balances to ensure they are correctly classified. As a result, it was identified that cash balances amounting to \$9.1 million at 30 June 2022 were incorrectly recognised as representing unclaimed senior rebates and classified as restricted cash and cash equivalents. This classification error has been corrected by reclassifying the amounts to cash and cash equivalents (Note 7.4).

The above mentioned restatements have been applied retrospectively and the impact of the adjustments relating to each of the prior periods presented is set out below:

Table 67: Statement of Comprehensive Income (Extract)

Statement of Comprehensive Income (Extract)	Notes	As reported previously 2022 \$000	Adjustments	Restated
Cost of services				
Expenses				
Employee benefits expense	3.1.1	331,362	206,595	537,957
Supplies and services	3.4	94,011	3,824	97,835
Other expenses	3.4	15,770	(2,151)	13,619
Other items	–	654,665	–	654,665
Total cost of services	–	1,095,808	208,268	1,304,076
Revenue and income				
Other revenue	4.3	14,003	973	14,976
Other items	–	73,190	–	73,190
Total revenue	–	87,193	973	88,166
Total income other than income from State Government	–	87,193	973	88,166
Net cost of services	–	1,008,615	207,295	1,215,910
Income from State Government				
Other funds received from State Government	4.1	21,591	207,295	228,886

Statement of Comprehensive Income (Extract)	Notes	As reported previously 2022 \$000	Adjustments	Restated
Other items	–	973,722	–	973,722
Total income from State Government	–	995,313	207,295	1,202,608
Surplus/(Deficit) for the period	–	(13,302)	–	(13,302)

Table 68: Statement of Financial Position (Extract)

Statement of Financial Position (Extract)	Notes	As reported previously 30 June 2022 \$000	Adjustments	Restated 30 June 2022
Assets				
Current assets				
Cash and cash equivalents	7.3	24,932	(18,175)	6,757
Restricted cash and cash equivalents	7.3, 7.4	21,009	18,175	39,184
Other items	–	15,927	–	15,927
Total Current Assets	–	61,868	–	61,868

Table 69: Statement of Cash Flows (Extract)

Statement of Cash Flows (Extract)	Notes	As reported previously 2022 \$000	Adjustments	Restated
Cash flows from State Government				
Other funds received from State Government – Service delivery agreement	–	–	207,295	207,295
Other items	–	979,575	–	979,575
Net cash provided by State Government	–	979,575	207,295	1,186,870
Cash flows from operating activities				
Payments				
Employee benefits	–	(312,382)	(206,595)	(518,977)
Supplies and services	–	(79,523)	(3,824)	(83,347)
Other payments	–	(17,229)	2,151	(15,078)
Receipts				
Other receipts	–	9,148	973	10,121
Other payment and receipt items	–	(552,066)	–	(552,066)
Net cash used in operating activities	7.3.2	(952,052)	(207,295)	(1,159,347)

There was no impact on the previously reported balances in the Statement of Financial Position as at 30 June 2021.

9.3 Initial application of Australian Accounting Standards

After assessed all new or amended standards issued but not yet effective, the Department has determined that none of those issued standards impact future reported results.

9.4 Future impact of Australian Accounting Standards not yet operative

The Department cannot early adopt an Australian Accounting Standard unless specifically permitted by TI 1101 Application of Australian Accounting Standards and Other Pronouncements or by an exemption from TI 1101. Where applicable, the Department plans to apply the following Australian Accounting Standards from their application date.

		Operative for reporting periods beginning on/after
AASB 2021-2	<p>Amendments to Australian Accounting Standards – Disclosure of Accounting Policies and Definition of Accounting Estimates</p> <p>This Standard amends: (a) AASB 7, to clarify that information about measurement bases for financial instruments is expected to be material to an entity's financial statements; (b) AASB 101, to require entities to disclose their material accounting policy information rather than their significant accounting policies; (c) AASB 108, to clarify how entities should distinguish changes in accounting policies and changes in accounting estimates; (d) AASB 134, to identify material accounting policy information as a component of a complete set of financial statements; and (e) AASB Practice Statement 2, to provide guidance on how to apply the concept of materiality to accounting policy disclosures.</p> <p>There is no financial impact.</p>	1 Jan 2023
AASB 2020-1	<p>Amendments to Australian Accounting Standards – Classification of Liabilities as Current or Non-current</p> <p>This Standard amends AASB 101 to clarify requirements for the presentation of liabilities in the statement of financial position as current or non-current.</p> <p>These is no financial impact.</p>	1 Jan 2024
AASB 2022-10	<p>Amendments to Australian Accounting Standards – Fair Value Measurement of Non-Financial Assets of Not-for-Profit Public Sector Entities.</p> <p>This Standard amends AASB 13 including adding authoritative implementation guidance and providing related illustrative examples, for fair value measurements of non-financial assets of not-for-profit public sector entities not held primarily for their ability to generate net cash inflows.</p> <p>The Department has not assessed the impact of the Standard.</p>	1 Jan 2024

9.5 Key management personnel

The Department has determined key management personnel to include cabinet ministers and senior officers of the Department. The Department does not incur expenditures to compensate Ministers and those disclosures may be found in the Annual Report on State Finances.

The total fees, salaries, superannuation, non-monetary benefits and other benefits for senior officers of the Department for the reporting period are presented within the following bands:

Compensation of members of the Accountable Authority

Table 70: Compensation band

Compensation band (\$)	2023	2022
550,001 – 600,000	1	–
450,001 – 500,000	–	1
350,001 – 400,000	1	1
300,001 – 350,000	–	1
250,001 – 300,000	3	1
200,001 – 250,000	3	8
150,001 – 200,000	1	3
100,001 – 150,000	–	5
50,001 – 100,000	–	4
0 – 50,000	1	–
Total	10	24

Table 71: Compensation of senior officers

Compensation of senior officers	2023 \$000	2022 \$000
Short-term employee benefits	2,178	3,764
Post-employment benefits	244	404
Other long-term benefits	223	417
Termination benefits	11	131
Total compensation of senior officers	2,656	4,716

Total compensation includes the superannuation expense incurred by the Department in respect of senior officers.

The number of senior officers in 2023 has decreased from 2022 as a result of a review conducted during the financial year.

9.6 Related party transactions

The Department is a wholly owned and controlled public sector entity of the State of Western Australia.

Related parties of the Department include:

- all cabinet 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 statutory authorities, including related bodies, that are included in the whole of government consolidated financial statements (that is, wholly-owned public sector entities);
- associates and joint ventures of a wholly owned public sector entity; and
- the Government Employees Superannuation Board (GESB).

Significant transactions with government-related entities

In conducting its activities, the Department is required to transact with the State and entities related to the State. These transactions are generally based on the standard terms and conditions that apply to all agencies.

Significant transactions include:

- service appropriation (Note 4.1);
- capital contributions (Note 9.11);
- superannuation contributions to GESB (3.1.1);
- lease rentals payments to the Department of Finance (Note 3.4) and related outstanding balances (Note 6.4);
- insurance payments to the Insurance Commission of Western Australia and Risk Cover (Note 3.4);
- Legal Aid assistance grant (Note 3.3);
- remuneration for services provided by the Auditor General (Note 9.10); and
- service delivery agreement income received from and expenses paid to Housing Authority and Disability Services Commission (Note 4.1 and Note 3.4).

Material transactions with related parties

Outside of normal citizen type transactions with the Department, there were no other related party transactions that involved key management personnel and/or their close family members and/or their controlled (or jointly controlled) entities.

9.7 Related bodies

A related body is a body that receives more than half of its funding and resources from a Department and is subject to operational control by that Department. The Department has no related bodies during the financial year.

9.8 Affiliated bodies

In accordance with TI 951 Affiliated Bodies, the Department provided funding for the following services to a significant number of government and non-government bodies during the financial year:

Table 72: Affiliated bodies

	2023 \$000	2022 \$000
Child Protection and Family Support	307,672	260,623
Community Development	37,270	44,336
Total	344,942	304,959

9.9 Special purpose accounts

Special Purpose Account section 16(1)(c) of the FMA

Trust Statement No 3

Community Services Trust

The purpose of the account is to hold monies in trust for children under the care of the Department, and such other monies as are received from any other person or organisation for the provision of amenities in departmental facilities which house and for such other children specific purposes as directed by the donors.

Table 73: Community Services Trust

Community Services Trust	2023 \$000	2022 \$000
Balance at start of period	156	138
Receipts	188	134
Payments	(157)	(116)
Balance at end of period	187	156

Trust Statement No 27

Children and Young People in Chief Executive Officer’s Care Private Cash Account

The purpose of the account is to hold private funds on behalf of individual children under the guardianship of the Director General, Department for Child Protection and Family Support.

Table 74: Children and Young People in Chief Executive Officer’s Care Private Cash Account

Children and Young People in Chief Executive Officer’s Care Private Cash Account	2023 \$000	2022 \$000
Balance at start of period	1,158	773
Receipts	28	533
Payments	(118)	(148)
Balance at end of period	1,068	1,158

Special Purpose Account section 16(1)(d) of the FMA

Trust Statement No 28

Indian Ocean Territories Service Delivery Program

The purpose of the account is to hold funds received from the Commonwealth for funding for the Indian Ocean Territories Service Delivery Program.

Table 75: Indian Ocean Territories Service Delivery Program

Indian Ocean Territories Service Delivery Program	2023 \$000	2022 \$000
Balance at start of period	161	159
Receipts	438	454
Payments	(470)	(452)
Balance at end of period	129	161

9.10 Remuneration of auditors

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

Table 76: Remuneration of auditors

Remuneration of auditors	2023 \$000	2022 \$000
Auditing the accounts, controls, financial statements and key performance indicators	650	534

9.11 Equity

Table 77: Equity

Equity	2023 \$000	2022 \$000
Contributed equity		
Balance at start of period	195,129	181,339
Contribution by owners		
Capital appropriations	48,211	8,351
Digital Capability Fund	8,766	5,065
Transfer of asset to Department of Planning, Lands and Heritage	–	(580)
Transfer in from other agencies	1,232	954
Total contribution by owners	58,209	13,790
Total contributed equity at end of period	253,338	195,129
Asset revaluation surplus		
Balance at the start of period	3,391	–
Net revaluation increments/(decrements)		
Land	2,877	–
Buildings	6,187	3,391
Balance at end of period	12,455	3,391
Accumulated surplus/(deficit)		
Balance at start of period	(44,311)	(31,009)
Result for the period	(19,824)	(13,302)
Accumulated surplus/(deficit) at end of period	(64,135)	(44,311)
Total equity at end of period	201,658	154,209

9.12 Supplementary financial information

(a) Write-offs

The Accountable Authority

Table 78: Write-offs

Write-offs	2023 \$000	2022 \$000
Subsidy overpayments (foster carers)	70	69
Office equipment	5	–
Other	7	90
Total	82	159

(b) Gifts of public property

Table 79: Gifts of public property

Gifts of public property	2023 \$000	2022 \$000
Gifts of public property provided by the Department	2	2
Total	2	2

(c) Act of Grace payments

During the reporting period there was no Act of Grace payment (2022: NIL) made under the authority of the Minister.

10. Explanatory statements

This section explains variations in the financial performance of the Department.

	Notes
Explanatory statement for controlled operations	10.1

10.1 Explanatory statement for controlled operations

This explanatory section explains variations in the financial performance of the Department undertaking transactions under its own control, as represented by the primary financial statements.

All variances between annual estimates (original budget) and actual results for 2023, and between the actual results for 2023 and 2022 are shown below. Narratives are provided for key major variances, which vary more than 10% from their comparative and that the variation is more than 1% of the:

- Total Cost of Services (for the previous year or the 2023 estimate, as applicable) for the Statement of comprehensive income and Statement of cash flows; and
- Total Assets (for the previous year or the 2023 estimate, as applicable) for the Statement of financial position.

Table 80: Statement of comprehensive income variances

Statement of comprehensive income variances	Variance notes	Estimate 2023 \$000	Actual 2023 \$000	Actual 2022 (a) \$000	Variance between actual and estimate \$000	Variance between actual results for 2023 and 2022 \$000
Expenses						
Employee benefits expense	(a)	595,338	615,196	537,957	19,858	77,239
Supplies and services	1,(b)	83,607	126,381	97,835	42,774	28,546
Depreciation and amortisation expense	–	14,584	15,417	14,220	833	1,197
Finance costs	–	359	409	227	50	182
Accommodation expenses	2	34,611	51,171	45,893	16,560	5,278
Grants and subsidies	3	219,548	245,199	260,375	25,651	(15,176)
Funding for services	4,(c)	351,143	488,688	332,106	137,545	156,582
Loss on disposal of non-current assets	–	–	106	1,844	106	(1,738)
Other expenses	–	19,550	13,494	13,619	(6,056)	(125)
Total cost of services	–	1,318,740	1,556,061	1,304,076	237,321	251,985
Revenue and income						
User charges and fees	–	13,757	14,571	13,971	814	600
Other revenue	–	3,727	6,564	14,976	2,837	(8,412)
Commonwealth grants and contributions	(d)	65,533	77,226	59,219	11,693	18,007
Total income other than income from State Government	–	83,017	98,361	88,166	15,344	10,195
Net cost of services	–	1,235,723	1,457,700	1,215,910	221,977	241,790

Statement of comprehensive income variances	Variance notes	Estimate 2023 \$000	Actual 2023 \$000	Actual 2022 (a) \$000	Variance between actual and estimate \$000	Variance between actual results for 2023 and 2022 \$000
Income from State Government						
Service appropriation	5,(e)	956,866	1,107,866	949,679	151,000	158,187
Resources received	–	2,635	5,587	15,130	2,952	(9,543)
Royalties for Regions Fund	–	7,980	8,587	8,913	607	(326)
Other funds received from State Government	6,(f)	262,781	315,836	228,886	53,055	86,950
Total income from State Government	–	1,230,262	1,437,876	1,202,608	207,614	235,268
Surplus/(Deficit) for the period	–	(5,461)	(19,824)	(13,302)	(14,363)	(6,522)
Other comprehensive income						
Changes in asset revaluation reserve	–	–	9,064	3,391	9,064	5,673
Total other comprehensive income	–	–	9,064	3,391	9,064	5,673
Total comprehensive income/(loss) for the period	–	(5,461)	(10,760)	(9,911)	(5,299)	(849)

(a) The 2022 amounts have been restated. Refer to Note 9.2.

Major Variance Narratives

Variations between estimate and actual results for 2023

1. Supplies and services are \$42.8 million (51.2%) higher than the Published Budget primarily due to costs to support the development and implementation of new information technology systems, maintaining and implementing improvements to the department's information technology systems, and increased cost pressures resulting from the current economic environment that are affecting all departmental programs.
2. Accommodation expenses are \$16.6 million (47.8%) higher than the Published Budget primarily due to a funding shortfall in the government office accommodation (GOA) lease budget and the general cost pressures of operating and maintaining (including security and cleaning) office accommodation throughout both metropolitan and regional areas.
3. Grants and subsidies are \$25.7 million (11.7%) higher than the Published Budget primarily due to demand to support individuals and families to cope with disasters and emergencies such as flooding and bush fires, increased Case Support costs to support children in the care of the CEO and their carers, homelessness and early intervention family support services, and increased Leaving Care Subsidies.
4. Funding for services is \$137.5 million (39.2%) higher than the Published Budget primarily due to the increased cost of providing child protection services including individually funded care arrangements, increased foster care arrangements, increased care arrangement for children under CEO's care, specialised fostering and disability placements, transitional high needs, and increased cost pressures resulting from the current economic environment that are affecting all departmental programs.
5. Service appropriation are \$151.0 million (15.8%) higher than the Published Budget primarily due to:
 - Supplementary funding to provide additional working capital;
 - Supplementary funding to address cost pressures in funding for Out-of-Home-Care Placements and in addition, further funding to assist with commissioning transition costs;
 - An update to the Cost and Demand Model associated with child protection services;
 - An increase in funding associated with the new government wages policy;
 - Reimbursement of funds previously paid by the department associated with the final Voluntary Targeted Separation Scheme;
 - An increase in funding to account for the increased rate of indexation provided to the Non-Government Human Services Sector;
 - Additional funding to provide permanent resources to assist the State in meeting its emergency welfare demands; and
 - Additional funding to assist in managing the department's RiskCover premium and manage a shortfall in Government Regional Officer's Housing.
6. Other funds received from State Government are \$53.1 million (20.2%) higher than the Published Budget primarily due to:
 - The recognition of income associated with the Service Delivery Agreement between the Department of Communities, who provides human resources and business and operational support services, to the Housing Authority and Disability Services Commission; and
 - Increased grants through the Community Service Division for emergency relief and support, and remote communities programs.

Variations between actual results for 2023 and 2022

- a. Employee benefits expense are \$77.2 million (14.4%) higher than 2021-22 primarily due to:
 - Additional expenditure associated with providing frontline community services, the general impact of the new wages policy and an increase in the leave liability due to current business; and
 - Services related to child protection assessment, foster care arrangement (\$10 million higher than 2021-22) and placement (\$15 million higher than 2021-22).
- b. Supplies and services are \$28.5 million (29.2%) higher than 2021-22 primarily due to increased costs to support the development and implementation of new systems, maintaining and implementing improvement to the department's information technology systems, and increased cost pressures resulting from the current economic environment that are affecting all departmental programs.
- c. Funding for services is \$156.6 million (47.1%) higher than 2021-22 primarily due to the increased cost of providing child protection services including individually funded care arrangements, increased foster care arrangements (\$70 million higher than 2021-22), increased care arrangement for children under CEO's care (\$60 million higher than 2021-22), specialised fostering and disability placements, transitional high needs, and increased cost pressures resulting from the current economic environment that are affecting all departmental programs.
- d. Commonwealth grants and contributions are \$18.0 million (30.4%) higher than 2021-22 primarily due to additional funding received relating to the National Partnership on Family, Domestic and Sexual Violence Responses initiative.
- e. Service appropriation are \$158.2 million (16.7%) higher than 2021-22 primarily due to:
 - Supplementary funding to provide additional working capital;
 - Supplementary funding to address cost pressures in funding for Out-of-Home-Care Placements and in addition, further funding to assist with commissioning transition costs;
- f. Other funds received from State Government are \$87.0 million (38.0%) higher than 2021-22 primarily due to:
 - An update to the Cost and Demand Model associated with child protection services;
 - An increase in funding associated with the new government wages policy;
 - Reimbursement of funds previously paid by the department associated with the final Voluntary Targeted Separation Scheme;
 - An increase in funding to account for the increased rate of indexation provided to the Non-Government Human Services Sector;
 - Additional funding to provide permanent resources to assist the State in meeting its emergency welfare demands; and
 - Additional funding to assist in managing the department's RiskCover premium and manage a shortfall in Government Regional Officers Housing.

(b) Statement of financial position variances

Table 81: Statement of financial position variances

Statement of financial position variances	Variance notes	Estimate 2023 \$000	Actual 2023 \$000	Actual 2022 \$000	Variance between estimate and actual \$000	Variance between actual results for 2023 and 2022 \$000
Current Assets						
Cash and cash equivalents	–	2,094	23,166	6,757	21,072	16,409
Restricted cash and cash equivalents	–	622	36,472	39,184	35,850	(2,712)
Receivables	–	11,115	32,200	13,279	21,085	18,921
Amounts receivable for services	–	951	68	68	(883)	–
Other current assets	(a)	17,289	14,478	2,580	(2,811)	11,898
Total current assets	–	32,071	106,384	61,868	74,313	44,516
Non-Current Assets						
Restricted cash and cash equivalents	–	9,678	10,644	9,412	966	1,232
Amounts receivable for services	–	173,283	174,166	159,650	883	14,516
Property, plant and equipment	1	103,254	121,947	113,448	18,693	8,499
Leasehold improvements	–	1,403	4,626	5,606	3,223	(980)
Work in progress	–	6	454	6	448	448
Right-of-use assets	–	8,896	10,078	7,641	1,182	2,437
Intangible assets	–	10,365	8,696	10,683	(1,669)	(1,987)
Total non-current assets	–	306,885	330,611	306,446	23,726	24,165
Total assets	–	338,956	436,995	368,314	98,039	68,681

Statement of financial position variances	Variance notes	Estimate 2023 \$000	Actual 2023 \$000	Actual 2022 \$000	Variance between estimate and actual \$000	Variance between actual results for 2023 and 2022 \$000
Current liabilities						
Payables	-	45,699	68,331	62,451	22,632	5,880
Lease liabilities	-	4,497	5,627	4,764	1,130	863
Income received in advance	-	291	350	349	59	1
Employee-related provisions	-	120,191	127,672	116,123	7,481	11,549
Total current liabilities	-	170,678	201,980	183,687	31,302	18,293
Non-current liabilities						
Payables	-	2,224	1,571	1,944	(653)	(373)
Lease liabilities	-	4,632	4,672	3,255	40	1,417
Employee related provisions	-	26,646	27,114	25,219	468	1,895
Total non-current liabilities	-	33,502	33,357	30,418	(145)	2,939
Total liabilities	-	204,180	235,337	214,105	31,157	21,232
Net assets	-	134,776	201,658	154,209	66,882	47,449
Equity						
Contributed equity	-	197,465	253,338	195,129	55,873	58,209
Accumulated deficit	-	(62,689)	(64,135)	(44,311)	(1,446)	(19,824)
Reserves	-	-	12,455	3,391	12,455	9,064
Total equity	-	134,776	201,658	154,209	68,882	47,449

(a) The 2022 amounts have been restated. Refer to Note 9.2.

Major variance narratives

Variations between estimate and actual results for 2023

1. Property, plant and equipment are \$18.7 million (18.1%) higher than the Published Budget primarily due to the annual Landgate revaluation of land and buildings.

Variations between actual results for 2023 and 2022

- (a) Other current assets are \$11.9 million (461.2%) higher than 2021–22 primarily due to the prepayment of software licenses and grants.

(c) Statement of cash flows variances

Table 82: Statement of cash flows variances

Statement of cash flows variances	Variance notes	Estimate 2023 \$000	Actual 2023 \$000	Actual 2022 (a) \$000	Variance between estimate and actual \$000	Variance between actual results for 2023 and 2022 \$000
Cash flows from State Government – receipts						
Service appropriation	1,(a)	942,282	1,092,788	934,140	150,506	158,648
Capital appropriations	2,(b)	7,777	48,211	8,351	40,434	39,860
Holding account drawdown	–	68	68	68	–	–
Royalties for Regions Fund	–	7,980	8,587	8,913	607	(326)
National Redress Records	–	13,465	7,319	7,984	(6,146)	(665)
Digital Capability Fund	–	–	8,766	5,065	8,766	3,701
Other funds received from State Government - Service delivery agreement	3,(c)	241,245	272,725	207,295	31,480	65,430
Other funds received from State Government - others	4,(d)	21,536	37,518	15,054	15,982	22,464
Net cash provided by State Government	–	1,234,353	1,475,982	1,186,870	241,629	289,112
Utilised as follows:						
Cash Flow from operating activities						
Payments						
Employee benefits	(e)	(593,887)	(616,047)	(518,977)	(22,160)	(97,070)

Statement of cash flows variances	Variance notes	Estimate 2023 \$000	Actual 2023 \$000	Actual 2022 (a) \$000	Variance between estimate and actual \$000	Variance between actual results for 2023 and 2022 \$000
Supplies and services	5,(f)	(83,599)	(155,162)	(83,347)	(71,563)	(71,815)
Finance costs	–	(359)	(409)	(227)	(50)	(182)
Accommodation	6	(34,150)	(51,171)	(45,893)	(17,021)	(5,278)
Grants and subsidies	7	(219,548)	(247,716)	(260,375)	(28,168)	12,659
Funding for services	8,(g)	(349,409)	(465,306)	(318,761)	(115,897)	(146,545)
GST payments on purchases	9,(h)	(42,397)	(71,719)	(58,198)	(29,322)	(13,521)
Other payments	–	(19,156)	(11,008)	(15,078)	8,148	4,070
Receipts						
User charges and fees	–	13,602	14,572	13,971	970	601
Commonwealth grants and contributions	10,(i)	52,068	77,226	59,219	25,158	18,007
GST receipts on sales	–	82	465	1,106	383	(641)
GST receipts from taxation authority	11,(j)	42,315	71,254	57,092	28,939	14,162
Other receipts	–	3,882	5,194	10,121	1,312	(4,927)
Net cash used in operating activities	–	(1,230,556)	(1,449,827)	(1,159,347)	(219,271)	(290,480)
Cash flows from investing activities – receipts						
Proceeds from sale of non-current assets	–	–	1,849	1,065	1,849	784

Statement of cash flows variances	Variance notes	Estimate 2023 \$000	Actual 2023 \$000	Actual 2022 (a) \$000	Variance between estimate and actual \$000	Variance between actual results for 2023 and 2022 \$000
Cash flows from investing activities – payments						
Purchase of non-current assets	–	(2,198)	(2,852)	(2,669)	(654)	(183)
Net cash used in investing activities	–	(2,198)	(1,003)	(1,604)	1,195	601
Cash flows from financing activities – payments						
Principal elements of lease	–	(5,647)	(10,223)	(8,065)	(4,576)	(2,158)
Net cash used in financing activities	–	(5,647)	(10,223)	(8,065)	(4,576)	(2,158)
Net increase/ (decrease) in cash and cash equivalents	–	(4,048)	14,929	17,854	18,977	(2,925)
Cash and cash equivalents at the beginning of the period	–	16,442	55,353	37,499	38,911	17,854
Cash and cash equivalents at the end of the period	–	12,394	70,282	55,353	57,888	14,929

(a) The 2022 amounts have been restated. Refer to Note 9.2.

Major Variance Narratives

Variations between estimate and actual results for 2023

1. Service appropriation are \$150.5 million (16.0%) higher than the Published Budget primarily due to:
 - Supplementary funding to provide additional working capital;
 - Supplementary funding to address cost pressures in funding for Out-of-Home-Care Placements and in addition, further funding to assist with commissioning transition costs;
 - An update to the Cost and Demand Model associated with child protection services;
 - An increase in funding associated with the new government wages policy;
 - Reimbursement of funds previously paid by the department associated with the final Voluntary Targeted Separation Scheme;
 - An increase in funding to account for the increased rate of indexation provided to the Non-Government Human Services Sector;
 - Additional funding to provide permanent resources to assist the State in meetings its emergency welfare demands; and
 - Additional funding to assist in managing the department's RiskCover premium and manage a shortfall in Government Regional Officers Housing.
2. Capital appropriations are \$40.4 million (519.9%) higher than the Published Budget primarily due to subsequent increases to the Capital Appropriation associated with:
 - Supplementary funding to allow the Department of Communities to repay both the Disability Services Commission and Housing Authority entities money owed from inter-company transactions from prior years; and
 - Additional funding due to recent changes to AASB 16 that affected both Government Regional Officers' Housing (GROH) and State Fleet.
3. Other funds received from State Government - Service delivery agreement are \$31.5 million (13.0%) higher than the Published Budget primarily due to the recoup of expenditure associated with the Service Delivery Agreement between the Department of Communities who provides human resources and business and operational support services to Housing Authority and Disability Services Commission.
4. Other funds received from State Government - others are \$16.0 million (74.2%) higher than the Published Budget primarily due to:
 - The reprofile of funds associated with the Essential and Municipal Services Upgrade Program; and
 - Funding received from the Department of Fire and Emergency Services to provide short to medium term temporary accommodation for flood affected families impacted by Ex-Tropical Cyclone Ellie.
5. Supplies and services are \$71.6 million (85.6%) higher than the Published Budget primarily due to increased costs to support the development and implementation of new information technology systems, maintaining and implementing improvement to the department's information technology systems, and increased cost pressures resulting from the current economic environment that are affecting all departmental programs.
6. Accommodation is \$17.0 million (49.8%) higher than the Published Budget primarily due to a funding shortfall in the government office accommodation (GOA) lease budget and the general cost pressures of operating and maintaining (including security and cleaning) office accommodation throughout both metropolitan and regional areas.
7. Grants and subsidies are \$28.2 million (12.8%) higher than the Published Budget primarily due to demand to support individuals and families to cope with disasters and emergencies such as flooding and bush fires, increased Case Support costs to support children in the care of the CEO and their carers, and increased Leaving Care Subsidies.

8. Funding for services is \$115.9 million (33.2%) higher than the Published Budget primarily due to the increased cost of providing child protection services including individually funded care arrangements, specialised fostering and disability placements, transitional high needs and increased cost pressures resulting from the current economic environment that are affecting all departmental programs.
9. GST payments on purchases are \$29.3 million (69.2%) higher than the Published Budget primarily due to additional departmental purchases which result in additional GST payments.
10. Commonwealth grants and contributions are \$25.2 million (48.3%) higher than the Published Budget primarily due to additional funding received relating to the National Partnership on Family, Domestic and Sexual Violence Responses initiative.
11. GST receipts from taxation authority are \$28.9 million (68.4%) higher than the Published Budget primarily due to the department claiming back input tax credits more than was estimated due to its increased expenditure.

Variations between actual results for 2023 and 2022

- a. Service appropriation are \$158.6 million (17.0%) higher than 2021–22 primarily due to:
 - Supplementary funding to provide additional working capital;
 - Supplementary funding to address cost pressures in funding for Out of Home Care Placements and in addition, further funding to assist with commissioning transition costs;
 - An update to the Cost and Demand Model associated with child protection services;
 - An increase in funding associated with the new government wages policy;
 - Reimbursement of funds previously paid by the department associated with the final Voluntary Targeted Separation Scheme;
 - An increase in funding to account for the increased rate of indexation provided to the Non-Government Human Services Sector;
 - Additional funding to provide permanent resources to assist the State in meeting its emergency welfare demands; and
 - Additional funding to assist in managing the department’s RiskCover premium and manage a shortfall in Government Regional Officer’s Housing
- b. Capital appropriations are \$39.9 million (477.3%) higher than 2021–22 primarily due to subsequent increases to the Capital Appropriation associated with:
 - Supplementary funding to allow the Department of Communities to repay both the Disability Services Commission and Housing Authority entities money owed from inter-company transactions from prior years; and
 - Additional funding due to recent changes to AASB 16 that affected both Government Regional Officers’ Housing (GROH) and State Fleet

- c. Other funds received from State Government - Service delivery agreement are \$65.4 million (31.6%) higher than 2021–22 primarily due the recoup of expenditure associated with the Service Delivery Agreement between the Department of Communities, who provides human resources and business and operational support services, to the Housing Authority and Disability Services Commission
- d. Other funds received from State Government - others are \$22.5 million (149.2%) higher than 2021–22 primarily due to:
- The reprofile of funds associated with the Essential and Municipal Services Upgrade Program; and
 - Funding received from the Department of Fire and Emergency Services to provide short to medium term temporary accommodation for flood affected families impacted by Ex-Tropical Cyclone Ellie
- e. Employee benefits are \$97.1 million (18.7%) higher than 2021–22 primarily due to additional expenditure associated with providing frontline community services, the general impact of the new wages policy
- f. Supplies and services are \$71.8 million (86.2%) higher than 2021–22 primarily due to increased costs to support the development and implementation of new information technology systems, maintaining and implementing improvement to the department's information technology systems, and increased cost pressures resulting from the current economic environment that are affecting all departmental programs
- g. Funding for services are \$146.5 million (46.0%) higher than 2021–22 primarily due to the increased cost of proving child protection services including individually funded care arrangements, specialised fostering and disability placements, transitional high needs and increased cost pressures resulting from the current economic environment that are affecting all departmental programs
- h. GST payments on purchases are \$13.5 million (23.2%) higher than 2021–22 primarily due to additional departmental purchases, which resulted in additional GST payments
- i. Commonwealth grants and contributions are \$18.0 million (30.4%) higher than 2021–22 primarily due to additional funding received relating to the National Partnership on Family, Domestic and Sexual Violence Responses initiative.
- j. GST receipts from taxation authority are \$14.2 million (24.8%) higher than 2021–22 primarily due to the department claiming back input tax credits then in 2021–22 due to its increased expenditure.

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Key performance indicators



Key performance indicators

Certification of key performance indicators

For the reporting period ended 30 June 2023

I hereby certify that the key performance indicators are based on proper records, are relevant and appropriate for assisting users to assess the Department of Communities' performance, and fairly represent the performance of the Department of Communities for the financial year ended 30 June 2023.

A handwritten signature in blue ink, appearing to read 'Mike Rowe', is positioned above the printed name and title.

Mike Rowe
Director General
Accountable Authority

14 September 2023

Outcome based management reporting framework

State Government Goal

The Department of Communities contributes to the State Government goal of Safe, Strong and Fair Communities: Supporting our local and regional communities to thrive.

Outcome: Access to quality services that enables active participation in the Western Australian community by individuals and families

Key effectiveness indicators

Percentage of assessed early childhood education and care services that met or exceeded national standards

This indicator reports the proportion of early childhood education and care services assessed in 2022–23 that met or exceeded national standards.

The positive variance between the 2022–23 Budget Target and Actual is attributed to additional support to assessed services including, but not limited to, sector communications and customised Next Assessment Support and Advice meetings prior to assessment and rating visits.

Table 83: Percentage of assessed early childhood education and care services that met or exceeded national standards

2022–23 Target	2022–23 Actual	2021–22 Actual	2020–21 Actual
75%	83%	80%	75%

The take-up rate of Seniors Card

This indicator reports on the take up rate of the Seniors Card based on the estimated residential population of eligible seniors in the financial year.

Table 84: The take-up rate of Seniors Card

2022–23 Target	2022–23 Actual	2021–22 Actual	2020–21 Actual
94%	91	94%	95%

Proportion of Working with Children cards issued within 30 days of lodgement where the applicant had no criminal record

This indicator reports on the proportion of Working with Children cards issued within 30 days of lodgement where the applicant did not have a criminal record. The measure uses a proportion of all notices issued within the reporting period.

Table 85: Proportion of Working with Children cards issued within 30 days of lodgement where the applicant had no criminal record

2022-23 Target	2022-23 Actual	2021-22 Actual	2020-21 Actual
98%	99%	98%	98%

Proportion of decisions finalised within 60 days where the applicant for a Working with Children card had a criminal record

This indicator reports on the proportion of decisions finalised within 60 days for Working with Children card applications where the applicant has a criminal record. The measure uses a proportion of all notices issued within the reporting period.

Table 86: Proportion of decisions finalised within 60 days where the applicant for a Working with Children card had a criminal record

2022-23 Target	2022-23 Actual	2021-22 Actual	2020-21 Actual
97%	98%	97%	98%

Service 1: Community services

Key efficiency indicators

From 1 July 2022, a new Service Delivery Agreement was introduced which allocates shared overhead costs between the Department of Communities, Housing Authority and Disability Services Commission. As a result of the change, from 2022-23 onwards the overheads cost component of the KPI costs for each Communities key efficiency indicator no longer includes the components of overheads for the Housing Authority and the Disability Services Commission.

Average cost per licensed child care service for regulation and support

This indicator reports on the average cost of regulation and quality assurance of early education and care services against required service standards. This includes development of planning, capacity building and support for early education and care services.

The variance between the 2022–23 Budget Target and the 2022–23 Actual is primarily due to lower than budgeted staffing levels and lower than budgeted associated operational expenditure, reflecting ongoing staff recruiting challenges. However, additional staff were recruited in 2022–23 compared to the prior year, to enable the Department to increase its workforce and thereby increase the Department's capability to monitor non-compliance and manage sector growth.

Table 87: Average cost per licensed child care service for regulation and support

Year	Average cost Target	Average cost Actual	Total cost Target	Total cost Actual	Number of licensed services Target	Number of licensed services Actual
2022–23	\$9,369	\$8,642	\$13,228,943	\$11,727,037	1,412	1,357
2021–22	\$6,938	\$7,511	\$9,573,897	\$9,892,527	1,380	1,317
2020–21	\$8,628	\$6,703	\$10,914,000	\$8,579,200	1,265	1,280

Average management cost per Seniors Card

This indicator reports on the cost to deliver the benefits and concessions, including the Seniors Card, administered by the Department. The Seniors Card offers a range of benefits to seniors, including the Cost of Living Rebate payment and the Seniors Card Centre.

The variance between the 2022–23 Budget Target and Actual is attributed to increased staffing resources and the use of computing consultants relating to the upgrade of the WA Seniors Card computer application.

Table 88: Average management cost per Seniors Card

Year	Average cost Target	Average cost Actual	Total cost Target	Total cost Actual	Number of Seniors Cards Target	Number of Seniors Cards Actual
2022–23	\$6.16	\$9.65	\$2,462,701	\$3,961,780	400,023	410,682
2021–22	\$6.56	\$8.76	\$2,772,113	\$3,538,132	422,679	403,976
2020–21	\$7.16	\$6.33	\$2,897,000	\$2,556,120	404,529	404,094

Average cost per Working with Children Card application processed

The Working with Children Check aims to screen and prevent people who are a risk to children from gaining employment in work involving children. The indicator reflects the average cost per Working with Children check application processed.

The variance between the 2022–23 Budget Target and Actual is attributed to underspends associated with delays in implementing the Working With Children Act Amendments and associated system changes, in addition to a higher than forecast demand for Working with Children Cards.

Table 89: Average cost per Working with Children Card application processed

Year	Average cost Target	Average cost Actual	Total cost Target	Total cost Actual	Number of applications Target	Number of applications Actual
2022–23	\$38	\$29	\$5,694,347	\$4,491,527	150,000	157,048
2021–22	\$32	\$38	\$4,584,740	\$5,540,958	145,000	146,193
2020–21	\$35	\$30	\$4,935,000	\$4,381,896	142,000	145,878

Outcome: Families and individuals experiencing family and domestic violence (FDV), homelessness or other crises are assisted to build their capabilities and be safe

Key effectiveness indicators

Percentage of homelessness clients with some or all goals achieved at the completion of a homelessness service support period

This indicator reports on the proportion of clients who have received a homelessness service (excluding FDV services) and have achieved some or all case management plan goals at the end of their support. The result for this indicator is based on data from the previous financial year. This is due to the timeframe of data supplied by specialist homelessness services to the Australian Institute of Health and Welfare.

Table 90: Percentage of homelessness clients with some or all goals achieved at the completion of a homelessness service support period

2022–23 Target	2022–23 Actual	2021–22 Actual	2020–21 Actual
88%	90%	89%	88%

Percentage of clients who received an earlier intervention and family support service whose child(ren) did not enter care within 12 months of service completion

Earlier intervention and family support services comprise a range of in-house, intensive intervention and support services for vulnerable families with children at risk of entering care. Since the implementation of the Early Intervention and Family Support Strategy in 2018, a number of community service organisations have been engaged to provide these services. These services are in addition to the ongoing Intensive Family Support Service, which is delivered within the Department's internal child protection services.

This indicator shows the extent to which the internally delivered Intensive Family Support Service was successful in preventing a child from entering the care of the CEO. The indicator reports on the proportion of children who received an Intensive Family Support Service and did not enter the care of the CEO within 12 months of the completion of that service.

Table 91: Percentage of clients who received an earlier intervention and family support service whose child(ren) did not enter care within 12 months of service completion

2022–23 Target	2022–23 Actual	2021–22 Actual	2020–21 Actual
90%	89%	86%	86%

Percentage of departmental clients who were assessed and received a response as a result of a family and domestic violence (FDV) incident and did not require another FDV-related response within 12 months

This indicator shows the extent to which FDV-related child protection interventions were successful in preventing further interventions occurring. The indicator reports the proportion of clients who received a child protection service response to an FDV-related incident and did not require another similar response within 12 months.

Table 92: Percentage of departmental clients who were assessed and received a response as a result of an FDV incident and did not require another FDV-related response within 12 months

2022-23 Target	2022-23 Actual	2021-22 Actual	2020-21 Actual
80%	73%	75%	75%

Service 2: Homelessness support services

Key efficiency indicator

From 1 July 2022, a new Service Delivery Agreement was introduced which allocates shared overhead costs between the Department of Communities, Housing Authority and Disability Services Commission. As a result of the change, from 2022–23 onwards the overheads cost component of the KPI costs for each Communities key efficiency indicator no longer includes the components of overheads for the Housing Authority and the Disability Services Commission.

Average cost per homelessness support service client

This indicator reports the average cost per homelessness client, excluding family and domestic violence (FDV) services, who was supported by a community sector organisation funded by the Department. The result for this indicator is based on data from the previous financial year. This is due to the timeframe of data supplied by specialist homelessness services to the Australian Institute of Health and Welfare.

Table 93: Average cost per homelessness support service client

Year	Average cost Target	Average cost Actual	Total cost Target	Total cost Actual	Number of clients Target	Number of clients Actual
2022–23	\$4,647	\$4,680	\$83,637,874	\$82,728,250	18,000	17,676
2021–22	\$4,147	\$4,296	\$74,639,540	\$75,198,692	18,000	17,505
2020–21	\$3,883	\$3,320	\$67,169,000	\$59,760,992	17,300	17,998

Service 3: Earlier intervention and family support services

Key efficiency indicator

From 1 July 2022, a new Service Delivery Agreement was introduced which allocates shared overhead costs between the Department of Communities, Housing Authority and Disability Services Commission. As a result of the change, from 2022–23 onwards the overheads cost component of the KPI costs for each Communities key efficiency indicator no longer includes the components of overheads for the Housing Authority and the Disability Services Commission.

Average cost per earlier intervention and family support case

This indicator reports the average cost per earlier intervention and family support case which was either supported by the Department or a funded community sector organisation. This result for this indicator is based on the Department's data from the 2022–23 financial year; however, data from community sector organisations is based on the 2022 calendar year.

The variance between the 2022–23 Budget Target and Actual is due to expenditure attributed to delivery of additional Target 120 sites and additional costs in delivering child protection services. In addition, the Family Support Network assessment and coordination response has been providing a far higher capacity level of intervention support. This has been coupled with COVID-19 related societal pressures including higher cost of living and housing pressures that have resulted in a longer contract commitment and lower overall case numbers.

Table 94: Average cost per earlier intervention and family support case

Year	Average cost Target	Average cost Actual	Total cost Target	Total cost Actual	Number of cases Target	Number of cases Actual
2022–23	\$7,824	\$9,000	\$98,583,121	\$101,996,116	12,600	11,777
2021–22	\$7,442	\$7,706	\$93,024,903	\$94,658,089	12,500	12,283
2020–21	\$7,356	\$6,966	\$97,103,000	\$89,142,769	13,200	12,796

Service 4: Preventing and responding to family and domestic violence (FDV)

Key efficiency indicator

From 1 July 2022, a new Service Delivery Agreement was introduced which allocates shared overhead costs between the Department of Communities, Housing Authority and Disability Services Commission. As a result of the change, from 2022–23 onwards the overheads cost component of the KPI costs for each Communities key efficiency indicator no longer includes the components of overheads for the Housing Authority and the Disability Services Commission.

Average cost per FDV case

This indicator reports the average cost per FDV case which was supported by a community sector organisation funded by the Department. This result for this indicator is based on the:

- 2022 calendar year cases for State Government-funded FDV services
- previous financial year cases for FDV specialist homelessness services. This is due to the timeframe of data supplied by specialist homelessness services to the Australian Institute of Health and Welfare.

The variance between the 2022–23 Budget Target and Actual is attributed to additional expenditure associated with the National Partnership on Family, Domestic and Sexual Violence Responses, and providing support to the WA Council on Addictions. The increased expenditure has led to an Actual that is above the Budget Target, as the cases supported through these additional programs have not been included in the calculation due to differences in reporting arrangements.

Table 95: Average cost per FDV case

Year	Average cost Target	Average cost Actual	Total cost Target	Total cost Actual	Number of cases Target	Number of cases Actual
2022–23	\$4,150	\$5,350	\$73,657,589	\$103,247,516	17,750	19,300
2021–22	\$3,507	\$5,075	\$54,674,838	\$89,554,507	15,590	17,645
2020–21	\$4,980	\$4,614	\$76,190,000	\$69,795,096	15,300	15,127

Outcome: Children and young people needing protection are safe from abuse and harm

Effectiveness indicators

Improved safety – Proportion of children not subject to a subsequent substantiation of harm within 12 months of a previous substantiation of harm

This indicator shows the effectiveness of departmental responses to substantiated cases of child abuse and neglect in preventing further harm occurring. The indicator shows the proportion of children who were the subject of a substantiation of harm in the previous year and who were not the subject of a subsequent substantiation of harm within the following 12 months.

Table 96: Improved safety – Proportion of children not subject to a subsequent substantiation of harm within 12 months of a previous substantiation of harm

2022–23 Target	2022–23 Actual	2021–22 Actual	2020–21 Actual
95%	91%	92%	91%

Improved safety – Proportion of children not subject to a substantiation of harm 12 months after an assessment of harm that was unsubstantiated

This indicator measures the effectiveness of child safety investigations in identifying risks to children and the extent to which intervention services protect children from harm in the future. The indicator shows the proportion of children who were the subject of an assessment of harm that was unsubstantiated in the previous year and who were not the subject of a substantiation of harm within the subsequent 12 months.

Table 97: Improved safety – Proportion of children not subject to a substantiation of harm 12 months after an assessment of harm that was unsubstantiated

2022–23 Target	2022–23 Actual	2021–22 Actual	2020–21 Actual
95%	94%	95%	95%

Service 5: Child protection assessments and investigations

Key efficiency indicator

From 1 July 2022, a new Service Delivery Agreement was introduced which allocates shared overhead costs between the Department of Communities, Housing Authority and Disability Services Commission. As a result of the change, from 2022–23 onwards the overheads cost component of the KPI costs for each Communities key efficiency indicator no longer includes the components of overheads for the Housing Authority and the Disability Services Commission.

Average cost per child involved in child protection cases

This indicator reports the average cost per child involved in child protection assessments and investigations, and/or a protection application that commenced during the year or that commenced in a prior year and remained ongoing during 2022–23.

Table 98: Average cost per child involved in child protection cases

Year	Average cost Target	Average cost Actual	Total cost Target	Total cost Actual	Number of children Target	Number of children Actual
2022–23	\$5,786	\$5,806	\$98,367,018	\$107,023,568	17,000	18,433
2021–22	\$6,063	\$6,018	\$109,138,620	\$99,056,243	18,000	16,461
2020–21	\$4,640	\$4,985	\$92,793,000	\$88,126,236	20,000	17,679

Outcome: Children and young people in the Chief Executive Officer’s (CEO’s) care receive a high quality of care and have much improved life outcomes

Key effectiveness indicators

Proportion of Aboriginal children in the CEO’s care placed in accordance with the Aboriginal and Torres Strait Islander Child Placement Principle

This indicator for 2022–23 shows a slight decrease compared to 2021–22 that can be linked to finding appropriate placement options under the new consultation requirements of the *Children and Community Services Act 2004*.

The Department staff have been provided extensive staff training on the new amendments to the *Children and Community Services Act 2004*, which includes knowledge and application of the new placement consultation requirements for Aboriginal children in care.

These new consultation requirements enhance the self-determination of Aboriginal families to identify more family and cultural appropriate placement options within their community and cultural group. An appropriate placement is required to be identified for the placements to be supported.

Table 99: Proportion of Aboriginal children in the CEO’s care placed in accordance with the Aboriginal and Torres Strait Islander Child Placement Principle

2022–23 Target	2022–23 Actual	2021–22 Actual	2020–21 Actual
80%	64%	65%	66%

Proportion of children in the CEO’s care with comprehensive care planning undertaken within set timeframes

This indicator highlights a ten per cent increase in timely care planning for children in care in comparison to the previous reporting period and is almost at the pre-COVID result in 2019–20 of 84 per cent. This increase in performance is also as a result of governance, oversight and focus on care planning, supported by strategic planning.

Table 100: Proportion of children in the CEO’s care with comprehensive care planning undertaken within set timeframes

2022–23 Target	2022–23 Actual	2021–22 Actual	2020–21 Actual
90%	83%	73%	76%

Service 6: Care arrangements and support services for children in the CEO's care

Key efficiency indicators

From 1 July 2022, a new Service Delivery Agreement was introduced which allocates shared overhead costs between the Department of Communities, Housing Authority and Disability Services Commission. As a result of the change, from 2022–23 onwards the overheads cost component of the KPI costs for each Communities key efficiency indicator no longer includes the components of overheads for the Housing Authority and the Disability Services Commission.

Average cost per day of a foster care arrangement

The majority of children in care live with family or community foster carers. Foster carers receive a subsidy towards the ordinary day-to-day costs of caring for a child. The level of subsidy depends on the child's age and the complexity of their needs.

The variance between the 2022–23 Actual and each of the 2021–22 Actual and the 2022–23 Budget Target is due to additional expenditure associated with individually funded care arrangements, such as specialised fostering and disability placements.

Table 101: Average cost per day of a foster care arrangement

Year	Average cost Target	Average cost Actual	Total cost Target	Total cost Actual	Number of care arrangement days Target	Number of care arrangement days Actual
2022–23	\$169	\$216	\$271,063,812	\$340,624,918	1,600,000	1,574,844
2021–22	\$140	\$172	\$237,703,161	\$271,632,567	1,700,000	1,581,340
2020–21	\$127	\$148	\$221,735,000	\$245,596,793	1,750,000	1,662,621

Average cost per day of a residential-based care arrangement

Residential care services provide temporary therapeutic residential care, which focuses on creating and sustaining care environments capable of healing the traumatic impact of abuse and neglect and the disrupted attachment that ensues.

The variance between the 2022–23 Budget Target and Actual is attributed to increased costs of staff accommodation rental subsidies. In addition, multiple Residential Group houses operated at significantly reduced capacity due to COVID-19 staffing sickness and complexities of children and movements between Residential Care and detention. The inability to recruit staff also impacted capacity, with an ongoing focus in 2023–24 to recruit to Residential Care.

Table 102: Average cost per day of a residential-based care arrangement

Year	Average cost Target	Average cost Actual	Total cost Target	Total cost Actual	Number of care arrangement days Target	Number of care arrangement days Actual
2022–23	\$1,999	\$2,398	\$67,951,332	\$68,222,008	34,000	28,450
2021–22	\$2,088	\$1,922	\$70,985,579	\$62,510,550	34,000	32,525
2020–21	\$1,775	\$2,036	\$62,127,000	\$66,006,533	35,000	32,416

Average cost per day of an exceptionally complex needs care arrangement

The Transitional High Needs Program caters for children and young people with extremely complex behaviours and high needs who often pose a risk to themselves and the broader community. These care arrangements provide individualised and specialised care.

The significant variance between the 2022–23 Budget Target and Actual is due to the inclusion of the high volumes of Special Purpose Funded high needs care arrangements with non-panelled agencies from July 2022 by District Offices. The previous annual figure included expenditure with panelled providers only. Further to this, non-panelled agency use increased between July 2022 to January 2023 then ceased due to a panel recruitment of agencies where some non-panelled agencies were successful in achieving panel membership.

Table 103: Average cost per day of an exceptionally complex needs care arrangement

Year	Average cost Target	Average cost Actual	Total cost Target	Total cost Actual	Number of care arrangement days Target	Number of care arrangement days Actual
2022–23	\$1,652	\$6,484	\$21,476,262	\$90,300,707	13,000	13,927
2021–22	\$1,618	\$1,946	\$16,993,618	\$22,059,038	10,500	11,338
2020–21	\$1,499	\$1,951	\$14,244,000	\$20,868,299	9,500	10,697

Average cost per day of a secure care arrangement

Secure care provides planned, short-term intensive therapeutic care for young people aged 12–17 years who are considered to be at immediate and substantial risk of causing significant harm to themselves and/or others, and there are no other options for managing that risk and meeting their needs.

The variance between the 2022–23 Budget Target and Actual is primarily due to increased costs of medical assessments and food provisions, in addition to the Centre operating at reduced capacity for most of 2022–23. There has also been a general decrease in admissions to Secure Care, which has not recovered since the emergence of COVID-19.

Table 104: Average cost per day of a secure care arrangement

Year	Average cost Target	Average cost Actual	Total cost Target	Total cost Actual	Number of care arrangement days Target	Number of care arrangement days Actual
2022–23	\$7,513	\$9,996	\$6,385,654	\$6,867,191	850	687
2021–22	\$6,212	\$10,119	\$6,833,366	\$6,668,463	1,100	659
2020–21	\$5,213	\$5,837	\$6,777,000	\$6,163,945	1,300	1,056

Average cost per day to plan for and support a child in the CEO's care

This indicator includes all children in the CEO's Care as defined in the *Children and Community Service Act 2004*. Expenditure includes case support costs, contract costs for community service organisations funded to provide reunification and leaving care services. These costs are coupled with the caseworker time allocated to address a child's health, education and other needs as detailed in their care plan.

The variance between the 2022–23 Budget Target and Actual is a result of additional costs associated with case support costs and children's subsidies.

Table 105: Average cost per day to plan for and support a child in the CEO's care

Year	Average cost Target	Average cost Actual	Total cost Target	Total cost Actual	Number of care arrangement days Target	Number of care arrangement days Actual
2022–23	\$68	\$87	\$129,025,715	\$162,939,142	1,900,000	1,867,660
2021–22	\$68	\$79	\$135,788,143	\$149,863,666	2,000,000	1,888,940
2020–21	\$57	\$70	\$115,871,000	\$137,043,223	2,050,000	1,963,144

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Other requirements



Other requirements

Ministerial directions

There were no ministerial directions in 2022–23.

Act of Grace payments

During the reporting period there was no Act of Grace payment made under the authority of the Minister.

Unauthorised use of credit cards

In accordance with Treasurer's Instruction 321, officers are prohibited from using government-issued credit cards for personal purposes. Treasurer's Instructions 903(13) (iv) requires the Department to disclose information relating to personal use. The table below details the personal expenditure using government-issued credit cards in 2022–23.

Table 106: Personal expenditure using Government issued credit cards in 2022–23

Details of personal expenditure	2022–23
Number of instances the Western Australian Government Purchasing Card has been used for a personal purpose	116
Aggregate amount of personal use expenditure for the reporting period	\$9,328.24
Aggregate amount of personal use expenditure settled by the due date	\$4,475.18
Aggregate amount of personal use expenditure settled after the period required by the due date	\$231.53.
Aggregate amount of personal use expenditure outstanding at the end of the reporting period	\$4,621.53
Number of referrals for disciplinary action instigated by the notifiable authority during the reporting period	Nil

Advertising, market research, polling and direct mail

In accordance with section 175ZE of the *Electoral Act 1907*, the Department incurred expenditure in advertising and media advertising. Total expenditure for 2022–23 was \$355,080.79.

Table 107: Advertising expenditure for 2022–23

Expenditure	Organisation	Amount
Advertising	–	–
Market research	–	–
Polling	–	–
Direct mail	–	–
Media advertising	Initiative Media Australia Pty Ltd	\$32,826.40
	Carat Australia Media Services Pty Ltd	\$321,518.64
	Have a Go News	\$735.75
Total	–	\$355,080.79

Disability Access and Inclusion Plan

The Department is committed to continually improving access and inclusion for people with disability, their families and carers. Our intention is to offer an equal level of service to all people, provide accessible events and facilities, and consult with people with disability to help ensure that barriers to access and inclusion are identified and appropriately addressed.

During 2022–23 the Department developed and launched its new Disability Access and Inclusion Plan 2023–28 (DAIP). The Department undertook extensive consultation and engagement with staff and key stakeholders to inform the development of the new DAIP. The new DAIP builds on the previous plan and sets out the strategies and outcomes that will guide the Department's activities to improve access to services, buildings and information.

The information below lists some of the activities undertaken against the plan's seven access and inclusion outcomes in 2022–23 (with an indication of the corresponding Pillar).

Outcome 1 – Communities DAIP Pillar 2.1: People with disability have the same opportunities as other people to access the services of, and any events organised by, Communities.

The Department is working to transition all public facing information to formats that are accessible (major language groups, easy read, Auslan and large print) and able to be translated with devices used for vision impairment.

The Department also commits to investigate and use technology to support accessibility and write all information in plain English. It is standard procedure for the Corporate Communications team to ensure all our

designed publications are written in plain English and accessible, and that options are provided for alternative formats and translations on request.

Outcome 2 – Communities DAIP Pillar 2.2: People with disability have the same opportunities as other people to access the buildings and other facilities of Communities.

The Department's Workplace Strategy includes Accessibility and Inclusivity as two distinct pillars, or focus areas, that drive its workplace design.

The Department's two head office campuses, and all current and future office fit-out projects, are being designed in line with the Strategy.

Accessibility features that are incorporated include:

- dual height bench spaces in kitchens, to allow easy access to sinks/microwaves
- considered placement of taps for ease of use
- drawer style dishwashers for ease of use
- dual height seating and tables in kitchens
- a number of accessible meeting rooms with hearing loops, height-adjustable tables and automatic doors, as well as braille on the meeting room signage
- universal access toilets
- ease of access to and from the workplace, such as ramps and lifts
- height adjustable workstations, along with manoeuvrable monitor arms
- visual alarms for emergency evacuation
- provision of parking for people with disability and eligible ACROD permits.

In the Department's existing workplaces, accessibility is considered and addressed as part of all minor and major maintenance and upgrades. The Department's also has dedicated sites for staff to access information on workplace facilities, which provides detail on the accessibility features within Communities' workplaces.

Outcome 3 – Communities DAIP Pillar 4.1: People with disability receive information from Communities in a format that will enable them to access the information as readily as other people are able to access it.

Supported Community Living provides 24/7 supports to individuals with disability in group homes. Easy read documents are developed or sourced and distributed to staff to facilitate the sharing of information with people with disability living in Supported Community Living in a format that meets their communication needs.

In 2022–23, Supported Community Living supported residents to prepare My Hospital Packs, developed as part of the Ready to Go Home project. The packs include easy read resources to support people with disability through the process of preparation for hospital admission to post discharge.

Everyone across the Department is responsible for accessibility. Information available to staff is maintained and provided to ensure their own documents are accessible, in addition to access to accessible branded templates.

Outcome 4 – Communities DAIP Pillar 3.1: People with disability receive the same level and quality of service from the staff of Communities as other people receive from the staff of Communities.

The Neurodevelopmental disability assessment service (NDAS) is one of many services that provide accessible information to support all stages of the assessment processes and via multiple communication channels. Work is also underway to improve our online and digital presence, providing detailed information on our services and clear signposting on how to

access these. Communication arrangements are tailored to individuals, families and carers as warranted, for example interpreters and multi-language documentation.

In 2022–23 the NDAS went to market with two requests seeking providers for diagnostic assessment related services. Compliance with the Department DAIP was included as a requirement of the head agreement ensuring any future contractors will align with the Department's disability inclusive practices.

Outcome 5 – Communities DAIP Pillar 4.2: People with disability have the same opportunities as other people to make complaints to Communities.

The Department's Complaints Management Unit (CMU) has developed Talking Posters that provide recorded complaints information in plain English and Aboriginal languages. These resources have application for people with disability who are vision impaired and/or lack literacy skills.

Complaints received by the Department provide an opportunity for learning and complaint findings and recommendations inform enhancements to systems, policies and procedures.

External consultants have been engaged to support the Department in refreshing the disability service and operating model to clearly articulate and optimise the Department's future role in providing services to people with disability. The CMU has been engaged in the review process by providing requested data and information and providing input into opportunities to improve Consumer Liaison Officer roles and the overall complaints process.

Outcome 6 – Communities DAIP Pillar 1.1: People with disability have the same opportunities as other people to participate in any public consultation by Communities.

The Department seeks to grow partnerships, networks, skills and leadership in the community and disability sectors and encourages advice from the sector on how to improve access and inclusion for diverse groups of people. For example, during a community event hosted by the City of Mandurah to celebrate International Day for People with Disability held on 1 December 2022, staff from the Continuity of Support Arrangements unit obtained feedback from people with disability on inclusive activities and services they would like to be made available through local recreation centres and public libraries across the Peel Region.

Outcome 7 – Communities DAIP Pillar 1.2: People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

The Department seeks to foster a workplace that welcomes people of all backgrounds and abilities and reflects the diverse community we serve.

The Department's Equity and Diversity Plan sets targets and outlines initiatives to increase representation of people with disability in our workforce. Planning is underway for a new Diversification and Inclusion Strategy, which will have a particular focus on employment and inclusion of people with disability. Work is also underway to develop a workforce planning framework and processes that will see diversity embedded into workforce planning processes.

The Department's Diversification and Inclusion Plan 2022–25 will place accountability on all employees to foster inclusive workplaces, and

online managers to actively recruit for diversity and create a welcoming environment for all.

The online Disability Confident Workforces eLearning module assists all employees to talk about disability with confidence, employer obligations and how to contribute to an inclusive and barrier-free workplace.

The possAbility Network, is a staff-led self-governed network, comprising people with disability and allies. It aims to:

- provide a welcoming space for peer networking and support where staff can safely share their stories and information, make new friends and attend some fun social events.
- provide a voice to influence and suggest workplace cultural change and workplace initiatives, identify challenges and gaps in experiences so everyone, regardless of role or demographic can succeed at the Department.

Agents and contractors

The Department's procurement processes require that our contracted organisations are aware of their Disability Access and Inclusion Plan responsibilities and reporting requirements. These organisations will be updated on the responsibilities and reporting requirements under the new Disability Access and Inclusion Plan.

Complaints management

Communities' Complaints Management Unit (CMU) is designed to be accessible with a 'no wrong door' policy in relation to receiving complaints. Complaints can be made online, by phone, by letter or email or in person to a staff member. The Departments' Complaints and feedback website (www.wa.gov.au/organisation/departments-of-communities/departments-of-communities-disabilities-complaints-and-feedback) includes a dedicated online tile to lodge a complaint or feedback about a disability service or support received from the Department. Information on translating and interpreting assistance and the National Relay Service is also included on the Department's website. An easy read guide, Making a Complaint has been developed and is available from CMU and Communities' Disability Service providers. All complaints and feedback in relation to disability services are assessed by the Consumer Liaison Officer who has expertise in disability services. CMU has had the opportunity to contribute to the external review of the Department's disability service and operating model which will inform enhancements to the Department's complaint processes.

Recordkeeping plan

Evaluation of recordkeeping systems

In accordance with section 19 of the *State Records Act 2000*, Communities Recordkeeping Plan was approved in 2018 by the State Records Commission. It is currently being reviewed with a revised Plan due May 2024. The agency is reviewing its recordkeeping program to ensure compliance with the principles and standards governing recordkeeping by State organisations.

Recordkeeping training program

This year, 500 staff attended face-to-face training on recordkeeping systems and practices across metropolitan and regional locations and 1,258 staff completed the online recordkeeping awareness training course. The recordkeeping training program integrates best practice standards and core recordkeeping processes.

Evaluation of the recordkeeping training program

The Department is reviewing its recordkeeping training initiatives and materials to ensure compliance with relevant legislation and standards, in addition to ensuring staff are well informed with changes in recordkeeping systems.

Recordkeeping induction program

The Department's recordkeeping awareness training is delivered to all new staff upon commencement. The records management component of the corporate induction provides guidance and awareness training to ensure staff roles and responsibilities are clear in accordance with the approved Recordkeeping Plan.

Electronic document records management system (EDRMS)

The Department continues to review the consolidated EDRMS, to achieve optimum efficiency. The system assists staff to meet current record statutory and legislative recordkeeping requirements.

Board and committee remuneration

Individual and aggregated costs of remunerating positions on all boards and committees, as defined in the Premier's Circular 2019/07 – State Government Boards and Committees, have been outlined in the tables below.

Remuneration for the Disability Services Commission Board and the Ministerial Advisory Council on Disability is reported in the Disability Services Commission Annual Report for 2022–23.

Aboriginal Strategic Advisory Group

On 20 June 2022, the Aboriginal Strategic Advisory Group (Advisory Group) was established, replacing two previous advisory structures; the Ministerial Aboriginal Advisory Panel (the Panel) and the Aboriginal Cultural Council.

The Advisory Group provides strategic advice to the Director General of the Department relating to the development and implementation of policies or matters that impact Aboriginal communities in WA.

The Advisory Group is an opportunity to build genuine and respectful partnerships between Aboriginal people and the Department and achieve improved economic, social, and cultural outcomes for Aboriginal people.

Membership of the Advisory Group comprises up to 16 Aboriginal people from metropolitan, regional and remote areas of WA. The Advisory Group's strategic priorities include measures and actions intended to address the Department's responsibilities under the Closing the Gap framework and:

- The Department's Aboriginal workforce
- The Aboriginal Community Controlled Organisations (ACCO) Strategy and economic empowerment through procurement
- The 10 Year Roadmap for reducing the number of Aboriginal children in care
- Housing and homelessness
- Prevention of family and domestic violence.

In 2022–23, the Advisory Group met four times. Three meetings were held on the land of the Whadjuk Noongar people in Walyalup. Its fourth meeting was on the land of the Miriwoong people in Kununurra.

Table 108: Aboriginal Strategic Advisory Group

Position title	Member name	Period of membership in 2022–23	Type of remuneration	Gross/actual remuneration for the financial year
Co-chair	Glenn Pearson (1)	01/07/2022 – 30/06/2023	N/A	\$0
Co-chair	Nawoola Davey (2)	01/07/2022 – 30/06/2023	N/A	\$0
Member	Talitha Archer (2)	01/07/2022 – 30/06/2023	N/A	\$0
Member	Tracey Brand	01/07/2022 – 30/06/2023	\$251/half day \$385/full day	\$887
Member	Jodie Clarke (2)	01/07/2022 – 30/06/2023	N/A	\$0
Member	Irene Davey	01/07/2022 – 30/06/2023	\$251/half day \$385/full day	\$2,561
Member	Samantha Hawkins	01/07/2022 – 30/06/2023	\$251/half day \$385/full day	\$1,021
Member	Nakita Hawke (2)	01/07/2022 – 30/06/2023	N/A	\$0
Member	Cheryle James-Wallace	01/07/2022 – 30/06/2023	\$251/half day \$385/full day	\$2,042
Member	Kurt McIntosh	01/07/2022 – 30/06/2023	\$251/half day \$385/full day	\$385
Member	Preston Thomas	01/07/2022 – 30/06/2023	\$251/half day \$385/full day	\$1,406
Member	Pamela Thorley JP (1)	01/07/2022 – 30/06/2023	N/A	\$0
Member	Ian Trust AO	01/07/2022 – 30/06/2023	\$251/half day \$385/full day	\$2,042
Total	–	–	–	\$10,344

(1) Declined remuneration of sitting fees

(2) Not eligible for remuneration of sitting fees

Carers Advisory Council

The Carers Advisory Council (the Council) is established under section 8 of the *Carers Recognition Act 2004* (the Act) and advises the Minister for Community Services on issues experienced by carers.

Section 7 of the Act requires reporting organisations – the Department of Health, Disability Services Commission, and the Mental Health Commission (the latter on a voluntary basis) – to annually submit self-assessed reports of their compliance with the Carers Charter to the Council. This includes not only those organisations who are funded by the reporting organisation to provide services, such as health service providers and non-government organisations, but also the reporting organisations' own compliance against the Charter.

Table 109: Carers Advisory Council remuneration

Position title	Member name	Period of membership in 2022–23	Type of remuneration	Gross/actual remuneration for the financial year
Chairperson	Esme Bowen	01/07/2022 – 30/06/2023	\$13,500 per annum	\$13,456.82
Member	Ros Thomas	01/07/2022 – 30/06/2023	\$228/half day \$351/full day	\$1,614
Member	Gloria Moyle	01/07/2022 – 30/06/2023	\$228/half day \$351/full day	\$228
Member	Tony Vis	01/07/2022 – 30/06/2023	\$228/half day \$351/full day	\$579
Member	Jenni Perkins	01/07/2022 – 30/06/2023	\$228/half day \$351/full day	\$1,158
Member	Carrie Clarke	01/07/2022 – 10/01/2023	\$228/half day \$351/full day	\$1,737
Member	Beatitude Chirongoma	01/07/2022 – 30/06/2023	\$228/half day \$351/full day	\$1,614
Member	Kim Hudson	16/07/2022 – 30/06/2023	\$228/half day \$351/full day	\$684
Member	Andrew Sinclair	01/07/2022 – 30/06/2023	\$228/half day \$351/full day	\$702

Position title	Member name	Period of membership in 2022–23	Type of remuneration	Gross/actual remuneration for the financial year
Member	Stanulous Chirenda	01/07/2022 – 16/05/2023	\$228/half day \$351/full day	\$228
Total	–	–	–	\$22,000.82

(1) The Chair, Deputy Chair and members are eligible for respite at \$20 to \$45 per hour as applicable and travel allowance.

Adoption Applications Committee

The functions of the Adoption Applications Committee are outlined in section 13 of the *Adoptions Act 1994* and include considering the suitability of prospective adoptive parents.

Table 110: Adoptions Applications Committee remuneration

Position title	Member name	Period of membership in 2022–23	Type of remuneration	Gross/actual remuneration for the financial year
Chairperson	Alan Moroni	01/07/2022 – 30/06/2023	\$150/hour	\$12,060
Deputy Chairperson	Melanie Boulton	01/07/2022 – 30/06/2023	\$120/hour	\$7,810
Independent Member	Rhiarne Bruce	01/07/2022 – 30/06/2023	\$120/hour	\$5,610
Independent Member	Diane Davies	01/07/2022 – 30/06/2023	\$120/hour	\$8,217
Independent Member	Geoff Parnell	01/07/2022 – 30/06/2023	\$120/hour	\$8,434
Independent Member	John Gardiner	01/07/2022 – 30/06/2023	\$120/hour	\$8,928
Departmental Member	Diane Scarle (1)	01/07/2022 – 30/06/2023	N/A	\$0
Departmental Member	Jeffrey Hughes (1)	01/07/2022 – 31/12/2022	N/A	\$0
Total	–	–	–	\$51,059

(1) State and local government full time employees are not eligible for remuneration.

Care Plan Review Panel

The Care Plan Review Panel is an independent panel established to review care planning decisions made by the Department for children in the care of the CEO. The best interests of the child who is the subject of the care planning decisions is the paramount consideration in panel deliberations.

Each panel hearing comprises of, at a minimum, three members who are independent from the Department, including a Chairperson with a legal qualification. There are currently six Aboriginal Panel members, two are on leave of absence.

Table 111: Care Plan Review Panel remuneration

Position title (1)	Period of membership in 2022–23	Type of remuneration	Gross/actual remuneration for the financial year
Chairperson	01/07/2022 – 30/06/2023	\$1,540/Full day hearing \$1,012/Half day hearing \$770/Full day training \$506/Half day training	\$14,630
Deputy Chairperson/ Member 1	01/07/2022 – 30/06/2023	\$1,400/Full day hearing \$920/Half day hearing \$460/Full day training \$300/Half day training	\$460
Member 2	01/07/2022 – 30/06/2023	\$920/Full day hearing \$600/Half day hearing \$460/Full day training \$300/Half day training	\$3,220
Member 3	01/07/2022 – 30/06/2023	\$920/Full day hearing \$600/Half day hearing \$460/Full day training \$300/Half day training	\$2,300
Member 4	01/07/2022 – 30/06/2023	\$920/Full day hearing \$600/Half day hearing \$460/Full day training \$300/Half day training	\$1,380

Position title (1)	Period of membership in 2022–23	Type of remuneration	Gross/actual remuneration for the financial year
Member 5	01/07/2022 – 31/12/2023	\$920/Full day hearing \$600/Half day hearing \$460/Full day training \$300/Half day training	\$0
Member 6	01/07/2022 – 30/06/2023	\$920/Full day hearing \$600/Half day hearing \$460/Full day training \$300/Half day training	\$4,140
Member 7	01/07/2022 – 30/06/2023	\$920/Full day hearing \$600/Half day hearing \$460/Full day training \$300/Half day training	\$460
Member 8 (2)	01/07/2022 – 30/06/2023	Nil	\$0
Member 9	01/07/2022 – 30/06/2023	\$920/Full day hearing \$600/Half day hearing \$460/Full day training \$300/Half day training	\$1,380
Member 10	01/07/2022 – 30/06/2023	\$920/Full day hearing \$600/Half day hearing \$460/Full day training \$300/Half day training	\$0
Member 11	01/07/2022 – 30/06/2023	\$920/Full day hearing \$600/Half day hearing \$460/Full day training \$300/Half day training	\$5,060

Position title (1)	Period of membership in 2022–23	Type of remuneration	Gross/actual remuneration for the financial year
Member 12	01/07/2022 – 30/06/2023	\$920/Full day hearing \$600/Half day hearing \$460/Full day training \$300/Half day training	\$0
Member 13	01/07/2022 – 30/06/2023	\$920/Full day hearing \$600/Half day hearing \$460/Full day training \$300/Half day training	\$0
Member 14	01/07/2022 – 30/06/2023	\$920/Full day hearing \$600/Half day hearing \$460/Full day training \$300/Half day training	\$1,380
Total	–	–	\$34,410

(1) Member names have been withheld because of the sensitive nature of their decisions and to protect their anonymity.

(2) State and local government full time employees are not eligible for remuneration.

Ministerial Youth Advisory Council

The Ministerial Youth Advisory Council is comprised of up to 12 young people aged between 15 and 25 years. The Council is an important first point of engagement for the Minister for Youth on youth-focused matters across a range of portfolios. The role of the Council is to provide advice to the Minister for Youth on matters relating to young people. The Council may also provide advice to any other State Government Minister, subject to the approval of the Minister for Youth. The Council will provide a forum for young Western Australians to communicate directly with the Western Australian Government.

Table 112: Ministerial Youth Advisory Council remuneration

Position title	Member name	Period of membership in 2022–23	Type of remuneration per meeting	Gross/actual remuneration for the financial year
Co-chair	Haseeb Riaz	01/07/2022 – 30/06/2023	\$385 (< 4 hours) \$593 (> 4 hours)	\$1,272
Co-chair	Zahra Al Hilaly	01/07/2022 – 30/06/2023	\$385 (< 4 hours) \$593 (> 4 hours)	\$1,657
Member	Amy Astill	01/07/2022 – 30/06/2023	\$251 (< 4 hours) \$385 (> 4 hours)	\$1,255
Member	Caitlin Eaton	01/07/2022 – 30/06/2023	\$251 (< 4 hours) \$385 (> 4 hours)	\$502
Member	Ryan Pohl	01/07/2022 – 30/06/2023	\$251 (< 4 hours) \$385 (> 4 hours)	\$0
Member	Izabela Barakovska	01/07/2022 – 30/06/2023	\$251 (< 4 hours) \$385 (> 4 hours)	\$1,255
Member	Lauren Clark	01/07/2022 – 30/06/2023	\$251 (< 4 hours) \$385 (> 4 hours)	\$0
Member	Cameron Hee	01/07/2022 – 30/06/2023	\$251 (< 4 hours) \$385 (> 4 hours)	\$753
Member	Christopher-John (CJ) Daudu	01/07/2022 – 30/06/2023	\$251 (< 4 hours) \$385 (> 4 hours)	\$1,004

Position title	Member name	Period of membership in 2022–23	Type of remuneration per meeting	Gross/actual remuneration for the financial year
Member	Maeson Harvey (Legal name Rhegan Harvey)	01/07/2022 – 30/06/2023	\$251 (< 4 hours) \$385 (> 4 hours)	\$1,004
Member	Kiana Yasso	01/07/2022 – 30/06/2023	\$251 (< 4 hours) \$385 (> 4 hours)	\$1,004
Member	Alicia Roe	08/03/2022 – 30/06/2023	\$251 (< 4 hours) \$385 (> 4 hours)	\$251
Total	–	–	–	\$9,706

Housing First Homelessness Advisory Group

To progress the implementation of the Strategy and progress a Housing First approach across the homelessness system, the Minister for Homelessness and the Department established the Housing First Homelessness Advisory Group (the Advisory Group).

The Advisory Group consolidated a number of advisory groups on homelessness and will provide advice to the Minister for Homelessness on the following matters:

- the implementation of the All Paths Lead to a Home: Western Australia's 10-Year Strategy on Homelessness 2020–2030 (Strategy). This includes providing advice on the monitoring and evaluation framework and Action Plans to ensure integrated whole of sector responses to achieve the Strategy.
- evidence based advice to the Minister for Homelessness that identifies reforms to facilitate a Housing First and No Wrong Door approach across the Homelessness services sector, including the identification of current barriers in the system.
- suggestions to sustain a coordinated and cohesive approach in delivering homelessness initiatives and solutions that align with a Housing First and No Wrong Door approach, particularly targeting rough sleeping.
- identification of service gaps and potential accommodation options, and innovative best practice service models.

Table 113: Housing First Homelessness Advisory Group

Position title	Member name	Period of membership in 2022–23	Type of remuneration	Gross/actual remuneration for the financial year
Chairperson	Mike Rowe (1)	13/03/2023 – 30/06/2030	N/A	\$0
Member	Andrew Brien (1)	13/03/2023 – 30/6/2030	N/A	\$0
Member	Bettina (Tina) Ugle	13/03/2023 – 12/03/2026	Half day sitting fee	\$502
Member	Cath Hart	13/03/2023 – 12/03/2026	Half day sitting fee	\$251
Member	Cortina Martin	13/03/2023 – 12/03/2026	Half day sitting fee	\$251
Member	Daniel Morrison	13/03/2023 – 12/03/2026	Half day sitting fee	\$0
Member	David Pearson	13/03/2023 – 12/03/2026	Half day sitting fee	\$251
Member	Debra Zanella	13/03/2023 – 12/03/2026	Half day sitting fee	\$251
Member	Jonathon Lake	13/03/2023 – 12/03/2026	Half day sitting fee	\$251
Member	Jude Thomas (1)	13/03/2023 – 12/03/2026	N/A	\$0
Member	Kath Snell	13/03/2023 – 12/03/2026	Half day sitting fee	\$0
Member	Kim Robinson	13/03/2023 – 12/03/2026	Half day sitting fee	\$251
Member	Louise Olney (2)	13/03/2023 – 12/03/2026	N/A	\$0
Member	Michael Chester	13/03/2023 – 12/03/2026	Half day sitting fee	\$502
Member	Natalie Sangalli	13/03/2023 – 12/03/2026	Half day sitting fee	\$251
Member	Samantha Drury	13/03/2023 – 12/03/2026	Half day sitting fee	\$502
Member	Sharon Gough	13/03/2023 – 12/03/2026	Half day sitting fee	\$502
Total				\$3,765

(1) State and local government full time employees are not eligible for remuneration.

(2) Chose not to receive remuneration.

Compliance with Public Sector Standards and ethical codes

The Department complies with the Public Sector Standards and the Western Australian Public Sector Code of Ethics. As an agency subject to section 31(2) of the *Public Sector Management Act 1994*, the Department compliance reporting obligations are met by completing the relevant periodic returns requested by the Public Sector Commission (PSC).

This is in accordance with the PSC's 'Annual report guidelines for 2022–23' published 15 May 2023.

Occupational safety, health and injury management

Our commitment

The Director General (DG) and Communities Leadership Team (CLT) are committed to the ongoing provision of a safe and healthy workplace for our workers, stakeholders and all others who may intersect with our services. To achieve this, we as 'One Communities – One Team' have taken proactive steps to incorporate the Department's values of Integrity, Courage, Respect, Empathy, Accountability, Trust, and Empowerment (iCREATE) into the way we think and act when it comes to the work health, safety (WHS) and wellbeing of our people. This includes ensuring that all workers feel confident about reporting WHS matters, which builds trust, empowers our workers to be accountable in taking the necessary steps to proactively minimise hazards and risks in our workplaces.

Work Health and Safety Consultation

The Department proactively supports the establishment of local Health and Safety Committees (HSC) to represent workplaces by regions and directorates, which includes active participation and involvement from our elected Health and Safety Representatives (HSR). HSC are a forum for workers to identify, discuss and resolve emerging WHS matters at the local level, which can then be escalated to the Department's WHS Operational Committee for oversight and action as required.

The WHS Executive Leadership Committee comprises of senior leadership members and meets on a quarterly basis to ensure that the Department gives WHS the focus, profile and governance required. The minutes of the WHS Operational Committee are discussed at this forum so relevant actions can be taken as required.

In addition, our DG continues to play a pivotal role in consulting with our workers via frequent Broadcasts as well as attending CLT Live forums where workers have an opportunity to address him directly in relation to WHS matters. The DG has committed to sending out two safety specific broadcasts on a regular basis, that is a general WHS information broadcast and a WHS compliance broadcast.

Health and Safety Representatives

Our Health and Safety Representatives (HSRs) play a vital and proactive role in ensuring and enriching a positive WHS culture at the Department. They are actively involved in the consultation, investigation and resolution of WHS matters.

The Department is currently in the process of transitioning to Work Groups as per the *WHS Act 2020* which includes re-election of HSRs who were appointed under the *OSH Act 1984*. The Department continues to proactively support and consult with our current HSRs across all our workplaces.

Workers' compensation and injury management

The Department's Injury Management Policy and Procedures were reviewed and amended in accordance with the *Workers' Compensation and Injury Management Act 1981* and the *WHS Act 2020*. The DG Statement of Commitment to Work Health and Safety reinforces the Department's commitment to injury prevention and management, including early intervention strategies aimed at providing meaningful return to work programs for injured workers, thereby encouraging the retention of experienced workers.

Our Injury Management Consultants continue to provide comprehensive and professional injury management and workers' compensation support for injured workers and line managers by partnering with divisions and regions across the Department. This is undertaken through early intervention strategies, consultative engagement, education, and information sharing as well as facilitation of proactive and suitable return to work programs where possible.

The team have been proactive in managing and closing out claims and over the 2022–2023 financial year of the 185 claims closed, 180 were closed under the estimated provided by the Government Insurance Division, with a potential savings to the Department of just over \$6.9m.

Incident reporting and hazard/risk management

The Department's online Incident Management System (SolvSafety) enables workers, HSRs and the WHS Team to actively engage in incident investigations, risk assessments, and the implementation of relevant controls and correctives actions to mitigate and minimise risk. SolvSafety is currently being enhanced to improve the effectiveness of incident reporting, hazard identification and issue resolution.

Our HSRs are actively involved in the consultation, investigation and resolution of WHS matters. This includes 1,532 reported incidents and 258 hazards for the 2022-23 financial year.

The WHS information obtained from SolvSafety is pivotal to the development and collation of WHS performance reports which enable the Department to identify and analyse trends relating to WHS e.g. types of incidents and hazards reported, assessed levels of risk, and the control actions adopted within the Department to reduce the impacts of emerging risks.

Key initiatives in managing workplace incidents and hazards

- Implementation of the WHS Partner model whereby Senior WHS Consultants have been engaged as WHS Business Partners for the North and Southeast Metro, Great Southern, Southwest, Wheatbelt, Midwest and Pilbara, enabling greater consultation between stakeholders and building effective partnerships with Managers and workers in identifying and reducing risk of harm as well as improving WHS and wellbeing.
- A dedicated WHS Consultant has been appointed to coordinate Adverse Workplace Behaviour Reporting.
- The Department's First Aid Officer (FAO) program has been launched with 280 FAO appointed across 122 workplaces.
- The OVA Program continues to rollout as a result with over 75% of regional offices having been assessed so relevant improvements can be implemented.
- A Personal Duress Alarm (PDA) project has been initiated to ensure that our state-wide staff who provide direct service delivery support to our clients, are provided with relevant personal duress alarm solutions as a first line of defence. These PDAs will be serviced by 24/7 monitoring A-graded service centre.
- A WHS Act Implementation Working Group was established to ensure a proactive risk management approach is adopted that enables compliance with the *WHS Act 2020* across the Department whilst also incorporating relevant initiatives and strategies to continually improve our Safety Management System and WHS performance.
- After receiving feedback relating to the Department's existing Psychosocial hazards a Psychosocial Gap Analysis assessment tool is currently being developed which will support the actual gap analysis process.

Employee wellbeing initiatives

- The wellbeing of all workers continues to be a primary focus within the Department. To help determine employee perceptions around work design, mental health and wellbeing at work, the Department initiated the Thrive at Work Program in partnership with Curtin University's Future of Work Institute (FOWI). The Department is one of five other WA Public Sector agencies that are participating in the Thrive at Work Program. Participating in this program will enable the Department to take relevant actions to mitigate illness, prevent harm and promote thriving leading to a psychosocially safe work environment for its workers.
- A 2022–23 Wellbeing calendar has been developed and includes a range of physical and psychological initiatives. A total of 2,208 staff attended a total of 69 Wellbeing Webinars of which feedback received was extremely positive, with a satisfaction rating of 4.52 out of 5. Some new topics included Situation awareness and De-escalation techniques. As part of the wellbeing support plan, a wellbeing information pack was developed, which included resources on fatigue management, practical self-care tools and the EAP contact information.
- A total of 1,650 staff accessed a total of 2,560 counselling sessions during 2022–23. This reflects an increased uptake in our Employee Assistance Program (EAP) when compared to previous years. It is promising that more staff are seeking help and support to deal with challenges, which demonstrate that they are also proactively addressing the stigma associated with seeking psychological support. A tender process has been initiated for a more holistic approach to be delivered to all our staff across our business divisions in accessing EAP.

WHS Training

CLT members, senior leadership and workers have received training related to the requirements of the *WHS Act 2020* including due diligence requirements.

Ten webinars were presented to workers on the following related WHS topics:

- Overview of the WHS Legislation for Workers
- Overview of WHS Legislation for Line Managers and Supervisors
- Role, Powers and Functions of Health and Safety Representatives and Health and Safety Committees
- Communication, Consultation, and Issue Resolution
- Hazard and Risk Management (including overview of the Department's tools)
- Incident Reporting and Management (including Injury Management and Workers' Compensation)
- Overview of the DoC WHSMS (including unpacking of the Policy and what it means).
- Psychosocial Hazards and Mentally Healthy Workplaces
- Staying safe 'in the field'
- Fatigue in the Workplace.

WHS Partners are now based in every region to provide WHS support and engagement, including provision of site based WHS related training. Training currently includes risk management, responding to OVA and incident and hazard investigation. A comprehensive, structured training program is being developed by WHS directorate in consultation with Learning and Development directorate to be rolled out in 2023–24.

799 of 1,017 of managers and supervisors completed the online e-learning 'WHS and Injury Management for Managers' which equates to 79%.

A revised and refreshed e-Learning WHS course for all employees is being developed and will be rolled out in 2023–24.

Assessment of the occupational safety and health management system

A WHS Management System Gap Analysis was undertaken in February 2020, based on the WorkSafe Plan. The Gap Analysis identified 156 areas of improvement at the time and each of these improvements have been addressed.

Ongoing internal audits are scheduled to occur at regular intervals to ensure the Department achieves WHS key performance indicators and outcomes as per the requirements of the WHS Strategic Plan 2019–2024.

The WHS Strategic Plan 2019–2024 is currently being reviewed to align with the WHS Act 2020 along with the WHS Management System to ensure WHS strategies, initiatives and programs will be rolled out to ensure continual improvement in our WHS performance.

Asbestos Management

In 2022–23, the Department instituted a new governance body, the Assets Compliance Advisory Group (ACAG) commencing December 2022 and meeting monthly. It reports to the DDG Housing and Assets, and it was formed to address an identified gap in the Department’s governance structures and processes, as there was no body within the organisation responsible for overseeing safety compliance of assets.

Some of the responsibilities of the group are as follows:

- Oversee relevant activities in the Department to ensure asset compliance with Workplace Health and Safety Act and Regulations, and other safety legislation.
- Provide advice to the Director General, Deputy Director General Housing and Assets, Deputy Director General Community Services, and CLT in general on asset compliance issues.

- Promote knowledge and the importance of compliance, including asbestos management, Electrical Safety Devices and other compliance issues in the Department.
- Review governance policy documents and make recommendations for improvements.
- Monitor audit reports and help to develop solutions to resolve findings.

Asbestos management in the Department will be a key focus of ACAG, including monitoring asbestos management KPIs.

Another major activity commenced in 2022–23 was the review of the Department’s asbestos management framework documents.

External legal experts in WHS law were engaged to rewrite the documents on behalf of the Department; bring them up to date with the WHS Act 2020; and improve readability, usability and comprehension. This has produced the new draft Asbestos Management Policy and Asbestos Management Plan.

These new documents commenced an endorsement process through ACAG in 2022–23 and are to be submitted to CLT early in 2023–24 for approval.

At the end of 2022–23, the Department held asbestos registers for 10,817 assets it either owns or has an interest in, down from 11,097 in 2021–22.

Quantitative Data

Table 114: Work health and safety Key Performance Indicators and trends

Measures	Results 2020–21	Results 2021–22	Results 2022–23	Targets	Comments towards targets
Number of fatalities	0	0	0	0	Achieved
Lost time injury and disease incidence rate	2.5	2.3	2.37	0 or 10% reduction in incidence rate	The Department achieved a 5.2% reduction against the target of 0 LTI claims or 10% reduction. Preventative and proactive hazard and incident management strategies continue to be adopted to mitigate risk of harm and reduce injuries.
Lost time injury and severity rate	40	35.5	40	0 or 10% reduction in severity rate	The severity rate has remained stable. Considerable work continues to be undertaken in injury prevention and management.
Percentage of injured workers returned to work within 13 weeks	72%	50%	52%	Greater than or equal to 80%	Not achieved compared to the previous years due to the ongoing complex, severe, cumulative nature of injuries. Early intervention injury management strategies continue to be implemented in handling complex psychological claims and supporting staff with trauma.
Percentage of injured workers returned to work within 26 weeks	75%	55.4%	54%	Greater than or equal to 80%	Not achieved compared to the previous years due to the ongoing complex, severe, cumulative nature of injuries. Early intervention injury management strategies continue to be implemented in handling complex psychological claims and supporting staff with trauma.
Percentage of managers trained in occupational safety, health and injury management responsibilities, including refresher training within 3 years	55%	74%	79%	Greater than or equal to 80%	Achieved a 44% increase over three years as at 30 June 2023. Currently there is a process to review completion rates on a regular basis and send reminders to ensure that managers/supervisors undertake the mandatory WHS training requirements. It is anticipated that in financial year 2023–24 the 80% will be achieved.

Note: The performance reporting examines a three-year trend and, as such, the comparison base year is to be two years prior to the current reporting year.

WA Multicultural Policy Framework

Background

The Department of Communities (the Department) released its first Multicultural Plan 2021–2023 (Plan) in August 2021 as required under the State Government’s Multicultural Policy Framework. Consistent with the Framework, this three-year Plan articulated three policy priority areas:

1. Harmonious and inclusive communities
2. Culturally responsive policies programs and services
3. Economic, social, cultural, civic and political participation

The Plan included a series of strategies and actions, with responsibilities, targets, and timeframes along with a supporting governance structure. Actions within the Plan focused on recognising the benefits of cultural diversity in the Department’s workforce, as well as ensuring the Department is responsive to the needs of the cultural groups we work with and support.

Current Status

In 2022–23 at the Plan’s conclusion, the Department undertook to review implementation and acquit the Plan. The key outcomes and achievements are included below.

1. Harmonious and inclusive communities

- During Harmony Week 2023 (16–21 March 2023), the Department published a series of stories showcasing staff members with Culturally and Linguistically Diverse (CaLD) backgrounds on ‘The Common’—the department’s intranet. The Department’s offices hosted events to celebrate Harmony Week including interactive activities to learn about colleagues’ culture and staff were encouraged to wear orange, the official colour of Harmony Week.

- The Department’s Governance Integrity and Reform Division developed and published the ‘Substantive Equality Policy and a Diversity Equity and Inclusion Lens’ in April 2023 for use department-wide to ensure substantive equality is considered in the development and implementation of policies and projects.

2. Culturally responsive policies, programs and services

- The Department developed and published a whole-of-department Language Services Policy to ensure equitable access to Western Australian public services, through the provision of language services. The Language Services Policy outlines staff roles and responsibilities regarding the provision of language services and outlines procedures to enable the appropriate and timely engagement of interpreters and translators when required.

3. Economic, social, cultural, civic and political participation

- CaLD background staff represent 16.5 per cent of the Department’s workforce, above the sector average of 15.3 per cent. During 2022–23, the Department continued efforts to recruitment people with CaLD backgrounds and provided practises to support their career progression. During Harmony Week 2022 (21–27 March), the Department profiled staff members with a multicultural background, acknowledged Close the Gap Day and promoted the Department’s formal support for the “Racism. It Stops with Me” campaign to all staff across Western Australia.
- The Department is undertaking a talent acquisition and retention project which will review and revise recruitment practices to eliminate indirect discrimination, and training on recruitment.

4. Culturally responsive policies, programs and services

- Diverse WA online training modules are now mandatory for all new employees and included in the Human Resources onboarding process.

5. Economic, social, cultural, civic and political participation

- CALD background staff represent 16.1% of the Department's workforce, which is above the sector average of 15.3% and exceeds the planned representation for the sector of 15.5% by 2025.

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