



Government of Western Australia  
Department of Communities



# Department of Communities Annual Report

2023–2024



# 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](mailto:enquiries@communities.wa.gov.au)**



**Cover image:** Carnarvon's Deadly Girls Group painted a mural as part of their Beautiful Streets: 6701 – Aboriginal Women's Placemaking and Art program, funded by the Women's Grants for a Stronger Future program. (Image supplied by Shire of Carnarvon.)

# Acknowledgement 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

For the year ended 30 June 2024

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 2024.

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



**Mike Rowe**  
Accountable Authority

16 September 2024



**Hon Sue Ellery  
MLC**

Minister for  
Finance;  
Commerce;  
Women's  
Interests



**Hon Sabine  
Winton MLA**

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



**Hon John Carey  
MLA**

Minister for  
Planning;  
Lands; Housing;  
Homelessness



**Hon Hannah  
Beazley MLA**

Minister for Local  
Government;  
Youth; Minister  
Assisting the  
Minister for  
Training and  
Workforce  
Development



**Hon Don Punch  
MLA**


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

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# Overview

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.



**Providing  
community  
services**



**Supporting people  
experiencing  
homelessness**

# From the Director General



For more than three years I've had the immense privilege of being Director General of the Department of Communities. During this time, I have been inspired, impressed and motivated by the extraordinary things that this department achieves, every day, for tens of thousands of vulnerable children, families, adults and communities, and Western Australians more generally.

[I have valued the opportunity to meet with people across our State to learn about the important responsibilities that arise from the five Ministers and eleven portfolios we support.](#)

I have also met with many of the service providers and Aboriginal Community Controlled Organisations (ACCOS) that we partner with in human services delivery, as well as the leaders and Elders of many Aboriginal communities.

Our people are committed to making a positive difference to the lives of some of the most vulnerable citizens in Western Australia (WA). I acknowledge the challenges that come with our responsibilities and I look forward to continuing to work to deliver our core functions and the Government's priorities.

## Protecting and caring for our children

The Supporting Children in Early Childhood Education and Care (ECEC) grants program benefited more than 5,700 children across WA, including Aboriginal and Torres Strait Islander children; children living in regional, remote and very remote communities; children experiencing significant disadvantage; children from culturally and linguistically diverse backgrounds; and children in the care of the CEO Department of Communities.

To strengthen the early childhood workforce, we offered grants of up to \$25,000 to support the attraction and retention of educators to ECEC services in regional Western Australia, and in April we launched a coordinated statewide frontline talent campaign for child protection and field workers.

Around 2,000 households provide care for children and young people of all ages, from birth to 18 years old, and the Department acknowledged the hard work and dedication of these foster and family carers across the state during Foster and Family Carers Week.

[I'm pleased to share the Department made significant progress on Out of Home Care \(OOHC\) reform to align services with current evidence-based, trauma informed child protection case practice and reduce the number of children in care.](#)

Following an open tender procurement process, 16 providers were awarded a new contract to deliver OOHC services in WA over the next 5 to 7 years. This included five new ACCOs who are providing OOHC services for the first time alongside Yorganop, who were WA's first Aboriginal foster care organisation.

## Focus on family and domestic violence

I'm particularly proud of the Office for Prevention of Family and Domestic Violence's instrumental role in the work of the historic Family and Domestic Violence Taskforce, which was formed in September to help guide the next phase of the State's commitment to addressing family and domestic violence.

Now concluded, the Taskforce informed close to \$170 million of new funding and a comprehensive suite of reforms that provide a blueprint for victim-survivor safety and perpetrator accountability. The Office for Prevention of Family and Domestic Violence will continue playing a lead role in the implementation of these reforms.

### Increased support for homelessness and housing

The State Government boosted homelessness services with close to an additional \$140 million in homelessness initiatives in 2024 alone, including \$70.2 million in the current State Budget to ensure the continuation of more than 120 critical homelessness services across WA.

We have prioritised a Housing First Approach in line with the All Paths Lead to a Home, WA's first 10-year strategy on homelessness, which prioritises providing stable accommodation to rough sleepers while ensuring they have the wrap-around supports they need to sustain their tenancy.

Through our boosted outreach services, we've been actively working to get more people onto the By Name List and to ensure vulnerable individuals who may be sleeping rough have contact with and access to relevant support services.

### Emergency response

The Department continued to support communities impacted by natural disasters. The Emergency Relief and Support Team (ERS) and North Metro District Staff partnered with agencies and service providers to support local residents in the City of Wanneroo impacted by the Mariginiup bushfire emergency, and Bunbury residents affected by another severe weather event in early May.

The Department continued its collaboration with partner agencies, local businesses and community leaders to support the ongoing recovery of the Fitzroy Valley in the wake of the 2023 flood event.

Families with homes needing major refurbishment or rebuild were given flood resilient temporary accommodation ahead of the wet season. While temporary demountable accommodation units were installed at Fitzroy Crossing on Country in Bungardi, Darlington, Loanbun, Buruwa, Galeru Gorge, Karnparmi and Yurabi communities to support safe, family-friendly living on Country while longer term repair works were underway.

### Supporting inclusive communities

In 2023–24, the Department continued its important work to support inclusive communities through a number of grants programs to enable communities to celebrate and empower their people, including a record funding amount of \$680,000 for the Women's Grants for a Stronger Future Program. We also administered close to \$7 million in funding to continue support of the 186 units within the Cadets WA program; nine Youth Development Services; two Youth Support Program Services; and the Youth Affairs Council of Western Australia (YACWA).

We recognised the contributions of seniors, business and local governments at the 2023 Seniors Awards and more volunteers than ever were celebrated in the annual WA Volunteer Service Awards in May. Certificates of recognition were awarded to 1,248 dedicated volunteers who have given more than five years of voluntary service for the benefit of their community.



## Realignments to improve services

In January 2023, the Department was chosen to be part of the Public Sector Commission's Agency Capability Review (ACR) program. On 24 October 2023 the review concluded with the publishing of the executive summary report on the Public Sector Commission (PSC) website.

The ACR gave us a practical response which is helping us to better define the ongoing work required to enhance our capability. Since then, we have commenced a program of work, aligned to five lines of inquiry that are set out in the Executive Summary.

Our response to the ACR is being delivered through two program streams – the Operating Model Improvement (OMI) Project and an initial set of eight Priority Projects.

The realignment of the Department of Communities' operating model is centred around strengthening our capability and capacity to deliver for Government, our stakeholders and the people we serve, as well as balancing responsibilities more effectively for our frontline services.

The Department introduced two new divisions and moved the Emergency Response Service to the Business Services division to maintain a person-centred focus and approach across Communities. The OMI project will conclude in 2024–25. Additional senior leadership was provided to

support priorities in delivering improvements for the child protection workforce, support for foster and family carers and youth at risk initiatives like Target 120.

*A new Disability division is strengthening our support for disability services and strategy, while a Commissioning and Contracting division is enhancing partnerships across the Community Services sector.*

## Looking ahead

I look forward to continuing to build on the momentum of the past year and embed significant reforms to ensure the Department is able to deliver on its vision of better lives together through people, place and home.

We have identified five Annual Priorities that will focus our work in 2024–25.

1. **Annual Priority 1:** Support and retain our people by maintaining a great and safe place to work.
2. **Annual Priority 2:** Efficiently and effectively deliver our Government priorities and essential frontline services for the people we serve.

3. **Annual Priority 3:** Serve our clients to create safe, secure and supported environments.
4. **Annual Priority 4:** Drive implementation of the National Agreement on Closing the Gap and continue to build the cultural competence of our people and agency.
5. **Annual Priority 5:** Continue to improve our agency capability, focusing on our systems and data, commissioning, governance and finance processes.

We will continue to implement our OMI and embed the learnings from the ACR to ensure we are a highly capable and high performing organisation delivering responsive services that build safe, inclusive and empowered communities.

As 2024 is our Year of Safety, we will emphasise the importance of keeping our people safe and well. I look forward to continuing to prioritise the safety of our greatest asset, our employees. This includes ensuring staff safety in the workplace with initiatives such as the worker safety device and working closely with our child protection staff to increase system capacity, resilience and responses.

We will finalise the transition to our new out of home care contracts, including 5 new ACCOs who will be able to provide culturally safe and appropriate care for children in the care of the CEO.

We will also lead other child protection improvement projects including Aboriginal Family Led Decision Making, Health Navigator Pilot, expansion of Home Stretch and continued Aboriginal Representative Organisations service delivery in Armadale and the Kimberley region.

Housing affordability and accessibility will continue to be a priority for the Department as we look to strengthen efforts to invest in social housing with a focus on providing safe, secure and functional homes.

We will work with the disability sector to progress the consideration of the recommendations of the Disability Royal Commission and continue to work with our jurisdictional counterparts to ensure that the National Disability Insurance Scheme (NDIS) is delivering for Western Australians.

Supporting victim-survivors of family and domestic violence while facilitating broad system reforms in the family and domestic violence service system will continue to be a key focus of not only the Department but also the broader public sector as we come together with the community services sector and victim-survivors to implement the System Reform Plan as recommended by the Family and Domestic Violence Taskforce.

I look forward to working with Government, the ACCO and community services sector, industry, and the broader community to deliver on our priorities and support some of the most vulnerable people in our State.



**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:

### Outcome 1



#### **Strong families**

To provide safe and nurturing environments

### Outcome 2



#### **Care for children**

To enable children to feel secure and supported

### Outcome 3



#### **Inclusive communities**

That enable social, economic and cultural prosperity

### Outcome 4



#### **A place to call home**

That provides a secure foundation for life

### Outcome 5



#### **Resilient people and communities**

Including those impacted by an emergency or critical event

### Outcome 6



#### **A great place to work**

For all our people, everywhere, every day

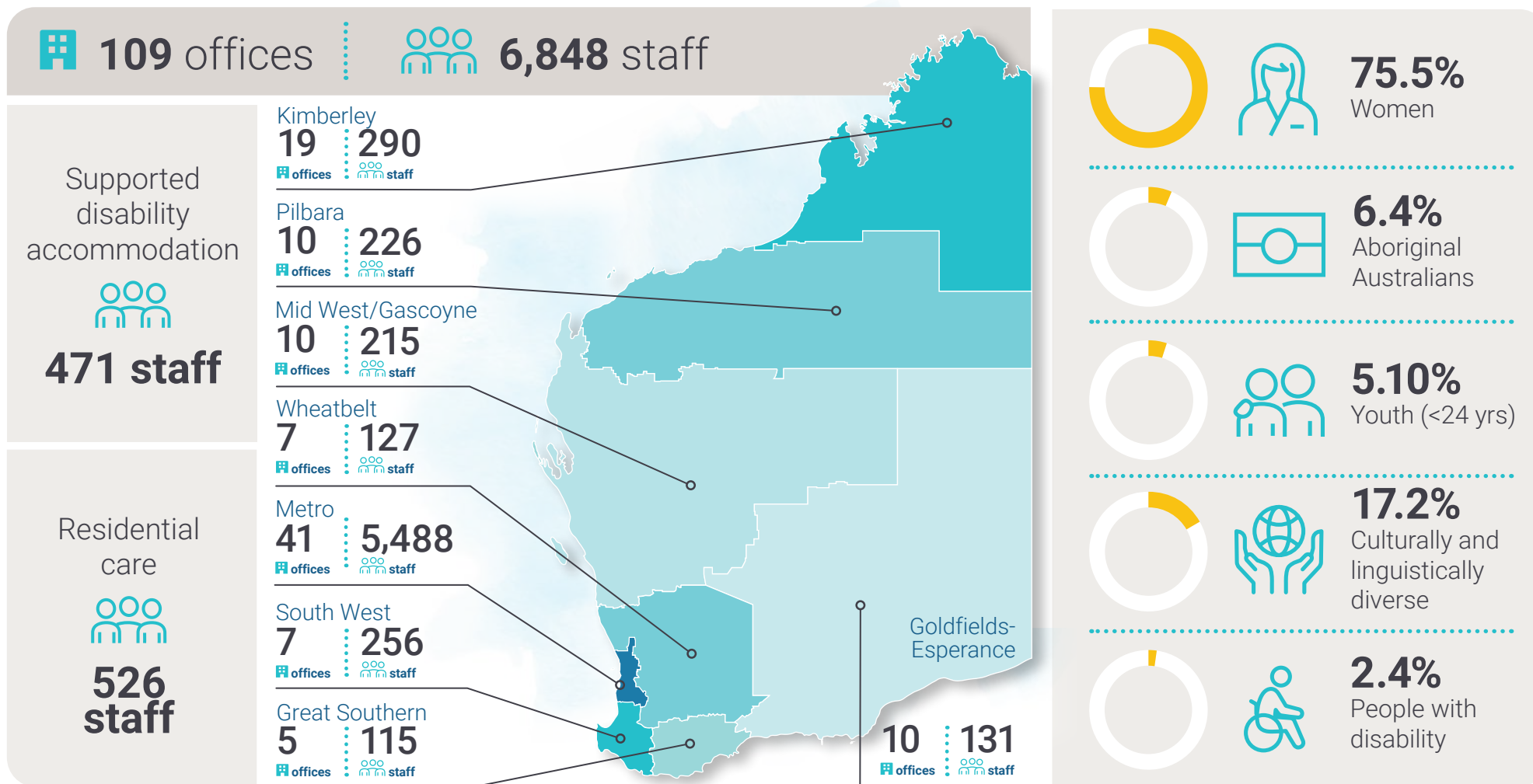
# Organisational structure



Department of Communities organisational chart as at 30 June 2024.

# Our people

The Department's diverse workforce of 6,848 people operates across Western Australia with 79 per cent of staff based in the Perth metropolitan area and 21 per cent in regional offices.



Department of Communities representation across Western Australia as at 30 June 2024.

## 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

# 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](mailto:enquiries@communities.wa.gov.au)

**Website** [communities.wa.gov.au](http://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.

For more information visit:  
[accesshub.gov.au/about-the-nrs](http://accesshub.gov.au/about-the-nrs)

**Voice Relay number** 1300 555 727

**TTY number** 133 677

**SMS relay number** 0423 677 767

# Ministers and portfolio responsibilities



**Hon Sue Ellery  
MLC**

Minister for Finance;  
Commerce; Women's  
Interests



**Hon Sabine  
Winton MLA**

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



**Hon John Carey  
MLA**

Minister for Planning;  
Lands; Housing;  
Homelessness



**Hon Hannah Beazley  
MLA**

Minister for Local  
Government; Youth;  
Minister Assisting the  
Minister for Training and  
Workforce Development



**Hon Don Punch  
MLA**

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



# Year in review 2023–24



**14,317**

Child safety investigations commenced



**\$681+ million**

allocated across **971** community services contracts



**412,082**

Seniors Cards issued



**421**

Keystart loans totalling over **\$155 million**



**16,550**

Homelessness clients supported with support service funding of over **\$94 million**



**\$118.4 million**

Growing the Community Housing Sector for the delivery of up to **350 new builds**



**3,178**

Aboriginal children in care



**172,396**

Working with Children applications processed



**1,595 clients**

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



**36,999**

Public housing properties



**316**

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



**\$1.3 billion**

WA contribution to the NDIS **57,160** participants **5,201** new participants

# 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 worked to support strong families and ensure safe, nurturing environments for all Western Australians.

In 2023–24, our priorities included reducing family and domestic violence to protect vulnerable individuals. We collaborated with partner agencies to help individuals, families, and carers access wellbeing services. We also focused on delivering outcomes for seniors, young people, women, volunteers, carers, and families through Community Services' grant-funded programs and services.

Additionally, we worked on projects that address the needs of families and individuals in need, while continuing to enhance the commissioning of services.



## Staff make Operation Keelia a success

WA Police Force figures show a steep rise in reported family violence incidents during the Christmas and Easter holiday periods.

As a response, Operation Keelia was activated, ensuring Family and Domestic Violence Response Teams (FDVRT) were made available during this time.

Around 45 Department of Communities staff from across the state worked through the break to support families experiencing domestic violence during a peak time when incidents increase approximately 30 per cent above the daily average.

The teams assessed, triaged and responded to individuals and families identified in FDV incident reports, supporting victim-survivor safety and promoting perpetrator visibility and accountability.

Key players in the operation were Statewide Services, the Service Delivery Executive, the Office for Prevention of Family and Domestic Violence, Statewide Referral Response Services, Coordinated Response Service providers and the Domestic Violence Helpline.

The uninterrupted operation made a significant impact on response times, and victim-survivors were grateful for the support.

In 2023, a dedicated team was set up within the Office for Prevention of Family and Domestic Violence at the Department to support the broader **Family and Domestic Violence Taskforce** (Taskforce).

The Taskforce provided guidance on the next phase of reforms to strengthen responses to family and domestic violence in Western Australia (WA). The team worked closely with the Department of Premier and Cabinet (DPC) to support the Chairpersons and Taskforce members through investment analysis, stakeholder engagement, jurisdictional scans and evidence reviews.

Key outcomes from the Taskforce included Government commitment to a program of system reform to ensure that victim-survivors and persons using violence receive family violence informed and culturally appropriate responses, wherever they seek out support and services.

**The Family and Domestic Violence System Reform Plan** (Reform Plan) aims to improve the way victim-survivors access and navigate supports and services by integrating the strengths and resources of multiple agencies and sector partners to deliver a more seamless, efficient, effective, and responsive network of services. The focus areas of the Reform Plan are risk assessment, risk management, workforce development and information sharing.

To support implementation of the Reform Plan and to strengthen responses to family and domestic violence (FDV) the Government committed additional funding of \$169 million. Key initiatives funded through this investment include:

- \$22.6 million to replace the Stirling Women’s Refuge, a crisis accommodation centre for those escaping violence at home. The funding will enable the facility to triple in size and move towards a hub and spoke model with a central administration building and independent accommodation units on a secure site.

## Family and Domestic Violence Taskforce

The Family and Domestic Violence Taskforce (Taskforce) was a key request of the family and domestic violence sector and lived experience advocates during the Domestic Violence Summit in August.

The Taskforce was convened between September and March to consider and provide advice about reforms to strengthen responses to family and domestic violence including to oversee the design of a Lived Experience Advisory Group.

Co-Chairs of the Taskforce were Professor Colleen Hayward AM, a senior Noongar woman and former ambassador for the Commissioner for Children and Young People, and Emily Roper PSM, Director General, Department of the Premier and Cabinet.

Government members included Mike Rowe, Director General, Department of Communities together with representatives from the Western Australia Police Force; Department of Education; Department of Health; Mental Health Commission; Department of Treasury; and the Department of Justice.

Non-Government members comprised leaders from the Centre for Women's Safety and Wellbeing; Stopping Family Violence; the Kimberley Aboriginal Medical Services and Kimberley Renal Services; the Noongar Family Safety and Wellbeing Council; and Western Australian Council of Social Service (WACOSS).

Initially, Taskforce members sought advice regarding gaps in regional services, opportunities for further investment in prevention and the importance of supporting and funding Aboriginal-led responses to family violence experienced by Aboriginal and Torres Strait Islander people (Aboriginal people\*).

Later, system reform became the focus of the remaining four Taskforce meetings and a series of stakeholder engagements were held, including workshops with Aboriginal people and stakeholders from across Government and community sector organisations, Aboriginal Community Controlled Organisations and lived experience advocates.

A priority of the Taskforce has been establishment of a Lived Experience Advisory Group (LEAG) that provides an opportunity to centre the voices of victim-survivors in policy development and service design. Between December and February, more than 500 people were engaged to provide advice and input on the LEAG's purpose, role and operational process.

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

- \$13.3million for primary prevention initiatives including grants to support primary prevention and Aboriginal family safety.
- \$1.5 million investment to fund further enhancement and expansion of the successful Respectful Relationships teaching support program, including through the development of online content, and culturally appropriate content for Aboriginal young people.

Other initiatives funded include \$6.6 million in operating funding for the new Ruah Centre for Women and Children offering crisis accommodation via 13 units in an inner-city location; \$6 million for perpetrator programs, including expansion into new locations in regional WA; and \$3.1 million to expand the Safe at Home program to help women and children stay safely in their homes.

\$53.8 million was allocated to for **Family and Domestic Violence Response Teams (FDVRT)**, enabling them to expand operation to 7 days per week (including public holidays) and continue operation of expanded Coordinated Response Services. Funding also supported the staged rollout of 17 Adult Community Corrections Officers by 2027–28; expedited recruitment of all Family Safety Officers to 2024–25; and \$14.2 million for a new Family and Domestic Violence One Stop Hub in the Perth metropolitan area (at the new Ruah Centre for Women and Children).

The Family Safety Officer positions enhance existing Family and Domestic Violence Response Teams and deliver coordinated FDV response services to victim-survivors and perpetrators. They are currently operating within FDVRT teams in Perth, Midland, Joondalup, Great Southern, Wheatbelt, South West and Mirrabooka.

The new recruits are leading an integrated approach to deliver intensive intervention, safety planning and support to those who are considered at the highest risk of harm.

More than 20 communities across the state hosted events to raise awareness of family and domestic violence during the seventh **16 Days in WA – Stop Violence Against Women** campaign.

The Centre for Women’s Safety and Wellbeing received \$25,000 to administer small community grants statewide, supporting organisations to host events and raise awareness of family and domestic violence.

Aboriginal Family Legal Services also received a \$25,000 grant to support Ochre Ribbon activity during 16 Days in WA. Ochre Ribbon is a grassroots, community-led campaign that began in WA, to support community action against family violence impacting Aboriginal families and communities.

This 16 Days in WA event shined a spotlight on the issue of FDV; clearly demonstrating actions to call out disrespectful behaviour and raising awareness of the many forms of family and domestic violence.

Community grants contributed to a range of events and activities, including education sessions, silent marches, morning teas and lunches for victim-survivors along with a special series of Aboriginal art events.

Building on the success of the 2022 **Primary Prevention Grants Program**, funding of \$6 million was made available for a new Primary Prevention scheme for community led initiatives to prevent family and domestic violence throughout WA.

Family Outreach Service Broome, operating as part of Mens Outreach Service Aboriginal Corporation in partnership with Anglicare WA, was awarded the service contract to run a **Broome Hub**.

## Looking back at 16 Days in WA

The seventh annual 16 Days in WA campaign to end violence against women was launched on 25 November, International Day for the Elimination of Violence against Women.

This year's theme was Stopping Family and Domestic Violence: Play Your Part, and landmarks around the state were illuminated in orange to show their support.

The West Coast Eagles donned orange socks during pre-season training at Lathlain Park and the West Australian masthead turned orange for a day of the campaign.

A Business Breakfast hosted more than 600 people at Crown Perth where the Premier Roger Cook MLA announced \$72.6 million in funding to help stop family and domestic violence in Western Australia.

Back in the office, all Department of Communities desktop screensavers displayed Kings Park's Fraser Avenue lit in orange as a daily reminder the campaign was underway. Staff across the state wore the 2023 campaign button badge and tuned in to hear Director General of the Department of the Premier and Cabinet, Emily Roper PSM in conversation with journalist, Jess Hill.

Director General, Mike Rowe joined a large group of staff at the thirty-third March Against Domestic and Family Violence in the city, wearing signature orange 16 Days in WA t-shirts.

Close to 80 public events were held across the state during the campaign, while 56 landmarks were lit orange across the 16 days.



Mens Outreach Service Aboriginal Corporation is an Aboriginal Community Controlled Organisation and has supported the West Kimberley community for 23 years.

The Hub is the result of a \$16.3 million State Government commitment to build on the success of One Stop Family and Domestic Violence Hubs at Mirrabooka (Naala Djookan) and Kalgoorlie (Mara Pirni Healing Place).

From one location, the **Broome Hub** will supply a range of specialist supports for people experiencing family and domestic violence, including advocacy, counselling, legal assistance and support for children. It will also provide FDV outreach services in Derby and Bidadanga.

The Armadale Hub has commenced providing services to the community and a further \$14.2 million in funding was committed for a new hub in Perth, located at the new Ruah Centre for Women and Children.

In 2023, the Department commenced an extensive consultation process to inform the new **Youth Action Plan**. More than 2,200 young people across the state had their say during the consultation process.

Individuals and organisations were invited to get involved and have their say via a consultation paper released to inform the new Plan.

The Department hosted the inaugural Youth Action Plan Interagency Working Group workshop to discuss the findings from the consultation process with young people across the state. The insights helped identify key priority areas and actions for the Plan.

The Department is committed to engaging with, and amplifying, the voices of our youth. Achieving positive outcomes for young people in Western Australia is a collective responsibility – one that spans across various government agencies.

The Department funded and supported the **2023 WA Youth Awards** which recognise the contribution of young people to social, cultural and economic life in Western Australia, and the work that the youth sector delivers to support young people.

This year's award winners and finalists were passionate about consent, bullying, supporting culturally and linguistically diverse communities, social justice, youth

homelessness and poverty, disability, mental health, the environment and more.

The WA Youth Engagement Grants Program provided grant funding opportunities to local governments and community service organisations to engage young people, aged 10 to 25 years, and achieve positive outcomes for their community.

The grants funded youth engagement initiatives and projects to empower young people; support skills development, knowledge and confidence; and help them achieve their goals.



**Above:** Mens Outreach Service Aboriginal Corporation staff pictured during their NAIDOC event.



## Youth Week 2024

Youth-focused events and activities were held across the state to celebrate Youth Week WA 2024 supported by \$78,000 in grants from the Department of Communities.

The Department awarded up to \$3,000 to each of the successful applicants as part of its Youth Week WA Grants Program, to support community organisations and local governments to recognise the positive contributions made by young people.

Youth Week WA is an annual celebration providing people aged 10 to 25 years with opportunities to express ideas, raise important issues, make decisions and showcase their talents and contributions.

Head, Body, Heart was the theme for this year's event coordinated by the Young People's Planning Committee, including four Youth Week ambassadors.

Ambassadors Fatima Merchant, Nathida Chalermasuk, Samuel Thomas and Izabella Brandis chose this year's theme as a reminder for young people to check in with themselves, and each other.

Activities included employment and training opportunities, an art-based Winter Wonderland, events to connect young people with local service providers and a basketball competition for youth at a remote community.

The Shire of Broome was again successful in receiving a grant to host SKATE Youth Week 2024, an extension of its 2023 skate workshops. This year, the program included students from the remote community of Bidiyadanga, two hours south of Broome.



**Above:** A Youth Week WA Grant gave students from a remote community an opportunity to take part in the Shire of Broome's SKATE Youth Week 2024.

Communities provided an additional \$2,000 to partner organisation Propel Youth Arts WA to deliver the KickstART Festival, where ambassadors brought ideas to life through a project of their own.

Their project was Catalyst, an online publication capturing the ideas and views of young people throughout the state. The publication offers a medium for young people to express themselves, while recognising and celebrating young people across WA. Content and visuals are produced by young people, for a target audience of people aged 10 to 25 years.

The Catalyst project brief, objectives, scope and budget were coordinated by ambassadors and promoted throughout their communities via LinkedIn and Instagram accounts.

The funding also encourages organisations to meaningfully embed National Principle 2 for Child Safe Organisations: Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously.

Communities funds a variety of Cadets WA programs including Emergency Services Cadets Corps, Bush Rangers, Police Rangers, River Rangers, Surf Life Saving Cadets, as well as the Navy, Army, and Air Force Cadets.

Survival and environmental skills are at the forefront of **Bush Rangers WA cadet program**, which provides young people with the unique opportunity to travel around Western Australia while actively contributing to environmental conservation.

Bush Ranger units are supported by Cadets WA, through Department of Communities, and are located throughout Western Australia in a range of educational settings including metropolitan, regional and remote schools, Education Support Units and Indigenous Community Schools across the Independent, Catholic and State education sectors.

The Bush Rangers WA cadet program is coordinated by the Department of Biodiversity, Conservation and Attractions, and is the largest program stream within the Cadets WA program.

Some of the conservation projects include helping rangers in the Shark Bay Peninsula with activities such as weeding and fencing, harvesting termites for the numbats at Perth Zoo, and planting wildlife corridors for the Carnaby's black cockatoo.

More than 9,000 young people and around 1,100 volunteer unit leaders and instructors participate in more than 180 cadet units throughout the state.

Grants of up to \$1,000 were made available to 72 community organisations to host events and activities on **International Volunteer Day**, (also known as Thank a Volunteer Day in WA), to recognise and promote the tireless work of volunteers across the globe.

The UN Theme for 2023 focused on the power of collective action: if everyone volunteered, the world would be a better place. Most volunteers report that by giving time in their community, the rewards received can be both enjoyable and personally beneficial.

On the same day, the Department announced a call for nominations for the **WA Volunteer Service Awards**.

Now in its twelfth year, the Award categories – which have historically recognised long-standing members of the volunteering community – were expanded to reflect the contemporary volunteering environment.

This year, 1,248 individuals were recognised through the awards program, receiving a personalised certificate in recognition of their service. Volunteers with 20 years of service or more also received a commemorative pin.

A total of 74 community organisations and local governments in metropolitan, regional and remote areas of our state shared \$80,000 in grants to run community events across **WA Seniors Week**.

Seniors Week celebrates the role of older people in our communities, promotes positive ageing and encourages participation in community life.

WA Seniors Week 2023 encourages people of all ages to acknowledge and celebrate the contributions and achievements of seniors in our community. The Seniors and Ageing team engaged in a diverse range of events including Have a Go Day, the launch of the Guidelines for working with older people at risk of harm, and the WA Seniors Awards.

The **Seniors Week Community Grants Program** was coordinated by the Council on the Ageing (WA) in partnership with the Department of Communities and Lotterywest.

Events designed to connect seniors with their community were held in metropolitan, regional and remote areas, and included excursions, high teas, dances, intergenerational activities and creative workshops. Allocations of up to \$3,000 per event were used to cover expenses such as advertising and promotion, catering, venue and equipment hire, and transport.

The Department delivered a record amount of funding for projects promoting gender equality in Western Australia. More than \$530,000 in funding ensured a wide range of initiatives focused on supporting and empowering WA women and girls from all walks of life was made possible.

Fifty-seven organisations received funding under the **Women's Grants for a Stronger Future Program** to build a better, fairer and more equitable WA community.

The grants were shared across the priority areas of women's health and wellbeing; safety and justice; women in leadership; and economic independence to align with **Stronger Together: WA's Plan for Gender Equality**.

Recipients included the Western Australian Football Commission's Female Umpiring Academy project, which aims to increase the number of female umpires in the sport from 11 per cent to 40 per cent by 2030. The Academy offers comprehensive training and support for aspiring female umpires through mentorship programs,

networking opportunities, and ongoing professional development to ensure their long-term success and retention.

Other funding recipients included:

- The BIKE-CURIOUS: Slay the Way Pilot peer support program, co-designed with Year 6 and Year 11 girls to encourage girls to keep riding to school after the transition from primary to secondary school
- The Spiers Centre Inc: Financial Empowerment for Women Overcoming Adversity, a program to teach women experiencing financial hardship how to manage their finances
- Reach Her Inc: Health & Wellbeing and Economic Independence program for women from diverse backgrounds at Victoria Park Community Centre
- Orana House Inc: Young Women Warriors project, a specialised mentoring program designed to engage and support women aged 10-18 who have experienced family and domestic violence in their family of origin
- Perth African Women Association's HealthHer: Promoting Women's Health and Wellbeing Project for women of all ages and backgrounds

- Spacecubed Foundation Ltd to run the Boosted, Women in Leadership Series Project
- Exmouth Chamber of Commerce and Industry to host the Empower – Women's Leadership Conference Project.

The investment was in addition to two discretionary grants of \$75,000 to encourage female entrepreneurship bringing the total State Government grant funding to more than \$680,000.

We Are Emersyn Foundation, a mentoring organisation for women in business, will deliver the Emerge Entrepreneur Program for 25 emerging female entrepreneurs seeking visibility, traction and a solid foundation to grow their businesses.

The second project to receive Department of Communities funding was the Empowering Women in Western Australia to Achieve Economic Independence Through Entrepreneurship, led by Edith Cowan University.

The funding provides an opportunity for up to 100 women with small or micro-businesses to grow their business through training, upskilling, and improving their business skills via a series of workshops.

The grants were announced at the International Women's Day Summit, organised by Department of Communities, to an audience of student leaders, women working in tech, business and the non-for-profit sector.

## New gender equality clause

A pilot to include a new clause in certain public sector procurement documents was extended for a second year to further increase awareness of workplace equality.

The gender equality disclosure clause requests suppliers with 100 or more employees demonstrate evidence of their compliance with reporting requirements under the Commonwealth *Workplace Gender Equality Act 2012* when submitting a response to bids.

The pilot initiative, with 19 participating agencies, was led by the Department of Communities and supported by the Department of Finance. Following the successful pilot, all eligible suppliers bidding for State agency contracts have been required to disclose their compliance with Workplace Gender Equality Agency (WGEA) reporting obligations since 1 July 2024.

A number of Government Trading Enterprises (GTEs) will also implement gender responsive procurement measures in a separate pilot project.

The WA Government is continuing to leverage its purchasing power to drive better outcomes for women in the workplace. Western Australia is one of the first jurisdictions in Australia to introduce a gender equality clause into public sector procurement processes.

During the two-year period of the Gender Equality in Procurement Pilot, public sector agencies have awarded contracts worth more than \$900 million through procurement processes which included the gender equality clause.

Outcomes of the pilot have shown more than 90 per cent of relevant suppliers (100 or more employees) awarded contracts under the pilot program were compliant with their WGEA reporting obligations.

Smaller suppliers awarded contracts under the pilot also reported a higher-than-expected level of workplace gender equality actions and policies, such as having work practices to facilitate family or caring responsibilities, which are still largely carried out by women.

Earlier this year, the \$63 million Fremantle Hospital Mental Health Unit redevelopment became the first State Government non-residential construction project to trial gender equity targets and reporting as part of the Gender Equality in Procurement initiative.



**Above:** The Women's Policy team at Department of Communities.

## Outcome 2: Care for children

The Department worked to ensure West Australian children are secure and supported. Our priorities were to enhance support for foster and family carers and to continue developing and implementing projects that address the needs of vulnerable children.

We processed Working with Children Check applications in line with stricter requirements and continued to prioritise the safety and wellbeing of children and young people through investigations and assessments, early intervention and family support programs, and statutory intervention where required.

Additionally, we provided foster care, residential group homes, secure care, and short-term therapeutic interventions for vulnerable children with complex needs. Furthermore, we reformed out of home care to create a more efficient and effective system.

Child Protection Ministers from around Australia joined Aboriginal Leadership Group members to launch the **Safe and Supported Partnership Agreement** (Agreement) in Adelaide. The Agreement ensures Aboriginal leaders and Government share decision making when implementing Safe and Supported actions.

Safe and Supported: The National Framework (Framework) for Protecting Australia's Children 2021–2031 sets out how Commonwealth, State and Territory Governments, Aboriginal and Torres Strait Islander leaders, and the non-government sector will work together to ensure that children and young people in Australia grow up free from harm and neglect.

The Framework has two action plans, including a specific Aboriginal and Torres Strait Islander First Action Plan that aims to address the overrepresentation of Aboriginal and Torres Strait Islander children in the child protection system.

The Agreement was endorsed by Commonwealth, State and Territory governments as well as the Aboriginal Leadership Group members, which includes three representatives from WA. It ensures all parties involved in implementing Safe and Supported will work in genuine partnership and shared decision-making and represents a major shift in the way that the Governments and Aboriginal people work together.

Working in formal partnership and shared decision-making with Aboriginal people to implement Safe and Supported activities is aligned with the Department's ACCO Strategy 2022–32 and National Agreement on Closing the Gap Priority Reform Area 1. This is a key area of Closing the Gap (Reform Area 1), and the Department has collaborated with the other parties to deliver the first two Action Plans.

Throughout 2023–24, the Department has worked closely with all out of home care (OOHC) providers to strengthen relationships and capabilities, and foster collaboration to ensure better outcomes for WA's children in care.

The Department delivered **major reform to OOHC** services as part of a \$217 million investment in the OOHC sector over two years.

Key priorities of the reform were greater stability for children entering care, the involvement of more Aboriginal Community Controlled Organisations (ACCOs), improved opportunities for early reunification, better preparing young people leaving care, providing a greater cultural connection and a flexible, needs-driven service system with improved accountability and regulation.

Following an open tender process, 16 providers were awarded contracts to deliver OOHC services in Western Australia over the next 5 to 7 years. This includes five new ACCOs who are providing OOHC services for the first time, alongside

Yorganop who already deliver culturally safe OOHC services in WA.

All providers now work to deliver culturally safe OOHC services in Western Australia. The Noongar Family Safety and Wellbeing Council received a grant to support newly awarded ACCO out of home care providers to build their capacity in readiness for service commencement.

The successful ACCOs received grant funding for activities not funded through implementation to enable them to build their organisations and better equip them for long term OOHC service provision.

The expansion of ACCOs in the OOHC sector delivered on the Department's commitment to deliver high quality, sustainable services and outcomes for Aboriginal children, families, and communities, as we work towards the Closing the Gap Target 12 and reduce the over representation of Aboriginal children in care.

The new OOHC system offers a suite of care arrangements that provide different levels of support to children with different and changing needs. Five new care types have been established – emergency care, temporary foster care, community foster care, group foster care and complex care – to provide more flexible, supportive, cost-effective and better quality care arrangements and improved outcomes for children living in OOHC.

The first four years of a child's life are critical for positive life outcomes. In response to early years community plans launched in 2023, the State Government and the Minderoo Foundation together invested \$34.6 million in the **Early Years Partnership** (EYP) partner communities of Armadale West, Central Great Southern, Derby and Bidyadanga to implement 24 priority projects to improve children's wellbeing and school readiness. The funding uplift comprised \$15.6 million of State Government funding in the upcoming State Budget, with an additional \$19 million from Minderoo Foundation.

The EYP is a 10-year partnership between Minderoo Foundation and Telethon Kids Institute, as well as State Government agencies including the Department of Communities, the Department of Education, and the Department of Health to improve the development, health and learning of children aged 0 to 4 years across the four partner communities: Armadale West, Central Great Southern, Derby and Bidyadanga.

Each community led the development of their own Community Plan which identified key priorities to improve children's wellbeing and school readiness at a local level. The funding will deliver 24 priority projects identified in the Community Plans related to improving

access to early learning, early identification and intervention for developmental delay and family support.

These projects include the construction of an Early Learning and Family Centre (Derby), additional support for child dental health services (Great Southern Region), increased Child and Maternal Health Checks (Armadale West), and more accommodation for visiting early years and family support service providers (Bidyadanga).

Another program forming part of a continued investment in the Early Years is the **Local Government Australian Early Development Census** (AEDC) Grant Program.

The program is a partnership between Department of Communities, Department of Education and the Western Australian Local Government Association (WALGA), with funding from the Commonwealth Government.

Grants of up to \$100,000 were made available to 12 councils to deliver programs that address the early development needs of young children in their community.

## Supporting remote children and families

In August the Department launched the two remaining community plans for the Early Years Partnership.

The 'Wirriya Dunyji Ooba Babanil Ingun' (Happy Strong Small Children) Early Years Community Plan for children in Derby, Mowanjum and Pandanus Park, and the 'Yija Tili' (True Sparks) Early Years Community Plan for Bidyadanga were co-designed with local communities and form a roadmap for change for children living in these remote areas.

The Bidyadanga community identified five priority areas to support child wellbeing and school readiness: child development, parent health, family financial wellbeing, community physical and social aspects, and community service aspects.

The communities of Derby, Mowanjum and Pandanus Park identified seven priority areas including child health, child development, parent health and wellbeing, family safety and family financial wellbeing, community service aspects, and community physical and social aspects.

The \$49.3 million project is also supported by the Commonwealth Government via the Commonwealth Connected Beginnings program.

The successful recipients are now working in partnership with families, Early Years Networks, Aboriginal Community Controlled Organisations, schools, early childhood education and care providers, playgroups, and other locally based government and non-government organisations to deliver place-based initiatives improving the wellbeing and school readiness of children aged up to 5 years.

In addition, 16 organisations were awarded over \$1 million for projects and initiatives to facilitate children's early learning and development and support their transition to school.

Administered by Child Australia, the **Supporting Children in Early Childhood Education and Care (ECEC) grants program** benefited more than 5,700 children across WA, including Aboriginal and Torres Strait Islander children; children living in regional, remote and very remote communities; children experiencing significant disadvantage; children from culturally and linguistically diverse backgrounds; and children in the care of the CEO Department of Communities.

Grants were made available to the ECEC sector in WA for the first time through the Preschool Reform Agreement (PRA). This program is facilitated by Communities via a Memorandum of Understanding with the Department of Education who have carriage of the funding through the Preschool Reform Agreement.

The **Attraction and Retention Packages for Regional Child Care Workers Program** offered grants of up to \$25,000 for regional Local Government Authorities (LGAs) to support the attraction and retention of educators to Early Childhood Education and Care services in regional Western Australia.

2024 recipients included City of Kalgoorlie-Boulder; Shire of Cunderdin; Shire of Donnybrook Balingup; Shire of Dumbleyung; Shire of Gnowangerup; Shire of Broomehill-Tambellup; Shire of Williams; Shire of Shark Bay; Shire of Wyndham East Kimberley and Shire of Denmark.

In addition, \$4.1 million was allocated to the Request for Expression of Interest (EOI) – Supporting Early Childhood Education and Care (ECEC) in regional WA. The EOI was designed to support regional and sector stakeholders to address issues faced by regional ECEC services. Three not-for-profit applicants were awarded funding from the 10 responses received.

The **Working with Children (WWC) Check** is a critical strategy implemented by Government and supported by the community to increase child safety. It contributes to the range of safety strategies required to create child safe organisations in WA and supports and protects children.

Reforms to strengthen WWC Checks came into effect on 1 July 2023, making it harder for people who have committed certain offences, or engaged in certain conduct, to obtain a WWC card. The reform was part of a staged approach to address key recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse, made in its Working with Children Checks Report.

The changes strengthen protections for Western Australian children including through strengthened offence categorisations; improved information sharing (including with the WA Police); preventing access to parent volunteer or child volunteer exemptions for people who have been denied a WWC card; and increased compliance powers.

Certain findings of reportable conduct under WA's new Reportable Conduct Scheme and certain outcomes under *WA's Teacher Registration Act 2012* can now also trigger an assessment or reassessment of a person.

The changes also amended the name of the current Act and Regulations, to become the *Working with Children (Screening) Act 2004* and the *Working with Children (Screening) Regulations 2005*.



The **WWC Screening Unit** (Unit) hold regular online workshops for organisations to increase awareness about their obligations in managing WWC Checks.

The Unit travelled throughout the state to promote the Changes are coming! and Changes are here! messages, ensuring individuals are clear on their new obligations. Over four days in the Goldfields-Esperance region, the team delivered information sessions to 92 people from organisations and agencies in Kalgoorlie, Kambalda, Coolgardie, and Esperance. The regional and remote outreach program engaged with more than 950 people in 83 sessions across 36 towns throughout WA to prepare communities for the changes.

The Unit launched a new campaign to encourage religious and faith-based organisations, all volunteer organisations, and all parents and guardians to sight, validate and register the WWC Card of any new person engaging in child-related work for the organisations who already hold a WWC Card.

The Have you checked? campaign promoted the use of the WWC Screening Unit's online tools to ensure currency of WWC cards, and notification to the organisation should a Negative Notice be issued.

A second digital campaign across Facebook, Instagram and YouTube highlighted how WWC Checks strengthen protections for children and enhanced child safety.

The campaign demonstrated how the WWC Check issues a Negative Notice to people who pose an unacceptable risk of causing harm to children, banning them from all forms of child-related work, and reassessing a person's suitability to keep their WWC card if the person has a relevant change in their criminal history or a conduct review outcome.

In acknowledgement of WA's cultural, religious and linguistic diversity, the WWC Screening Unit translated a selection of its resources into Arabic, Chinese, Korean, Kriol, Malay, Martu, Ngaanyatjarra, Punjabi and Vietnamese.

Carers looking after some of WA's most vulnerable children received a helping hand with **cost-of-living expenses** in early 2024. Grandcarers, foster carers, family carers, and special guardian carers received a one-off payment of \$500 for the first child in their care and \$250 for each additional child.

The \$3.6 million investment was a timely boost for approximately 5,000 households across WA who are caring for more than 8,000 children.

Grandcarers are grandparents who provide primary care for their grandchildren, usually on a full-time and unpaid basis. Foster carers, family carers, and special guardian carers are assessed by the Department of Communities and the Community Services Sector and have volunteered, or agreed, to care for children and young people in out of home care.

The Department of Communities, community sector organisations and Aboriginal Community Controlled Organisations work together to support grandcarers, foster, family, and special guardianship carers who are providing care to WA children and young people.

The Department acknowledged the hard work and dedication of foster and family carers across the state during **Foster and Family Carers Week**. Approximately 2,000 households provide care for children and young people of all ages, from birth to 18 years old.

Local and regional offices marked the week with celebrations and activities to recognise and show appreciation to local carers in their area. The events were also a chance for Department of Communities staff, foster and family carers and other support agencies to connect and strengthen local networks and relationships.

## Kudos for Home Stretch WA

Communities' Home Stretch WA Program was recognised at the 2023 WA Youth Awards, winning the Youth Focus Sector Collaboration category.

The Home Stretch WA – Community of Practice is the collective efforts of Anglicare WA and Yorganup together with young people with lived experience and Home Stretch WA service providers. The group also includes Bloodwood Tree, MG Corporation, Broome Youth and Families Hub, Marra Warra Warra Corporation, Jungarni-Jutiya, Robe River Karuma, Salvation Army, Mission Australia, South West Aboriginal Medical Service, Karla Kuliny, Goldfields Indigenous Housing Organisation, Wanslea, Streeties and Albany Youth Support Association.

The success of Home Stretch is due to extensive co-design and testing during its inception, together with the ongoing and valuable contributions of young people.

The WA Youth Awards recognise the achievements and contributions to the community of young Western Australians aged 10 to 25. The Awards also reward outstanding youth groups and organisations that support the State's young people.

A dedicated foster carer recruitment campaign was also launched during the week with a new microsite making it easier for prospective foster carers to navigate information and access resources and enquire about becoming a carer. The campaign helped to generate 806 new enquiries between July 2023 and June 2024, up 270 per cent from the previous corresponding period.

The Department delivered foster carer information sessions to a range of government departments and large private businesses to encourage people to consider fostering. Department staff attended a range of regional events to promote foster caring at Perth Zoo, WA Day Festival in Kalgoorlie and local markets in the Kimberley.

**OurSPACE WA** is a free statewide therapeutic counselling and support service for foster, family and special guardian carers in WA who require extra support.

Funded by the Department since late 2020, and delivered by the Australian Childhood Foundation (ACF), the OurSPACE program supports carers to provide safe, predictable, adaptive, connected and empowered placements for children in their care.

Through the program, carers throughout WA have access to telephone or videocall

counselling with professionals experienced in trauma-informed and culturally responsive support.

OurSPACE offers an integrated model of therapeutic counselling and specialised carer support that responds to the unique and interrelated challenges and needs of carers.

It helps to reduce stress for carers and improve placements for children by providing confidential counselling, empowering carers to better understand and respond to their children's therapeutic needs and offering support to the care team to strengthen the networks surrounding carers and their children.

The Department also funds advocacy and carer support work delivered by the Foster Care Association of Western Australia and the Family Care Support Services, delivering intensive support to family carers through Aboriginal Community Controlled Organisations and community service organisations.

Communities created a decision-making guide to support foster and family carers. **Who can say OK in WA?** was developed in consultation with community service organisations and ACCOs to support decision-making about children in care; where the child's voice is at the centre, and the child's best interests are always paramount.

Who can say OK in WA? is a resource for foster and family carers, equipping them with general guidance on everyday decisions about a child or young person in care, including everyday activities such as sleepovers, technology and social media, job seeking and driving tests.

Foster and family carers are frequently presented with the same decisions all families make about children and young people, and it is important carers feel confident about decisions they make to ensure childhood experiences for children in care are as normalised as possible.

The statewide rollout out of **Home Stretch WA** was a significant milestone for the program, aligning with the Department's commitment to young people leaving out of home care.

Home Stretch WA provides extended support and resources to 18- to 21-year-olds, including access to accommodation, education, training and employment opportunities. It also offers guidance as young people navigate local services to enhance personal wellbeing and life skills, with a strong focus on connecting young people to support circles and culture.

## Connecting children with culture

Aboriginal children in care enjoyed a day with family, community and culture via a series of Cultural Connections Days, hosted by the Department of Communities and Imagined Futures.

Events are named after Noongar seasons, and the Djeran Cultural Connection Day was held during the April school holidays, bringing together 58 children, their families, carers, Communities staff and external service providers.

Children were immersed in activities including art, dance and games and encouraged to spend time together to learn about culture.

Uncle Gerrard Shaw performed a Welcome to Country, while Tim Kelly and his son shared Dreamtime stories and got everyone dancing. The Stephen Michael Foundation and Neami National led cultural activities and managed a carer and toddler space.

Cultural Connections Days have grown significantly and are now a highlight for children and families.



**Right:** Stephen Michael Foundation staff, Aboriginal Practice Leader Brenda van der Hor, Tim Kelly and son Troy (performers/dancers) and Leigh Sinclair (Imagined Futures). (Image supplied by Imagined Futures.)

Ten ACCOs and three community service organisations were commissioned to deliver Home Stretch WA to eligible care leavers in metropolitan Perth and all regional areas of WA. The Goldfields Indigenous Housing Organisation was appointed to deliver the program in the Goldfields-Esperance region and Yorganop Association now offers the program across the Wheatbelt.

The rollout of Home Stretch WA was a collaborative process between the Department of Communities, Anglicare Community of Practice, Aboriginal Community Controlled Organisations, community service organisations, young people with lived experience and carers.

The Home Stretch WA program will receive an additional \$46.3 million over the next four years from the Department to continue supporting young people leaving out of home care.

The **Health Navigator Pilot Program** (HNPP) received a WA Health Excellence Award in the Person-Centred Care category, competing with more than 40 finalists across 9 categories.

HNPP was also nominated for the inaugural Child Protection Excellence Award in the Partnership Category and the Institute of Public Administration Australia (IPAA) Awards in the Best Practice in Collaboration Across Government Agencies Category. This nomination includes

the collaboration between Department of Health, Department of Communities, Child and Adolescent Health Services and the Western Australia Country Health Service.

The HNPP initiative is designed to improve health outcomes for children in OOHC.

It employs health navigators who help children, their parents, carers, and child protection workers to connect with various health services.

The introduction of health navigators in the Mirrabooka and South West District offices has been a positive move, providing support to more than 100 clients in the region, ensuring assessments are completed quickly so health profiles and management plans can be established.

Links to the Department of Health ensure children receive better access to medical specialities, urgent matters are escalated, and advocacy is provided. Staff and carers also receive health system literacy and support to improve their understanding of the system.

The National Principles for Child Safe Organisations are 10 child safe standards recommended by the Royal Commission into Institutional Responses to Child Sexual Abuse. The National Principles outline consistent

behaviours and practices for organisations to ensure the safety and wellbeing of the children and young people by preventing all forms of abuse.

The Department continues to work in partnership with other government and non-government sectors to strengthen implementation of the National Principles, through mechanisms such as Child Safe Statement of Commitment and delivery of webinars.

During Children's Week 2023, more than 200 organisation leaders from across WA attended a Child Safe Organisations Forum organised by the Department to highlight the importance of implementation and reiterate the WA Government messaging – Every organisation has a responsibility to keep children and young people safe. The event offered guidance, insights and best practice on how to implement the National Principles and improve organisational child safe policies, procedures and practices.

An online **Child Safe Organisations Knowledge Hub** was established to share information and resources and featured case studies on how organisations were implementing the National Principles to motivate and inspire others to take positive action to keep children and young people safe.

## Community Carer Project trial launched

The Community Carer Project was piloted by the Department to promote culturally appropriate support and care arrangements for Aboriginal and/or culturally and linguistically diverse (CaLD) backgrounds.

Launched in February, the project team distributed draft practice guidance to the child protection workforce as part of a six-month try, test and learn approach. The purpose of this was to collate ongoing feedback from staff and community to create culturally informed and relationship based practice and engage more community carers across WA.

A community carer refers to a member of a particular community who has been pre-assessed by the Department to provide care should a child who belongs to the same community enter the CEO's care. A community carer falls under the category of 'significant other' as the carer may not have met the child; however, the child belongs to the same community group as the carer and the care arrangement is within the child's best interests.

Culture, community and connection are inherent to the identity, safety, health and wellbeing of Aboriginal people and many people from CaLD backgrounds.

The Community Carer Project aims to promote self-determination for children and families by honouring who each community identifies to be best placed to care for the children belonging to that community. The project intends to remove barriers for people in Aboriginal and CaLD communities to become carers, honour cultural authority, and to promote cultural stability for children – as it is important that children and young people in care remain linked to their communities, to support their cultural identity and to promote cultural connections.

The work is focused on trust in family and communities, local expertise and the professional judgement of our child protection staff across the state.

In March, the Department announced a new funding agreement with the **Adoption Research and Counselling Service** (ARCS) to provide free specialist therapeutic services for people impacted by forced adoption.

ARCS received funding over two years to provide trauma informed, fee-free counselling to those impacted by forced adoptions, including the siblings, partners and children of those people who have experienced a forced adoption.

Available services include in-person therapeutic consultation in addition to telehealth services to enable a statewide service for eligible clients living in regional and remote areas.

ARCS is an independent, not-for-profit community agency offering professional counselling, support, education, research and information to anyone affected by an adoption experience, including a historic forced adoption or separation from family.

Forced Adoption Support Services are also delivered by Relationships Australia WA who offer referral and support services for anyone who has been impacted by forced adoption.

The free service provided by ARCS ensures that ongoing specialist counselling and support is available and accessible for people impacted by forced adoption in the wake of the WA Parliamentary Inquiry into past historic forced adoption policies and practices.

The Department recognises the ongoing impacts of historic forced adoption policies and practices and remains committed to supporting people impacted by forced adoption to access specialist counselling and support services.

This year marked the tenth anniversary of the **Volunteer Mentor Program** at Department of Communities. The volunteer mentor program matches responsible adults (volunteer mentors) with a child or young person aged between 10 and 17 years living in foster care, family care, or residential group homes.

Since the program's launch in 2014, 72 young people have completed the mentoring journey, having been supported by a mentor to give them stability and help them live their lives to their potential.

Mentors complete a comprehensive training program and receive ongoing supervision throughout their journey to ensure they are well equipped to navigate the mentor/mentee relationship with skills such as building positive relationships, managing behaviour, and understanding trauma and issues that affect at-risk young people.

A funding agreement to progress delivery of a three-year pilot program for at-risk youth in the Kimberley was finalised. **Marlamanu** will be established at Mount Anderson station, approximately 123 kilometres southeast of Derby, and is the result of an Aboriginal-led proposal for an on-Country diversion facility in the Kimberley. This location was selected after significant flooding impacted the proposed site at Myroodah station last year.

It follows completion of the program's design which is aimed at providing up to 16 places each year for male youths between 14 and 17 years. Work is underway with agencies, including Police, Communities and Justice, to refine the pathways for referrals to the program, including from the courts.

The State Government has worked closely with Aboriginal leaders and other experts on the design of the Marlamanu program, which provides alternative rehabilitation pathways and builds on cultural strengths.

Commencing in October, the **Home Safe trial** coincided with a 38 per cent reduction in incidents involving children and young people engaging with WA Police in the precinct once fully operational.

The initiative provides a safe transport service for unaccompanied children under the age of 16 to prevent them from being alone in Northbridge after 10pm. It is designed to help young people to return home or to a safe place, and divert them from contact with the justice system while also providing them with access to support.

Over the course of the six-month trial period, 804 young people engaged with providers a total of 2,770 times. The average age of children involved was 14-and-a-half, with the youngest just 9 years old.

A key element to the trial was a partnership between the Department of Communities, WA Police, Nyoongar Outreach Services, and Mission Australia, which supported additional transport to take young people to a safe residence, or to the YouthBeat facility, as well as culturally sensitive assistance for Aboriginal children and young people and their families.

Positive feedback was received from the partners – in particular, the benefits of the increased presence of the Nyoongar Outreach Services and the improved cultural safety this brought to support Aboriginal children and young people.

The collaborative partnership is also enabling multi-agency case management for children and young people present in Northbridge as an important part of the service.

The trial extension is supported by a \$935,000 investment over two years.

## Outcome 3: Inclusive communities

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

In 2023–24, our priorities included advancing Communities' Closing the Gap national targets and implementing the Aboriginal Community Controlled Organisation Strategy 2022–2032. We also focused on supporting people with disability to live in their local communities, maintain meaningful relationships with family and friends, and participate economically.

We provided support for people with disability in residential group homes and declared places, and enabled support for these residents and those in the justice system. Furthermore, we continued to develop a legislative framework for the authorisation of restrictive practices.



**This page:** Wheelchair Sports South West in action. (Image supplied by Shire of Capel.)



Increased accessibility enabled people with disability to participate in the first evaluation of the **A Western Australia for Everyone: State Disability Strategy** (State Disability Strategy). Testing was held to refine the length and type of questions in a survey to determine the best way to record answers and feedback.

The Department invited people with disability to a facilitated session to give their views on the State Disability Strategy, with participants supported by staff from Workpower and Developmental Disability WA. Participants expressed that their priorities were advocacy services to help them speak up about their rights, access and inclusion planning to ensure places are accessible and everyone feels welcome, and getting help to find work

Overall, the evaluation found that people with disability believe the State Disability Strategy's strategic priorities remain important to them. It also identified people with disability's overall priority was finding suitable services such as health, housing and education.

Evaluation is ongoing over the 10-year life of the State Disability Strategy, with further opportunities for people with lived experience of disability and sector organisations to be involved. The next evaluation process will take place in 2026.

The Department partnered with the disability sector to ensure the rights of people with disability are protected and access to high quality services are safeguarded.

Feedback was sought from people with disability regarding the current process for the **authorisation of restrictive practices**, which are actions that prevent them from moving or doing what they want. The survey outcomes will inform the development of future targeted resources, education and information sessions.

Information gathered through this consultation will also support the work underway by the Department to develop a new legislative framework, further recognising the rights of people with disability and working towards eliminating restrictive practices across disability services in WA.

The final report of the **Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability** was released in September and as the lead agency for the WA response, the Department worked closely across Government to coordinate a response to the recommendations.

Nine successful organisations were awarded under **Tranche Two of the \$5 million State Disability Strategy Innovation Fund**, including Disability in the Arts, Disadvantage in the Arts Australia, (DADAA), My Place WA, Huntington's WA, Curtin University, Inclusion WA, Ruah Community Services, Microboards, Kiind (formerly trading as Kalparrin) and Developmental Disability WA (DDWA). Recipients were chosen for their innovation and creativity in applying new knowledge, technologies or processes to improve inclusion and participation for people with disability.

Innovation Fund Tranche Two grant recipients came together at a network forum, hosted by the Office of Disability, to share their projects. The Innovation Fund awarded grant funding to organisations that have developed projects to creatively promote and improve inclusion and participation of people with disability in the community.

Communities sponsored the 2024 **Disability Support Awards** which shine a light on disability support workers and organisations who are committed to providing the highest standard of support to people with disability. More than 150 nominations were received across seven categories.

The Awards have recognised and rewarded the contributions of disability support workers for over a decade and aim to encourage high quality services and a sustainable disability sector, while recognising and applauding individuals and teams whose work has improved the quality of life of people with disability.

Two Communities staff members received a **Public Service Medal**, including Executive Director Office of Disability, Marion Hailes-MacDonald and retired Regional Executive Director and social worker, Fiona Fischer.

Marion was awarded the Public Service Medal for outstanding public service through leadership in the development and improvement of services and supports for people with disability, their families and carers as part of the King's Birthday Honours. Fiona was awarded the Public Service Medal for outstanding public service through innovation in the delivery of human services in the Kimberley Region of WA during the Australia Day Honours.

The medal is awarded twice a year by the Governor General on Australia Day and the King's Birthday to acknowledge the exceptional service of employees in the public sector and recognises their dedication to service above and beyond the normal requirements of their position. Up to 100 Public Service Medals are awarded each calendar year, of which only six can be awarded in WA.

The Department received \$900,000 to develop a **strategy to drive inclusiveness for lesbian, gay, bisexual, transgender, queer, intersex, asexual plus (LGBTQIA+) Western Australians**.

Of this funding, \$600,000 was allocated to three not-for-profit organisations to support the development and implementation of the strategy:

- Living Proud supports LGBTQIA+ people and communities in WA through peer support, information and resources.
- TransFolk of WA is a peer support service for transgender people and their loved ones in WA, informing, empowering and advocating for trans and gender diverse people to survive and thrive.
- GLBTI Rights in Ageing Inc (GRAI) is a voluntary group that works to enhance quality of life for LGBTI elders, focusing on promoting the voices, expertise and lived experience of older LGBTI people to the wider community.

These organisations play vital roles in supporting the LGBTQIA+ community in WA.

The strategy aims to promote the social, economic and cultural participation and prosperity of WA's LGBTQIA+ community. It will support a coordinated approach through targeted support, strong partnerships and better integration between Government agencies including Department of Communities, Department of Education, Department of Health, and the Mental Health Commission.

The Department will work closely with community based LGBTQIA+ groups to develop a strategic framework to promote inclusion and opportunity.

## Outcome 4: A place to call home

In 2023–24, the Department worked to ensure Western Australians have safe, accessible and affordable homes. This involved implementing policies and programs to reduce housing insecurity and homelessness, and to help people secure suitable housing options.

Our priorities included maintaining safe and secure housing to meet tenancy obligations and delivering new public housing, Aboriginal community housing, and government regional officer housing.

We invested in social housing with a continuous focus on providing safe, secure, and functional homes. Additionally, we continued commissioning homelessness services to ensure that all Western Australians have a place to call home and committed to building all social housing to Silver Liveable Design Standards where practical.



## Advance to Zero

The Zero Project to End Homelessness in Geraldton was recognised by the National Advance to Zero Project for achieving a measurable reduction in homelessness.

The achievement was led by the Rough Sleeper Coordination Group (RSCG) in Geraldton who facilitate collaboration across agencies to address support, accommodation and housing needs for people experiencing homelessness – specifically rough sleeping or chronic homelessness.

The WA Alliance to End Homelessness chair meetings, with Centacare Geraldton playing a pivotal role providing Housing First Support Services.

In December, Geraldton became the third Australian community to achieve a measurable reduction in street homelessness as part of the Advance to Zero campaign, a national initiative of more than 30 communities working to address homelessness.

Geraldton was also the second Western Australian community to achieve the measurable reduction in 2023, with the Mandurah Zero Project also reaching the milestone in August of 2023.

## Agency Performance Report on operations

The Department committed **\$1.1 billion for housing and homelessness**, bringing total new investment since 2021–22 to \$3.2 billion to improve the quality and accessibility of social housing and homelessness services.

\$400 million in additional funding was allocated for the expanded **Social and Affordable Housing Investment Fund**, bringing the total number of new social homes to almost 5,000, with more than 2,400 already delivered since 1 July 2021, and another 1,000 under contract to build or purchase.

Delivery of social housing was enhanced through a range of innovative reform programs including the Timber Frame build program; the Pre-fabrication build program; the Modular housing program; and continuing our highly successful spot purchasing program.

The Department added **913 social housing dwellings** to the State's public housing stock – one of the highest years of delivery in the past decade. In the face of a heated construction market, a number of alternative and flexible housing reform programs have accelerated the delivery of social housing across WA.

A statewide small and medium builders panel, made up of builders across WA pre-approved for government work, has grown to over 145 panel members who are working on social housing delivery and alternative construction methods including timber and steel frame, modular and prefabricated construction.

In addition, the Department enhanced the State's successful Call for Submissions process by issuing an additional \$50 million for the regions. This takes the total investment to more than \$200 million in grants to the Community Housing Sector to deliver new builds and refurbish existing homes to keep existing stock in the system, as well as drive nation-leading planning reforms to cut red-tape to increase housing supply throughout WA.

Building on the success of the **Supportive Landlord Model project** Djuripiny Mia, the Department committed \$49 million to expanding the model regionally, acquiring 100 properties in collaboration with Community Housing Organisations in Albany, Geraldton and Kalgoorlie. The Regional Supportive Landlord Model aligns with the Housing First Approach and is a key priority for the State Government under **All Paths Lead to Home: Western Australia's 10-Year Strategy on Homelessness 2020–2030**.

An initial investment of \$5.2 million from the total budget enabled the acquisition of 12 properties in Geraldton in 2023–24, which are now undergoing refurbishment planning. The Regional Supportive Landlord Model expands on the successfully piloted model Djuripiny Mia under a landmark partnership with Housing Choices to deliver 100 social homes across Perth, Peel, and Bunbury.

At the end of June, the program had accommodated more than 157 people experiencing chronic rough sleeping across 80 active tenancies.

The second stage of works on the **Spalding Renewal Project** commenced. This project is part of a \$20 million State Government regional renewal package to support social housing revitalisation in Geraldton, Bunbury and Albany.

Works in Spalding have delivered new road extensions and footpaths, and refurbishments to social housing and upgrades at AMC Park to strengthen Spalding as a vibrant place to live and visit.

The \$9.3 million investment, led in partnership by the Department of Communities and City of Greater Geraldton, was completed in three stages to improve the amenity of the area. The second stage of works managed by the City of Greater Geraldton included upgrades to the Mitchell Street Community Centre building, AMC Park and improved public open spaces. The upgrades to AMC Park include a new waterplay feature, flying fox, multi-use court, bush tucker garden, yarning circle, barbecues, covered picnic tables and public toilets.

A further \$15.7 million was allocated to expand **Housing First Support Services (HFSS)**, a key initiative under **All Paths Lead to a Home: Western Australia's 10-Year Strategy on Homelessness 2020–2030**. The HFSS has been critical in supporting rough sleepers into permanent accommodation and providing them with the case management and supports they need to sustain their tenancies. This funding also includes \$6.7 million to support an expansion of the HFSS in the metropolitan area to ensure greater access to support services for those who need it and \$9 million to expand the HFSS across Geraldton, Albany and Kalgoorlie.

Expanding assertive outreach and boosting referral services is a key priority for the State Government. An additional \$6.3 million was delivered to Centrecare for their Entrypoint service to ensure that vulnerable Western Australians can continue to be efficiently connected with the services and accommodation they require.

A \$23.4 million contract to build the **Geraldton Aboriginal Short Stay Accommodation** was awarded to GBSC Yurra Pty Ltd and commenced in January.

WA's fourth Aboriginal Short Stay has been designed to meet the needs of Aboriginal visitors from remote communities across the Mid West-Gascoyne region and beyond, who are travelling to Geraldton to access a range of services or for cultural reasons.

The Geraldton Short Stay will supply a total of 44 units comprising 16 single/couple, 14 family and 14 universally accessible rooms that will be able to accommodate up to 100 clients.

Other features of the design by Geraldton-based Eastman Poletti Sherwood Architects include communal cooking, dining and laundry areas, solar photovoltaics, a children's nature play and a half basketball court.

GBSC Yurra Pty Ltd has demonstrated experience, an excellent record in Aboriginal employment, and a commitment to engage Indigenous employees.

Communities worked to expand the capacity of the successful **Hedland Aboriginal Home Ownership Program (HAHOP)** with the refurbishment of a further four houses in South Hedland.

HAHOP offers working families affordable rental properties and access to a range of services that focus on employment, education, financial independence, household management and wellbeing.

The additional properties bring the number of homes within the HAHOP to 36, with 52 adults and 42 children having been supported through HAHOP since the program started in 2021.

Karratha-based Aboriginal building company GBSC Yurra Pty Ltd was awarded a contract to refurbish the homes – two of which are now complete. GBSC Yurra employed a local Aboriginal apprentice carpenter and two Aboriginal labourers to do the works.

The extensive refurbishments include renovated kitchen and bathroom areas, new light fixtures and window treatments, updated floor finishings, repainting of walls and repairs to external areas if necessary.

The homes were also fitted with water wise upgrades as a part of an initiative between the Water Corporation and the Department of Communities.

The HAHOP was made possible through an investment of \$18.3 million from the **North-West Aboriginal Housing Fund**.

One thousand WA public housing properties are now more water efficient due to a successful partnership helping to save drinking water and reduce tenants' bills. This significant milestone was reached when a home in Northam became the 1,000th retrofitted with new waterwise toilets, taps and showers. Since 2019, the project has replaced 1,076 toilets, 612 showerheads and 274 taps, saving each household an average of \$250 a year by cutting average water usage by 132,000 litres, or 20 per cent. This equates to a saving of 407 million litres of water in four years, enough to fill 181 Olympic swimming pools.

Ten thousand households statewide will now receive a waterwise upgrade under the WA Government's **Waterwise Housing Project** – a partnership between Water Corporation and the Department of Communities. The project will ensure public housing tenants receive lower water bills through improved water use literacy, as well as household checks.

The initiative is part of the WA Government's **Kept Katitjin-Gabi Kaadadjan** (Waterwise Perth action plan 2) to establish leading waterwise communities for Boorloo (Perth) and Bindjareb (Peel) by 2030.

In February, the Department executed a grant agreement with **St Patrick's Community Support Centre Ltd** (St Pats) for \$7.5 million for the redevelopment of 22 existing lodging beds and construct additional six dwellings to achieve 28 new social housing lodging beds. These 28 new social housing dwellings will bolster the State's social housing stock and offer long-term accommodation for people experiencing homelessness, aligning with the Homelessness Strategy and Housing First Approach.

St Pat's is a not-for-profit organisation that has been providing community housing and specialist support services for people facing homelessness in the south metropolitan region of Perth for more than 50 years. The organisation approached the Department of Communities seeking to turn their existing accommodation into social housing and build an additional six dwellings as part of the Call for Submissions for Social Housing, a procurement reform introduced by the Department.

The Department also called for submissions from registered community housing providers to help increase the supply and diversity of social housing across WA. A framework was designed to work with registered community housing providers to refurbish or deliver new housing options managed by the sector for vulnerable people, including through grant funding, land leases, land contributions and other innovative models.

Construction on the **East Perth Common Ground** facility has seen significant progression. The Common Ground facility will provide a mix of permanent housing options for people experiencing homelessness and rough sleeping, with wrap-around supports. The 112 self-contained apartments are being delivered by ADCO Construction and will contain in-house tenancy management services to provide the appropriate resources required for people to retain their tenancies.

A demolition application for Stirling Towers was approved in preparation for WA's first social and affordable Build to Rent (BTR) project. Works have now begun to demolish the existing site to make way for a mix of social and affordable rentals well located to the Perth CBD, transport, shopping and other amenities.

## Communities a winner at Master Builders WA awards

A Communities social housing complex for seniors was the winner of Best Seniors/Aged Persons Multi Unit Development (\$1.5 million to \$5 million) at the 2023 Master Builders Commonwealth Bank Excellence in Construction Awards.

Built by Dale Alcock Projects, the eight-unit Mayali Bend social housing project in Banksia Grove was designed to meet Liveable Housing Australia gold standard requirements. It is well equipped for its future residents with purpose-built wheelchair access and low maintenance gardens.

Communities strives to lead industry in the delivery of innovative, environmentally sustainable, 7-star liveable homes for tenants.



## Heart of our home

Communities opened a purpose-built refuge facility for women at risk of harm from family and domestic violence.

The refuge is named Koort Kulaark which translates to heart of our home. It accommodates 10 women (without children in their care) in crisis accommodation, as well as accommodation for another 18 women who have experienced FDV and are ready to rebuild their independence.

Clients have access to 24/7 on-site support and wrap-around services, including specialist mental health support.

The refuge was thoughtfully designed in partnership with Zonta House Refuge Association who have experience in operating family and domestic violence services. The building's contemporary design, created by Whitehaus Architects, includes environmentally sustainable, safe and culturally appropriate spaces and a generous landscaped outdoor area to help foster wellbeing. Among the features are accessible rooms and living spaces, a temporary pet shelter and a vegetable garden.

Local Aboriginal women who are Elders and artists contributed to a cultural narrative throughout the buildings and landscaping. Western Australian building company Swan Group delivered construction of the facility.

This important project will significantly strengthen the support available to women in Perth's eastern suburbs seeking refuge from violence.

The Smith Street BTR project site is part of the State's Housing Diversity Pipeline to unlock government land. The project is due to roll out in three stages: demolition and preparation of the site, construction of the development and finally a ground lease for management of the complex.

Installation was completed on 47 temporary units in eight remote Aboriginal communities to provide culturally secure, family friendly accommodation on Country for flood impacted residents as part of the **Kimberley Recovery Program**.

The Department announced a further increase to income eligibility limits for social housing – ensuring more people remain eligible for social housing. Income eligibility limits have now been increased five times since 2017.

**Social housing income eligibility limits increased** by \$9 for single income households and \$14 for dual income households, with the increase also positively affecting both public housing and community housing where income eligibility limits are used.

This latest increase ensured recipients of Commonwealth statutory benefits who receive no other income continue to remain eligible for social housing.



## An additional nearly \$140 million to support 120 homelessness initiatives this year

In January, the Department announced \$47.6 million in new funding to enable the continuation of 15 critical homelessness services across WA. As part of the package, \$34.2 million in recurrent funding was allocated to four successful homelessness programs to provide long term certainty.

The budget process in May delivered a further \$92.2 million across all homelessness services – providing a sustainability uplift. Across both funding packages, this includes:

1. \$20.1 million for continuation of culturally appropriate responses to homelessness in the Perth metropolitan area, including low-barrier accommodation at Boorloo Bidee Mia delivered by the Wungening Aboriginal Corporation, and Koort Boodja delivered by Uniting WA.
2. \$15.7 million to expand HFSS, with \$6.7 million to support further Housing First initiatives in the metropolitan area and \$9 million to expand regionally – including Geraldton, Albany and Kalgoorlie.
3. \$7.8 million for the Homelessness Engagement Assessment Response Team (HEART) to continue its Perth metropolitan coordinated outreach response services, including extensions of the service to Joondalup and Midland.
4. \$5.4 million for the Safe Perth City Initiative to provide dedicated rapid and flexible assertive outreach support services in the Perth CBD and surrounds including Return to Country functions.
5. \$900,000 for the Passages Youth Centre in the Peel region, run by St Vincent de Paul, for ongoing operational funding to support at risk youth. Passages is a youth engagement hub providing young people aged 12 to 25 with a safe, friendly and positive place to access support and referrals to essential services.

In addition, a further \$13.4 million has increased the baseline funding for 10 services to continue to deliver critical support.

These services now have secure and ongoing funding to continue to deliver additional capacity in critical accommodation and support services. Funding of \$900,000 went to the WA Alliance to End Homelessness' By-Name List who provide up-to-date data on rough sleepers, assisting support services to link people to appropriate services and to best inform practical policy outcomes.

## Outcome 5: Resilient people and communities

The Department worked to build resilient people and communities, especially those impacted by emergencies or critical events.

Our priorities included enhancing our capacity to respond and provide relief during emergencies and disasters, finalising the transfer of essential power and water services in remote Aboriginal communities and delivering investments in housing and municipal services for remote communities.



**This page:** Madeline on the Warmun airstrip.

The Department is committed to closing the gap for Aboriginal Western Australians and empowering Aboriginal people to make decisions that will benefit them and their communities.

The **\$200 million North-West Aboriginal Housing Fund** (NWAHF) invests in projects that increase housing choices and services for Aboriginal families in the Pilbara and Kimberley.

NWAHF investment aims to improve education and employment outcomes, while increasing aspiration, enabling wealth creation and providing financial independence.

\$160.2 million has been allocated through the NWAHF to deliver nine Aboriginal-led or co-designed programs across the Kimberley and Pilbara. This investment will enable Aboriginal households to achieve their own goals in employment, education, financial capability and wellbeing.

So far, NWAHF investment has made available 114 new homes to employed Aboriginal families, with a further 75 in the process of delivery. It has provided affordable housing and services to 234 Aboriginal families to empower them to achieve their own goals in employment, education, training and financial wellbeing. This includes 12 households who have now achieved their goal of home ownership. The fund has also supported the employment of over 500 Aboriginal people

and offered apprenticeships to more than 70 Aboriginal people.

The Department engaged with remote communities on next steps for the **Remote Communities Fund** investment. Projects undertaken included research into lot feasibility, as well as the development of a housing design guide that considers culturally specific dwelling design.

The WA Government made progress on its **\$140 million investment over four years** to improve housing supply for remote and town-based Aboriginal communities.

Thirty residents of **Burrinunga community** at Derby will be the first to benefit from the funding, with nine houses in the community planned for major refurbishment. The extensive works include new bathroom and kitchen fixtures, roof and ceiling repairs, new doors and windows, cabinetry, tiling and fresh paint.

The funding and agreements between the Department of Communities, Burrinunga Aboriginal Corporation and the Aboriginal Lands Trust mean the houses will be refurbished in accordance with the *Residential Tenancies Act 1987*. A new Housing Management Agreement means that the Department will manage and lease the refurbished houses, including the provision of ongoing repair and maintenance services.

Negotiations to roll out the investment to other Aboriginal communities in the Goldfields, Kimberley, Mid West Gascoyne and Pilbara regions began. Communities are being prioritised for funding due to the age and condition of the housing, and the levels of overcrowding.

The housing refurbishments and new builds are part of a **\$350 million Remote Communities Fund** to improve water and power services and increase housing availability in remote Aboriginal communities. This investment is driving progress towards the socioeconomic outcomes and priority reforms in the National Agreement on Closing the Gap, particularly the targets for Aboriginal people to access appropriate housing.

An additional \$10 million was also set aside for repairs to local roads and landfills in some Aboriginal communities to support housing improvements. Community Housing Organisations were invited to partner with the Department to deliver more social housing to support people experiencing homelessness in regional areas.

The Department of Communities **Emergency Relief and Support Team** (ERS), North Metro District Staff, partner agencies and service providers supported local residents in the City of Wanneroo impacted by the **Mariginiup bushfire emergency**.

## Warmun airstrip works

Warmun is a major Aboriginal community in the Kimberley and home to Gija people. Like many remote communities, it is regularly affected by heavy seasonal rains making access to the community by road difficult and often impossible. Airstrips are vital for emergency services response, medical emergencies and community safety.

A few years ago, the nearby Argyle Diamond mine closed and with it the nearest sealed airstrip to Warmun Community. After assessing all options, the Regional Airports Development Scheme decided to seal the previously dirt airstrip in Warmun, giving the community all-weather access – particularly during the wet season.

The Warmun Municipal Services team and staff now manage and maintain the airstrip.



**Right:** Luke opens the gate at Warmun airstrip for the first time.

The team supported the Wanneroo community with emergency relief and support services including emergency accommodation, food and water, clothing, a mobile laundry service, domestic pet care and access to personal wellbeing services.

The Department worked with Fire and Emergency Services to establish an evacuation centre at the Gumblossom Community Centre in Quinns Rocks, creating a safe refuge for over 210 displaced community members. In addition, the Bullsbrook Centre for National Resilience supplied emergency accommodation staffed by ERS, alongside our partner service providers.

The Department aided **Bunbury** residents affected by another severe weather event in early May.

ERS joined Fire and Emergency Services and City of Bunbury on a door-knock operation through the affected suburbs of Withers, South Bunbury and College Grove, talking to residents about available support, including mental health services and financial assistance to manage living costs while the community rebuilt.

ERS remained on the ground in Bunbury and surrounding areas, engaging with residents and offering support from the City of Bunbury's Recovery Hubs.

The Department continued its collaboration with partner agencies, local businesses and community leaders to support the ongoing recovery of the **Fitzroy Valley** in the wake of the 2023 flood event.

Families with homes needing major refurbishment or rebuild were given flood resilient temporary accommodation ahead of the wet season.

Temporary demountable accommodation units were installed at Fitzroy Crossing on Country in Bungardi, DarIngunaya, Loanbun, Buruwa, Galeru Gorge, Karnparmi and Yurabi communities to support safe, family-friendly living on Country while longer term repair works were underway.

In addition, Humanihuts were raised to a one-in-100-year flood level to increase flood resilience for community members at Bungardi and Tarunda.

The housing works and refurbishment program continued, with local contractors building with flood resilient building materials and treating wall cavities to reduce the chance of mould.

Regional and central Department staff assisted with the welfare response to **Severe Tropical Cyclone Ilsa**, which made landfall in the Pilbara region in April.

Housing service officers from the Housing office in Mirrabooka were deployed as part of the surge workforce response team. They flew to Broome to support the evacuation of residents from Bidyadanga, which is one of the largest Aboriginal communities in WA.

As the cyclone headed toward Bidyadanga, the response team worked to secure accommodation and coordinate food and care supplies. When Bidyadanga residents arrived, they were met by the response team who made them feel as safe and comfortable as possible until their return home two days later.

Housing service officers provide tenancy management support to social housing clients. They work with vulnerable people to guide them through the social housing system and help them find a home.

Tjuntjuntjara is one of the most remote communities in Australia, lying well east of Kalgoorlie near the border with South Australia, and a maintenance blitz focusing on critical and essential works was required for all **22 houses in Tjuntjuntjara**.

Paupiyala Tjarutja Aboriginal Corporation (PTAC) was awarded the contract to manage the works of licensed sub-contractors (glazing, building, plumbing and electrical). PTAC employed community members to complete non-licensed works including cleaning, yard work and some painting.

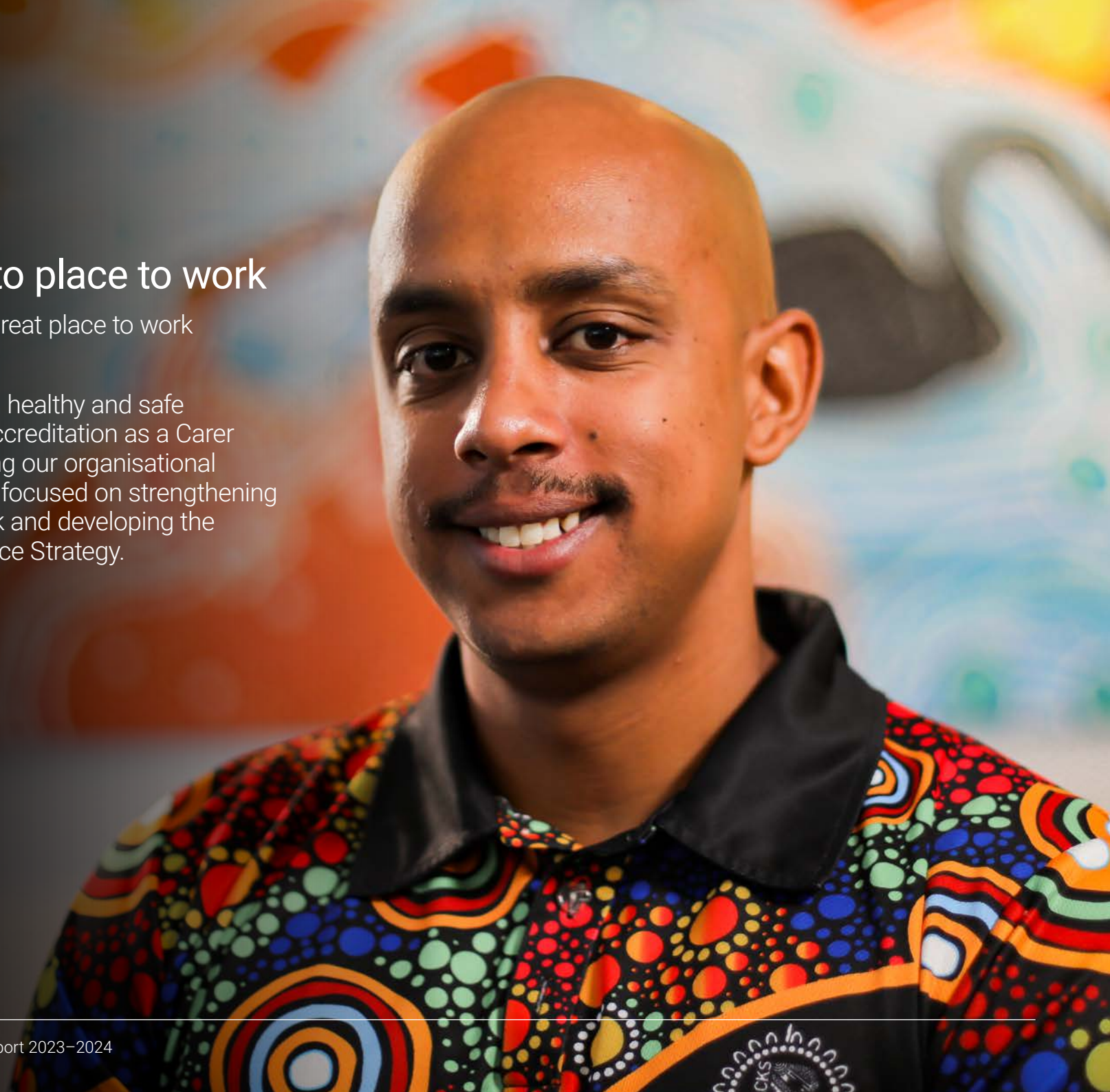
**Reducing overcrowded housing** in Aboriginal communities in WA is a key priority for the Department. With a high volume of vacant properties in remote and town-based Aboriginal communities, Wongatha Wonganarra (Laverton), Mount Margaret (Laverton) and Nambi Village (Leonora) in the Goldfields region were prioritised for property assessments. Frontline regional teams, along with contracted regional service providers, scoped vacant properties to identify issues and maintenance required to bring vacant properties up to standard.

Eight properties were returned to service, with an additional four requiring resolution of power issues and minor works to be completed. A further nine properties were inspected and made ready for allocation.

## Outcome 6: A great to place to work

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

Our priorities included fostering a healthy and safe workplace culture, starting our accreditation as a Carer Friendly Workplace and enhancing our organisational culture program. Additionally, we focused on strengthening the Aboriginal Employee Network and developing the Department's Aboriginal Workforce Strategy.



The Department released the **Workforce Diversification and Inclusion Strategy 2024–2027** (the Strategy) in alignment with the Strategic Direction Statement to make the Department of Communities a great place to work.

The Strategy is designed to drive diversity and inclusion, increase representation of people from different backgrounds at all levels, and enable an inclusive environment for all staff.

Divisional and regional leadership teams, employee diversity groups – including the possAbility network and the Aboriginal Employee Network – and people with lived experience were consulted throughout the process.

The Strategy contributes to, and aligns with, the Public Sector Commission’s Workforce Diversification and Inclusion Strategy 2020–2025 and has three strategic objectives:

1. We are all accountable for diversity and inclusion.
2. We value diversity and strive to create an inclusive environment.
3. We develop management capability to understand the importance of diversity and inclusion and demonstrate inclusive behaviours.

Developing a workforce as diverse as the individuals, families and communities we support is crucial and this Strategy enables us to develop the capacity of our teams while ensuring Communities remains a great place to work.

New Work Health and Safety (WHS) initiatives now provide a safer workplace for employees throughout the state.

The **Emergency+ app** was installed on all staff mobile phones to enable easy contact with emergency services, providing an accurate location via a pin-drop function. The app was developed in conjunction with Australian emergency services and industry partners.

A six-month trial of **worker safety devices** (WSD) was completed in Geraldton, Halls Creek, Midland and Broome. Approximately 100 frontline employees took part in the trial to determine suitability and effectiveness of WSD as a Workplace Violence and Aggression risk control measure.

The trial involved the installation of a Starlink satellite system in two Department of Communities vehicles based in Geraldton and Halls Creek to ensure functionality of the WSD in regional and remote locations with limited or non-existent network coverage.

## Building Leadership Impact comes to life

Communities’ employees took advantage of a new Personal Leadership Development Map as part of the Building Leadership Impact initiative from the Public Sector Commission.

The program encourages a leadership mindset for staff at all levels, with resources and activities prompting staff to deeply consider their response to change and other workplace situations.

Building Leadership Impact is now integrated into existing learning and development platforms, as well as performance conversations, progression support, recruitment and selection, and onboarding.

The Personal Leadership Development Map is the first step in the Department’s implementation of Building Leadership Impact. The next implementation phase involves the allocation of at least one of the seven leadership contexts – personal leadership, leading others, leading leaders, multiple area leaders, executive leaders, agency leaders and statewide leaders – to each role.

Now every Department of Communities employee has the opportunity to discover their leadership capability and harness their strengths.

## Deadly designs and deep discussion

More than 140 Aboriginal employees from around the state came together for the third Aboriginal Employee Network (AEN) forum in Boorloo.

The forum opened with a Welcome to Country and smoking ceremony by Noongar Elder Aunty Sandra Harben and explored key themes including connection, influence, change, truth and healing.

Department of Communities' Aboriginal leaders spoke about working across two worlds and shared personal and professional journeys, as well as family history.

Discussions focused on the development of regional networks in the Kimberley, Pilbara, Goldfields, Mid west-Gascoyne, Wheatbelt, Great Southern, Southwest, North Metro, South and East Metro, and Central offices. Members also gave feedback on the draft Aboriginal Workforce Strategy developed by the Aboriginal Workforce Support team in partnership with the People division.

An increase in registrations for the AEN indicates the importance of the group for Aboriginal staff.





More than 100 **Heartsine 360P Automated External Defibrillators** (AEDs) were supplied to all locations across the state. Installation ensures all employees have access to life-saving equipment in the event of a cardiac related emergency within or nearby one of our facilities.

The defibrillators are fully automated, launching audio and visual CPR coaching and delivering step-by-step instructions to the person administering aid.

The completion of the **HR Policy Harmonisation Program** marked a milestone for the Department, consolidating 140 HR policies to nine.

Legacy policies pre-Machinery of Government (MOG) were reviewed with support from designated policy owners, subject matter experts, and an external consultancy.

The completion of the program means managers and employees now have easier access to high quality and consistent information.

Department staff, allies and leaders were encouraged to stand up for a more inclusive society at the **2023 PrideFEST**.

**BRAVE: Be Brave. Be Strong. Be You** was the festival theme for the month where the LGBTQIA+ community's bravery, resilience and determination to fight for equal rights, visibility and respect was celebrated.

A stall at Fairday in Hyde Park was managed by the Department's Pride Working Group and provided an opportunity to share information about our services.

Staff and their loved ones marched at the Pride Parade in Northbridge to celebrate inclusion and acceptance, wearing specially designed shirts for 2023 Pride and carrying brightly coloured signs and Pride flags.

The Department gives funding and support for projects that go direct to the LGBTQIA+ community and our participation at Pride strengthens the message we are diverse, inclusive and here to help.

Mandatory awareness and ally training at the Department of Communities ensures staff understand the equity, inclusion and diversity policy, and are responsive to the challenges LGBTQIA+ people face

The **possAbility Network** celebrated International Day of People with Disability by raising awareness of the Hidden Disabilities Sunflower network.



The Hidden Disabilities Sunflower is a worldwide network supporting people with a disability or condition, that may not be immediately apparent, to discretely share that they might need some extra help while in the community through wearing the Sunflower. It also raises awareness for a diverse range of conditions that are not immediately obvious, such as autism, depression, traumatic brain injury, ADHD and more.

Staff wore a Hidden Disabilities Sunflower lanyard to celebrate the contributions of people living with a disability and show their support and understanding.

In 2023, the Department became the first State Government agency in WA to become an accredited **carer friendly employer**.

Becoming a carer friendly workplace means the Department is offering best practice standards for supporting staff with caring responsibilities.

According to Carers WA, in Western Australia alone, an estimated 320,000 people provide unpaid care and support to a family member or friend with their day-to-day living. They may give care part-time or full-time; over many years or on a regular, short-term or even ad-hoc basis.

While carers report that their role can be rewarding and fulfilling, it can also be difficult, with carers often putting the interests of the person they care for ahead of their own needs.

A Carers Network at the Department is an informal, self-managed employee led group providing opportunities for staff who are unpaid carers. Regular group meetings with lived experience members enable opportunities to share thoughts and ideas that can lead to better outcomes for staff who are unpaid carers. Issues can be related to accessibility and workplace adjustments, health and wellbeing, education, training, and awareness raising.

Following a successful launch of its second multicultural plan, **Multicultural Plan 2023–2026** (the Plan), key representatives from the Department were invited to present at the Western Australian Multicultural Policy Framework (WAMPF) Interagency Meeting. The meeting was an opportunity for Public Sector Agencies to share knowledge and experiences on the development and implementation of multicultural plans across the public sector.



**Right:** In 2023, the Department of Communities became the first State Government agency in WA to become an accredited carer friendly employer.

The Plan highlights key priorities for strengthening cultural inclusion and competence across all areas of work. It also captures the benefits of cultural diversity and ensures responsiveness to the needs of the diverse communities we service.

The launch of the Plan was an opportunity to reflect on achievements so far in the Department's equity and diversity journey. Events at offices across the state enabled staff to come together and celebrate the launch of the Multicultural Plan 2023–26.

Staff proudly showed their cultural heritage in traditional dress and shared Kourabiedes Greek cookies, Malaysian curry puffs, satay ayam, and nyonya kuih, South African boerewors sliders, Filipino cassava cakes and more.

A multicultural art project invited staff to create an artwork to contribute to a mosaic of work to represent the cultural diversity of Communities.

The Department strives to foster a harmonious workplace and deliver culturally responsive policies and services.

The Plan was later named as a finalist in a category to recognise a State Government agency that has achieved exceptional outcomes at the Western Australian Multicultural Awards.



**Above:** Department of Communities staff proudly showed their cultural heritage in traditional dress.

The Department initiated the 1HRMS project aimed at modernising its Human Resources Management System (HRMS) landscape and improving our work environment.

The **1HRMS project** replaced the outdated Empower HRMS with a contemporary, cloud-based solution to reshape how the Department manages its workforce. Funded by the Digital Capability Fund and partnering with global industry leaders SAP SuccessFactors and implementation partner EPI-USE Australia Pty Ltd, the 1HRMS project delivers cutting-edge employment and rostering support.

The commencement of the project in March marked the beginning of key initiatives including the establishment of communication tools and the formation of various bodies to oversee different aspects of the project.

## Summary of key performance indicators

The Department's 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 2023–24 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	2022–23 actual	2023–24 target	2023–24 actual	Explanation of significant variance
Percentage of assessed early childhood education and care services that met or exceeded national standards	83%	75%	87%	The variance between the 2023–24 Budget Target and the 2023–24 Actual is partially due to the provision of tools and supports to the sector as aids to improve ratings, such as Next Assessment and Support Advice webinars, optional pre-visit support calls, annual roadshows and circulation of regular bulletins. Services having a current "working towards" rating are also prioritised for partial reassessment and rating, with a view to help them improve their rating to at least meet the national quality standards. Additionally, the implementation of more streamlined reporting and editing processes have resulted in services having more contemporary ratings.
The take-up rate of Seniors Card	91%	95%	94%	–
Proportion of Working with Children cards issued within 30 days of lodgement where the applicant had no criminal record	99%	98%	98%	–
Proportion of decisions finalised within 60 days where the applicant for a Working with Children card had a criminal record	98%	97%	96%	–

**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	2022–23 actual	2023–24 target	2023–24 actual	Explanation of significant variance
Percentage of homelessness clients with some or all goals achieved at the completion of a homelessness service support period	90%	90%	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	89%	90%	83%	The variance between the 2023-24 Actual and both the 2023-24 Budget Target and 2022-23 Actual is due to the range of complex and co-occurring factors that can increase vulnerability of children and families experiencing family and domestic violence, social isolation, substance use, mental health issues and limited access to safe and affordable housing. These contributing factors that are affecting service delivery has seen an increase in engagement with FDV clients, leading to a subsequent increase in children entering care with greater case complexity.
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	73%	80%	74%	–

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

Key effectiveness performance indicator	2022–23 actual	2023–24 target	2023–24 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	91%	95%	91%	–
Improved safety – Proportion of children not subject to a substantiation of harm 12 months after an assessment of harm that was unsubstantiated	94%	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	2022–23 actual	2023–24 target	2023–24 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	64%	80%	64%	The 2023-24 Actual is lower than the 2023-24 Budget Target and is consistent with the 2022-23 Actual. The achievement of this target is one of the Department's most difficult challenges. A child's best interests must be the paramount consideration under the Children and Community Services Act 2004, and this includes the application of the principle when care arrangement decisions are made. With almost 3,200 Aboriginal children in care and a limited number of available care arrangements with Aboriginal carers or relatives, the 2023-24 result reflects these challenges and the complex factors that must be considered when making care arrangement decisions.
Proportion of children in the CEO's care with comprehensive care planning undertaken within set timeframes	83%	90%	78%	The primary reason for a reduction in performance during 2023-24 compared to both the 2023-24 Budget Target and the 2022-23 Actual has been competing pressures and priorities in the regions and increasing care compliance requirements in accordance with Aboriginal Representative Organisation provisions under the Children and Community Services Amendment Act 2021.



**Table 5: Community services**

Key efficiency performance indicator	2022–23 actual	2023–24 target	2023–24 actual	Explanation of significant variance
Average cost per licensed child care service for regulation and support	\$8,642	\$10,034	\$10,147	–
Average management cost per Seniors Card	\$9.65	\$6.96	\$14.65	The 2023-24 Actual is higher than the 2023-24 Budget Target due to several factors. Increased promotion of the Seniors Card in regional areas led to higher program demand and associated operational costs. Additionally, an IT upgrade to improve the Seniors Card database contributed to the overall spending. The variance between the 2023-24 Actual and the 2022-23 Actual is attributed to program expansion, the IT system upgrade, and rising overhead costs.
Average cost per Working with Children Card application processed	\$29	\$39	\$39	The 2023-24 Actual is consistent with the 2023-24 Budget Target. The variance between the 2023-24 Actual and the 2022-23 Actual is primarily due to a record-breaking increase in applications, which resulted in increased operational expenditure to run the WWC Screening Unit service. The increase in applications can be attributed to the WWC Screening Unit undertaking increased education and outreach activities and the public's increased awareness of the check.

**Table 6: Homelessness support services**

Key efficiency performance indicator	2022–23 actual	2023–24 target	2023–24 actual	Explanation of significant variance
Average cost per homelessness support service client	\$4,680	\$4,384	\$5,726	The 2023-24 Actual is higher than the 2023-24 Budget Target due to an increase in funding by the State Government and therefore an increase in operational expenditure and longer client support periods. The 2023-24 Actual is higher than the 2022-23 Actual due to increases in funding allocation by the State Government for homelessness services. The increase can also be attributed to services supporting individual clients for longer periods.

**Table 7: Earlier intervention and family support services**

Key efficiency performance indicator	2022–23 actual	2023–24 target	2023–24 actual	Explanation of significant variance
Average cost per earlier intervention and family support case	\$9,000	\$8,833	\$10,703	The 2023-24 Actual is higher than the 2023-24 Budget Target, due to increased demands on Early Intervention and Family Support Group services, resulting in higher operational expenditure. The variance between the 2023-24 Actual and the 2022-23 Actual is attributed to increased demands on the Early Intervention and Family Support Group, resulting in higher funding for services, grants and services payments and increased full time employee related operational expenditure.

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

Key efficiency performance indicator	2022–23 actual	2023–24 target	2023–24 actual	Explanation of significant variance
Average cost per FDV case	\$5,350	\$4,434	\$5,113	The variance between the 2023-24 Actual and the 2023-24 Budget Target is due to increased investments in FDV Hubs, the National Partnership Agreement for Family, Domestic and Sexual Violence and a funding uplift for refuges and safe houses to a benchmark price. Due to data availability, this performance indicator is calculated by using previous financial year cases, against current and forecast financial year expenditure. This means that new and additional investment is being compared to previous years cases and has the effect of inflating the forecast cost per case, because the case figures are not 'up to date' with related expenditure.

**Table 9: Child protection assessments and investigations**

Key efficiency performance indicator	2022–23 actual	2023–24 target	2022–23 actual	Explanation of significant variance
Average cost per child involved in child protection cases	\$5,806	\$5,874	\$5,953	–

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

Key efficiency performance indicator	2022–23 actual	2023–24 target	2023–24 actual	Explanation of significant variance
Average cost per day of a foster care arrangement	\$216	\$176	\$251	The 2023-24 Actual is higher than the 2023-24 Budget Target and the 2022-23 Actual, due to changes to the transitional activities associated with the Out-Of-Home Care reform, in addition to the operational costs of running two systems during the transition to a new foster care arrangement model.
Average cost per day of a residential-based care arrangement	\$2,398	\$2,362	\$3,333	The 2023-24 Actual is higher than the 2023-24 Budget Target and the 2022-23 Actual. The 2023-24 financial year has seen renovations taking place and increased capacity in residential care, both of which have had full effect for the first time in 2023-24 in the absence of the restrictions during the COVID-19 pandemic.
Average cost per day of an exceptionally complex needs care arrangement	\$6,484	\$1,450	\$5,338	The 2023-24 Actual is higher than the 2023-24 Budget Target, due to changes to the transitional activities associated with the Out-Of-Home Care reform. Spend is also impacted upon by the increased costs driven by the increased days during transition to new program types, resulting in increased funding for services. The 2023-24 Actual is lower than the 2022-23 Actual, primarily due to graduated transition of children from Complex Care and Transitional High Needs Programs to the new program types under the reform.

Agency Performance

Key efficiency performance indicator	2022–23 actual	2023–24 target	2023–24 actual	Explanation of significant variance
Average cost per day of a secure care arrangement	\$9,996	\$11,001	\$10,953	–
Average cost per day to plan for and support a child in the CEO’s care	\$87	\$78	\$114	The 2023-24 Actual is higher than the 2022-23 Actual and 2023–24 Budget Target, primarily due to the operational costs of running two systems during the transition to a new foster care arrangement model, in addition to an increased number of children in care during 2023-24.

# Disclosures and legal compliance

## Certification of financial statements

For the reporting period ended 30 June 2024

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 2024 and the financial position as at 30 June 2024.

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.



**Peter May**

**Acting Chief Finance Officer**

16 September 2024



**Mike Rowe**

**Director General**

**Accountable Authority**

16 September 2024



## Auditor General

### INDEPENDENT AUDITOR'S REPORT

2024

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 (Department) which comprise:

- the statement of financial position as at 30 June 2024, 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 as at 30 June 2024 and administered income and expenses by service for the year then ended
- notes comprising a summary of material 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 2024 and the financial position as 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.

Page 1 of 7

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### **Emphasis of matter - Administered contingent liability**

I draw attention to the Contingent Liability note to the Administered Schedules of the financial statements which describes an administered contingent liability of \$62.8 million. The amount represents an unpaid portion of a historical invoice issued by the National Disability Insurance Agency (NDIA) which is subject to ongoing discussions between the Western Australian and Commonwealth Governments. 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 they determine 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 misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements. 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](https://www.auasb.gov.au/auditors_responsibilities/ar4.pdf)

## Report on the audit of controls

### Basis for qualified opinion

I identified significant weaknesses in procurement controls implemented by the Department of Communities. The controls were inadequate with purchase orders being raised subsequent to the receipt of an invoice. These weaknesses increase the risk of erroneous or fraudulent payments, and ordering of inappropriate or unnecessary goods or services.

### Qualified 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 Department of Communities 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 controls within the system were suitably designed to achieve the overall control objectives identified as at 30 June 2024, and the controls were implemented as designed as at 30 June 2024.

### 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 Engagements ASAE 3150 Assurance Engagements on Controls issued by the Australian Auditing and Assurance Standards Board. That standard requires that I comply with relevant ethical requirements and plan and perform my procedures to obtain reasonable assurance about whether, in all material respects, the controls are suitably designed to achieve the overall control objectives and 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**

### **Basis for qualified opinion**

I was unable to obtain sufficient and appropriate audit evidence for the key performance indicators listed below, as internal controls had not been established to ensure the data integrity of the underlying records. I was unable to confirm the performance of these key performance indicators by alternative means. Consequently, I was unable to determine whether any adjustments were necessary to the reported performance of these indicators.

Improved safety key effectiveness indicators

- Proportion of children not subject to a subsequent substantiation of harm within 12 months of a previous substantiation of harm (2024 result, 91%)
- Proportion of children not subject to a substantiation of harm 12 months after an assessment of harm that was unsubstantiated (2024 result, 94%)

Child protection assessment and investigation key efficiency indicator

- Average cost per child involved in child protection cases (2024 result, \$5,953 per child).

**Qualified opinion**

I have undertaken a reasonable assurance engagement on the key performance indicators of the Department of Communities for the year ended 30 June 2024 reported in accordance with the *Financial Management Act 2006* and the Treasurer's Instructions (legislative requirements). 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.

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 key performance indicators report of the Department of Communities for the year ended 30 June 2024 is in accordance with the legislative requirements, and the key performance indicators are relevant and appropriate to assist users to assess the Department's performance and fairly represent indicated performance for the year ended 30 June 2024.

**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 2024, but not the financial statements, key performance indicators and my auditor's report.

My opinion 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**

This auditor's report relates to the financial statements and key performance indicators of the Department of Communities for the year ended 30 June 2024 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  
16 September 2024

# Financial statements

## Statement of Comprehensive Income

For the year ended 30 June 2024

**Table 11: Statement of Comprehensive Income**

Income and expenses	Notes	2024 \$'000	2023 \$'000
<b>Cost of services</b>	–	–	–
<b>Expenses</b>	–	–	–
Employee benefits expenses	3.1.1	662,139	615,196
Supplies and services	3.4	143,227	126,381
Depreciation and amortisation expenses	5.1.1, 5.2, 5.3.1	19,507	15,417
Finance costs	7.2	744	409
Accommodation expenses	3.4	58,141	51,171
Grants and subsidies	3.2	284,283	245,199
Funding for services	3.3	624,462	488,688
Loss on disposal of non-current assets	4.5	–	106
Other expenses	3.4	15,008	13,494

Income and expenses	Notes	2024 \$'000	2023 \$'000
<b>Total cost of services</b>	–	<b>1,807,511</b>	<b>1,556,061</b>
<b>Income</b>	–	–	–
User charges and fees	4.2	14,543	14,571
Other income	4.3	5,404	6,564
Commonwealth grants and contributions	4.4	68,704	77,226
Gains on disposal of non-current assets	4.5	6	–
<b>Total income</b>	–	<b>88,657</b>	<b>98,361</b>
<b>Total income other than income from State Government</b>	–	<b>88,657</b>	<b>98,361</b>
<b>Net cost of services</b>	–	<b>1,718,854</b>	<b>1,457,700</b>
<b>Income from State Government</b>	–	–	–
Service appropriation	4.1	1,394,189	1,107,866
Resources received	4.1	5,592	5,587
Royalties for Regions Fund	4.1	10,026	8,587
Income from other public sector entities	4.1	351,779	315,836
<b>Total income from State Government</b>	–	<b>1,761,586</b>	<b>1,437,876</b>



Income and expenses	Notes	2024 \$'000	2023 \$'000
<b>Surplus/(Deficit) for the period</b>	–	<b>42,732</b>	<b>(19,824)</b>
<b>Other comprehensive income</b>	–	–	–
<b>Items not reclassified subsequently to profit or loss</b>	–	–	–
Changes in asset revaluation surplus	9.10	8,781	9,064
<b>Total other comprehensive income</b>	–	<b>8,781</b>	<b>9,064</b>
<b>Total comprehensive income/(loss) for the period</b>	–	<b>51,513</b>	<b>(10,760)</b>

See also the 'Schedule of income and expenses by service' on Note 2.2.

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

## Statement of Financial Position

As at 30 June 2024

**Table 12: Statement of Financial Position**

Assets and liabilities	Notes	2024 \$'000	2023 \$'000
<b>Assets – current assets</b>	–	–	–
Cash and cash equivalents	7.3	29,192	23,166
Restricted cash and cash equivalents	7.3, 7.4	34,993	36,472
Receivables	6.1	58,870	32,200
Amounts receivable for services	6.2	68	68
Other current assets	6.3	12,101	14,478
<b>Total Current Assets</b>	–	<b>135,224</b>	<b>106,384</b>
<b>Assets – Non-current assets</b>	–	–	–
Restricted cash and cash equivalents	7.3, 7.4	–	10,644
Receivables	6.1	15,515	–
Amounts receivable for services	6.2	190,556	174,166
Property, plant and equipment	5.1	151,795	121,947

Assets and liabilities	Notes	2024 \$'000	2023 \$'000
Leasehold improvements	5.1	3,718	4,626
Work in progress	5.1,5.3	4,517	454
Right-of-use assets	5.2	14,728	10,078
Intangible assets	5.3	4,964	8,696
<b>Total non-current assets</b>	–	<b>385,793</b>	<b>330,611</b>
<b>Total assets</b>	–	<b>521,017</b>	<b>436,995</b>
<b>Liabilities – current liabilities</b>	–	–	–
Payables	6.4	59,020	68,331
Lease liabilities	7.1	7,389	5,627
Income received in advance	6.5	471	350
Employee-related provisions	3.1.2	144,198	127,672
<b>Total current liabilities</b>	–	<b>211,078</b>	<b>201,980</b>
<b>Liabilities – non-current liabilities</b>	–	–	–
Payables	6.4	1,101	1,571
Lease liabilities	7.1	7,697	4,672

Assets and liabilities	Notes	2024 \$'000	2023 \$'000
Employee-related provisions	3.1.2	29,160	27,114
<b>Total non-current liabilities</b>	–	<b>37,958</b>	<b>33,357</b>
<b>Total liabilities</b>	–	<b>249,036</b>	<b>235,337</b>
<b>Net assets</b>	–	<b>271,981</b>	<b>201,658</b>
<b>Equity</b>	–	–	–
Contributed equity	9.10	272,148	253,338
Reserves	9.10	21,236	12,455
Accumulated surplus/(deficit)	9.10	(21,403)	(64,135)
<b>Total equity</b>	–	<b>271,981</b>	<b>201,658</b>

See also the 'Schedule of assets and liabilities by service' no Note 2.3.

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

## Statement of Changes in Equity

For the year ended 30 June 2024

**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
<b>Balance at 1 July 2022</b>	–	<b>195,129</b>	<b>3,391</b>	<b>(44,311)</b>	<b>154,209</b>
Surplus/(Deficit)	–	–	–	(19,824)	(19,824)
Other comprehensive income	–	–	9,064	–	9,064
<b>Total comprehensive income for the period</b>	–	–	<b>9,064</b>	<b>(19,824)</b>	<b>(10,760)</b>
<b>Transactions with owners in their capacity as owners</b>	9.10	–	–	–	–
Capital appropriations	–	48,211	–	–	48,211
Other contributions by owners	–	9,998	–	–	9,998
<b>Total</b>	–	<b>58,209</b>	<b>–</b>	<b>–</b>	<b>58,209</b>
<b>Balance at 30 June 2023</b>	–	<b>253,338</b>	<b>12,455</b>	<b>(64,135)</b>	<b>201,658</b>
<b>Balance at 1 July 2023</b>	–	<b>253,338</b>	<b>12,455</b>	<b>(64,135)</b>	<b>201,658</b>

Statement of Changes in Equity	Notes	Contributed equity \$'000	Reserves \$'000	Accumulated surplus/ (deficit) \$'000	Total equity \$'000
Surplus/(Deficit)	–	–	–	42,732	42,732
Other comprehensive income	–	–	8,781	–	8,781
<b>Total comprehensive income for the period</b>	–	–	<b>8,781</b>	<b>42,732</b>	<b>51,513</b>
<b>Transactions with owners in their capacity as owners</b>	9.10	–	–	–	–
Capital appropriations	–	20,079	–	–	20,079
Other contributions by owners	–	2,760	–	–	2,760
Distributions to owners	–	(4,029)	–	–	(4,029)
<b>Total</b>	–	<b>18,810</b>	–	–	<b>18,810</b>
<b>Balance at 30 June 2024</b>	–	<b>272,148</b>	<b>21,236</b>	<b>(21,403)</b>	<b>271,981</b>

The Statement of changes in equity should be read in conjunction with the accompanying notes.

## Statement of Cash Flows

For the year ended 30 June 2024

**Table 14: Statement of Cash Flows**

Statement of Cash Flows	Notes	2024 \$'000	2023 \$'000
<b>Cash flows from State Government - Payments</b>	–	–	–
Digital Capability Fund	–	(3,064)	–
<b>Cash flows from State Government – Receipts</b>	–	–	–
Service appropriation	–	1,376,195	1,092,788
Capital appropriations	–	20,079	48,211
Holding account drawdown	–	68	68
Royalties for Regions Fund	–	10,026	8,587
National Redress Records	–	4,575	7,319
Digital Capability Fund	–	–	8,766

<b>Statement of Cash Flows</b>	<b>Notes</b>	<b>2024 \$'000</b>	<b>2023 \$'000</b>
Income from other public sector entities - Service delivery agreement	–	274,237	272,725
Income from other public sector entities - others	–	40,202	37,518
<b>Net cash provided by State Government</b>	–	<b>1,722,318</b>	<b>1,475,982</b>
<i>Utilised as follows</i>	–	–	–
<b>Cash Flows from operating activities – Payments</b>	–	–	–
Employee benefits	–	(648,402)	(616,047)
Supplies and services	–	(136,120)	(155,162)
Finance costs	–	(744)	(409)
Accommodation	–	(58,141)	(51,171)
Grants and subsidies	–	(284,283)	(247,716)
Funding for services	–	(624,462)	(465,306)
GST payments on purchases	–	(93,052)	(71,719)
Other payments	–	(15,142)	(11,008)



<b>Statement of Cash Flows</b>	<b>Notes</b>	<b>2024 \$'000</b>	<b>2023 \$'000</b>
<b>Cash Flows from operating activities – Receipts</b>	–	–	–
User charges and fees	–	14,664	14,572
Commonwealth grants and contributions	–	68,704	77,226
GST receipts on sales	–	401	465
GST receipts from taxation authority	–	92,651	71,254
Other receipts	–	4,919	5,194
<b>Net cash used in operating activities</b>	7.3.2	<b>(1,679,007)</b>	<b>(1,449,827)</b>
<b>Cash flows from investing activities – Payments</b>	–	–	–
Purchase of non-current assets	–	(28,278)	(2,852)
<b>Cash flows from investing activities – Receipts</b>	–	–	–
Proceeds from sale of non-current assets	–	2,314	1,849
<b>Net cash used in investing activities</b>	–	<b>(25,964)</b>	<b>(1,003)</b>
<b>Cash flows from financing activities – Payments</b>	–	–	–
Principal elements of lease payments	–	(12,800)	(10,223)
<b>Net cash used in financing activities</b>	–	<b>(12,800)</b>	<b>(10,223)</b>
Net increase/(decrease) in cash and cash equivalents	–	4,547	14,929

<b>Statement of Cash Flows</b>	<b>Notes</b>	<b>2024 \$'000</b>	<b>2023 \$'000</b>
Cash and cash equivalents at the beginning of the year	–	70,282	55,353
Adjustment for the reclassification of accrued salaries account	–	(10,644)	–
<b>Cash and cash equivalents at the end of the period</b>	<b>7.3.1</b>	<b>64,185</b>	<b>70,282</b>

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

## Administered schedules

Administered income and expenses by service

For the year ended 30 June 2024

**Table 15: Administered income and expenses by service**

Income	Notes	2024 \$'000	2023 \$'000
<b>Income from administered items</b>	–	–	–
Administered appropriations	–	1,260,000	–
<b>Total administered income</b>	–	<b>1,260,000</b>	–
<b>Expenses from administered items</b>	–	–	–
Grants and Subsidies Expense - State contribution to National Disability Insurance Scheme	–	1,201,886	–
<b>Total administered expenses</b>	–	<b>1,201,886</b>	–

## Administered assets and liabilities

For the year ended 30 June 2024

**Table 16: Administered assets and liabilities**

	Notes	2024 \$'000	2023 \$'000
<b>Current assets</b>	–	–	–
Cash and cash equivalents	–	68,901	–
<b>Total Administered Assets</b>	–	<b>68,901</b>	–

**Contingent Liability - National Disability Insurance Scheme (NDIS)**

During the year, the Department assumed the administration of the NDIS in Western Australia as an agent of the Western Australia State Government. The scheme was previously accounted for within the Disability Services Commission.

A contingent liability of \$62.8 million is disclosed for the NDIS Funding Assistance administered item. This contingent liability represents the unpaid portion of an invoice issued by the National Disability Insurance Agency (NDIA) which is subject to resolution of the actual amount payable under the agreement between Western Australia and the Commonwealth Government.

## Notes to the financial statements

### 1. Basis of preparation

The Department is a Government not-for-profit entity controlled by the State of Western Australia, which is the ultimate parent.

A description of the nature of its operations and its principal activities has been included in the Overview, which does not form part of these financial statements.

These annual financial statements were authorised for issue by the accountable authority of the Department on 16 September 2024.

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 2023-24 through to 2027-28, 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

The financial statements constitute general purpose financial statements that have been prepared in accordance with Australian Accounting Standards, the Framework, Statement of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standard Board as applied by Treasurer's instructions. Several of these are modified by Treasurer's instructions to vary application, disclosure, format and wording.

The Act and Treasurer's instructions are legislative provisions government the preparation of financial statements and take precedence over Australian Accounting Standards, the Framework, Statement of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standard Board. 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.

## Administered items

The Department administers, but does not control, certain activities and functions for and on behalf of Government that do not contribute to the Department's services or objectives. It does not have discretion over how it utilises the transactions in pursuing its own objectives. Transactions relating to the administered activities are not recognised as the Department's income, expenses, assets and liabilities, but are disclosed in the accompanying schedules as 'Administered income and expenses by service', and 'Administered assets and liabilities'.

The accrual basis of accounting and applicable Australian Accounting Standards has been adopted.

## 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 appropriations.

### **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: Provision of support services to other public sector agencies**

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 2024

**Table 17: Schedule of income and expenses by service**

Income and expenses	Community Services 2024 \$'000	Community Services 2023 \$'000	Homeless -ness Support Services 2024 \$'000	Homeless -ness Support Services 2023 \$'000	Earlier Intervention and Family Support Services 2024 \$'000	Earlier Intervention and Family Support Services 2023 \$'000	Preventing and Responding to Family and Domestic Violence 2024 \$'000	Preventing and Responding to Family and Domestic Violence 2023 \$'000
<b>Cost of services – Expenses</b>	–	–	–	–	–	–	–	–
Employee benefits expense	54,628	50,803	5,448	2,063	50,691	44,545	6,102	6,447
Supplies and services	27,513	21,627	1,492	2,980	11,480	9,371	2,951	1,716
Depreciation and amortisation expense	1,182	909	28	36	2,124	1,660	108	109
Finance costs	59	37	1	1	106	56	4	2
Accommodation expenses	3,961	3,253	1,218	852	4,673	4,452	443	304
Grants and subsidies	100,045	66,286	12,970	9,952	10,830	7,086	16,674	33,559

Income and expenses	Community Services 2024 \$'000	Community Services 2023 \$'000	Homeless-ness Support Services 2024 \$'000	Homeless-ness Support Services 2023 \$'000	Earlier Intervention and Family Support Services 2024 \$'000	Earlier Intervention and Family Support Services 2023 \$'000	Preventing and Responding to Family and Domestic Violence 2024 \$'000	Preventing and Responding to Family and Domestic Violence 2023 \$'000
Funding for services	58,883	51,265	73,471	66,970	42,651	37,813	73,668	60,996
Loss on disposal of non-current assets	–	19	–	–	–	11	–	1
Other expenses	879	1,086	133	33	1,043	1,001	99	112
<b>Total cost of services</b>	<b>247,150</b>	<b>195,285</b>	<b>94,761</b>	<b>82,887</b>	<b>123,598</b>	<b>105,995</b>	<b>100,049</b>	<b>103,246</b>
<b>Cost of services – Income</b>	–	–	–	–	–	–	–	–
User charges and fees	14,479	14,493	–	–	1	1	–	–
Other income	590	194	–	616	652	735	145	93
Commonwealth grants and contributions	611	1,021	25,514	27,739	–	70	41,765	47,378

Income and expenses	Community Services 2024 \$'000	Community Services 2023 \$'000	Homeless -ness Support Services 2024 \$'000	Homeless -ness Support Services 2023 \$'000	Earlier Intervention and Family Support Services 2024 \$'000	Earlier Intervention and Family Support Services 2023 \$'000	Preventing and Responding to Family and Domestic Violence 2024 \$'000	Preventing and Responding to Family and Domestic Violence 2023 \$'000
Gains on disposal of non-current assets	(107)	–	–	–	(61)	–	(1)	–
<b>Total income other than income from State Government</b>	<b>15,573</b>	<b>15,708</b>	<b>25,514</b>	<b>28,355</b>	<b>592</b>	<b>806</b>	<b>41,909</b>	<b>47,471</b>
<b>Net cost of services</b>	<b>231,577</b>	<b>179,577</b>	<b>69,247</b>	<b>54,532</b>	<b>123,006</b>	<b>105,189</b>	<b>58,140</b>	<b>55,775</b>
<b>Income from State Government</b>	–	–	–	–	–	–	–	–
Service appropriation	202,142	167,398	63,211	45,203	122,267	99,982	53,888	50,356
Resources received	598	691	58	21	640	638	65	72
Royalties for Regions Fund	1,024	1,163	3,820	5,176	141	168	4,360	1,306

Income and expenses	Community Services 2024 \$'000	Community Services 2023 \$'000	Homeless-ness Support Services 2024 \$'000	Homeless-ness Support Services 2023 \$'000	Earlier Intervention and Family Support Services 2024 \$'000	Earlier Intervention and Family Support Services 2023 \$'000	Preventing and Responding to Family and Domestic Violence 2024 \$'000	Preventing and Responding to Family and Domestic Violence 2023 \$'000
Income from other public sector entities	39,349	37,138	(372)	–	(4,101)	–	(418)	110
<b>Total income from State Government</b>	<b>246,956</b>	<b>206,390</b>	<b>67,089</b>	<b>50,400</b>	<b>123,056</b>	<b>100,788</b>	<b>58,313</b>	<b>51,844</b>
<b>Surplus/(Deficit) for the period</b>	<b>15,379</b>	<b>26,813</b>	<b>(2,158)</b>	<b>(4,132)</b>	<b>50</b>	<b>(4,401)</b>	<b>173</b>	<b>(3,931)</b>

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

**Table 18: Schedule of income and expenses by service**

Income and expenses	Child Protection Assessments and Investigations 2024 \$'000	Child Protection Assessments and Investigations 2023 \$'000	Care Arrangements and Support Services for Children in the CEO's care 2024 \$'000	Care Arrangements and Support Services for Children in the CEO's Care 2023 \$'000	Shared Cost Allocation 2024 \$'000	Shared Cost Allocation 2023 \$'000	Total 2024 \$'000	Total 2023 \$'000
<b>Cost of services – expenses</b>	–	–	–	–	–	–	–	–
Employee benefits expense	80,675	71,260	256,562	217,720	208,033	222,358	662,139	615,196
Supplies and services	13,296	14,459	44,379	43,061	42,116	33,167	143,227	126,381
Depreciation and amortisation expense	3,404	2,544	9,718	7,342	2,943	2,817	19,507	15,417
Finance costs	178	88	424	234	(28)	(9)	744	409
Accommodation expenses	7,130	7,086	24,038	22,753	16,687	12,471	58,141	51,171
Grants and subsidies	3,720	4,706	140,044	122,511	–	1,099	284,283	245,199
Funding for services	4,833	5,363	370,956	266,281	–	–	624,462	488,688

Income and expenses	Child Protection Assessments and Investigations 2024 \$'000	Child Protection Assessments and Investigations 2023 \$'000	Care Arrangements and Support Services for Children in the CEO's care 2024 \$'000	Care Arrangements and Support Services for Children in the CEO's Care 2023 \$'000	Shared Cost Allocation 2024 \$'000	Shared Cost Allocation 2023 \$'000	Total 2024 \$'000	Total 2023 \$'000
Loss on disposal of non-current assets	–	16	–	55	–	4	–	106
Other expenses	1,577	1,499	5,378	5,036	5,899	4,727	15,008	13,494
<b>Total cost of services</b>	<b>114,813</b>	<b>107,021</b>	<b>851,499</b>	<b>684,993</b>	<b>275,641</b>	<b>276,634</b>	<b>1,807,511</b>	<b>1,556,061</b>
<b>Income</b>	–	–	–	–	–	–	–	–
User charges and fees	3	2	60	75	–	–	14,543	14,571
Other income	1,089	1,068	2,670	3,002	258	856	5,404	6,564
Commonwealth grants and contributions	485	602	329	416	–	–	68,704	77,226
Gains on disposal of non-current assets	(103)	–	(287)	–	565	–	6	–
<b>Total income other than income from</b>	<b>1,474</b>	<b>1,672</b>	<b>2,772</b>	<b>3,493</b>	<b>823</b>	<b>856</b>	<b>88,657</b>	<b>98,361</b>



Income and expenses	Child Protection Assessments and Investigations 2024 \$'000	Child Protection Assessments and Investigations 2023 \$'000	Care Arrangements and Support Services for Children in the CEO's care 2024 \$'000	Care Arrangements and Support Services for Children in the CEO's Care 2023 \$'000	Shared Cost Allocation 2024 \$'000	Shared Cost Allocation 2023 \$'000	Total 2024 \$'000	Total 2023 \$'000
<b>State Government</b>								
<b>Net cost of services</b>	<b>113,339</b>	<b>105,349</b>	<b>848,727</b>	<b>681,500</b>	<b>274,818</b>	<b>275,778</b>	<b>1,718,854</b>	<b>1,457,700</b>
<b>Income from State Government</b>	–	–	–	–	–	–	–	–
Service appropriation	114,153	101,184	838,528	643,743	–	–	1,394,189	1,107,866
Resources received	964	955	3,267	3,210	–	–	5,592	5,587
Royalties for Regions Fund	166	188	515	586	–	–	10,026	8,587
Income from other public sector entities	(6,175)	5,863	27	–	308,538	272,725	351,779	315,836
<b>Total income from State Government</b>	<b>115,297</b>	<b>108,190</b>	<b>842,337</b>	<b>647,539</b>	<b>308,538</b>	<b>272,725</b>	<b>1,761,586</b>	<b>1,437,876</b>

Disclosures and legal compliance

Income and expenses	Child Protection Assessments and Investigations 2024 \$'000	Child Protection Assessments and Investigations 2023 \$'000	Care Arrangements and Support Services for Children in the CEO's care 2024 \$'000	Care Arrangements and Support Services for Children in the CEO's Care 2023 \$'000	Shared Cost Allocation 2024 \$'000	Shared Cost Allocation 2023 \$'000	Total 2024 \$'000	Total 2023 \$'000
<b>Surplus/(deficit ) for the period</b>	<b>1,958</b>	<b>2,841</b>	<b>(6,390)</b>	<b>(33,961)</b>	<b>33,720</b>	<b>(3,053)</b>	<b>42,732</b>	<b>(19,824)</b>

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

## 2.3 Schedule of assets and liabilities by service

As at 30 June 2024

**Table 19: Schedule of assets and liabilities by service**

Assets and Liabilities	Community Services 2024 \$'000	Community Services 2023 \$'000	Homeless -ness Support Services 2024 \$'000	Homeless -ness Support Services 2023 \$'000	Earlier Intervention and Family Support Services 2024 \$'000	Earlier Intervention and Family Support Services 2023 \$'000	Preventing and Responding to Family Domestic Violence 2024 \$'000	Preventing and Responding to Family Domestic Violence 2023 \$'000
<b>Assets</b>	–	–	–	–	–	–	–	–
Current assets	18,547	35,184	2,185	380	10,509	9,406	1,341	6,756
Non-current assets	29,007	23,115	807	732	40,317	35,870	2,222	2,384
<b>Total assets</b>	<b>47,554</b>	<b>58,299</b>	<b>2,992</b>	<b>1,112</b>	<b>50,826</b>	<b>45,276</b>	<b>3,563</b>	<b>9,140</b>
<b>Liabilities</b>	–	–	–	–	–	–	–	–
Current liabilities	27,394	23,876	2,026	648	21,383	19,963	2,246	2,495
Non-current liabilities	4,258	4,049	407	114	4,274	3,827	426	391
<b>Total liabilities</b>	<b>31,652</b>	<b>27,925</b>	<b>2,433</b>	<b>762</b>	<b>25,657</b>	<b>23,790</b>	<b>2,672</b>	<b>2,886</b>

Assets and Liabilities	Community Services 2024 \$'000	Community Services 2023 \$'000	Homeless -ness Support Services 2024 \$'000	Homeless -ness Support Services 2023 \$'000	Earlier Intervention and Family Support Services 2024 \$'000	Earlier Intervention and Family Support Services 2023 \$'000	Preventing and Responding to Family Domestic Violence 2024 \$'000	Preventing and Responding to Family Domestic Violence 2023 \$'000
<b>Net assets/ liabilities</b>	<b>15,902</b>	<b>30,374</b>	<b>559</b>	<b>350</b>	<b>25,169</b>	<b>21,486</b>	<b>891</b>	<b>6,254</b>

**Table 20: Schedule of assets and liabilities by service**

Income and Expenses	Child Protection Assessments and Investigations 2024 \$'000	Child Protection Assessments and Investigations 2023 \$'000	Care Arrangements and Support Services for children in the CEO's care 2024 \$'000	Care Arrangements and Support Services for Children in the CEO's care 2023 \$'000	Shared Cost Allocation 2024 \$'000	Shared Cost Allocation 2023 \$'000	Total 2024 \$'000	Total 2023 \$'000
<b>Assets</b>	–	–	–	–	–	–	–	–
Current assets	16,447	10,793	53,767	38,655	32,428	5,210	135,224	106,384
Non-current assets	64,383	55,672	249,057	212,838	–	–	385,793	330,611
<b>Total assets</b>	<b>80,830</b>	<b>66,465</b>	<b>302,824</b>	<b>251,493</b>	<b>32,428</b>	<b>5,210</b>	<b>521,017</b>	<b>436,995</b>

Income and Expenses	Child Protection Assessments and Investigations 2024 \$'000	Child Protection Assessments and Investigations 2023 \$'000	Care Arrangements and Support Services for children in the CEO's care 2024 \$'000	Care Arrangements and Support Services for Children in the CEO's care 2023 \$'000	Shared Cost Allocation 2024 \$'000	Shared Cost Allocation 2023 \$'000	Total 2024 \$'000	Total 2023 \$'000
<b>Liabilities</b>	–	–	–	–	–	–	–	–
Current liabilities	33,728	30,103	124,301	124,895	–	–	211,078	201,980
Non-current liabilities	7,105	5,792	21,488	19,184	–	–	37,958	33,357
<b>Total liabilities</b>	<b>40,833</b>	<b>35,895</b>	<b>145,789</b>	<b>144,079</b>	–	–	<b>249,036</b>	<b>235,337</b>
<b>Net assets</b>	<b>39,997</b>	<b>30,570</b>	<b>157,035</b>	<b>107,414</b>	<b>32,428</b>	<b>5,210</b>	<b>271,981</b>	<b>201,658</b>

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 21: Expenses incurred in the delivery of services**

<b>Expenses incurred in the delivery of services</b>	<b>Notes</b>	<b>2024 \$'000</b>	<b>2023 \$'000</b>
Employee benefits expenses	3.1.1	662,139	615,196
Employee related provisions	3.1.2	173,358	154,786
Grants and subsidies	3.2	284,283	245,199
Funding for services	3.3	624,462	488,688
Other expenditure	3.4	216,377	191,046

### 3.1.1 Employee benefits expenses

**Table 22: Employee benefits expenses**

Employee benefits expenses	2024 \$'000	2023 \$'000
Employee benefits	598,734	557,626
Superannuation – defined contributions plans	63,405	57,570
<b>Total employee benefits expenses</b>	<b>662,139</b>	<b>615,196</b>
Add: AASB 16 Non-monetary benefits (not included in employee benefits expense)	14,569	14,171
Less: Employee contribution (per the Statement of comprehensive income)	(3,162)	(2,708)
<b>Net employee benefits</b>	<b>673,546</b>	<b>626,659</b>

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 changes in 2017.

**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.

**Termination benefits** are payable when employment is terminated before normal retirement date, or when an employee accepts an offer of benefits in exchange for the termination of employment. Termination benefits are recognised when the Department is demonstrably committed to terminating the employment of current employees according to a detailed formal plan without possibility

of withdrawal or providing termination benefits as a result of an offer made to encourage voluntary redundancy. Benefits falling due more than 12 months after the end of the reporting period are discounted to present value.

**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

**Table 23: Employee-related provisions**

Employee-related provisions	2024 \$'000	2023 \$'000
<b>Employee benefits provisions – current</b>	–	–
Annual leave and other leave(a)	64,883	54,574
Long service leave(b)	66,202	57,732
Superannuation(c)	9,281	10,947
Purchased leave	389	328
<b>Sub-total</b>	<b>140,755</b>	<b>123,581</b>
<b>Other provisions</b>	–	–
Employment on-costs(d)	3,443	4,091
<b>Total current employee-related provisions</b>	<b>144,198</b>	<b>127,672</b>
<b>Employee benefits provisions – non-current</b>	–	–
Long service leave(b)	28,302	25,750
Deferred leave(e)	198	452
<b>Other provisions</b>	–	–
Employment on-costs(d)	660	912
<b>Total non-current employee-related provisions</b>	<b>29,160</b>	<b>27,114</b>
<b>Total employee-related provisions</b>	<b>173,358</b>	<b>154,786</b>

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.

**(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 24: Annual leave and other leave liabilities**

Annual leave and other leave liabilities	2024 \$'000	2023 \$'000
Within 12 months of the end of the reporting period	59,370	37,097
More than 12 months after the end of the reporting period	5,513	17,477
<b>Total</b>	<b>64,883</b>	<b>54,574</b>

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 25: Long service leave liabilities**

Long service leave liabilities	2024 \$'000	2023 \$'000
Within 12 months of the end of the reporting period	16,875	19,726
More than 12 months after the end of the reporting period	77,629	63,756
<b>Total</b>	<b>94,504</b>	<b>83,482</b>

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 26: Defined benefit superannuation plans**

Defined benefit superannuation plans	Pension Scheme 2024	Pre-transfer GSS benefit 2024	Pension Scheme 2023	Pre-transfer GSS benefit 2023
Carrying amount at start of period	10,113	834	10,594	1,418
Interest cost	339	24	337	39
Net actuarial losses/(gains) recognised	(790)	(29)	244	(91)
Benefits paid	(995)	(215)	(1,062)	(532)
<b>Carrying amount at end of the period</b>	<b>8,667</b>	<b>614</b>	<b>10,113</b>	<b>834</b>

**(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 27: Employment on-costs provision**

Employment on-costs provision	2024 \$'000	2023 \$'000
Carrying amount at start of period	5,003	4,348
Additional/(reversals of) provisions recognised	(900)	655
<b>Carrying amount at end of period</b>	<b>4,103</b>	<b>5,003</b>

(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 28: Deferred leave**

Deferred leave	2024 \$'000	2023 \$'000
Within 12 months of the end of the reporting period	–	–
More than 12 months after the end of the reporting period	198	452
<b>Total</b>	<b>198</b>	<b>452</b>

#### **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 29: Grants and subsidies**

Grants and subsidies	2024 \$'000	2023 \$'000
<b>Recurrent</b>	–	–
Bereavement assistance	965	1,092
Case support costs	46,198	35,106
Children's and leaving care subsidies	85,375	80,142
Grants and subsidies private bodies	64,976	69,935
Grants and subsidies to government agencies	25,308	1,018
Hardship Utility Grant Scheme	7,604	5,508
High needs placement programs	74	–
Natural disaster assistance	319	–
Seniors Cost of Living Rebate	28,862	25,890
Seniors Safety and Security Rebate	2,906	3,278
Other	21,696	23,230
<b>Total grants and subsidies</b>	<b>284,283</b>	<b>245,199</b>

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 30: Funding for services**

Funding for services	2024 \$'000	2023 \$'000
<b>Recurrent</b>	–	–
Care arrangements and support services for children in the CEO's care	370,956	266,281
Child protection assessments and investigations	4,833	5,363
Community services	58,883	51,265
Earlier intervention and family support services	42,651	37,813
Homelessness support services	73,471	66,970
Preventing and responding to family and domestic violence	73,668	60,996
<b>Total grants and subsidies</b>	<b>624,462</b>	<b>488,688</b>



### 3.4 Other expenditure

**Table 31: Other expenditure**

Other expenditure	2024 \$'000	2023 \$'000
<b>Supplies and services</b>	–	–
Communications	11,585	9,184
Consultants and contractors	47,494	50,434
Consumables	4,373	7,551
Contracts, equipment and licences	38,912	16,312
Leased equipment	2,415	877
Motor vehicle costs	5,251	4,842
Resources received free of charge – expenses	5,592	5,587
Service delivery agreement expenses – Housing Authority and Disability Service Commission	4,746	11,874
Staffing costs	11,367	8,164
Training	3,855	3,619
Travel	6,249	5,616
Other	1,388	2,321
<b>Total supplies and services expenses</b>	<b>143,227</b>	<b>126,381</b>

<b>Other expenditure</b>	<b>2024</b>	<b>2023</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Accommodation expenses</b>	–	–
Cleaning, gardening, security, rates and taxes	6,496	5,050
Insurance general	6,589	5,015
Minor works	925	1,892
Power, water and gas	3,101	2,049
Rentals	33,651	32,973
Repairs and maintenance – buildings	7,379	4,192
<b>Total accommodation expenses</b>	<b>58,141</b>	<b>51,171</b>
<b>Other expenses</b>	–	–
Audit fees	811	732
Employment on-costs	13,751	12,124
Expected credit losses expense	336	164
Repairs and maintenance – equipment	110	474
<b>Total other expenses</b>	<b>15,008</b>	<b>13,494</b>
<b>Total other expenditure</b>	<b>216,376</b>	<b>191,046</b>

**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 32: Funding sources**

Funding sources	Notes	2024 \$'000	2023 \$'000
Income from State Government	4.1	1,761,586	1,437,876
User charges and fees	4.2	14,543	14,571
Other income	4.3	5,404	6,564
Commonwealth grants and contributions	4.4	68,704	77,226
Gain/Loss on disposal of non-current assets	4.5	6	(106)

## 4.1 Income from State Government

**Table 33: Income from State Government**

Income from State Government	2024 \$'000	2023 \$'000
<b>Appropriations received during the period:</b>	–	–
Service appropriation	1,376,195	1,092,788
Salaries and Allowances Act	1,536	494
Amounts receivable for services	16,458	14,584
<b>Total</b>	<b>1,394,189</b>	<b>1,107,866</b>
<b>Resources received from other public sector entities:</b>	–	–
State Solicitor's Office – legal services	4,301	4,372
Department of Finance – leasing services and Rapid Antigen Tests	726	793
Department of Education – provide training and maintenance of students	285	159

<b>Income from State Government</b>	<b>2024 \$'000</b>	<b>2023 \$'000</b>
Landgate – land information and valuation services	13	11
Office of the Director of Public Prosecutions – working with Children Checks	23	4
Child and Adolescent Health Service – provide health assessments	234	228
Department of Primary Industries and Regional Development – office accommodation services	10	20
<b>Total services received</b>	<b>5,592</b>	<b>5,587</b>
<b>Royalties for Regions Fund:</b>	<b>–</b>	<b>–</b>
Regional Community Services Account – Department of Primary Industries and Regional Development	10,026	8,587
<b>Total Royalties for Regions Fund</b>	<b>10,026</b>	<b>8,587</b>
<b>Income from other public sector entities:</b>	<b>–</b>	<b>–</b>

<b>Income from State Government</b>	<b>2024 \$'000</b>	<b>2023 \$'000</b>
Wooroloo Bushfire	–	546
Cyclone Seroja	–	3,279
CLMIA Reform Project	–	227
Parenting Community Funding	572	547
Essential municipal services upgrade program (EMSUP)	4,018	20,517
Financial counselling	500	500
Support sector	213	204
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

<b>Income from State Government</b>	<b>2024 \$'000</b>	<b>2023 \$'000</b>
Kimberley Floods 2023	–	9,230
Emergency Relief and Support - Regional Preparedness and Coordination	31,808	–
Goldfields Service Delivery	3	–
Incident Management Team	605	–
Service Design and Operational Improvement	900	–
State-Wide Services Executive	47	–
National Redress Records FOI	4,575	7,319
Service delivery agreement income – Housing Authority and Disability Services Commission	308,538	272,725
<b>Total other funds received from State Government</b>	<b>351,779</b>	<b>315,836</b>
<b>Total income from State Government</b>	<b>1,761,586</b>	<b>1,437,876</b>



**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.

**Income from other public sector entities** is recognised as income when the Department has satisfied its performance obligations under the funding agreement. If there is no performance obligation, income will be recognised 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.

### Summary of consolidated account appropriations

For the year ended 30 June 2024

**Table 34: Summary of consolidated account appropriations**

Consolidated Account Appropriations	2024 Budget \$'000	2024 Section 25 transfers \$'000	2024 Additional Funding* \$'000	2024 Revised Budget \$'000	2024 Actual \$'000	2024 Variance \$'000
Delivery of services	–	–	–	–	–	–

<b>Consolidated Account Appropriations</b>	<b>2024 Budget \$'000</b>	<b>2024 Section 25 transfers \$'000</b>	<b>2024 Additional Funding* \$'000</b>	<b>2024 Revised Budget \$'000</b>	<b>2024 Actual \$'000</b>	<b>2024 Variance \$'000</b>
Item 71 Net amount appropriated to deliver services	1,033,518	2,753	357,133	1,393,404	1,392,653	(751)
Amount authorised by Other Statutes - <i>Salaries and Allowances Act 1975</i>	494	–	1,042	1,536	1,536	–
<b>Total appropriations provided to deliver services</b>	<b>1,034,012</b>	<b>2,753</b>	<b>358,175</b>	<b>1,394,940</b>	<b>1,394,189</b>	<b>(751)</b>
<b>Capital</b>	–	–	–	–	–	–
Item 141 Capital appropriations	10,472	–	9,607	20,079	20,079	–
<b>Administered Transactions</b>	–	–	–	–	–	–
Item 72 Administered Grants, Subsidies and other transfer payments	1,297,846	–	–	1,297,846	1,260,000	(37,846)

Consolidated Account Appropriations	2024 Budget \$'000	2024 Section 25 transfers \$'000	2024 Additional Funding* \$'000	2024 Revised Budget \$'000	2024 Actual \$'000	2024 Variance \$'000
<b>Total consolidated account appropriations</b>	<b>2,342,330</b>	<b>2,753</b>	<b>367,782</b>	<b>2,712,865</b>	<b>2,674,268</b>	<b>(38,597)</b>

\* Additional funding includes supplementary funding and new funding authorised under section 27 of the Act and amendments to standing appropriations

## 4.2 User charges and fees

**Table 35: User charges and fees**

User charges and fees	2024 \$'000	2023 \$'000
Adoption fees	65	70
Fines and penalties	313	97
Child care licensing fees	761	733
Working with Children screening fees	11,626	10,105
National Disability Insurance Scheme (NDIS) screening fees	1,778	3,556
Other	–	10
<b>Total user charges and fees</b>	<b>14,543</b>	<b>14,571</b>

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 Income

**Table 36: Other Income**

Other Income	2024 \$'000	2023 \$'000
Employee contributions (a)	3,162	2,708
Rebates and reimbursements	966	2,109
Revaluation of Assets	–	1,370
Provision written back	485	–
Other	791	377
<b>Total other income</b>	<b>5,404</b>	<b>6,564</b>

- (a) Income received by the Department from subleasing of right-of-use assets relates to lease payments received from operating leases. The Department has leased a number of right-of-use assets from the Government Regional Officer Housing (GROH), which it subleases out to employees at a subsidised rate. Information on the Department's leasing arrangements with GROH can be found in Note 3.1.1.

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 37: Commonwealth grants and contributions**

Commonwealth grants and contributions	2024 \$'000	2023 \$'000
National Housing and Homelessness Agreement	51,329	50,087
National Initiatives Program – Women's Safety Package	789	751
Indian Ocean Territories Service Delivery Program	495	439
Connected Beginnings Program – Roebourne	405	988
Family Court WA Pilot	485	482
NDIS Worker Screening-Legal	–	174
National Partnership Family Domestic Sexual Violence Responses	14,986	24,279
Local Support Coordinator	175	–
Canning Community Mens Shed	20	–
Unaccompanied Humanitarian Minors	20	26
<b>Total commonwealth grants and contributions</b>	<b>68,704</b>	<b>77,226</b>

#### 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 Gains/(Losses) on disposal of non-current assets

**Table 38: Gains/(Losses) on disposal of non-current assets**

Gains/(Losses) on disposal of non-current assets	2024 \$'000	2023 \$'000
<b>Net proceeds from disposal of non-current assets</b>	–	–
Right of use assets	2,314	1,849
<b>Carrying amount of non-current assets disposed</b>	–	–
Office machines, furniture and equipment	–	(108)
Right of use assets	(2,308)	(1,847)
<b>Net losses</b>	<b>6</b>	<b>(106)</b>

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 39: Key assets**

Key assets	Notes	2024 \$'000	2023 \$'000
Property, plant and equipment	5.1	151,795	121,947
Leasehold improvements	5.1	3,718	4,626
Work in progress	5.1,5.3	4,517	454
Right of use assets	5.2	14,728	10,078
Intangible assets	5.3	4,964	8,696

## 5.1 Property, plant and equipment

### Table 40: Property, plant and equipment year ended 30 June 2024

Year ended 30 June 2024	Land \$'000	Buildings \$'000	Office machines, furniture and equipment \$'000	Computer equipment \$'000	Leasehold improvements \$'000	Work in progress \$'000	Total \$'000
<b>1 July 2023</b>	–	–	–	–	–	–	–
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)
<b>Carrying amount at start of year</b>	<b>64,738</b>	<b>56,607</b>	<b>190</b>	<b>412</b>	<b>4,626</b>	<b>454</b>	<b>127,027</b>
Additions	182	1,134	259	–	124	26,837	28,536
Transfers to/(from) work in progress	–	21,022	1,724	–	28	(22,774)	–
Revaluation increments	3,316	5,465	–	–	–	–	8,781
Disposals	–	–	–	–	–	–	–
Depreciation	–	(2,759)	(310)	(185)	(1,060)	–	(4,314)
<b>Carrying amount at 30 June 2024</b>	<b>68,236</b>	<b>81,496</b>	<b>1,863</b>	<b>227</b>	<b>3,718</b>	<b>4,517</b>	<b>160,030</b>
Gross carrying amount	68,236	81,960	4,107	1,449	29,695	4,517	189,964
Accumulated depreciation	–	(491)	(2,244)	(1,222)	(25,977)	–	(29,934)



**Table 41: 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
<b>1 July 2022</b>	–	–	–	–	–	–	–
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)
<b>Carrying amount at start of year</b>	<b>60,490</b>	<b>52,050</b>	<b>309</b>	<b>599</b>	<b>5,606</b>	<b>6</b>	<b>119,060</b>
Additions	–	458	44	–	182	474	1,158
Transfers to/(from) work in progress	–	–	–	–	26	(26)	–
Revaluation increments/ (decrements)	4,248	6,186	–	–	–	–	10,434
Disposals	–	–	(27)	–	(81)	–	(108)
Depreciation	–	(2,087)	(136)	(187)	(1,107)	–	(3,517)
<b>Carrying amount at 30 June 2023</b>	<b>64,738</b>	<b>56,607</b>	<b>190</b>	<b>412</b>	<b>4,626</b>	<b>454</b>	<b>127,027</b>
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)

### **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 2023 by Landgate. The valuations were performed during the year ended 30 June 2024 and recognised at 30 June 2024. In undertaking the revaluation, fair value was determined by reference to market values for land: \$27.9 million (2023: \$28.2 million) and buildings: \$21.2million (2023: \$21.4 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, i.e. 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 42: Depreciation and impairment**

Charge for the period	2024 \$'000	2023 \$'000
<b>Depreciation</b>	–	–
Buildings	2,759	2,087
Office machines, furniture and equipment	310	136
Computer equipment	185	187
Leasehold improvements	1,060	1,107
<b>Total depreciation for the period</b>	<b>4,314</b>	<b>3,517</b>

As at 30 June 2024 there were no indications of impairment to property, plant and equipment.

All surplus assets at 30 June 2024 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:

<b>Asset</b>	<b>Useful life:</b>
Buildings	25 years
Leasehold Improvements	25 years or life of lease
Office machines, furniture & 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 43: Right-of-use assets**

Year ended 30 June 2024	Employee Housing – Government \$'000	Vehicles \$'000	Total \$'000
<b>1 July 2023</b>	–	–	–
Gross carrying amount	10,282	11,810	22,092
Accumulated amortisation	(4,405)	(7,609)	(12,014)
<b>Carrying amount at start of period</b>	<b>5,877</b>	<b>4,201</b>	<b>10,078</b>
Additions	12,730	4,857	17,587
Disposals	(2,211)	(97)	(2,308)
Depreciation	(7,407)	(3,222)	(10,629)
<b>Carrying amount at 30 June 2024</b>	<b>8,989</b>	<b>5,739</b>	<b>14,728</b>
Gross carrying amount	15,403	15,025	30,428
Accumulated amortisation	(6,414)	(9,286)	(15,700)

**Table 44: Right-of-use assets**

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



### **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 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 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 45: Leases recognised in the Statement of comprehensive income**

Leases recognised in the Statement of comprehensive income	2024 \$'000	2023 \$'000
Depreciation expense of right-of-use assets	10,629	8,219
Lease interest expense	744	409
<b>Total amount recognised in the Statement of comprehensive income</b>	<b>11,373</b>	<b>8,628</b>

The total cash outflow for leases in 2024 was \$12.800 million (2023: \$10.223 million). As at 30 June 2024 there were no indications of impairment to right-of-use assets.

### 5.3 Intangible assets

**Table 46: Intangible assets – Year ended 30 June 2024**

Year ended 30 June 2024	Computer software \$'000	Work in progress (WIP) \$'000	Total \$'000
<b>1 July 2023</b>	–	–	–
Gross carrying amount	44,606	–	44,606
Accumulated amortisation	(35,910)	–	(35,910)
<b>Carrying amount at start of year</b>	<b>8,696</b>	<b>–</b>	<b>8,696</b>
Additions	–	832	832
Transfers from work in progress	832	(832)	–
Amortisation expense	(4,564)	–	(4,564)
<b>Carrying amount at 30 June 2024</b>	<b>4,964</b>	<b>–</b>	<b>4,964</b>

**Table 47: Intangible assets – Year ended 30 June 2023**

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

### **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.

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

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

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:

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

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 48: Amortisation and impairment**

Charge for the period	2024 \$'000	2023 \$'000
Computer software	4,564	3,681
<b>Total amortisation for the year</b>	<b>4,564</b>	<b>3,681</b>

As at 30 June 2024, 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 49: Other assets and liabilities**

Other assets and liabilities	Notes	2024 \$'000	2023 \$'000
Receivables	6.1	74,385	32,200
Amounts receivable for services	6.2	190,624	174,234
Other current assets	6.3	12,101	14,478
Payables	6.4	60,121	69,902
Income received in advance	6.5	471	350

## 6.1 Receivables

**Table 50: Receivables**

Receivables	2024 \$'000	2023 \$'000
<b>Current</b>	–	–
Trade receivables	1,415	1,566
Employee-related receivables	12,112	16,674
Other receivables	365	385
Allowance for impairment of receivables (a)	(336)	(583)
Accrued revenue	36,269	5,210
GST receivable	9,045	8,948
<b>Total current</b>	<b>58,870</b>	<b>32,200</b>
<b>Non-current</b>	–	–
Accrued salaries account	15,515	–
<b>Total non-current</b>	<b>15,515</b>	–
<b>Total receivables</b>	<b>74,385</b>	<b>32,200</b>

Trade receivables are initially recognised at their transaction price or, for those receivables that contain a significant financing component, at fair value. The Department holds the receivables with the objective to collect the contractual cash flows and therefore subsequently measured at amortised cost using the effective interest method, less an allowance for impairment.



The Department recognises a loss allowance for expected credit loss (ECL) on a receivable not held at fair value through profit and loss. Individual receivables are written off when the Department has no reasonable expectations of recovering the contractual cash flows.

- (a) Based on the ECL assessment on Trade receivables as at 30 June 2024, the ECL rate was 0%. As such there was an immaterial credit risk exposure as at 30 June 2024. The allowance for impairment relates to employee related and other receivables. Please refer to Note 3.4 for the amount of ECL expensed in this reporting period.

Accrued salaries account contains amounts paid annually into the Treasurer's special purpose account. It is restricted for meeting the additional cash outflow for employee salary payments in reporting periods with 27 pay days instead of the normal 26. No interest is received on this account.

The account has been reclassified from "Restricted cash and cash equivalents" to "Receivables" as it is considered that funds in the account are not cash but a right to receive the cash in future. Comparative amounts have also been reclassified.

### 6.1.1 Movement in the allowance for impairment of receivables

**Table 51: Movement in the allowance for impairment of receivables**

Movement in the allowance for impairment of receivables	2024 \$'000	2023 \$'000
<b>Reconciliation of changes in the allowance for impairment of receivables</b>	–	–
Opening balance	583	496
Expected credit losses expense	336	164
Amount written back during the period	(485)	–
Amount written off during the period	(98)	(77)
<b>Allowance for impairment at end of period</b>	<b>336</b>	<b>583</b>

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

## 6.2 Amounts receivable for services (Holding Account)

**Table 52: Amounts receivable for services (Holding Account)**

Amounts receivable for services (Holding Account)	2024 \$'000	2023 \$'000
Current	68	68
Non-current	190,556	174,166
<b>Total amounts receivable for services at end of period</b>	<b>190,624</b>	<b>174,234</b>

**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 (i.e. there is no expected credit loss of the holding accounts).

### 6.3 Other assets

**Table 53: Other assets**

Other assets	2024 \$'000	2023 \$'000
<b>Current</b>	–	–
Prepayments	11,958	8,047
Right to receive services	–	6,333
Other – prepaid cards	143	98
<b>Total other assets at the end of period</b>	<b>12,101</b>	<b>14,478</b>

**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 54: Payables**

Payables	2024 \$'000	2023 \$'000
<b>Current</b>	–	–
Trade payables	13,929	20,121
Other payables	7,817	10,443
Accrued expenses	26,655	28,846
Accrued salaries	10,619	8,921
<b>Total current</b>	<b>59,020</b>	<b>68,331</b>
<b>Non-current</b>	–	–
Other – lease incentive liability	1,101	1,571
<b>Total non-current</b>	<b>1,101</b>	<b>1,571</b>
<b>Total payables at end of period</b>	<b>60,121</b>	<b>69,902</b>

**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. These funds form part of the restricted cash and cash equivalent balances in Note 7.4.

**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 55: Income received in advance**

Income received in advance	2024 \$'000	2023 \$'000
<b>Current</b>	–	–
Income received in advance	471	350
<b>Balance at end of period</b>	<b>471</b>	<b>350</b>

## 7. Financing

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

	<b>Notes</b>
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
Capital commitments	7.5

## 7.1 Lease liabilities

**Table 56: Lease liabilities**

Lease liabilities	2024 \$'000	2023 \$'000
<b>Current</b>	–	–
Lease liabilities (secured)	7,389	5,627
<b>Total current</b>	<b>7,389</b>	<b>5,627</b>
<b>Non-current</b>	–	–
Lease liabilities (secured)	7,697	4,672
<b>Total non-current</b>	<b>7,697</b>	<b>4,672</b>
<b>Balance lease liabilities at end of period</b>	<b>15,086</b>	<b>10,299</b>



### **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 57: Finance costs**

Finance costs	2024 \$'000	2023 \$'000
<b>Finance costs</b>	–	–
Lease interest expense	744	409
<b>Total finance costs expensed</b>	<b>744</b>	<b>409</b>

Finance costs represent the interest component of lease liability repayments.

## 7.3 Cash and cash equivalents

### 7.3.1 Reconciliation of cash

**Table 58: Reconciliation of cash**

Reconciliation of cash	2024 \$'000	2023 \$'000
Cash and cash equivalents	29,192	23,166
Restricted cash and cash equivalents	34,993	47,116
<b>Total cash and cash equivalents at end of period</b>	<b>64,185</b>	<b>70,282</b>

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.

Refer to Note 7.4 for further details on restricted cash and cash equivalents.

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

**Table 59: 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	2024 \$'000	2023 \$'000
Net cost of services	–	(1,718,854)	(1,457,700)
<b>Non-cash items</b>	–	–	–
Depreciation and amortisation expense	5.1, 5.3	19,507	15,417
Expected credit losses expense	3.4	336	164
Resources received	4.1	5,592	5,587
Net (gains)/losses on disposal of non-current assets	4.5	(6)	106
Revaluation of assets	3.4, 4.3	–	(1,370)
Provision written back	4.3	(485)	–
<b>(Increase)/decrease in assets</b>	–	–	–
Current receivables (a)	–	7,877	(15,940)
Other current assets	–	2,377	(11,898)
Non-current receivables	–	(4,166)	–
<b>Increase/(decrease) in liabilities</b>	–	–	–
Current payables (a)	–	(9,311)	5,716

<b>Reconciliation of net cost of services to net cash flows used in operating activities</b>	<b>Notes</b>	<b>2024 \$'000</b>	<b>2023 \$'000</b>
Current provisions	–	16,526	11,549
Other income received in advance	–	121	1
Non-current payables	–	(470)	(373)
Non-current provisions	–	2,046	1,895
Change in GST receivables/payables (b)	–	(97)	(2,981)
<b>Net cash used in operating activities</b>	–	<b>(1,679,007)</b>	<b>(1,449,827)</b>

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

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

## 7.4 Restricted cash and cash equivalents

**Table 60: Restricted cash and cash equivalents**

Restricted cash and cash equivalents	2024 \$'000	2023 \$'000
<b>Current</b>	–	–
Commonwealth Paid Parental Leave Scheme (a)	155	162
Essential and Municipal Services Improvement in Remote Aboriginal Areas (EMSUP)	2,762	23,390
Indian Ocean Territories Service Delivery Program (b)	102	129
National Redress Records	4,418	3,980
Redress Unclaimed Monies	93	93
Family Law Information Sharing	626	542
National Partnership Family Domestic Sexual Violence Respond	9,512	4,358
Royalties for Regions Fund (c)	1,517	420
National Housing and Homelessness Agreement (NHHA)	5,694	–
Community Services Trust (d)	174	187
Children and Young People in CEO's care private cash account (e)	1,335	1,068
Seniors Rebates (f)	1,418	1,500

<b>Restricted cash and cash equivalents</b>	<b>2024 \$'000</b>	<b>2023 \$'000</b>
Excess specific purpose funds – Housing Authority and Disability Services Commission (g)	5,708	643
Money incorrectly received – Disability Services Commission (h)	1,479	–
<b>Total</b>	<b>34,993</b>	<b>36,472</b>
<b>Non-current</b>	–	–
Accrued salaries suspense account (i)	–	10,644
<b>Total restricted cash and cash equivalents</b>	<b>34,993</b>	<b>47,116</b>

- (a) 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.
- (b) Funds held for the provision of Child Protection Programs for the Indian Ocean Territories. Refer to Note 9.8 Special purpose accounts.
- (c) These unspent funds are committed to projects and programs in WA regional areas.
- (d) Funds held in trust for children under the care of the Department. Refer to Note 9.8 Special purpose accounts.
- (e) 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.
- (f) Amounts representing unclaimed Senior rebates.
- (g) Excess prepaid payroll funds for the specific purpose of salaries payment refundable to Housing Authority and Disability Services Commission

- (h) Appropriations and miscellaneous receipts incorrectly deposited into the Department's bank account to be returned to Disability Services Commission. Funds held in the account for the purpose of meeting the 27th pay. The account has been reclassified to Receivables in the current 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 61: Capital commitments**

Capital commitments	2024 \$'000	2023 \$'000
Within 1 year	2,458	466
Later than 1 year and not later than 5 years	325	434
<b>Total</b>	<b>2,783</b>	<b>900</b>

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.

	<b>Notes</b>
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 62: Categories of financial instruments**

Categories of financial instruments	2024 \$'000	2023 \$'000
<b>Financial assets</b>	–	–
Cash and cash equivalents	29,192	23,166
Restricted cash and cash equivalents	34,993	47,116
Receivables (a)	65,340	23,252
Amounts receivable for services	190,624	174,234
<b>Total financial assets</b>	<b>320,149</b>	<b>267,768</b>
<b>Financial liabilities</b>	–	–
Financial liabilities measured at amortised cost (b)	59,020	68,331
Finance lease liability	15,086	10,299
<b>Total financial liabilities</b>	<b>74,106</b>	<b>78,630</b>

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

(b) The amount of financial liabilities at amortised cost excludes GST payable from the ATO (statutory payable).

**(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 63: Interest rate exposure and maturity analysis of financial assets and financial liabilities**

	Interest rate exposure					Nominal amount \$'000	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		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
<b>30 June 2024 Financial Assets</b>	–	–	–	–	–	–	–	–	–	–	–
Cash and cash equivalents	–	29,192	–	–	29,192	29,192	29,192	–	–	–	–
Restricted cash and cash equivalents	–	34,993	–	–	34,993	34,993	34,993	–	–	–	–
Receivables (a)	–	65,340	–	–	65,340	65,340	65,340	–	–	–	–
Amounts receivable for services	–	190,624	–	–	190,624	190,624	–	–	68	–	190,556

	Interest rate exposure					Nominal amount \$'000	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		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
<b>Total</b>	–	<b>320,149</b>	–	–	<b>320,149</b>	<b>320,149</b>	<b>129,525</b>	–	<b>68</b>	–	<b>190,556</b>
<b>30 June 2024 Financial liabilities</b>	–	–	–	–	–	–	–	–	–	–	–
Payables	–	59,020	–	–	59,020	59,020	59,020	–	–	–	–
Lease liabilities – employee housing	4.97	9,133	–	–	9,133	9,133	723	1,285	3,745	3,380	–
Lease liabilities – vehicles	6.94	5,953	–	–	5,953	5,953	151	149	1,336	4,101	216
<b>Total</b>	–	<b>74,106</b>	–	–	<b>74,106</b>	<b>74,106</b>	<b>59,894</b>	<b>1,434</b>	<b>5,081</b>	<b>7,481</b>	<b>216</b>

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

**Table 64: Interest rate exposure and maturity analysis of financial assets and financial liabilities**

Interest rate exposure and maturity dates	Weighted Average Effective Interest Rate %	Carrying Amount \$'000	Interest rate exposure			Nominal amount \$'000	Maturity dates					
			Interest rate exposure Fixed interest rate \$'000	Interest rate exposure Variable interest rate (ii) \$'000	Interest rate exposure Non-interest bearing \$'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	
<b>30 June 2023 Financial assets</b>	–	–	–	–	–	–	–	–	–	–	–	–
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
<b>Total</b>	<b>–</b>	<b>267,768</b>	<b>–</b>	<b>–</b>	<b>267,768</b>	<b>267,768</b>	<b>82,890</b>	<b>–</b>	<b>68</b>	<b>–</b>	<b>–</b>	<b>184,810</b>
<b>30 June 2023 Financial liabilities</b>	–	–	–	–	–	–	–	–	–	–	–	–

Interest rate exposure and maturity dates	Weighted Average Effective Interest Rate %	Carrying Amount \$'000	Interest rate exposure			Nominal amount \$'000	Maturity dates				
			Interest rate exposure Fixed interest rate \$'000	Interest rate exposure Variable interest rate (ii) \$'000	Interest rate exposure Non-interest bearing \$'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
Payables	–	68,331	–	–	68,331	68,331	–	–	–	–	
Lease liabilities- Employee Housing	4.40	5,932	–	–	5,932	490	859	2,687	1,896	–	
Lease liabilities- Vehicles	5.72	4,367	–	–	4,367	147	288	1,156	2,717	59	
<b>Total</b>	–	<b>78,630</b>	–	–	<b>78,630</b>	<b>68,968</b>	<b>1,147</b>	<b>3,843</b>	<b>4,613</b>	<b>59</b>	

(a) 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 Australian Human Rights Commission (AHRC) have notified the Department, through the State Solicitors Office, that a complaint has been brought against the State of Western Australia (through the Department and its officers) by seven Complainants, on behalf of themselves and on behalf of the Class Members. The Complainants claim that the Department and its officers have unlawfully discriminated against the Complainants and the Class Members based on their race, breaching the Racial Discrimination Act 1975 (Cth). The AHRC must consider whether to inquire into the complaints or terminate the complaints without inquiry. This action may however be subject to further legal action.

The State Solicitors Office is managing this issue on behalf of the Department and where there is any possible financial liability, the Department will recognise a contingent liability in its financial statements.

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 \$13.796 million (2023: \$16.481 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 65: Fair value measurements 2024**

2024 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	–	27,943	40,293	68,236
Buildings	5.1	–	21,153	60,316	81,469
<b>Total</b>	–	–	<b>49,096</b>	<b>100,609</b>	<b>149,705</b>

**Table 66: 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
<b>Total</b>	–	–	<b>49,634</b>	<b>71,710</b>	<b>121,344</b>

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 67: Fair value measurements 2024**

2024	Land \$'000	Buildings \$'000	Total \$'000
Fair value at start of period	36,535	35,175	71,710
Additions	182	1,102	1,284
Transfers in	–	21,022	21,022
Revaluation increments	1,731	3,418	5,149
Transfers from/(to) Level 2	1,845	1,562	3,407
Depreciation expense	–	(1,963)	(1,963)
<b>Fair value at end of period</b>	<b>40,293</b>	<b>60,316</b>	<b>100,609</b>

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

**Table 68: Fair value measurements 2023**

<b>2023</b>	<b>Land \$'000</b>	<b>Buildings \$'000</b>	<b>Total \$'000</b>
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)
<b>Fair value at end of period</b>	<b>36,535</b>	<b>35,175</b>	<b>71,710</b>

**Valuation processes**

There were no changes in valuation techniques during the period.

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, ie. 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.

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

### 9.1 Events occurring after the end of the reporting period

There were no events occurring after the end of the reporting period except for the possible financial liability relating to the complaint brought against the State of Western Australia (through the Department and its officers). Refer to Note 8.2.2.

## 9.2 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.



### 9.3 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 2020-1	<p><i>Amendments to Australian Accounting Standards – Classification of Liabilities as Current or Non-current</i></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>	<b>1 Jan 2024</b>
AASB 2022-10	<p><i>Amendments to Australian Accounting Standards – Fair Value Measurement of Non-Financial Assets of Not-for-Profit Public Sector Entities.</i></p>	<b>1 Jan 2024</b>

This Standard amends AASB 13 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. Specifically, it provides guidance on how the cost approach is to be applied to measure the asset's fair value, including guidance on the nature of costs to include in the replacement cost of a reference asset.

As such, for non-financial assets measured by the cost approach, professional and management fees are to be included in the replacement cost of a reference asset (that are currently excluded by the valuer). This is likely to increase the fair value of those assets (and a corresponding increase in other comprehensive income accumulated in revaluation surplus).

## 9.4 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 69: Compensation band**

Compensation band (\$)	2024	2023
550,001 – 600,000	–	1
500,001 – 550,000	1	–
350,001 – 400,000	2	1
250,001 – 300,000	1	3
200,001 – 250,000	6	3
150,001 – 200,000	1	1
50,001 – 100,000	1	–
0 – 50,000	1	1
<b>Total</b>	<b>13</b>	<b>10</b>

**Table 70: Compensation of senior officers**

<b>Compensation of senior officers</b>	<b>2024 \$'000</b>	<b>2023 \$'000</b>
Short-term employee benefits	2,601	2,178
Post-employment benefits	310	244
Other long-term benefits	315	223
Termination benefits	56	11
<b>Total compensation of senior officers</b>	<b>3,282</b>	<b>2,656</b>

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

## 9.5 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 (i.e. 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 9.10);
- 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 9.9); 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.

### 9.6 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.

### 9.7 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 71: Affiliated bodies**

	2024 \$'000	2023 \$'000
Child Protection and Family Support	407,898	307,672
Community Development	54,245	37,270
<b>Total</b>	<b>462,143</b>	<b>344,942</b>

## 9.8 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 72: Community Services Trust**

Community Services Trust	2024 \$'000	2023 \$'000
Balance at start of period	187	156
Receipts	203	188
Payments	(216)	(157)
<b>Balance at end of period</b>	<b>174</b>	<b>187</b>

**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 73: Children and Young People in Chief Executive Officer's Care Private Cash Account**

<b>Children and Young People in Chief Executive Officer's Care Private Cash Account</b>	<b>2024 \$'000</b>	<b>2023 \$'000</b>
<b>Balance at start of period</b>	1,068	1,158
Receipts	371	28
Payments	(104)	(118)
<b>Balance at end of period</b>	<b>1,335</b>	<b>1,068</b>



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 74: Indian Ocean Territories Service Delivery Program**

Indian Ocean Territories Service Delivery Program	2024 \$'000	2023 \$'000
<b>Balance at start of period</b>	129	161
Receipts	495	438
Payments	(522)	(470)
<b>Balance at end of period</b>	<b>102</b>	<b>129</b>

## 9.9 Remuneration of auditors

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

**Table 75: Remuneration of auditors**

Remuneration of auditors	2024 \$'000	2023 \$'000
Auditing the accounts, controls, financial statements and key performance indicators	781	679

## 9.10 Equity

**Table 76: Equity**

Equity	2024 \$'000	2023 \$'000
<b>Contributed equity</b>	–	–
Balance at start of period	253,338	195,129
<b>Contribution by owners</b>	–	–
Capital appropriations	20,079	48,211
Digital Capability Fund	965	8,766
Transfer in from other agencies	1,795	1,232
<b>Total contribution by owners</b>	<b>22,839</b>	<b>58,209</b>
<b>Distributions to owners</b>	–	–
Digital Capability fund	(4,029)	–
<b>Total distributions to owners</b>	<b>(4,029)</b>	–
<b>Total contributed equity at end of period</b>	<b>272,148</b>	<b>253,338</b>
<b>Asset revaluation surplus</b>	–	–
Balance at the start of period	12,455	3,391
Land	3,316	2,877
Buildings	<b>5,465</b>	<b>6,187</b>
<b>Balance at end of period</b>	<b>21,236</b>	<b>12,455</b>

Equity	2024 \$'000	2023 \$'000
<b>Accumulated surplus/(deficit)</b>	–	–
Balance at start of period	(64,135)	(44,311)
Result for the period	42,732	(19,824)
<b>Accumulated surplus/(deficit) at end of period</b>	<b>(21,403)</b>	<b>(64,135)</b>
<b>Total equity at end of period</b>	<b>271,981</b>	<b>201,658</b>

## 9.11 Supplementary financial information

### (a) Write-offs

The Accountable Authority

**Table 77: Write-offs**

Write-offs	2024 \$'000	2023 \$'000
Subsidy overpayments (foster carers)	48	70
Office equipment	–	5
Other	50	7
<b>Total</b>	<b>98</b>	<b>82</b>

**(b) Gifts of public property**

**Table 78: Gifts of public property**

Gifts of public property	2024 \$'000	2023 \$'000
Gifts of public property provided by the Department	1	2
<b>Total</b>	<b>1</b>	<b>2</b>

**(c) Act of Grace payments**

During the reporting period there was no Act of Grace payment (2023: 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
Explanatory statement for administered items	10.2

### 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 2024, and between the actual results for 2024 and 2023 are shown below. Narratives are provided for major variances which are more than 10% of the comparative and which are also more than 1% of the following (as appropriate):

1. Estimate and actual results for the current year:
  - Total Cost of Services of the annual estimates for the Statement of comprehensive income and Statement of cash flows (i.e. 1% of \$1,408,885,000), and
  - Total Assets of the annual estimates for the Statement of financial position (i.e. 1% of \$367,194,000).
2. Actual results between the current year and the previous year:

- Total Cost of Services of the previous year for the Statements of comprehensive income and Statement of cash flows (i.e. 1% of \$1,556,061,000), and
- Total Assets of the previous year for the Statement of financial position (i.e. 1% of \$436,995,000).

**(a) Statement of comprehensive income variances****Table 79: Statement of comprehensive income variances**

Statement of comprehensive income variances	Variance notes	Estimate* 2024 \$'000	Actual 2024 \$'000	Actual 2023 \$'000	Variance between actual and estimate \$'000	Variance between actual results for 2024 and 2023 \$'000
<b>Expenses</b>	–	–	–	–	–	–
Employee benefits expense	–	635,515	662,139	615,196	26,624	46,943
Supplies and services	1, a	66,213	143,227	126,381	77,014	16,846
Depreciation and amortisation expense	–	16,449	19,507	15,417	3,058	4,090
Finance costs	–	712	744	409	32	335
Accommodation expenses	2	38,356	58,141	51,171	19,785	6,970
Grants and subsidies	3, b	238,025	284,283	245,199	46,258	39,084
Funding for services	4, c	387,074	624,462	488,688	237,388	135,774
Loss on disposal of non-current assets	–	–	–	106	–	(106)
Other expenses	–	26,541	15,008	13,494	(11,533)	1,514
<b>Total cost of services</b>	–	<b>1,408,885</b>	<b>1,807,511</b>	<b>1,556,061</b>	<b>398,626</b>	<b>251,450</b>
<b>Revenue and Income</b>	–	–	–	–	–	–

Statement of comprehensive income variances	Variance notes	Estimate* 2024 \$'000	Actual 2024 \$'000	Actual 2023 \$'000	Variance between actual and estimate \$'000	Variance between actual results for 2024 and 2023 \$'000
User charges and fees	–	13,500	14,543	14,571	1,043	(28)
Other revenue	–	3,319	5,404	6,564	2,085	(1,160)
Commonwealth grants and contributions	5	44,453	68,704	77,226	24,251	(8,522)
Gains on disposal of non-current assets	–	–	6	–	6	6
<b>Total income other than income from State Government</b>	–	<b>61,272</b>	<b>88,657</b>	<b>98,361</b>	<b>27,385</b>	<b>(9,704)</b>
<b>Net cost of services</b>	–	<b>1,347,613</b>	<b>1,718,854</b>	<b>1,457,700</b>	<b>371,241</b>	<b>261,154</b>
<b>Income from State Government</b>	–	–	–	–	–	–
Service appropriation	6, d	1,036,697	1,394,189	1,107,866	357,492	286,323
Resources received	–	5,268	5,592	5,587	324	5
Royalties for Regions Fund	–	12,987	10,026	8,587	(2,961)	1,439
Income from other public sector entities	7, e	278,432	351,779	315,836	73,347	35,943
<b>Total income from State Government</b>	–	<b>1,333,384</b>	<b>1,761,586</b>	<b>1,437,876</b>	<b>428,202</b>	<b>323,710</b>



Statement of comprehensive income variances	Variance notes	Estimate* 2024 \$'000	Actual 2024 \$'000	Actual 2023 \$'000	Variance between actual and estimate \$'000	Variance between actual results for 2024 and 2023 \$'000
<b>Surplus/(Deficit) for the period</b>	—	(14,229)	42,732	(19,824)	56,961	62,556
<b>Other comprehensive income</b>	—	—	—	—	—	—
Changes in asset revaluation reserve	—	—	8,781	9,064	8,781	(283)
<b>Total other comprehensive income</b>	—	—	8,781	9,064	8,781	(283)
<b>Total comprehensive income/(loss) for the period</b>	—	(14,229)	51,513	(10,760)	65,742	62,273

\* The estimates are published in accordance with TI 953 Annual Estimates.

## Major Variance Narratives

### Variations between estimate and actual results for 2024

1. Supplies and services are \$77.0 million (116.3%) higher than the Published Budget primarily due to:
  - Additional expenditure associated with the Service Delivery Agreement (SDA) between the Department of Communities, who provides human resources and business and operational support services to the Housing Authority and Disability Services Commission. The Department currently does not budget for shared supplies and services expenditure associated with the SDA;
  - Increased costs to support the development and implementation of IT systems and software; and
  - Additional cost associated with bringing in and coordinating external resources and logistics to manage the impact on Aboriginal communities impacted by the 2023 Kimberley Floods.
  
2. Accommodation expenses are \$19.8 million (51.6%) higher than the Published Budget primarily due to additional expenditure associated with the Service Delivery Agreement (SDA) between the Department of Communities, who provides human resources and business and operational support services to the Housing Authority and Disability Services Commission. The Department currently does not budget for shared accommodation expenditure associated with the SDA.
  
3. Grants and subsidies are \$46.3 million (19.4%) higher than the Published Budget primarily due to:
  - The execution of the transfer of responsibility for water and power services from the Department to the Water Corporation and Horizon Power to assist in improving water and electrical infrastructure in town based Aboriginal communities as part of Essential and Municipal Services Upgrade Program (EMSUP); and
  - An increase in case support cost 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 \$237.4 million (61.3%) higher than the Published Budget primarily due to:

- 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 and transitional high needs;
- The post 2023-24 Published Budget extension of the National Housing and Homelessness Agreement (NHHA) which resulted in a \$17 million funding increase and a commensurate increase to service providers compared to the 2023-24 Published Budget; and
- Increased cost pressures resulting from the current economic environment that are affecting all departmental programs.

5. Commonwealth grants and contributions are \$24.3 million (54.6%) higher than the Published Budget primarily due to the extension of the National Housing and Homelessness Agreement (NHHA) which resulted in a \$17 million funding increase compared to the 2023-24 Published Budget.

6. Service appropriation are \$357.5 million (34.5%) higher than the Published Budget primarily due to:

- The receipt of supplementary funding to support Out of Home Care;
- The receipt of supplementary funding to support a department wide funding deficit;
- Additional funding to support the transition and commissioning of new contractual Out of Home Care arrangements;
- Additional funding to increase family and domestic violence accommodation services and increase sector engagement;
- Additional funding to increase cost of living support to Foster Carers;
- Additional funding to reflect cost pressures associated with Government Regional Officers' Housing (GROH);
- Additional funding to provide incentives and promote retention of Child Protection and Housing Services works in regional areas; and
- An increase in funding associated with the new government wages policy relating to Family Support Officers and Social Trainers.

7. Income from other public sector entities is \$73.3 million (26.3%) higher than the Published Budget primarily due to the recognition of income not contained within the Published Budget associated with the Service Delivery Agreement (SDA) between

the Department of Communities to the Housing Authority and Disability Services Commission. The Published Budget includes employee type expenditure but does not include overhead type expenditure associated with 'supplies and services' and accommodation.

### **Variations between actual results for 2024 and 2023**

- (a) Supplies and services are \$16.8 million (13.3%) higher than 2022-23 primarily due to increased expenditure associated with providing Information and Communications Technology support services for the Department (\$16.7 million higher than 2023).
- (b) Grants and subsidies are \$39.1 million (15.9%) higher than 2022-23 primarily due to:
- The execution of the transfer of responsibility for water and power services from the Department to the Water Corporation and Horizon Power to assist in improving water and electrical infrastructure in town based Aboriginal communities as part of Essential and Municipal Services Upgrade Program (EMSUP) (\$24.3 million higher than 2022-23);
  - An increase in case support cost to support children in the care of the CEO (\$11.1 million higher than 2022-23); and
  - An increase in Children's and Leaving Care Subsidies (\$5.2 million higher than 2023).
- (c) Funding for services is \$135.8 million (27.8%) higher than 2022-23 primarily due to an increased number of children in care arrangements, an increased number of children that have complex needs and therefore require intensive support resulting in increased costs; and the additional costs of transitioning from the old model to the new model of managing Out of Home Care (OOHC) contracts with service providers. Examples of the care arrangements that increased in cost include providing:
- OOHC community foster care (\$36.7 million increase compared to 2022-23);
  - OOHC group care (\$28.5 million increased compared to 2022-23);
  - OOHC community care (\$26.3 million increased compared to 2022-23);
  - Support arrangements to out of home care providers to meet the needs of children or young people in care (Care Arrangement Support Cost (CASC)) (\$19.5 million increased compared to 2022-23); and

- Disability Placements (\$23.7 million increased compared to 2022-23).
- (d) Service appropriation is \$286.3 million (25.8%) higher than 2022-23 primarily due to:
- The receipt of supplementary funding to support Out of Home Care (\$141.4 million increase compared to 2022-23);
  - The receipt of supplementary funding to support a department wide funding deficit (\$62.5 million increase compared to 2022-23);
  - Additional funding to support the transition and commissioning of new contractual Out of Home Care arrangements (\$55.8 million increase compared to 2022-23);
  - Additional funding to assist the Department deal with rise in RiskCover insurance premiums (\$8.4 million increase compared to 2022-23);
  - Additional funding required to implement the redesigned Aboriginal Community Connectors Program (\$7.5 million increase compared to 2022-23); and
  - Additional funding to increase family and domestic violence accommodation services and increase sector engagement (\$4.4 million increase compared to 2022-23).
- (e) Income from other public sector entities is \$35.9 million (11.4%) higher than 2022-23 primarily due to the increase in the income recognised 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. In addition, the Department received funding from the Disaster Recovery Funding Arrangements (DRFA) associated with Kimberley Flood Recovery.

**(b) Statement of financial position variances****Table 80: Statement of financial position variances**

Statement of financial position variances	Variance notes	Estimate* 2024 \$'000	Actual 2024 \$'000	Actual 2023 \$'000	Variance between estimate and actual \$'000	Variance between actual results for 2024 and 2023 \$'000
<b>Assets</b>	–	–	–	–	–	–
<b>Current Assets</b>						
Cash and cash equivalents	–	760	29,192	23,166	28,432	6,026
Restricted cash and cash equivalents	–	18,734	34,993	36,472	16,259	(1,479)
Receivables	–	13,279	58,870	32,200	45,591	26,670
Amounts receivable for services	–	68	68	68	–	–
Other current assets	1	2,580	12,101	14,478	9,521	(2,377)

Statement of financial position variances	Variance notes	Estimate* 2024 \$'000	Actual 2024 \$'000	Actual 2023 \$'000	Variance between estimate and actual \$'000	Variance between actual results for 2024 and 2023 \$'000
<b>Total Current Assets</b>	–	<b>35,421</b>	<b>135,224</b>	<b>106,384</b>	<b>99,803</b>	<b>28,840</b>
<b>Non-Current Assets</b>	–	–	–	–	–	–
Restricted cash and cash equivalents	–	–	–	10,644	–	(10,644)
Receivables	–	10,576	15,515	–	4,939	15,515
Amounts receivable for services	–	192,460	190,556	174,166	(1,904)	16,390
Property, plant and equipment	2, a	107,876	151,795	121,947	43,919	29,848
Leasehold improvements	–	1,179	3,718	4,626	2,539	(908)
Work in progress	3	6	4,517	454	4,511	4,063

Statement of financial position variances	Variance notes	Estimate* 2024 \$'000	Actual 2024 \$'000	Actual 2023 \$'000	Variance between estimate and actual \$'000	Variance between actual results for 2024 and 2023 \$'000
Right-of-use assets	b	11,450	14,728	10,078	3,278	4,650
Intangible assets	–	8,226	4,964	8,696	(3,262)	(3,732)
<b>Total Non-Current Assets</b>	–	<b>331,773</b>	<b>385,793</b>	<b>330,611</b>	<b>54,020</b>	<b>55,182</b>
<b>Total Assets</b>	–	<b>367,194</b>	<b>521,017</b>	<b>436,995</b>	<b>153,823</b>	<b>84,022</b>
<b>Liabilities</b>	–	–	–	–	–	–
<b>Current Liabilities</b>	–	–	–	–	–	–
Payables	–	65,276	59,020	68,331	(6,256)	(9,311)
Lease liabilities	–	5,620	7,389	5,627	1,769	1,762
Income received in advance	–	349	471	350	122	121
Employee-related provisions	4, c	116,124	144,198	127,672	28,074	16,526



Statement of financial position variances	Variance notes	Estimate* 2024 \$'000	Actual 2024 \$'000	Actual 2023 \$'000	Variance between estimate and actual \$'000	Variance between actual results for 2024 and 2023 \$'000
<b>Total Current Liabilities</b>	–	<b>187,369</b>	<b>211,078</b>	<b>201,980</b>	<b>23,709</b>	<b>9,098</b>
<b>Non-Current Liabilities</b>	–	–	–	–	–	–
Payables	–	1,944	1,101	1,571	(843)	(470)
Lease liabilities	–	6,215	7,697	4,672	1,482	3,025
Employee related provisions	5	25,219	29,160	27,114	3,941	2,046
<b>Total Non-Current Liabilities</b>	–	<b>33,378</b>	<b>37,958</b>	<b>33,357</b>	<b>4,580</b>	<b>4,601</b>
<b>Total Liabilities</b>	–	<b>220,747</b>	<b>249,036</b>	<b>235,337</b>	<b>28,289</b>	<b>13,699</b>
<b>Net Assets</b>	–	<b>146,447</b>	<b>271,981</b>	<b>201,658</b>	<b>125,534</b>	<b>70,323</b>
<b>Equity</b>	–	–	–	–	–	–
Contributed equity	–	205,180	272,148	253,338	66,968	18,810
Accumulated deficit	–	(62,350)	(21,403)	(64,135)	40,947	42,732

Statement of financial position variances	Variance notes	Estimate* 2024 \$'000	Actual 2024 \$'000	Actual 2023 \$'000	Variance between estimate and actual \$'000	Variance between actual results for 2024 and 2023 \$'000
Reserves	–	3,617	21,236	12,455	17,619	8,781
<b>Total Equity</b>	–	<b>146,447</b>	<b>271,981</b>	<b>201,658</b>	<b>125,534</b>	<b>70,323</b>

\* The estimates are published in accordance with TI 953 Annual Estimates.

## Major variance narratives

### Variations between estimate and actual results for 2024

1. Other current assets are \$9.5 million (369.0%) higher than the Published Budget primarily due to prepayment of software licenses and other Information Technology services being higher than budgeted.
2. Property, plant and equipment is \$43.9 million (40.7%) higher than the Published Budget primarily due to the commissioning of 131 modules relating to the Kimberley Floods Relief Phase 2 Temporary Accommodation Program. In addition, the annual Landgate revaluation of land and buildings contributed to the increase.
3. Work in progress is \$4.5 million (75183%) higher than the Published Budget primarily due to the non-commissioning of 19 modules relating to the Kimberley Floods Relief Phase 2 Temporary Accommodation Program. In addition, there are several metro and regional office redevelopments that have not been commissioned and therefore not capitalised.
4. Current employee related provisions are \$28.1 million (24.2%) higher than the Published Budget primarily due to the actuarial assessment concluding that the provision should be increased to consider:
  - projected leave-on-leave on-cost; and
  - additional employees and other valuation assumptions that include increased wages resulting from salary increases from the government's wages policy, Government Bond discount rates and demographic assumptions.

5. Non-current employee related provisions are \$3.9 million (15.6%) higher than the Published Budget primarily due to the actuarial assessment factoring in assumptions different from the Published Budget including increased leave-on-leave on-costs and increased wages resulting from salary increases from the government's wages policy.

### **Variations between actual results for 2024 and 2023**

(a) Property, plant and equipment is \$29.8 million (24.5%) higher than 2022-23 primarily due to the commissioning of 131 modules relating to the Kimberley Floods Relief Phase 2 Temporary Accommodation Program (\$21 million increase compared to 2022-23). In addition, the annual Landgate revaluation of land and buildings contributed to the increase (\$8.8 million increase compared to 2022-23).

(b) Right-of-use assets are \$4.7 million (46.1%) higher than 2022-23 primarily due to a net increase of 34 properties through 2024 relating to the Government Regional Officer Housing Program.

(c) Employee related provisions are \$16.5 million (12.9%) higher than 2022-23 primarily due to the actuarial assessment concluding that the provision should be increased to consider:

- an additional \$8.2 million leave-on-leave on-cost; and
- the remaining \$8.3 million relates to approximately 360 additional employees and other valuation assumptions that include increased wages resulting from salary increases from the government's wages policy, Government Bond discount rates and demographic assumptions.

## (c) Statement of cash flows variances

**Table 81: Statement of cash flows variances**

Statement of cash flows variances	Variance notes	Estimate* 2024 \$'000	Actual 2024 \$'000	Actual 2023 \$'000	Variance between estimate and actual \$'000	Variance between actual results for 2024 and 2023 \$'000
<b>Cash flows from State Government – payments</b>	–	–	–	–	–	–
Digital Capability Fund	–	–	(3,064)	–	(3,064)	(3,064)
<b>Cash flows from State Government – receipts</b>	–	–	–	–	–	–
Service appropriation	1, a	1,020,248	1,376,195	1,092,788	355,947	283,407
Capital appropriations	b	10,472	20,079	48,211	9,607	(28,132)
Holding account drawdown	–	68	68	68	–	–
Royalties for Regions Fund	–	12,987	10,026	8,587	(2,961)	1,439
National Redress Records	–	2,893	4,575	7,319	1,682	(2,744)

Statement of cash flows variances	Variance notes	Estimate* 2024 \$'000	Actual 2024 \$'000	Actual 2023 \$'000	Variance between estimate and actual \$'000	Variance between actual results for 2024 and 2023 \$'000
Digital Capability Fund	–	6,250	–	8,766	(6,250)	(8,766)
Income from other public sector entities - Service delivery agreement	2	248,557	274,237	272,725	25,680	1,512
Income from other public sector entities - others	–	29,875	40,202	37,518	10,327	2,684
<b>Net cash provided by State Government</b>	–	<b>1,331,350</b>	<b>1,722,318</b>	<b>1,475,982</b>	<b>390,968</b>	<b>246,336</b>
<b>Utilised as follows:</b>	–	–	–	–	–	–
<b>Cash Flow from operating activities Payments</b>	–	–	–	–	–	–
Employee benefits	–	(634,065)	(648,402)	(616,047)	(14,337)	(32,355)
Supplies and services	3, c	(63,383)	(136,120)	(155,162)	(72,737)	19,042

Statement of cash flows variances	Variance notes	Estimate* 2024 \$'000	Actual 2024 \$'000	Actual 2023 \$'000	Variance between estimate and actual \$'000	Variance between actual results for 2024 and 2023 \$'000
Finance costs	–	(712)	(744)	(409)	(32)	(335)
Accommodation	4	(37,895)	(58,141)	(51,171)	(20,246)	(6,970)
Grants and subsidies	5, d	(238,025)	(284,283)	(247,716)	(46,258)	(36,567)
Funding for services	6, e	(385,527)	(624,462)	(465,306)	(238,935)	(159,156)
GST payments on purchases	7, f	(42,397)	(93,052)	(71,719)	(50,655)	(21,333)
Other payments	–	(26,148)	(15,142)	(11,008)	11,006	(4,134)
<b>Receipts</b>	–	–	–	–	–	–
User charges and fees	–	13,345	14,664	14,572	1,319	92

Statement of cash flows variances	Variance notes	Estimate* 2024 \$'000	Actual 2024 \$'000	Actual 2023 \$'000	Variance between estimate and actual \$'000	Variance between actual results for 2024 and 2023 \$'000
Commonwealth grants and contributions	8	41,560	68,704	77,226	27,144	(8,522)
GST receipts on sales	–	82	401	465	319	(64)
GST receipts from taxation authority	9, g	42,315	92,651	71,254	50,336	21,397
Other receipts	–	3,474	4,919	5,194	1,445	(275)
<b>Net cash used in operating activities</b>	–	<b>(1,327,376)</b>	<b>(1,679,007)</b>	<b>(1,449,827)</b>	<b>(351,631)</b>	<b>(229,180)</b>
<b>Cash flows from investing activities – receipts</b>	–	–	–	–	–	–
Proceeds from sale of non-current assets	–	–	2,314	1,849	5,424	465
<b>Cash flows from investing activities – payments</b>	–	–	–	–	–	–



Statement of cash flows variances	Variance notes	Estimate* 2024 \$'000	Actual 2024 \$'000	Actual 2023 \$'000	Variance between estimate and actual \$'000	Variance between actual results for 2024 and 2023 \$'000
Purchase of non-current assets	10, h	(3,110)	(28,278)	(2,852)	(25,168)	(25,426)
<b>Net cash used in investing activities</b>	–	<b>(3,110)</b>	<b>(25,964)</b>	<b>(1,003)</b>	<b>(22,854)</b>	<b>(24,961)</b>
<b>Cash flows from financing activities – payments</b>	–	–	–	–	–	–
Principal elements of lease	–	(7,430)	(12,800)	(10,223)	(5,370)	(2,577)
<b>Net cash used in financing activities</b>	–	<b>(7,430)</b>	<b>(12,800)</b>	<b>(10,223)</b>	<b>(5,370)</b>	<b>(2,577)</b>
<b>Net (decrease)/increase in cash and cash equivalents</b>	–	<b>(6,566)</b>	<b>4,547</b>	<b>14,929</b>	<b>11,113</b>	<b>(10,382)</b>
Cash and cash equivalents at the beginning of the period	–	36,636	70,282	55,353	33,646	14,929

Statement of cash flows variances	Variance notes	Estimate* 2024 \$'000	Actual 2024 \$'000	Actual 2023 \$'000	Variance between estimate and actual \$'000	Variance between actual results for 2024 and 2023 \$'000
Adjustment for the reclassification of accrued salaries account	–	–	(10,644)	–	(10,644)	(10,644)
<b>Cash and cash equivalents at the end of the period</b>	–	<b>30,070</b>	<b>64,185</b>	<b>70,282</b>	<b>34,115</b>	<b>(6,097)</b>

\* The estimates are published in accordance with TI 953 Annual Estimates.

## Major Variance Narratives

### Variations between estimate and actual results for 2024

- Service appropriation are \$355.9 million (34.9%) higher than the Published Budget primarily due to
  - The receipt of supplementary funding to support Out of Home Care;
  - The receipt of supplementary funding to support a department wide funding deficit;
  - Additional funding to support the transition and commissioning of new contractual Out of Home Care arrangements;
  - Additional funding to increase family and domestic violence accommodation services and increase sector engagement;
  - Additional funding to increase cost of living support to Foster Carers;

- Additional funding to reflect cost pressures associated with Government Regional Officers' Housing (GROH);
- Additional funding to provide incentives and promote retention of Child Protection and Housing Services works in regional areas; and
- An increase in funding associated with the new government wages policy relating to Family Support Officers and Social Trainers.

2. Income from other public sector entities - Service delivery agreement is \$25.7 million (10.3%) higher than the Published Budget primarily due to additional 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.

3. Supplies and services are \$72.7 million (114.8%) higher than the Published Budget primarily due to:

- Additional expenditure associated with the Service Delivery Agreement (SDA) between the Department of Communities, who provides human resources and business and operational support services to the Housing Authority and Disability Services Commission. The Department currently does not budget for shared supplies and services expenditure associated with the SDA;
- Increased costs to support the development and implementation of IT systems and software; and
- Additional cost associated with bringing in and coordinating external resources and logistics to manage the impact on Aboriginal communities impacted by the Kimberley Floods that occurred in January 2023.

4. Accommodation is \$20.2 million (53.4%) higher than the Published Budget primarily due to additional expenditure associated with the Service Delivery Agreement (SDA) between the Department of Communities, who provides human resources and business and operational support services, to the Housing Authority and Disability Services Commission. The Department currently does not budget for shared accommodation expenditure associated with the SDA.

5. Grants and subsidies are \$46.3 million (19.4%) higher than the Published Budget primarily due to:
  - The execution of the transfer of responsibility for water and power services from the Department to the Water Corporation and Horizon Power to assist in improving water and electrical infrastructure in town based Aboriginal communities as part of Essential and Municipal Services Upgrade Program (EMSUP); and
  - An increase in case support cost to support children in the care of the CEO and their carers, homelessness and early intervention family support services, and increased Leaving Care Subsidies.
  
6. Funding for services is \$238.9 million (62.0%) higher than the Published Budget primarily due to:
  - 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 and transitional high needs;
  - The post 2023-24 Published Budget extension of the National Housing and Homelessness Agreement (NHHA) which resulted in a \$17 million funding increase and a commensurate increase to service providers compared to the 2023-24 Published Budget; and
  - Increased cost pressures resulting from the current economic environment that are affecting all departmental programs.
  
7. GST payments on purchases are \$50.7 million (119.5%) higher than the Published Budget primarily due to an increase in overall current year expenditure which resulted in additional GST payments.
  
8. Commonwealth grants and contributions are \$27.1 million (65.3%) higher than the Published Budget primarily due to the extension of the National Housing and Homelessness Agreement.

9. GST receipts from taxation authority are \$50.3 million (119.0%) higher than the Published Budget primarily due to greater than budgeted expenditure on goods and services resulting in a commensurate increase in GST input tax credits received from the Australian Taxation Office.

10. Purchase of non-current assets are \$25.2 million (809.2%) higher than the Published Budget primarily due to the construction of temporary accommodation for Aboriginal communities affected by the Kimberley Floods that occurred in January 2023.

### **Variations between actual results for 2024 and 2023**

- (a) Service appropriation are \$283.4 million (25.9%) higher than 2022-23 primarily due to:
- The receipt of supplementary funding to support Out of Home Care (\$141.4 million increase compared to 2022-23);
  - The receipt of supplementary funding to support a department wide funding deficit (\$62.5 million increase compared to 2022-23);
  - Additional funding to support the transition and commissioning of new contractual Out of Home Care arrangements (\$55.8 million increase compared to 2022-23);
  - Additional funding to assist the Department deal with rise in RiskCover insurance premiums (\$8.4 million increase compared to 2022-23);
  - Additional funding required to implement the redesigned Aboriginal Community Connectors Program (\$7.5 million increase compared to 2022-23); and
  - Additional funding to increase family and domestic violence accommodation services and increase sector engagement (\$4.4 million increase compared to 2022-23).
- (b) Capital appropriations are \$28.1 million (58.4%) lower than 2022-23 primarily due to Supplementary funding being received in 2022-23 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.
- (c) Supplies and services are \$19 million (12.3%) lower than 2022-23 primarily due to an increase in the amount invoiced but not recouped from the Housing Authority (HA) and the Disability Services Commission (DSC). Most overhead business and operational support service expenditure that should be shared across the Department expenditure is initially expensed within the Department of Communities entity and then upon review, the relevant entity is invoiced for their share.

- (d) Grants and subsidies are \$36.6 million (14.8%) higher than 2022-23 primarily due to:
- The execution of the transfer of responsibility for water and power services from the Department to the Water Corporation and Horizon Power to assist in improving water and electrical infrastructure in town based Aboriginal communities as part of Essential and Municipal Services Upgrade Program (EMSUP) (\$24.3 million higher than 2022-23);
  - An increase in case support cost to support children in the care of the CEO and their carers, homelessness and early intervention family support services, and increased Leaving Care Subsidies (\$9.1 million higher than 2022-23); and
  - An increase in the Seniors Cost of Living Rebate (\$2.6 million higher than 2022-23).
- (e) Funding for services is \$159.2 million (34.2%) higher than 2022-23 primarily due to an increased number of children in care arrangements, an increased number of children that have complex needs and therefore require intensive support resulting in increased costs; and the additional costs of transitioning from the old model to the new model of managing Out of Home Care (OOHC) contracts with service providers. Examples of the care arrangements that increased in cost include providing: OOHC community foster care (\$36.7 million increase compared to 2022-23); OOHC group care (\$28.5 million increased compared to 2022-23); OOHC community care (\$26.3 million increased compared to 2022-23);
- Support arrangements to out of home care providers to meet the needs of children or young people in care (Care Arrangement Support Cost (CASC)) (\$19.5 million increased compared to 2022-23); and
  - Disability Placements (\$23.7 million increased compared to 2022-23).
- (f) GST payments on purchases are \$21.3 million (29.7%) higher than 2022-23 primarily due to additional departmental purchases, which resulted in additional GST payments.

(g) GST receipts from taxation authority are \$21.4 million (30.0%) higher than 2022-23 primarily due to increased expenditure in 2023-24 on goods and services resulting in a commensurate increase in GST input tax credits received from the Australian Taxation Office.

(h) Purchase of non-current assets are \$25.4 million (891.5%) higher than 2022-23 primarily due to the construction of temporary accommodation for Aboriginal communities affected by the Kimberley Flood that occurred in January 2023.



## 10.2 Explanatory statement for administered items

This explanatory section explains variations in the financial performance of the Department undertaking transactions as an agent of the government, as detailed in the administered schedules.

All variances between annual estimates and actual results for 2024, and between the actual results for 2024 and 2023 are shown below.

Narratives are provided for major variances which are more than 10% of the comparative and which are more than 1% of the Total Administered Income in the comparative (i.e. 1% of \$1,260,000,000 for the current year and Nil for the previous year in the table below)

**Table 82: Income from administered items**

Statement of cash flows variances

	Variance notes	Estimate* 2024 \$'000	Actual 2024 \$'000	Actual 2023 \$'000	Variance between estimate and actual \$'000	Variance between actual results for 2024 and 2023 \$'000
<b>Income from administered items Income</b>	–	–	–	–	–	–
Administered appropriations	a	1,297,846	1,260,000	–	(37,846)	1,260,000
<b>Total administered income</b>	–	<b>1,297,846</b>	<b>1,260,000</b>	–	<b>(37,846)</b>	<b>1,260,000</b>

	Variance notes	Estimate* 2024 \$'000	Actual 2024 \$'000	Actual 2023 \$'000	Variance between estimate and actual \$'000	Variance between actual results for 2024 and 2023 \$'000
<b>Expenses</b>	–	–	–	–	–	–
Grants & Subs Expense – State contributions to NDIS	b	1,297,846	1,201,886	–	(95,960)	1,201,886
<b>Total administered expense</b>	–	<b>1,297,846</b>	<b>1,201,886</b>	–	<b>(95,960)</b>	<b>1,201,886</b>

\* The estimates are published in accordance with TI 953 Annual Estimates.

## Major Variance Narratives

### Variations between estimate and actual results for 2024

There are no major variances.

### Variations between actual results for 2024 and 2023

(a) Administered appropriations increased by \$1.260 million due to the National Disability Insurance Scheme (NDIS) contribution funding being reflected from 2023-24 onwards as administered transactions.

(b) Grants & Subs Expense – State contribution to NDIS increased by \$1.202 million due to the contributions being reflected from 2023-24 onwards as administered transactions.

# Key performance indicators

A photograph of two women sitting at a table in what appears to be a library or study area. The woman on the left is wearing a bright red coat and has her hand on a laptop screen. The woman on the right is wearing a dark grey jacket and glasses, looking towards the laptop. In the background, there are bookshelves filled with books and a framed picture of two orange fish.

## Certification of key performance indicators

For the reporting period ended 30 June 2024

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 2024.



Mike Rowe  
Director General  
Accountable Authority  
16 September 2024

# Outcome based management reporting framework

## State Government Goal

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 variance between the 2023–24 Budget Target and the 2023–24 Actual is partially due to the provision of tools and supports to the sector as aids to improve ratings, such as Next Assessment and Support Advice webinars, optional pre-visit support calls, annual roadshows and circulation of regular bulletins. Services having a current "working towards" rating are also prioritised for partial reassessment and rating, with a view to help them improve their rating to at least meet the national quality standards. Additionally, the implementation of more streamlined reporting and editing processes have resulted in services having more contemporary ratings.

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

2023–24 Target	2023–24 Actual	2022–23 Actual	2021–22 Actual
75%	87%	83%	80%

### 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**

2023–24 Target	2023–24 Actuals	2022–23 Actual	2021–22 Actual
95%	94%	91%	94%

### 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**

2023–24 Target	2023–24 Actual	2022–23 Actual	2021–22 Actual
98%	98%	99%	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**

2023–24 Target	2023–24 Actual	2022–23 Actual	2021–22 Actual
97%	96%	98%	97%

## 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 cost attributed with capacity building and quality support for early education and care services.

The 2023-24 Actual is consistent with the 2023-24 Budget Target. The 2023-24 Actual is higher than the 2022-23 Actual, due to increased levels of recruitment in 2023-24.

**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
2023–24	\$10,034	\$10,147	\$14,468,621	\$14,389,012	1,442	1,418
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

### Average management cost per Seniors Card

This indicator reports on the cost to deliver the benefits and concessions, including the Seniors Card, administered by Communities. The Seniors Card offers a range of benefits to seniors, including the Cost of Living Rebate, Safety and Security Rebate, Grandcarers Support Scheme and the WA Seniors Card Centre.

The 2023-24 Actual is higher than the 2023-24 Budget Target due to several factors. Increased promotion of the Seniors Card in regional areas led to higher program demand and associated operational costs. Additionally, an IT upgrade to improve the Seniors Card database contributed to the overall spending. The variance between the 2023-24 Actual and the 2022-23 Actual is attributed to program expansion, the IT system upgrade, and rising overhead costs.

**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
2023–24	\$6.96	\$14.65	\$2,897,452	\$6,035,416	416,109	412,082
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

### 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 2023-24 Actual is consistent with the 2023-24 Budget Target. The variance between the 2023-24 Actual and the 2022-23 Actual is primarily due to a record-breaking increase in applications, which resulted in increased operational expenditure to run the WWC Screening Unit service. The increase in applications can be attributed to the WWC Screening Unit undertaking increased education and outreach activities and the public's increased awareness of the check.

**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
2023–24	\$39	\$39	\$5,880,972	\$6,778,693	150,000	172,396
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

**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 service (excluding FDV) from a Specialist Homelessness Service (SHS) service funded under the National Housing and Homelessness Agreement 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 SHS 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**

2023–24 Target	2023–24 Actual	2022–23 Actual	2021–22 Actual
90%	91%	90%	89%

### 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 invention 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 Communities' 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.

The variance between the 2023-24 Actual and both the 2023-24 Budget Target and 2022-23 Actual is due to the range of complex and co-occurring factors that can increase vulnerability of children and families experiencing family and domestic violence, social isolation, substance use, mental health issues and limited access to safe and affordable housing. These contributing factors that are affecting service delivery has seen an increase in engagement with FDV clients, leading to a subsequent increase in children entering care with greater case complexity.

**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**

2023–24 Target	2023–24 Actual	2022–23 Actual	2021–22 Actual
90%	83%	89%	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**

2023–24 Target	2023–24 Actual	2022–23 Actual	2021–22 Actual
80%	74%	73%	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 (excluding FDV) client who received a service from a Specialist Homelessness Service (SHS) funded under the National Housing and Homelessness Agreement. 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.

The 2023-24 Actual is higher than the 2023-24 Budget Target due to an increase in funding by the State Government and therefore an increase in operational expenditure and longer client support periods. The 2023-24 Actual is higher than the 2022-23 Actual due to increases in funding allocation by the State Government for homelessness services. The increase can also be attributed to services supporting individual clients for longer periods.

**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
2023-24	\$4,384	\$5,726	\$74,532,000	\$94,761,021	17,000	16,550
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



## **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 Communities or a funded community sector organisation. This result for this indicator is based on the Department's data from the 2023-24 financial year; however, data from community sector organisations is based on the 2023 calendar year.

The 2023-24 Actual is higher than the 2023-24 Budget Target, due to increased demands on Early Intervention and Family Support Group services, resulting in higher operational expenditure. The variance between the 2023-24 Actual and the 2022-23 Actual is attributed to increased demands on the Early Intervention and Family Support Group, resulting in higher funding for services, grants and services payments and increased full time employee related operational expenditure.

**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
2023–24	\$8,833	\$10,703	\$108,507,113	\$123,598,933	12,284	11,548
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

## 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 Communities. This result for this indicator is based on the:

- 2023 calendar year cases for State Government-funded FDV services and the
- previous financial year cases for FDV Specialist Homelessness Services (SHS) funded under the National Housing and Homelessness Agreement. This is due to the timeframe of data supplied by SHS agencies to the Australian Institute of Health and Welfare.

The variance between the 2023-24 Actual and the 2023-24 Budget Target is due to increased investments in FDV Hubs, the National Partnership Agreement for Family, Domestic and Sexual Violence and a funding uplift for refuges and safe houses to a benchmark price. Due to data availability, this performance indicator is calculated by using previous financial year cases, against current and forecast financial year expenditure. This means that new and additional investment is being compared to previous years cases and has the effect of inflating the forecast cost per case, because the case figures are not 'up to date' with related expenditure.

**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
2023–24	\$4,434	\$5,113	\$82,915,800	\$100,048,101	18,700	19,569
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

**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**

2023–24 Target	2023–24 Actual	2022–23 Actual	2021–22 Actual
95%	91%	91%	92%

### 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**

2023–24 Target	2023–24 Actual	2022–23 Actual	2021–22 Actual
95%	94%	94%	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 2023-24.

**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
2023–24	\$5,874	\$5,953	\$99,857,127	\$114,813,610	17,000	19,288
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

**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 shows the proportion of Aboriginal children in placements that met the first four of the five placement options under the Aboriginal and Torres Strait Islander Child Placement Principle contained in the *Children and Community Services Act 2004*. These include placements with the child’s extended family, members of their community or other Aboriginal people or services, as a proportion of all Aboriginal children in the CEO’s care. It is important for Aboriginal children who come into care to maintain a connection with family and culture.

The 2023-24 Actual is lower than the 2023-24 Budget Target and is consistent with the 2022-23 Actual. The achievement of this target is one of the Department’s most difficult challenges. A child’s best interests must be the paramount consideration under the Children and Community Services Act 2004, and this includes the application of the principle when care arrangement decisions are made. With almost 3,200 Aboriginal children in care and a limited number of available care arrangements with Aboriginal carers or relatives, the 2023-24 result reflects these challenges and the complex factors that must be considered when making care arrangement decisions.

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

2023–24 Target	2023–24 Actual	2022–23 Actual	2021–22 Actual
80%	64%	64%	65%



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

This indicator represents the proportion of children in care with care planning completed within set timeframes. Care plans identify a child’s educational, health and cultural needs and the steps required to address those needs.

The primary reason for a reduction in performance during 2023-24 compared to both the 2023-24 Budget Target and the 2022-23 Actual has been competing pressures and priorities in the regions and increasing care compliance requirements in accordance with Aboriginal Representative Organisation provisions under the Children and Community Services Amendment Act 2021.

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

2023–24 Target	2023–24 Actual	2022–23 Actual	2021–22 Actual
90%	78%	83%	73%

## **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 2023-24 Actual is higher than the 2023-24 Budget Target and the 2022-23 Actual, due to changes to the transitional activities associated with the Out-Of-Home Care reform, in addition to the operational costs of running two systems during the transition to a new foster care arrangement model.

**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
2023–24	\$176	\$251	\$281,616,492	\$409,395,592	1,600,000	1,630,464
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

### 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 that value diversity and strive to meet the developmental, emotional and cultural needs of each child or young person.

The 2023-24 Actual is higher than the 2023-24 Budget Target and the 2022-23 Actual. The 2023-24 financial year has seen renovations taking place and increased capacity in residential care, both of which have had full effect for the first time in 2023-24 in the absence of the restrictions during the COVID-19 pandemic.

**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
2023–24	\$2,362	\$3,333	\$75,581,255	\$93,745,783	32,000	28,128
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

### 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 2023-24 Actual is higher than the 2023-24 Budget Target, due to changes to the transitional activities associated with the Out-Of-Home Care reform. Spend is also impacted upon by the increased costs driven by the increased days during transition to new program types, resulting in increased funding for services. The 2023-24 Actual is lower than the 2022-23 Actual, primarily due to graduated transition of children from Complex Care and Transitional High Needs Programs to the new program types under the reform.

**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
2023–24	\$1,450	\$5,338	\$21,746,532	\$100,536,113	15,000	18,834
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

### 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.

**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
2023–24	\$11,001	\$10,953	\$7,150,331	\$7,414,977	650	677
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

### 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 2023-24 Actual is higher than the 2022-23 Actual and 2023–24 Budget Target, primarily due to the operational costs of running two systems during the transition to a new foster care arrangement model, in addition to an increased number of children in care during 2023-24.

**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
2023–24	\$78	\$114	\$149,118,228	\$217,970,615	1,900,000	1,919,381
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

# Other requirements



This page: The 2023–24 Ministerial Youth Advisory Council.



## Ministerial directions

There were no ministerial directions in 2023–24.

## Act of Grace payments

There were no Act of Grace payments made in the 2023–24 financial year.

## 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 2023–24.

**Table 106: Personal expenditure using Government issued credit cards in 2023–24**

<b>Details of personal expenditure</b>	<b>2023–24</b>
Number of instances the Western Australian Government Purchasing Card has been used for a personal purpose	205
Aggregate amount of personal use expenditure for the reporting period	\$11,504.55
Aggregate amount of personal use expenditure settled by the due date	\$4,292.33
Aggregate amount of personal use expenditure settled after the period required by the due date	\$0.00
Aggregate amount of personal use expenditure outstanding at the end of the reporting period	\$7,212.22
Number of referrals for disciplinary action instigated by the notifiable authority during the reporting period	0

## 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 2023–24 was \$574,398.88.

**Table 107: Advertising expenditure for 2023–24**

Expenditure	Organisation	Amount
Advertising	—	—
Market research	—	—
Polling	—	—
Direct mail	—	—
Media advertising	Initiative Media Australia Pty Ltd	\$401,930.53
	Carat Australia Media Services Pty Ltd	\$172,468.35
<b>Total</b>	—	<b>\$574,398.88</b>

## Disability Access and Inclusion Plan

The Department continues to strive towards improving access and inclusion for people with disability, their families and carers. Our commitment is to implement strategies and initiatives to ensure people with disability are supported to have the same opportunities as others to access services, facilities and information. During 2023–24 the Department continued to embed the Disability Access and Inclusion Plan (DAIP) within day-to-day operations by establishing its first DAIP Working Group. The Working Group has assisted with improving DAIP legislative reporting requirements and will actively promote the Department's DAIP with colleagues. These activities have contributed towards an improved awareness of the Department's commitments in the DAIP and to building a culture of advocacy and outcome-driven focus for people with disability.

The information below lists some of the activities undertaken against the DAIP's seven access and inclusion outcomes in 2023–24 (with an indication of the corresponding Communities DAIP pillars, which align with the State Disability Strategy pillars).

**Outcome 1 – People with disability have the same opportunities as other people to access the services of, and any events organised by, the Department.**

**Communities DAIP Pillar 2.1 – Our events and services are accessible to all community members.**

The Department recently initiated an evaluation of all child protection practice content through the Child Protection Operational Policy and Practice team. All existing content covering the intersection of child protection and disability is being reviewed by the Child Protection Strategic Policy team, who are also responsible for Action 7 of the Safe and Supported Action Plan: Ensure effective and timely responses for parents and carers living with disability and children and young people with disability and/or developmental concerns.

All revised and newly developed guidance will be created by the Child Protection Operational Policy and Practice team in collaboration with the Child Protection Strategic Policy team, to ensure it aligns with, and meets out committed responsibilities under the Safe and Supported Action Plan.

**Outcome 2 – People with disability have the same opportunities as other people to access the buildings and other facilities of the Department.**

**Communities DAIP Pillar 2.2 – Our buildings and other facilities are accessible to all community members.**

The Department continues to improve and deliver building and facility standards across the State to ensure people with disability are considered, consulted and able to have the same access as other people. From consultation across the Department, the following outcomes were achieved during 2023-24:

- Providing a digital platform (the Common) which contains a guide to the accessible features provided in new buildings. Each building has its own designated section so staff can see what the features are. This includes people who have heightened needs, where these staff can report their needs and, in consultation with the staff member and their manager, workable solutions are identified and agreed to, focusing on ensuring all persons can access building and facilities and work with ease.
- Include braille for signage that is provided as part of the fit-out to new buildings.
- Including consultation feedback in the Department's regular reviews of guidelines for office accommodation fit-outs, including design principles to ensure that our buildings are inclusive and accessible to all.

**Outcome 3 – People with disability receive information from the Department in a format that will enable them to access the information as readily as other people are able to access it.**

**Communities DAIP Pillar 4.1 – Our information will be accessible to all community members.**

The Department endeavours to excel in accessibility of information for our clients and the wider community, with improvements in this area seen across the Department during 2023-24. Within the Regulation and Quality business unit, the Early Childhood Regulatory Unit offer a range of formats and has introduced additional digital formats such as webinars, tutorials, videos and animation. This is to ensure the Department reaches audiences with differing abilities and languages. The NDIS Worker Screening Unit provides translated NDIS Check resources which includes fact sheets and videos. Similarly, the Working With Children Screening Unit provides information and resources in a range of formats and in plain English. This includes infographics, animated videos, and audio files. Every effort is made to make engagement and education activities accessible to all audiences.

**Outcome 4 – People with disability receive the same level and quality of service from the staff of the Department as other people receive from the staff of the Department.**

**Communities DAIP Pillar 3.1 – All community members will receive the same level and quality of service from our employees.**

Within the Housing and Homelessness division, the Department has recently undertaken community consultations on a number of key construction projects, improving understanding of people with disability and ensuring the same level and quality of service is received by people with disability for assets we provide and for the services associated with those assets we deliver. These key assets and services consulted on include Refuges, Aboriginal Short Stay Accommodation and Common Ground. The Department ensures engagement with people with lived experience occurs prior to each development.

All major projects delivered by the Department are designed and built to a minimum Livable Housing Australia Silver Level.

The Department has worked with all 14 Community Housing providers who deliver Community Disability Housing Programs, to identify pathways for the delivery of new accessible housing for people with disability, that are viable for community housing providers. This includes assisting community housing providers to overcome barriers to deliver specialist disability accommodation for their eligible clients.

The Department has actively engaged with all registered Community Housing Providers to:

- a) inform them of the ability to submit proposals to deliver accessible housing for people with disability through the Call for Submission for Community Housing Providers, and
- b) support them in a capacity building role to develop suitable proposals that can be assessed through the Call for Submission.

**Outcome 5 – People with disability have the same opportunities as other people to make complaints to the Department.**

**Communities DAIP Pillar 4.2 – All community members will have the same opportunities to provide feedback or make complaints to us.**

The Department has made significant progress with opportunities and initiatives for people with disability to make complaints during 2023–24. Some notable examples include:

- A dedicated online section to lodge a complaint or feedback about a disability service or support received from the Department.
- An Easy Read Guide “Making a Complaint” was developed.
- The Department’s Complaints Management Policy was reviewed and updated, now including a training module “Managing and Responding to Complaints”, which is required to be completed regularly by relevant staff and is aligned with the NDIS Quality and Safeguards Commission requirements.
- The Department’s Complaints Management Unit has 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.

**Outcome 6 – People with disability have the same opportunities as other people to participate in any public consultation by the Department.**

**Communities DAIP Pillar 1.1 – All community members can participate in public consultation conducted by us.**

The Department continues to recognise the importance of understanding the needs of people with disability during public consultation. Below is an example of the public consultation that occurred during 2023-24 and what the Department implemented to ensure people with disability were able to participate.

The Youth Action Plan team undertook over 50 ‘Building Tomorrow: Have Your Say’ consultation workshops that reached every region in Western Australia and a sell-out Ignite and Innovate Networking event attended by over 1,400 young people. The Department surveyed attendees to understand access requirements, with data collected indicating that eight per cent of young people attending were people with disability. The Department used this data to inform decisions made on ensuring the workshops were accessible and inclusive for this identified cohort, with great turnout and participation success.

## **Outcome 7 – People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.**

### **Communities DAIP Pillar 1.2 – All community members are encouraged to pursue employment opportunities by us.**

In developing the Departments' recently launched Workforce Diversification and Inclusion Strategy 2024-2027, extensive consultation was undertaken across all areas of the Department throughout 2023-24, including with the staff network on disability (possAbility Network), to ensure feedback from staff with disability was considered and incorporated.

Work was undertaken to further develop the Department's initiative "Discovery Day". The initiative is a targeted recruitment approach to increase representation of people with disability. The initiative facilitates interaction between hiring managers and the disability employment provider cohort, creating opportunities for hiring managers to meet jobseekers with disability. The initiative also provides an opportunity to strengthen the use of Commissioner's Instruction 39, which supports interim arrangements to fill public sector vacancies.

The Department consistently uses inclusive language in job advertisements and during the onboarding process for individuals with disability and actively promoted this within the Departments recruitment efforts during 2023-24.

## **Agents and contractors**

The Department requires that contracted organisations are aware of their DAIP responsibilities. Contracted organisations declare that they have considered the seven DAIP outcomes and that, to the extent practical, they will implement the Department's Disability Access and Inclusion Plan.

## **Complaints management**

The Department's 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](http://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. The web page has a



downloadable easy read guide, 'Making a Complaint', to explain the complaints process. Information on translating and interpreting assistance and the National Relay Service is also included on the Department's website. All complaints and feedback in relation to disability services are assessed by the Consumer Liaison Officer who has expertise in disability services.

## Recordkeeping plan

### Evaluation of recordkeeping systems

In accordance with section 19 of the *State Records Act 2000*, The Department of Communities (the Department) Recordkeeping Plan was approved in 2018 by the State Records Commission. A revised plan has been developed and will be submitted to the State Records Office for approval in July 2024. The agency undertakes continuous improvement activities to ensure compliance with the State's recordkeeping governance principles and standards.

### Recordkeeping training program

This year, 609 staff attended face to face training on recordkeeping systems and practices across metropolitan and regional locations and 833 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 2023–24.

## 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 2023-24, the Advisory Group met three times. One meeting was held on the land of the Whadjuk Noongar people in Walyalup (Fremantle). Two regional meetings were held on the land of the Kaprun, Wongai and Maduwongga people in Kalgoorlie and on the land of the Menang Noongar people in Kinjarling (Albany)

**Table 108: Aboriginal Strategic Advisory Group remuneration**

Position title	Member name	Period of membership in 2023–24	Type of remuneration	Gross/actual remuneration for the financial year
Co-chair	Pamela Thorley JP	01/07/2023 – 30/06/2024	\$385/half day \$593/full day	\$3,558
Co-chair	Ian Trust AO	01/07/2023 – 30/06/2024	\$385/half day \$593/full day	\$3,558
Member	Tracey Brand	01/07/2023 – 30/06/2024	\$251/half day \$385/full day	\$1,925
Member	Jodie Clarke (1)	01/07/2023 – 30/06/2024	N/A	\$0

Other requirements

Position title	Member name	Period of membership in 2023–24	Type of remuneration	Gross/actual remuneration for the financial year
Member	Irene Davey	01/07/2023 – 30/06/2024	\$251/half day \$385/full day	\$2,310
Member	Nakita Hawke (1)	01/07/2023 – 30/06/2024	N/A	\$0
Member	Cheryle James-Wallace	01/07/2023 – 30/06/2024	\$251/half day \$385/full day	\$2,310
Member	Preston Thomas	01/07/2023 – 30/06/2024	\$251/half day \$385/full day	\$1,925
<b>Total</b>	–	–	–	<b>\$15,586</b>

Note:

- (1) 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 2023–24	Type of remuneration	Gross/actual remuneration for the financial year (1)(2)
Chairperson	Esme Bowen	01/07/2023 – 30/06/2024	\$13,500 per annum	\$12,939.25
Member	Ros Thomas	01/07/2023 – 30/06/2024	\$228/half day \$351/full day	\$1,263.00
Member	Gloria Moyle	01/07/2023 – 30/06/2024	\$228/half day \$351/full day	\$3,129.00
Member	Tony Vis	01/07/2023 – 30/06/2024	\$228/half day \$351/full day	\$1,158.00
Member	Jenni Perkins	01/07/2023 – 30/06/2024	\$228/half day \$351/full day	\$1,614.00
Member	Carrie Clarke	01/07/2023 – 30/06/2024	\$228/half day \$351/full day	\$1,719.00
Member	Beatitude Chirongoma	01/07/2023 – 30/06/2024	\$228/half day \$351/full day	\$1,500.00

Other requirements

Position title	Member name	Period of membership in 2023–24	Type of remuneration	Gross/actual remuneration for the financial year (1)(2)
Member	Kim Hudson	01/07/2023 –30/06/2024	\$228/half day \$351/full day	\$1,263.00
Member	Andrew Sinclair (3)	01/07/2023 – 16/08/2023	\$228/half day \$351/full day	\$0.00
<b>Total</b>	–	–	–	<b>\$24,585.25</b>

Note:

- (1) Exclusive of superannuation. Superannuation would add another 11% on the totals for each person.
- (2) The Chair, Deputy Chair and members are eligible for respite at \$20 to \$45 per hour as applicable and travel allowance.
- (3) Not eligible for remuneration of sitting fee

## Adoption Applications Committee

The functions of the Adoption Applications Committee are outlined in section 13 of the *Adoptions Act 1994* and include consideration of whether or not persons who have applied to the CEO are suitable for adoptive parenthood.

**Table 110: Adoptions Applications Committee remuneration**

Position title	Member name	Period of membership in 2023–24	Type of remuneration	Gross/actual remuneration for the financial year
Chairperson	Alan Moroni	01/07/2023 – 30/06/2024	\$150/hour	\$10,650
Deputy Chairperson	Melanie Boulton	01/07/2023 – 30/06/2024	\$120/hour	\$6,790
Independent Member	Rhiarne Bruce	01/07/2023 – 30/06/2024	\$120/hour	\$4,020
Independent Member	Geoff Parnell	01/07/2023 – 30/06/2024	\$120/hour	\$7,755
Independent Member	Diane Davies	01/07/2023 – 30/06/2024	\$120/hour	\$7,194
Independent Member	John Gardiner	01/07/2023 – 30/06/2024	\$120/hour	\$5,760
Departmental Member	Diane Scarle (1)	01/07/2023 – 30/06/2024	N/A	\$0
Departmental Member	Sharon McMiles (1)	25/08/2023 – 30/12/2023	N/A	\$0
Departmental Member	Katherine Raftery (1)	01/07/2023 – 30/06/2024	N/A	\$0
<b>Total</b>	–	–	–	<b>\$42,169</b>

Note:

- (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. Where a hearing concerns an Aboriginal child, one to two Panel members attending the hearing are Aboriginal.

**Table 111: Care Plan Review Panel remuneration**

Position title (1)	Period of membership in 2023–24	Type of remuneration	Gross/actual remuneration for the financial year (2)
Chairperson	01/07/2023 – 30/06/2024	\$1,540/Full day hearing \$1,012/Half day hearing \$770/Full day training \$506/Half day training	\$4,092
Deputy Chairperson/ Member 1	01/07/2023 – 30/06/2024	\$1,400/Full day hearing \$920/Half day hearing \$460/Full day training \$300/Half day training	\$4,900
Member 2	01/07/2023 – 30/06/2024	\$920/Full day hearing \$600/Half day hearing \$460/Full day training \$300/Half day training	\$920



Other requirements

Position title (1)	Period of membership in 2023–24	Type of remuneration	Gross/actual remuneration for the financial year (2)
Member 3	01/07/2023 – 30/06/2024	\$920/Full day hearing \$600/Half day hearing \$460/Full day training \$300/Half day training	\$0
Member 4	01/07/2023 – 30/06/2024	\$920/Full day hearing \$600/Half day hearing \$460/Full day training \$300/Half day training	\$920
Member 5	01/07/2023 – 30/06/2024	\$920/Full day hearing \$600/Half day hearing \$460/Full day training \$300/Half day training	\$0
Member 6	01/07/2023 – 30/06/2024	\$920/Full day hearing \$600/Half day hearing \$460/Full day training \$300/Half day training	\$2,440
Member 7	01/07/2023 – 30/06/2024	\$920/Full day hearing \$600/Half day hearing \$460/Full day training \$300/Half day training	\$0

Other requirements

Position title (1)	Period of membership in 2023–24	Type of remuneration	Gross/actual remuneration for the financial year (2)
Member 8	01/07/2023 – 30/06/2024	\$920/Full day hearing \$600/Half day hearing \$460/Full day training \$300/Half day training	\$3,360
Member 9	01/07/2023 – 30/06/2024	\$920/Full day hearing \$600/Half day hearing \$460/Full day training \$300/Half day training	\$1,840
Member 10	01/07/2023 – 30/06/2024	\$920/Full day hearing \$600/Half day hearing \$460/Full day training \$300/Half day training	\$0
Member 11	01/07/2023 – 30/06/2024	\$920/Full day hearing \$600/Half day hearing \$460/Full day training \$300/Half day training	\$920
Member 12	01/07/2023 – 30/06/2024	\$920/Full day hearing \$600/Half day hearing \$460/Full day training \$300/Half day training	\$0
Member 13	01/07/2023 – 30/06/2024	\$920/Full day hearing \$600/Half day hearing \$460/Full day training \$300/Half day training	\$0

Other requirements

Position title (1)	Period of membership in 2023–24	Type of remuneration	Gross/actual remuneration for the financial year (2)
Member 14	01/07/2023 – 30/06/2024	\$920/Full day hearing \$600/Half day hearing \$460/Full day training \$300/Half day training	\$0
<b>Total</b>	–	–	<b>\$19,392</b>

Note:

- (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 provides 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 2023–24	Type of remuneration per meeting	Gross/actual remuneration for the financial year
Co-chair	Amy Astill	01/07/2023– 18/09/2023	\$385 (< 4 hours) \$593 (> 4 hours)	\$770
Co-chair	Christopher-John (CJ) Daudu	01/07/2023 – 30/06/2024	\$385 (< 4 hours) \$593 (> 4 hours)	\$1,925
Member	Maeson Harvey	01/07/2023– 30/06/2024	\$251 (< 4 hours) \$385 (> 4 hours)	\$1,506
Member	Caitlin Eaton	01/07/2023– 30/06/2024	\$251 (< 4 hours) \$385 (> 4 hours)	\$1,255
Member	Kiana Yasso	01/07/2023 – 30/06/2024	\$251 (< 4 hours) \$385 (> 4 hours)	\$1,255
Member	Alicia Roe	01/07/2023 – 30/06/2024	\$251 (< 4 hours) \$385 (> 4 hours)	\$1,004
Member	Benjamin Caulfield	01/07/2023 – 30/06/2024	\$251 (< 4 hours) \$385 (> 4 hours)	\$753

Other requirements

Position title	Member name	Period of membership in 2023–24	Type of remuneration per meeting	Gross/actual remuneration for the financial year
Member	Lilijana Nicholls	01/07/2023 – 30/06/2024	\$251 (< 4 hours) \$385 (> 4 hours)	\$1,255
Member	Mia Westera	01/07/2023 – 30/06/2024	\$251 (< 4 hours) \$385 (> 4 hours)	\$1,506
Member	Sara Al Hussein	01/07/2023 – 30/06/2024	\$251 (< 4 hours) \$385 (> 4 hours)	\$1,506
Member	Zachariah Cawdron	01/07/2023 – 30/06/2024	\$251 (< 4 hours) \$385 (> 4 hours)	\$1,506
Member	Naomi Blitz (1)	01/07/2023 – 27/08/2023	\$251 (< 4 hours) \$385 (> 4 hours)	\$0
<b>Total</b>	–	–	–	<b>\$14,241</b>

Note:

(1) Not eligible to receive remuneration

## Housing First Homelessness Advisory Group

To progress the implementation of the All Paths Lead to a Home: Western Australia's 10-Year Strategy on Homelessness 2020-2030 (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 met six times in 2023-24.

The Advisory Group provides advice to the Minister for Homelessness on the following matters:

- the implementation of the 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 remuneration**

Position title	Member name	Period of membership in 2023–24	Type of remuneration	Gross/actual remuneration for the financial year
Chairperson	Mike Rowe (1)	1/07/2023 – 30/06/2024	N/A	\$0
Member	Andrew Brien (1)	1/07/2023 – 30/06/2024	N/A	\$0
Member	Bettina (Tina) Ugle	1/07/2023 – 30/06/2024	Half day sitting fee	\$251
Member	Cath Hart (3)	1/07/2023 – 30/06/2024	Half day sitting fee	\$0
Member	Cortina Martin	1/07/2023 – 30/06/2024	Half day sitting fee	\$502
Member	Daniel Morrison (2)	1/07/2023 – 30/06/2024	Half day sitting fee	\$0
Member	David Pearson	1/07/2023 – 30/06/2024	Half day sitting fee	\$1,004
Member	Debra Zanella (3)	1/07/2023 – 30/06/2024	Half day sitting fee	\$0
Member	Jonathon Lake	1/07/2023 – 30/06/2024	Half day sitting fee	\$504
Member	Jude Thomas (1)	1/07/2023 – 30/06/2024	N/A	\$0
Member	Kath Snell (1)	1/07/2023 – 30/06/2024	N/A	\$0
Member	Kim Robinson	1/07/2023 – 30/06/2024	Half day sitting fee	\$1,255
Member	Louise Olney (2)	1/07/2023 – 30/06/2024	Half day sitting fee	\$0
Member	Michael Chester	1/07/2023 – 30/06/2024	Half day sitting fee	\$1,255
Member	Natalie Sangalli	1/07/2023 – 30/06/2024	Half day sitting fee	\$753

Position title	Member name	Period of membership in 2023–24	Type of remuneration	Gross/actual remuneration for the financial year
Member	Samantha Drury	1/07/2023 – 30/06/2024	Half day sitting fee	\$1,004
Member	Sharon Gough	1/07/2023 – 30/06/2024	Half day sitting fee	\$753
<b>Total</b>	–	–	–	<b>\$7,281</b>

## Note:

- (1) State and local government full time employees are not eligible for remuneration.
- (2) Chose not to receive remuneration.
- (3) No remuneration claimed for 2023-24.

## 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's 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 2023-24' published 14 May 2024.



## Occupational safety, health and injury management

Communities 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. The Director General and our leadership team communicate their ongoing commitment to work health and safety through an Executive Statement of Commitment and through the Department's Work Health Safety and Wellbeing Policy.

This year, Communities' Work Health and Safety (WHS) directorate commenced some exciting changes to our WHS delivery model. The changes enable continuous improvement to our WHS Management System. These changes are just one element of a new whole-of-Department initiative to enhance our safety performance, aptly titled the Year of Safety.

Communities committed to the Year of Safety initiative this year to highlight ten key pieces of work that the WHS directorate is leading. These key pieces of work will enable improvements to our safety performance. They each have a focus on people, systems, and processes for high-risk hazards.

The work that the WHS directorate is leading under the Year of Safety initiative has already demonstrated its significance in improving the safety performance of the Department. An example of this is highlighted in the Worker Safety Device Trial.

### **Worker Safety Device Trial**

An incident involving two staff travelling in the Kimberley region recently highlighted the important benefit of Communities' trial of worker safety devices and Starlink satellite communication system.

Staff were safe and unharmed after their vehicle was involved in an accident about 160km from Halls Creek in a mobile blackspot. It was only through the Starlink system installed in their vehicle that they were able to communicate for help. Their location was determined thanks to the capabilities of the system, which also gave their manager visual contact of both staff.

The six-month trial of worker safety devices was launched in March, involving more than 100 staff in higher risk areas. These include Geraldton, Halls Creek, and Midland. More recently, staff at Babagarra Residential Care Home in Broome also

joined the program. Participants are testing the effectiveness of a Duress App, fob, and watch, as well as the Starlink satellite system installed in two vehicles based at Geraldton and Halls Creek.

Communities is excited to continue the inspiring work happening across the Department relating to work health and safety. We look forward to seeing and recording the improvements to our safety performance over the next 12 months.

## Asbestos Management

The Assets Compliance Advisory Group (ACAG) commenced in December 2022 and meets monthly. It reports to the Deputy Director General Housing and Homelessness, and 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 the *Work Health and Safety Act 2020* and regulations, and other safety legislation.
- Provide advice to the Director General, Deputy Director General Housing and Homelessness, Deputy Director General Community Services, and Communities Leadership Team 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 continues to be a key focus of ACAG, including monitoring asbestos management key performance indicators. External legal experts in work health and safety law were engaged to rewrite the Asbestos Management documents on behalf of the Department; bringing them up to date with the *Work Health and Safety Act 2020*; and improve readability, usability and comprehension. This has produced the new Asbestos Management Policy and Asbestos Management Plan. These new documents commenced an endorsement process through ACAG and were approved by the Communities Leadership Team in September 2023. These documents are in circulation and will be reviewed on an annual basis, pursuant to changes in workplace health and safety legislation and operational requirements. At the end of 2023-24, the Department held asbestos registers for 10,626 assets it either owns or has an interest in, down from 10,817 in 2022-23.

## Quantitative Data

**Table 114: Work health and safety key performance indicators and trends**

Measures	Results 2021–22 (1)	Results 2022–23	Results 2023–24	Targets	Comments towards targets
Number of fatalities	0	0	0	0	Achieved
Lost time injury and disease incidence rate	2.30%	2.37%	2.55%	0 or 10% reduction in incidence rate	Observed a marginal increase. Communities exhibits a lower claim frequency compared to rest of Government Insurance Fund, which covers all State Government agencies, at 4.2.
Lost time injury and severity rate	35.5%	40%	38%	0 or 10% reduction in severity rate	The consistent severity rate, exceeding 60 days, is primarily attributed to the substantial number of psychosocial claims. This trend underscores the need for targeted interventions to address psychosocial factors in the workplace.

Other requirements

Measures	Results 2021–22 (1)	Results 2022–23	Results 2023–24	Targets	Comments towards targets
Percentage of injured workers returned to work within 13 weeks	50%	52%	34%	Greater than or equal to 80%	Despite efforts, the Department has not met the established Return To Work (RTW) benchmarks. A comprehensive review of the Department’s RTW procedures is underway to identify and rectify shortcomings. The Workers Compensation and Injury Management Act implementation project will incorporate specialist RTW advice to enhance the process. Initial discussions with an RTW working group are scheduled for August 2024, marking a proactive step towards improving RTW outcomes.
Percentage of injured workers returned to work within 26 weeks	55.4%	53%	36%		
Percentage of managers trained in occupational safety, health and injury management responsibilities, including refresher training within 3 years	74%	79%	75%	Greater than or equal to 80%	This year’s figures have decreased by 4% from last year, signalling the need for us to draft a targeted training report. This will help us identify the areas where we’re not achieving the target. Line managers need to underscore the importance of completing essential training modules.

Note:

(1) 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.

## Agency Capability Review

The Department of Communities was chosen to be part of the Agency Capability Review (ACR) program in early 2023 and the Review concluded with the publication of the Executive Summary in October 2023. Since then, the Department has commenced a program of work across the agency to further build our capability and performance, aligned to the Review's five lines of inquiry.

To date, the Department's response to the ACR has been delivered through two program streams – the Operating Model Improvement (OMI), and an initial set of Priority Projects.

The OMI is centred around strengthening our capability and capacity to deliver for government, our stakeholders and the people we serve, as well as balancing responsibilities more effectively for our frontline services, and is being delivered in three Stages.

In Stage 1 and 2, we established a new Disability division to strengthen our support for disability services and strategy. This is particularly significant with the disability reform agenda underway across Australia, as we consider the recommendations of the Disability Royal Commission, work with the Commonwealth to improve the operation of the National Disability Insurance Scheme (NDIS), develop a new set of disability supports known as Foundational Supports, and reform WA's disability legislation.

We also created the Commissioning and Contracting division, to enable reporting directly to the Director General, reflecting Ministerial priority and focus of the Agency Capability Review; reinforced the focus on financial accountability by creating the role of the Deputy Director General Business Services and enabling the CFO to focus on financial management; and realigned some business functions to support the new structure.

Stage 3 is largely focused on more complex proposed functional realignments, including the separation of Housing and Child Protection service delivery. We look forward to sharing Stage 3 updates in our next annual report.

The initial priority projects are a response to the ACR's five lines of inquiry, and seek to build our capability across a range of areas including governance, systems and processes. They include projects that will enhance the department's procurement,

commissioning and contracting functions, build expertise in financial analysis, improve the way we access and use data, and strengthen our responsiveness and stakeholder relationships.

## Workforce inclusiveness

The Department is fully committed to fostering a diverse and inclusive workplace. As part of the 2023 WA Public Sector Census conducted by the Public Sector Commission, our employees were surveyed about their diversity, whether they had shared this with the Department and if not, the reasons behind their choice. The confidence of employees in expressing their identities, experiences, and concerns reflects the level of workplace trust, psychological safety, and inclusion.

The Department's results revealed the following key points:

1. Aboriginal employees felt confident sharing their information. The establishment of the Aboriginal Employee Network provided a platform for them to drive their careers and connect with colleagues.
2. The Department's diversity extends beyond our previous understanding. Employees shared information about diverse gender identities, sexual orientation, sex characteristics, broader cultural diversity, and long-term health conditions.
3. Employees also shared caring responsibilities outside of work, supporting the establishment of Communities employee Carer's Network.

Research consistently demonstrates that organisations valuing diversity and inclusion experience several benefits, including increased staff satisfaction, improved customer service outcomes, and enhanced decision-making and performance. A more connected, motivated, and productive workforce is a direct result of these efforts.

In May 2024, the Department launched the internal Workforce Diversification and Inclusion Strategy 2024-2027 (Strategy). During its development, employee diversity groups, networks (including the PossAbility employee network for people with disability and Aboriginal employee networks), and individuals with lived experience were actively consulted. The valuable insights from these groups, combined with data from the Census, form the foundation of the internal Strategy.

The Strategy focuses on three key objectives:

- Everyone is accountable for diversity and inclusion.

#### Other requirements

- We value diversity and strive to create an inclusive environment.
- We develop management capability to understand the importance of diversity and inclusion and demonstrate inclusive behaviours.

Additionally, the Strategy prioritises employment and inclusion actions related to Aboriginal people and people with disability.

Finally, we are proud to report that the Strategy cover page included artwork by a very talented individual, Emmerson Lawrence, Youth and Family Support Worker in the Gnan-Gnarra office who captured the essence of Communities' Diversification and Inclusion Strategy, her artwork is included throughout the document. Emmerson is a Yamatji-Noongar woman with connections to the Southwest Amandu and the Nhanta region, Ballardong and Yuat countries.



# WA Multicultural Policy Framework

## Background

The Department released the Multicultural Plan 2023–26 (Plan) on 1 August 2023 as required under the State Government’s Multicultural Policy Framework. The Plan builds on the work of the Department’s inaugural Multicultural Plan 2021–23. Consistent with the Framework, this three-year Plan articulates 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 focus on recognising the benefits of cultural diversity in the Department’s workforce, celebrating multiculturalism, as well as ensuring that we are responsive to the needs of the cultural groups we work with and support.

## Current Status

The implementation of the Plan is steered by the Multicultural Plan Working Group – made up of Action Leads and advisors representing the Department’s divisions – who function to ensure its actions are delivered, progress is reported, and outcomes are advocated, promoted and celebrated across Communities.

A summary of some key outcomes achieved in the first year of the Plan (2023–24) are:

1. Harmonious and inclusive communities

- During Harmony Week 2024 (15–21 March 2024), the Department published four stories showcasing staff members with Culturally and Linguistically Diverse (CaLD) backgrounds on 'The Common' (the Department's intranet) and on social media. The Department's offices hosted 15 events to celebrate this week, and a Multicultural Mosaic Project was delivered to recognise the rich cultural fabric of staff across the Department. The mosaic features artwork that reflects the culture, traditions and customs of employees and is displayed in the Department's Head Office in Walyalup (Fremantle) and forms part of the cover page of the Plan and on the CaLD Hub on The Common.
- The Department successfully ran an Expression of Interest process to appoint Multicultural Champions to support the implementation of the Plan. As of 30 June 2024, there are 51 active Champions with representatives across divisions that help to progress the Plan across the Department.

2. Culturally responsive policies, programs and services

- The Department launched the Workforce Diversification and Inclusion Strategy on 10 May 2024. This strategy supports the setting of local diversity targets based on workforce and community profiles, operational priorities and cultural challenges, and a success indicator of the Strategy includes a decrease in the separation rate of employees in diversity groups.

3. Economic, social, cultural, civic and political participation

- The current CaLD diversity target set for the Public Sector is 15.5 per cent and as of 31 May 2024 the Department sits at 17.3 per cent with an increase of 0.8 per cent over the past 12 months. 12.5 per cent of Level 7 and above employees are identified as coming from a CaLD background. Staff across the Department have been empowered to be involved in the planning and delivery of several culturally centred events, including to commemorate cultural days of recognition included in the Department's 'Calendar of Significant Dates' such as Harmony Week and World Refugee Day.

This significant work was acknowledged at the Office of Multicultural Interests' (OMI) Multicultural Awards held in March 2024, where the Department was recognised as a finalist for the Premier's Public Sector Award.

# Department of Communities

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