

Other Financial Disclosures

PRICING POLICIES OF SERVICES PROVIDED

The Department of Education Services charges for services associated with the accreditation and registration of education and training providers and their courses on a partial cost recovery basis. Fees are charged in three areas in the performance of the Department's regulatory functions:

Vocational Education and Training: fees for accreditation of courses are prescribed in the *Vocational Education and Training Regulations 1996*; the authority to charge fees for registration of training providers is prescribed in these regulations but the fee is determined by the Minister.

Higher Education: fees for provider authorisation and course accreditation are prescribed in the *Higher Education Regulations 2005*.

International Education: fees for registration of education service providers are prescribed in the *Education Service Providers (Full Fee Overseas Students) Registration Amendment Regulations 1997* (Gazetted March 1997).

CAPITAL WORKS

There were no major capital works undertaken by the Department during 2008-09.

STAFF PROFILE

	2008-09	2007-08
Full time permanent	37	30
Full time contract	10	17
Part-time measured on an FTE basis	4.8	4.6
On secondment	2	2
	53.8	53.6

The number of staff reported above is a snapshot as at 30 June 2009.

STAFFING POLICIES AND PROCEDURES

The Department's staffing policies have been developed to conform with the current Public Sector Standards and also include a proactive approach to monitoring and working towards meeting our diversity targets. Because of the relatively small staff numbers however this poses difficulties at times as a turnover of only one or two people can have a significant effect on levels of diversity representation. Flexible work options, part-time and job-sharing arrangements are widely accepted as part of a family friendly approach to the work environment. Many staff take up these flexible work options, and staff in all areas and at all levels have access to, and use, part-time or purchased leave arrangements. Higher duties and acting opportunities are provided to all staff.

Recruitment

There is a strong focus on merit and equity in all recruitment and selection processes, whether the process is to fill a permanent position or short term secondment or acting vacancy. All job advertisements encourage people from diverse backgrounds to apply and to provide for negotiation of flexible work arrangements. The Department's recruitment and selection practices are designed to meet the requirement of the public sector standards in human resource management and enable both organisational requirements and employee interests to be met.

Our recruitment process has been adapted to coincide with the Education and Training Shared Services Centre's newly implemented Candidate Management System (CMS). Senior staff were offered the opportunity to attend the CMS training sessions to prepare them for future advertised vacancies. In addition a substantial number of staff have completed a recruitment and selection panel member training course in order to maintain integrity in our processes.

The Department has commenced trialling a four day breach claim period on the Recruitment, Selection and Appointment Standard and has reviewed its processes to ensure compliance with the Standard.

Staff Development

The Department is committed to providing professional training and development opportunities for staff that promote career and organisational objectives. Although training and development is a shared responsibility between management and staff, staff are encouraged to take responsibility for their own self-development and self-improvement. The performance management process also provides occasion to identify staff professional development and training opportunities. Staff are encouraged to attend workshops and conferences to stay attuned to issues relevant to the Department's functions. The Department also actively supports staff in gaining postgraduate and other professional qualifications.

Performance Management

A consistent performance management process is used across the office and a monitoring system ensures all employees have performance management in place.

Grievance Management

The Department is committed to creating a work environment free from all forms of discrimination and harassment and to resolving grievances promptly. The grievance policy is available to all staff at induction and through the Department intranet. In 2008-09 there were two formal internal grievances that were managed to the satisfaction of all parties.

Public Interest Disclosure

The Department has a public interest disclosure policy and strongly supports disclosures being made by staff. All reasonable steps are taken to provide protection to staff who make disclosures from any detrimental action in reprisal for the making of a public interest disclosure. In 2008-09 no public interest disclosures were made.

Industrial Relations

Staff of the Department are all employed under the *Public Sector Management Act 1994* and are covered by the Public Sector Award. No industrial disputes were recorded during the reporting period. As part of the induction process, staff are provided with an induction booklet outlining entitlements to current Award and Agreement conditions.

Worker's Compensation

There were no workers compensation claims made in 2008-09 and consequently no lost time in the reporting period. The Department has an appointed Occupational Safety and Health representative who undertakes regular worksite safety inspections. These inspections include discussions with staff on matters relating to their specific work environment and several modifications have been made as a result of these safety checks. Eye sight screening and testing is openly encouraged throughout the organisation.

Governance Disclosures

CONTRACTS WITH SENIOR OFFICERS

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

Other Legal Requirements

COMPLIANCE WITH PUBLIC SECTOR STANDARDS AND ETHICAL CODES

In accordance with Section 31(1) of the *Public Sector Management Act 1994*, the Department has complied with the Public Sector Standards in Human Resource Management, the Western Australian Public Sector Code of Ethics and its own Code of Conduct.

COMPLIANCE ISSUES	SIGNIFICANT ACTION TAKEN TO MONITOR AND ENSURE COMPLIANCE
Public Sector Standards Nil breach claims	<ul style="list-style-type: none"> ▮ Information about standards is included on the Department's Intranet and in its induction package. ▮ Transactions audited internally as a quality assurance process.
WA Public Sector Code of Ethics Nil reports of non compliance with WA Code of Ethics	<ul style="list-style-type: none"> ▮ The WA Public Sector Code of Ethics is made available to staff on the Department's Intranet.
DES Code of Conduct Nil reports of non compliance with DES Code of Conduct	<ul style="list-style-type: none"> ▮ The Department's revised code of conduct was introduced in July 2008. All staff have been given access to the Code and asked to sign an acknowledgment form stating that they are aware of the code and the conduct and behaviour expected of them as employees. ▮ DES Code of Conduct is available on the Intranet, hard copies are available upon request and it is included in the induction package.

ADVERTISING

In compliance with section 175ZE of the *Electoral Act 1907*, the Department reports that it incurred the following expenditure in relation to advertising, market research, polling, direct mail and media advertising.

Advertising Agencies	
Council for International Students Western Australia	\$400
Market research organisations	Nil
Polling organisations	Nil
Direct mail organisations	Nil
Media advertising organisations	Nil
TOTAL EXPENDITURE FOR 2008-09	\$400

RECORDKEEPING PLAN

During 2008-09 the Department was committed to the implementation of and compliance to the joint recordkeeping plan for the Department of Education Services, the Curriculum Council, the Department of Education and Training, TAFEWA colleges and the Public Education Endowment Trust. The following table details compliance with the State Records Commission Standard 2, Principal 6.

STATE RECORDS COMMISSION REQUIREMENT	DEPARTMENT RESPONSE
<p><i>The efficiency and effectiveness of the organisation's recordkeeping system is evaluated not less than once every 5 years</i></p>	<p>A baseline audit of efficiency and effectiveness of the agency's recordkeeping system was undertaken in 2006-07. A document records management system (EDRMS) and Web content management system (WCMS) TRIM Context was implemented in 2007.</p> <p>The system is regularly monitored and reviewed for efficiency and effectiveness and for accuracy of the existing file classification system. Consultation meetings have been undertaken with users to improve compliance. The existing file classifications are currently being reviewed and this work will continue over the next 12 months.</p>
<p><i>The organisation conducts a recordkeeping training program</i></p>	<p>TRIM training sessions have been provided for all staff.</p> <p>A dedicated "TRIM Help" service is also provided by the Records management team to deliver more timely TRIM assistance to users. Hands on assistance is also provided by a group of 'power users'.</p> <p>Records staff continue to develop their skills through obtaining higher qualifications and attending records management conferences, seminars and training courses including the TRIM User Group of WA.</p>
<p><i>The efficiency and effectiveness of the recordkeeping training program is reviewed from time to time</i></p>	<p>During the reporting period, TRIM training materials and programs were developed to support users.</p> <p>Questionnaires have been developed to allow users to provide instant feedback on the efficiency and effectiveness of TRIM training sessions and programs they have been involved in. This feedback has informed the refining of the training programs.</p>
<p><i>The organisation's induction program addresses employees' roles and responsibilities with regards to their compliance with the organisation's recordkeeping plan</i></p>	<p>The Departments induction program for new staff includes training in the use of TRIM and the business classification. The training is supported by intranet recordkeeping training materials and PowerPoint presentations.</p> <p>Additional individual support, on a one-to-one basis, is provided by the Records Manager as required.</p>

DISABILITY ACCESS AND INCLUSION PLAN

The Department currently has in place a five-year Disability Access and Inclusion Plan (DAIP) that provides a framework for the identification of access and inclusion barriers and for the development of strategies to address those barriers. The Plan has been developed in accordance with S29 of the *Disability Services Act 1993*, and is reviewed annually. Progress towards implementing the six desired outcomes identified in the DAIP is provided in the following table.

DAIP DESIRED OUTCOME	DEPARTMENT RESPONSE
Outcome 1: <i>People with disabilities have the same opportunities as other people to access the services of, and any events organised by, a public authority.</i>	<ul style="list-style-type: none"> ▮ Inclusion of an events checklist and other relevant information on the Intranet to assist staff with planning accessible events. ▮ Disability Standards for Education included in guidelines for non-government schools registration process.
Outcome 2: <i>People with disabilities have the same opportunities as other people to access the buildings and other facilities of a public authority.</i>	<ul style="list-style-type: none"> ▮ Redesign of the ground floor toilet - now fully accessible. ▮ Well marked accessible parking bay at the front of the building; customer service staff monitor parking arrangements.
Outcome 3: <i>People with disabilities receive information from a public authority in a format that will enable them to access the information, as readily as other people are able to access it.</i>	<ul style="list-style-type: none"> ▮ Inclusion of notation on public documents that they can be made available in an alternative format upon request. ▮ <i>State Government Access Guidelines for Information, Services and Facilities</i> posted on Intranet for staff reference.
Outcome 4: <i>People with disabilities receive the same level and quality of service from the staff of a public authority as other people receive from staff of that public authority.</i>	<ul style="list-style-type: none"> ▮ Disability awareness raising sessions with staff. ▮ Performance management process includes commitment to staff awareness.
Outcome 5: <i>People with disabilities have the same opportunities to make complaints to a public authority.</i>	<ul style="list-style-type: none"> ▮ Complaints and grievance policies updated to ensure they are accessible for people with disabilities.
Outcome 6: <i>People with disabilities have the same opportunities to participate in any public consultation by a public authority.</i>	<ul style="list-style-type: none"> ▮ Information posted on Website inviting feedback. ▮ Commitment to continual monitoring.

Government Policy Requirements

CORRUPTION PREVENTION

The Department's risk management process looks at the potential for corrupt practices and other factors that impinge on its strategic planning, operational efficiency and effectiveness. The Department has a range of policies and procedures in place to ensure that it remains free from misconduct and corruption. Policies such as the Code of Conduct, the Corruption Prevention and Detection Policy and the Public Interest Disclosure Policy are regularly reviewed with input from all staff, and made readily available to staff on the Department's intranet and through email and briefing sessions. Staff have been assured of their anonymity if making a disclosure against corrupt practices.

The Department is committed to carrying out its functions with a high level of integrity and transparency and expects that the behaviour of all persons employed or contracted to the organisation will comply with the Code of Conduct. The Department expects that all staff will conduct themselves in an honest, ethical and professional manner, and will work towards maintaining an efficient and congenial working environment where colleagues are treated with courtesy and respect.

The Department's Code of Conduct outlines professional standards of conduct in relation to conflicts of interest, professional integrity, rewards, gifts and gratuities and the use and treatment of government resources and official information. It also details employees' responsibility in regard to contact with Lobbyists and speaking with the media.

OCCUPATIONAL SAFETY AND HEALTH

The Department complies with the requirements of the *Occupational Safety and Health Act 1984* and is committed to providing and maintaining a healthy and safe working environment for all staff, contractors and visitors. The Department undertakes an annual building evacuation exercise and provides adequately stocked first aid kits in easily accessible locations. Several first aid officers have been trained and staff are advised of their location within the building. An employee assistance program is also available to all staff.

The Department has appointed an Occupational Safety and Health representative who undertakes regular worksite safety inspections. These inspections include discussions with staff on matters relating to their specific work environment and several modifications have been made as a result of these safety checks.

The Department's Injury Management and Workers Compensation policy and procedures, including its return to work policy, are readily available to all staff on the Intranet and are included in the staff induction package. The Department is committed to providing injury management support to all its employees and in the event of a work related injury or illness, the Department will provide assistance as soon as practicable to facilitate their return to work in accordance with the *Workers' Compensation and Injury Management Act 1981*.

The Department provides the following information on its performance in relation to the number of injuries and fatalities.

INDICATOR	TARGET 2008-09	ACTUAL 2008-09
Number of fatalities	Zero (0)	Zero (0)
Lost time injury/diseases (LTI/D) incidence rate	Zero (0) or 10% improvement on previous year	Zero (0)
Lost time injury severity rate	Zero (0) or 10% improvement on previous year	Zero (0)
Percentage of injured workers returned to work with 28 weeks	N/A	N/A
Percentage of managers trained in occupational safety, health and injury management responsibilities.	N/A*	N/A*

* Occupational safety, health and injury management responsibilities for the Department are handled by ETSSC.