

*Corporate services are provided to the Forest Products Commission on a bureau basis. Detailed service specifications and agreements are nearing completion.*

*The nature of these specifications are such that they enable the Commission to determine service benchmarks and provide it with choice in terms of support services, not just on a package basis but also on an individual functional basis. This approach is in line with the trading enterprise status of the Commission.*

*Those corporate services provided from within the Commission relate primarily to strategic policy and planning, service co-ordination and contract management.*

### **Service contracts**

Corporate Services Division is currently undertaking a review of each service area covered by the Service Contract with the Department of Conservation and Land Management. For each service area covered by the Service Contract a new Service Level Agreement is being developed. The new Service Level Agreements will highlight for each service area the desired outcome for the Commission, agreed detailed service specifications and performance measures highlighting the Department of Conservation and Land Management's responsibilities as a service provider and the Commission's responsibilities in relation to the service specifications.

### **Contracts**

The Commission manages more than 350 contracts (including those related to State Agreements) for works and services contracts and the sale of forest products. These contracts have an approximate life value in the vicinity of \$2.5 billion.

Over the course of 2001-02 the Commission reviewed its procurement/contract management functions, leading to a restructure of procedures. The changes have enabled the Commission to better monitor compliance with State Supply Policies and Guidelines and ensure transparency of processes.

The Forest Products Commission's Supply Procedures Manual has been revised and will be published in the first quarter 2002-03.

### **Occupational safety and health**

The Commission is committed to providing and maintaining a safe and healthy work environment. During the past year the Commission has commenced a comprehensive review of the current systems of occupational safety and health management, using the Australian standard as a comparative basis. The review will be completed in 2002-03.

The Commission has also initiated a benchmarking exercise with similar Government agencies in other states, with a view to establishing clear comparisons between agencies within the forestry arena. It is hoped that data and trend analyses arising from this exercise will enable further improvements to be made in the management of occupational safety and health.

### **Risk management and audit**

The Risk Management Committee is committed to effective corporate governance.

The Committee has met on a quarterly basis during the year and has overseen the development of a five-year strategic plan for internal audit. The annual program, which is derived from this plan, contains some 30 risk-based audits covering financial, operational and environmental activities with no significant issues of non-compliance being identified this year.

The Commission continues to maintain certification in accordance with standard ISO 14001 for environmental management.

## Industrial relations

The State Government framework agreements for both salaried and waged employees took effect within the Forests Products Commission during 2001-02.

The negotiation of further terms and conditions for inclusion in agency specific agreements has commenced and is ongoing.

## Debtors policy and procedures review

A detailed review of the Commission's debtors' policies and procedures was completed. Recommendations include the following main focus areas for improving the management of debtors:

- enforcement of a revised Debtors Management Procedure Policy;
- automation of as many of the processes as possible;
- creation of a debtors focus group with the prime objective of reducing overdue accounts; and
- improved reporting of overdue accounts and debtors' profiles.

Implementation of the recommendations is planned for the first quarter of the 2002-03 financial year.

## Code of Conduct

The Code of Conduct for employees was approved and completed in July 2001. The Code addresses such issues as conflict of interest, corruption, discipline, confidentiality, freedom of information and security of records. It also addresses a range of human resource management issues including EEO and diversity, disability services, grievance resolution and the Public Sector Standards. There were no breaches of the code reported in 2001-02.

## Workers' compensation

There have been 21 claims (seven lost time incidents) for workers' compensation during the year 2001-02. Seventeen of the 21 have been finalised, three have been accepted by the Commission's insurers but not settled and decisions are outstanding on one of the claims.

## Community service obligations

The Commission's Forest Enhancement Program is a work and employment strategy under the Regional Forest Agreement to address a range of social, silvicultural and fire protection objectives. In 2001-02 the Commission spent \$0.26 million against a budget of \$0.5m employing displaced timber workers on a short-term basis on forest silvicultural works programs to thin overstocked jarrah regrowth stands and as seasonal firefighters for the Department of Conservation and Land Management. The surplus funds will be carried over to fund future expenditure.

## Equal employment opportunities

The Commission worked with the office of the Equal Opportunity Commissioner and other relevant agencies to complete its Equal Employment Management Plan during the past year and has a draft plan in place, which is awaiting approval by the Corporate Executive.

## People with disabilities

In order to finalise our Disability Services Plan an audit of Commission premises is being undertaken.

## Finance manual

A Financial and Administration Manual was issued during the year. The preliminary document currently serves as a guide for the Commission's finance and administration staff, while at the same time is being updated to reflect best practice within the Commission.

## Publications

- Sandalwood Information Sheets
- A Seasoned Performance
- Specialty Timber in the Goldfields
- WA Forest Today
- WA Plantations
- Growing WA Sandalwood from Seed
- Timber Technology Newsletter
- Valwood
- The Tree Grower's Information Kit
- WA Timber Designed by Nature
- Adding Value to Forest Products in WA\*
- WA Forest Products
- Forest Products Commission: Our Objectives
- Introducing the Forest Products Commission\*
- Code of Practice for Timber Harvesting in Western Australia
- Manual of Management Guidelines for Timber Harvesting in Western Australia
- Investing in Maritime Pine\*
- Plant Propagation Centre Manjimup Nursery
- New Eucalypt Sawlog Industry (NESI)

These publications are available from the Forest Products Commission at 117 Great Eastern Highway, Rivervale or through the Commission's regional offices.

\* These publications are also available on the Commission's website [www.fpc.wa.gov.au](http://www.fpc.wa.gov.au)