

Chapter 4—Business management



Financial management

Financial management within the AIHW operates within the following legislative framework:

- *Australian Institute of Health and Welfare Act 1987*
- *Commonwealth Authorities and Companies Act 1997*
- *Auditor-General Act 1997*.

The AIHW classifies all expenditure as internally or externally funded.

Internal expenditure consists of:

- project work undertaken by the AIHW's statistical units
- collaborations with other organisations, often universities, which perform functions under the AIHW's Act, for example, the AIHW National Injury Surveillance Unit operated by Flinders University
- corporate services, for example, financial services, human resources, library, and information technology services.

Funding for internal expenditure comes from:

- appropriation (through the Commonwealth Budget and Estimates process)
- contribution to overheads earned on externally funded projects
- miscellaneous sources such as interest and the sale of publications.

The majority of the AIHW's revenue comes from external funding for specific projects. Externally funded projects operate on a cost recovery basis, with revenues derived through agreements with external clients. The financial arrangements are determined using a Board-approved pricing template and most

agreements are by way of memorandums of understanding with relevant Australian Government departments.

The detailed budget for the following financial year is prepared by the Executive around May. The Executive involves every unit in preparing budgets for consideration. The detailed budget consists of each unit's internal budget plus an estimate of externally funded revenue and expenditure for the year. The Board approves the detailed budget for the following financial year at its June meeting following a review of the budget by the Audit and Finance Committee. Units are expected to manage within their allocated internal budgets.

Data management

The AIHW obtains data mainly from administrative information collected by Australian Government and state and territory jurisdictions in the course of service delivery in the health, community services and housing assistance sectors.

The national information agreements, the National Health Information Agreement and the National Community Services Information Agreement, established under direction of the relevant Ministerial Councils, facilitate the flow of data from these jurisdictions to the AIHW so it can fulfil its function of collecting and producing health-related and welfare-related information and statistics.

Increasingly, there is interest in areas where concepts of health and welfare merge in policy or service provision. The AIHW is in a unique position to focus on areas where policies overlap, and to influence the development, management and use of common data standards in health and welfare data collection and statistics.

Contract management

Most of the AIHW's purchase contracts are for standard support services such as rent, cleaning, payroll processing, internal audit, IT equipment and consultancy advice. The AIHW has a standard short form and a standard long form contract prepared by external legal advisers. These documents are used as the basis of contracts with suppliers wherever possible. They contain standard clauses on matters such as insurance, indemnity, intellectual property, privacy and performance standards. They also require tasks, deliverables and due dates to be set that are linked to payment. Contracts must be signed by the appropriate delegate. Any contract greater than \$25,000 must be approved by a Senior Executive Service officer. Any AIHW contract involving receipt or payment of more than \$1.5 million must be approved by the Minister for Health and Ageing. The contracts nominate a contract manager and this person must be satisfied that the supplier is meeting their obligations under the contract before recommending the payment of invoices.

The scope, timing, deliverables and budget for most externally funded projects are set out in schedules to memorandums of understanding with Government departments. The AIHW treats these schedules as revenue contracts even though they are not contracts in the strict legal sense. The relevant unit head is responsible for the delivery of these services to a satisfactory standard and within budget. The Finance and Commercial Services Unit monitors expenditure against budget and seeks explanations for any projects that appear to be over budget or behind schedule. In a few cases the AIHW has revenue contracts for work done by the AIHW on behalf of non-government organisations. These

are managed in the same way as revenue schedules.

An internal audit on the AIHW's contract management is planned for 2008–09.

Risk management

The AIHW has a wide range of policies to reduce and manage business risks. These include:

- risk management
- physical security
- information security
- fraud control
- business continuity.

During the year the AIHW prepared a risk management policy and updated its business risk assessment.

The AIHW contracts out its internal audit function. The current internal auditors are Acumen Alliance. During 2007–08, Acumen Alliance:

- undertook a fraud risk assessment and helped the AIHW prepare its 2007–09 fraud control plan
- completed a review of IT change and release management
- reviewed financial and payroll processing procedures
- reviewed the AIHW's disaster recovery plan
- followed up recommendations from previous database audits
- attended Audit and Finance Committee meetings.

The audit reviews produced several recommendations for improving the management of the relevant risks. Some of

these recommendations have been dealt with already and others will be addressed in 2008–09. AIHW management will report to the AIHW's Audit and Finance Committee on progress with implementing the recommendations on a regular basis.

The AIHW's fraud control plan for 2007–09 contains appropriate fraud prevention, detection, investigation, reporting and data collection procedures and processes that meet the specific needs of the AIHW and comply with the Commonwealth Fraud Control Guidelines.

The Australian National Audit Office conducts an annual audit of the AIHW's financial statements. This year, the auditors again issued an unqualified audit opinion on the financial statements.

The AIHW has insurance policies in place through Comcover and Comcare to cover a wide range of insurable risks, including property damage, general liability and business interruption.

Indemnities and insurances for Directors and Officers

The AIHW is a member of Comcover, the Australian Government's self-managed fund for insurance cover. The AIHW's insurance covers Directors and Officers against various liabilities that may occur in their capacity as officers of the AIHW. No insurance claims were made by the AIHW during 2007–08.

Freedom of information

The *Freedom of Information Act 1982* requires each Commonwealth Government agency to publish a statement setting out its role, structure and functions, the documents

available for public inspection, and how to access documents. This statement is available in **Appendix 6**. There were no requests made under the *Freedom of Information Act 1982* during 2007–08.

Commonwealth Ombudsman

No new issues or matters about the AIHW were referred to, or raised with, the Commonwealth Ombudsman's Office.

Judicial decisions and decisions of administrative tribunals

There were no legal actions lodged against the AIHW.

Ministerial directions and notifications

The AIHW received four notifications from the Minister with regard to Board appointments and approvals for a member to act in the Chair's role.

The AIHW has been directed to report annually on compliance with the *Commonwealth Authorities and Companies Act 1997* legislation and financial sustainability.

Significant events

There were no significant events advised to the Minister by the AIHW during 2007–08 in accordance with the *Commonwealth Authorities and Companies Act 1997*.

ICT management

Information and Communication Technology (ICT) plays a vital role within the AIHW. It is essential for establishing and analysing the AIHW's databases and for providing

information and statistics to policy makers, researchers and the community generally.

Bolstering the AIHW's core ICT infrastructure has been the main focus during 2007–08. The aim is to meet the AIHW's evolving needs and to provide for the opportunities that will arise during this period.

A major undertaking has been the development of a new Information and Communication Technology (ICT) Strategic Plan for the period 2008–11. It identifies six key high-level ICT objectives. These objectives are closely aligned with the information and communication requirements set out in the AIHW's current Strategic Directions. It also sets out the strategies and framework for achieving these objectives.

The cost of additional ICT services that go beyond the standard services required by most areas are charged back to projects. This helps ensure that the ICT environment keeps pace with the AIHW's growth and needs.

Key improvements to core ICT infrastructure during 2007–08 included:

- redesign of the AIHW Data Centre to provide for future growth by making better use of the space available, and improving air conditioning, power supplies and monitoring systems
- refurbishment of the whole computer network, including the main backbone, to improve reliability and capacity
- modernisation and integration of the AIHW's security systems
- the introduction of server virtualisation to provide capacity for future growth, improve reliability, and to reduce server build time
- improved email services

- conversion of telephone services from analogue to digital.

Communicating with stakeholders

Building writing capacity

'Getting the messages out better' is a key strategic direction for the AIHW for 2007–10 and 'building writing capacity' was a major focus of activity during the year.

Thirty-five staff attended intensive tailored in-house writing courses emphasising the use of plain English and the importance of concise, user-friendly summaries in conveying the key messages of AIHW's publications. These courses were supplemented by regular grammar workshops and individual consultations for staff on writing matters.

A new, enhanced style guide, *Writing for the AIHW*, was produced, and launched at an all-staff seminar. The guide includes a new section on writing style in addition to the existing technical and formatting style guidance.

Work also began on evaluating the effectiveness of AIHW publications through questionnaires to key clients, short online surveys, analyses of media coverage, expert assessments of readability and utility, and readability tests. Results will be available in 2008–09.

DoHA–AIHW memorandum of understanding communications

The Commonwealth Department of Health and Ageing is the AIHW's key contract funder. All AIHW work for the department is guided by the provisions of the DoHA–AIHW Memorandum

The AIHW—using simple language and clear writing

Medical terminology can seem dramatic or even fantastic to those who do not yet know its meaning.

Part of the AIHW's strategic direction to get its messages out better is to make all its information more accessible—and that includes using intelligible and uncomplicated language.

For the AIHW, it's about giving its people the licence to write simply, AIHW Medical Adviser Dr Paul Magnus says. 'These can be serious and complex topics but we aspire to use simple language and clear writing. There is no reason not to simplify the language whenever we can.'

Pulmonary? Why not just say 'lung'. Cardiac? What about 'heart'?

It's a simple but important strategy to skip the jargon and make the AIHW's information accessible to all.



of Understanding. Regular communication is critical to the successful working of this major business relationship. A DoHA–AIHW Memorandum of Understanding Steering Committee, comprising executive, business and communication representatives of the two organisations, meets quarterly to communicate and deal with any issues as they arise. The AIHW's Business Group coordinates the AIHW contribution to the meetings. Four meetings were held in 2007–08.

The Secretary of DoHA or her nominee is a member of the AIHW Board. Members of the AIHW's Business Group assist the department with briefing the Board member from DoHA about the content of AIHW Board papers. The AIHW also provides DoHA with copies of all publications, including PDF copies of internet-only publications.

FaHCSIA–AIHW memorandum of understanding communications

The AIHW has a memorandum of understanding with the Department of Families, Housing, Community Services and Indigenous Affairs. In 2007–08 the department funded three projects under this memorandum of understanding and FaHCSIA is an important stakeholder in several other AIHW projects. A FaHCSIA–AIHW MoU steering committee meets formally twice a year. Members of the steering committee include a Deputy Secretary from FaHCSIA, the Director of the AIHW and other senior staff from both organisations. The Deputy Secretary from FaHCSIA is an invited observer at all AIHW Board meetings and receives copies of all Board papers. The AIHW consults with FaHCSIA about the annual work plan before it is submitted to the Board for approval. The AIHW also provides FaHCSIA with copies of all AIHW publications, including PDF copies of internet-only publications.

Publications and media releases

During the year the AIHW released 99 publications and 56 media releases, in addition to the many other outputs, both internally and externally funded.

The volume of publications was lower than in 2006–07 (see figure 7) as the production of three major biennial reference publications took priority for resources. It is also important to note that a large number of publications were released in July and August 2008 (about 40).

All publications continue to be available free on the AIHW website (www.aihw.gov.au) and printed copies can be purchased by mail order, online via the website or over the counter at the AIHW's premises.

Website

The AIHW website is well-established as the organisation's major communication medium, with publication visits and downloads clearly outnumbering hard copy print publication sales. The site received over 1.1 million visits

for the year, with an average of 3,035 visitors a day, a small increase on 2006–07 (3,000, see Figure 8).

Australia's health 2006 was by far the most popular publication visited on the website (see Table 6). It is interesting to see that *Australia's health 2008* occupies fifth place in the table despite having been online for only 6 days at the end of 2007–08.

Around 3,700 people keep up to date with new AIHW publication releases by subscribing to the AIHW's automatic release notification service, available via the website.



Figure 7: Publication output

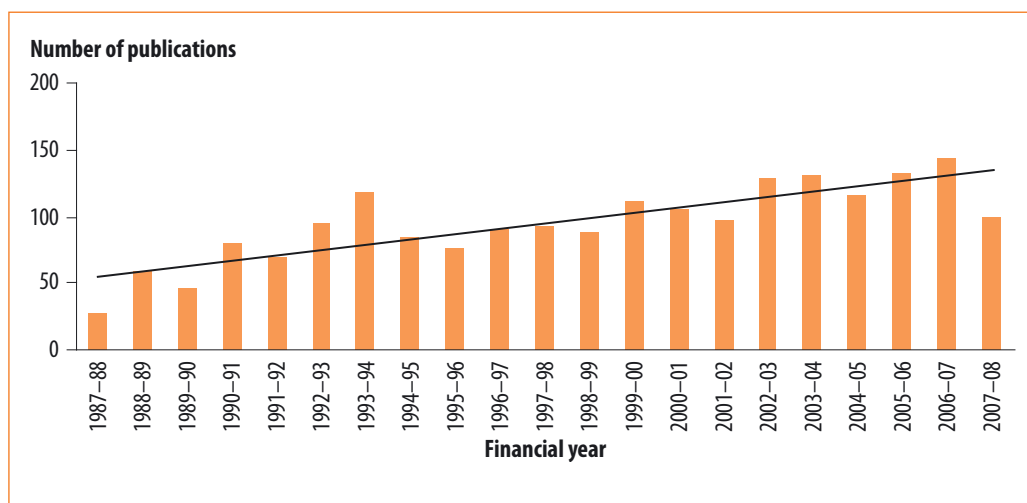


Figure 8: Website visits

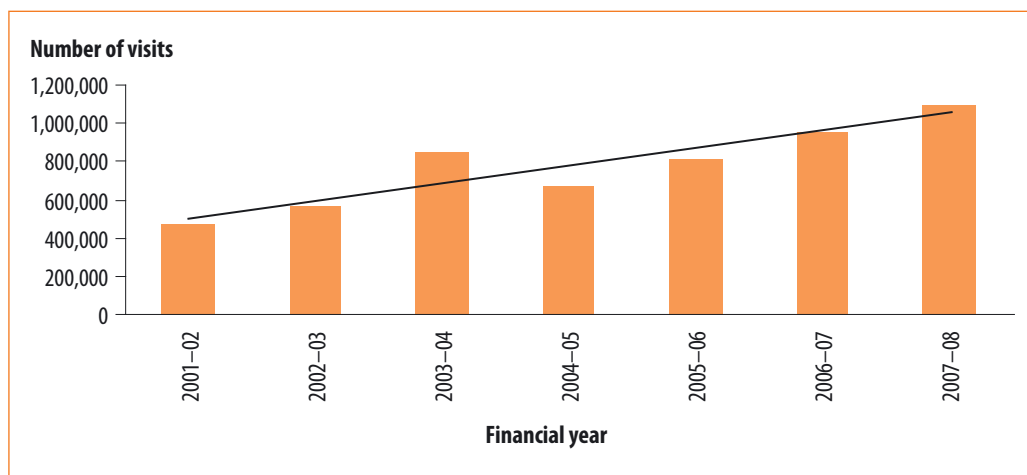


Table 6: Top 10 publications downloaded from the AIHW website

No. of downloads 2007-08	Top 10 publications on AIHW website
1,034,943	<i>Australia's health 2006</i>
224,108	<i>The burden of disease and injury in Australia 2003</i>
186,530	<i>Australia's welfare 2007</i>
163,860	<i>Australia's health 2004</i>
144,782	<i>Australia's health 2008 (since 24 June 2008)</i>
129,897	<i>Statistics on drug use in Australia 2006</i>
106,802	<i>Statistics on drug use in Australia 2004</i>
103,717	<i>Australian hospital statistics 2005-06</i>
101,454	<i>Older Australia at a glance (4th edition)</i>
93,959	<i>Diabetes: Australian facts 2008</i>

Media coverage

AIHW reports receive excellent media coverage. Despite there being fewer media releases during the year than in the previous year (see Figure 9), the overall level of media coverage was significantly higher in 2007-08 than in 2006-07 (see Table 7).

Media coverage of AIHW is rising very quickly. This appears to be due to a combination of increased coverage for individual reports in the

week of release, and evidence of many reports having an extended media 'life'—that is, being quoted by the media some months after the release.

During the last quarter of the year internet coverage rose sharply. This was partly due to a switch to a more comprehensive online monitoring service late in the year, but it also reflects the increasing importance of the Internet as a first choice to find breaking news.

Figure 9: Media releases

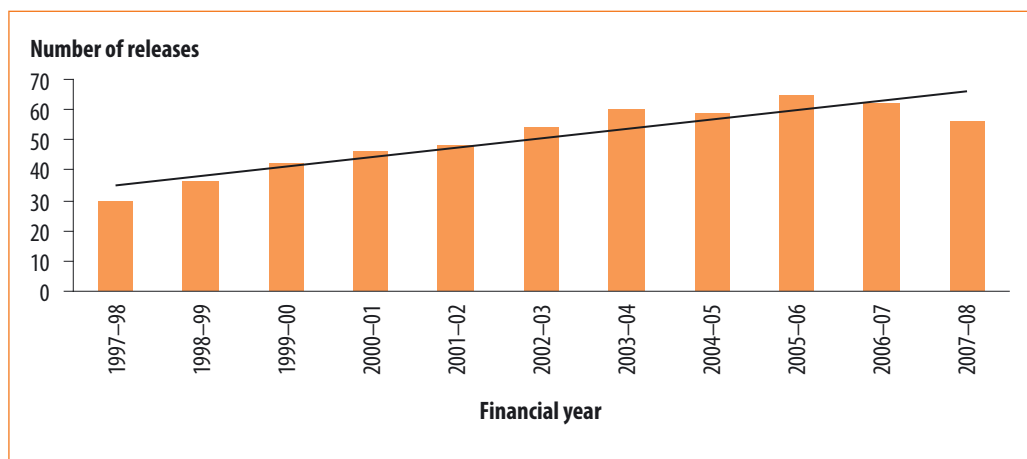


Table 7: Media coverage for 2006-07 and 2007-08

	Total media coverage	Media releases issued	Press articles	Radio	TV	Online	Australian Associated Press
2006-07	2,080	62	296	1,443	17	208	54
2007-08	3,569	56	847	2,043	52	471	100

Parliamentary

The AIHW was used as a reliable information source by Members of Parliament. It was cited 55 times during 2007-08 in the Hansards of both Houses of Parliament, an increase of 41% from 2006-07 (39).

The AIHW also prepared 12 Minutes to the Minister, 1 Current Issue Brief, 9 Parliamentary Questions on Notice and 3 Ministerial Event Briefings.

Coverage for individual AIHW reports

The level of media coverage for individual reports is influenced by many factors, including current level of public interest in a particular topic.

Reports receiving the most media coverage over the year were as follows.

Print (10 articles or more)

- 2007 National Drug Strategy Household Survey: first results (44)
- Health expenditure Australia 2005-06 (32)
- Australia's health 2008 (29)
- Alcohol and other drug treatment services in Australia 2005-06 (19)
- Australia's welfare 2007 (19)
- Sentinel events in public hospitals (18)
- Child protection Australia 2006-07 (11)
- Australian hospital statistics 2006-07 (10)
- Injury among young Australians (10)
- Water fluoridation and children's dental health: The Child Dental Health Survey, Australia 2002 (10)

Radio (mentioned 50 times or more)

- *Health expenditure Australia 2005–06* (203)
- *Australia's health 2008* (130)
- *Australia's mothers and babies 2005* (122)
- *Water fluoridation and children's dental health: The Child Dental Health Survey, Australia 2002* (121)
- *Child protection Australia 2006–07* (100)
- *Sentinel events in public hospitals* (99)
- *2007 National Drug Strategy Household Survey: first results* (88)
- *National Diabetes Register statistical profile 1999–2005* (71)
- *Rural, regional and remote Australia: a study on mortality* (70)
- *Injury among young Australians* (63)
- *Alcohol and other drug treatment services in Australia 2005–06* (55)

Television

- *Alcohol and other drug treatment services in Australia 2005–06*
- *Australia's health 2008*
- *Breast cancer survival by size and nodal status in Australia*
- *Cervical screening in Australia 2005–2006*
- *Community housing 2006–07: Commonwealth State Housing Agreement national data report, Public rental housing 2006–07: Commonwealth State Housing Agreement national data report, State owned and managed Indigenous housing 2006–07 Commonwealth State Housing Agreement national data report (three reports that were released simultaneously).*
- *Health expenditure Australia 2005–06*

- *Impairments and disability associated with arthritis and osteoporosis*
- *Indicators for chronic diseases and their determinates*
- *Medical labour force 2005 and Nursing and midwifery labour force 2005 (two reports that were released simultaneously)*
- *National Diabetes Register—a statistical profile 1999–2005*
- *Sentinel events in public hospitals*

Promoting our publications

Each year, the AIHW attends a selection of conferences as an exhibitor. These are seen as important marketing opportunities for the AIHW to promote its publications, website and other services to a wider audience.

In 2007–08, Media and Communications Unit staff organised promotional booths and related activities at:

- Clinical Oncology Conference
- Dementia in Australia Conference
- Australian Association of Gerontology National Conference.
- Australasian Professional Society on Alcohol and Other Drugs Conference
- National Housing Conference
- 5th National Homelessness Conference
- Australian Healthcare and Hospitals Association Conference.

AIHW conferences

The AIHW runs its own one-day conferences to coincide with the release of two of its major biennial flagship reports, *Australia's health*, and *Australia's welfare*. In 2007–08, new versions of both reports were released, and conferences held.

Australia's welfare 2007



The Australia's welfare 2007: disadvantage and diversity conference, held on 6 December 2007, attracted almost 300 delegates from around Australia. Topics included indicators of the welfare of Australia's population, ageing and aged care services, disability and disability services, assistance for housing, services for people experiencing homelessness, and welfare services expenditure and labour force.

The Hon. Tanya Plibersek, MP Minister for Housing, launched the report *Australia's welfare 2007* at the conference.



The Hon. Tanya Plibersek, MP at the launch of *Australia's welfare 2007*

Australia's health 2008

Australia's health 2008

The Australia's health conference was held on 24 June 2008. With 17 sponsors and approximately 500 delegates, the conference brought together health professionals, researchers, policy makers, practitioners and academics working across all industry and government fields in health. Both invited and AIHW experts discussed the health of Australians and our health services, focusing on where we've come from, what's happening now and what's likely to happen in the future.

The report *Australia's health 2008* was launched at the conference by the Minister for Health and Ageing, the Hon. Nicola Roxon MP.



AIHW Director Dr Penny Allbon with Hon. Nicola Roxon, MP at the launch of *Australia's health 2008*

People management

Staffing

Staff numbers since June 2007 have increased from 208 to 257, an increase of 49 staff (see Table 8). Most of this increase is in full-time ongoing employment. There has been a significant increase in the number of staff

taking up part-time working arrangements in both ongoing and non-ongoing employment. The proportion of male to female staff has remained stable over the last 12 months (see Table 9). This year's graduate recruitment program attracted 64 applications and 12 were employed at the APS 4 level in ongoing positions.

Table 8: Staff by category of employment at 30 June 2008

Status	Female	Male	Total June 2008	Total June 2007
Ongoing				
Full-time	104	66	170	123
Part-time	40	8	48	42
LWOP	7	3	10	12
Non-ongoing				
Full-time	13	7	20	25
Part-time	7	2	9	4
LWOP	0	0	0	2
Total	171	86	257	208
FT equivalent			242	180

Table 9: Staff by level at 30 June 2008

Status	Female	Male	Total June 2008	Total June 2007
SES Band 2	1	0	1	1
SES Band 1	3	2	5	5
EL 2	15	17	32	27
EL 1	59	23	82	72
APS 6	37	19	56	41
APS 5	16	7	23	28
APS 4	22	13	35	22
APS 3	9	2	11	9
APS 2	9	3	12	3
Total	171	86	257	208

Note:

1. This information is based on substantive positions.
2. 'Ongoing staff' refers to staff employed on an ongoing basis by the AIHW, including staff on transfer from other APS agencies.
3. 'Non-ongoing staff' refers to staff employed by the AIHW on contracts for specified terms and specified tasks.

Graduate employees

The AIHW offers graduates and postgraduates opportunities for people of all ages interested in health, housing and community services issues. The AIHW offers a dynamic and friendly work environment, a flexible graduate program, and positions to suit their skills and interests. Graduates also experience a variety of learning and development opportunities. As well as learning about the subject-matter of their work areas, graduates have access to a range of technical training such as Statistical Analysis Software, writing skills and media skills, as well as professional development and public sector awareness courses offered by the Australian Public Service Commission.

In 2007–08 the AIHW employed 12 people in its graduate program. A number of former graduates hold Executive Level 1 and 2 positions within the AIHW.

Staff awards

Almost 17% (43) of AIHW staff have 10 years or more service. On 25 June 2008, eight staff were recognised for their 10 years of AIHW service and two staff were recognised for 20 years AIHW service.

Table 10: Staff service awards

10 Year Service	20 Year Service
Anne-Marie Waters	Joanne Maples
Fiona Douglass	Maneerat Pinyopusarerk
Helen Johnston	
Indrani Pieris-Caldwell	
Justin Griffin	
Louise York	
Lynelle Moon	
Melinda Petrie	
Naila Rahman	

Director's awards for 2007–08

These awards are presented to staff members or teams in recognition for outstanding performance.

Table 11: Director's awards

Name	Unit
Nicole Hunter	Children, Youth and Families Unit
Stan Bennett	Contractor
Amber Summerill	Drug Surveys and Services Unit
Margaret Blood	Executive Unit
Brett Rogers	Expenditure and Economics Unit
Karin Cerasini	Finance and Commercial Services Unit
Tim Beard	Functioning and Disability Unit
Debbie Vanderdonk	Health Group
John Harding	Health Registers and Cancer Monitoring
Katrina Burgess	Hospitals Unit
Melinda Petrie	Housing Assistance Unit
Janine Martin	Information Services and Publishing Unit
Smart 6 team	Members of Smart 6 and SAAP units
Tanya Wordsworth	National data development and standards unit
Louise York	Population Health Unit
Michael de Looper	Population Health Unit
Tracy Dixon	Respiratory and Musculoskeletal Diseases Unit

Performance feedback and communication policy

The AIHW implemented its performance feedback and communication policy this year. The policy aims to improve formal communication between managers and staff on work priorities, workload, performance, learning and development, and other issues. There is a strong emphasis on two-way communication and the process is

Dr Fadwa Al-Yaman—Public Service medal

Aboriginal and Torres Strait Islander Health and Welfare Unit head, Dr Fadwa Al-Yaman was awarded a 2008 Public Service Medal. Dr Al-Yaman



has a background in immunology and health population and was recognised for outstanding public service in improving the accuracy and reliability of the data on Indigenous Australians contained in information collections for health, housing and community services.

conducted twice annually. A very high level of participation was achieved across the AIHW, with over 90% of staff participating in the first formal discussion.

Learning and development

The Learning and Development Advisory Committee (LDAC) provides strategic direction for learning and development policies and activities across the AIHW. The committee reports to the Executive through its Chair, the Group Head Business Group. Through its group representatives, the LDAC seeks stakeholder input to the planning of the AIHW's corporate learning and development activities. The Corporate Learning and Development budget provides for generic AIHW-wide learning and development programs.

In 2007–2008 the AIHW focused on oral (giving and receiving feedback, media and presentations, and negotiation skills) and written (grammar workshops and writing skills)

communication skills, statistical and IT-related training (SAS, Deltagraph, METeOR, Beach, MS Excel, MS outlook), and other relevant training (OH&S, bullying and harassment awareness, and APS Values and Code of Conduct).

Workplace relations (Collective Agreement 2008–2012)

The AIHW and the CPSU negotiated the AIHW Collective Agreement 2008–2012. The agreement was voted in favourably by staff (96.7% voted yes). The major changes to the new 4-year agreement include salary increases, an increase in the working day by 4 minutes, an additional paypoint for APS 5, increased allowances and guaranteed shutdown between Christmas and New Year. The new agreement came into effect on 15 July 2008.

Environmental management

The functions of the AIHW are such that none of its activities is directly relevant to ecologically sustainable development as described in s. 516A of the *Environment Protection and Biodiversity Conservation Act 1999*. Nevertheless, in accordance with the AIHW's commitment to protecting the environment, the AIHW has in place a number of practices aimed at reducing the environmental effects of its day-to-day operations. These include:

- setting up a Green Group to examine and advise on options to further reduce our environmental impact (the group has met on three occasions and has made a number of suggestions which have been adopted)
- providing recycling bins in kitchens for co-mingled waste, as well as separate bins for organic waste provided to a worm farm

Organic waste collection

(Part of the Green Group initiative during 2007–08)

Why collect organic waste?

Like most offices, the AIHW produces a considerable amount of waste. While staff at the Institute are able to recycle many organic and inorganic materials through bins set up to collect paper and other materials, food scraps were thrown away with unsorted waste ultimately ending up in landfills.



How does the collection work at the AIHW?

Since the beginning of May 2008, an additional bin has been available to staff in all AIHW kitchens. These bins collect organic waste such as food scraps, bread and paper towels.

This waste is collected by one of the Institute's employees and subsequently fed to worms and recycled into an organic fertiliser on his property in NSW—a process which is called vermicomposting.

These bins are pedal operated and colourfully labelled with instructions on what is suitable for worms including food scraps, coffee grinds, paper towels, tea bags, bread, cakes and biscuits. Bins are emptied 2–3 times a week and sterilised on a weekly basis. Records are kept on the weight of waste that is collected and contaminants that are found in the bins.

How well have we done to date?

The collection commenced in May. In the first 7 weeks of operation (up to the end of June 2008) over 140 kilograms of organic waste was collected, equating to over 20 kilograms a week.

Progress to date indicates that over a tonne of organic waste will be collected from AIHW kitchens during the first 12 months of operations.

- installation of water saving devices in showers and toilets
- use of energy-efficient lighting
- upgrading of the air conditioning cooling tower
- recycling of toner cartridges, paper and other relevant waste
- provision of amenities for staff who ride bicycles to work.

Occupational health and safety

The OH&S Committee met during the year. The committee's activities focused on drafting OH&S arrangements under the new legislative framework, and hazard and risk assessment. The AIHW's Health and Safety Management Agreement will be finalised by September 2008.

There were no incidents requiring notice to be given under s.68 of the *Occupational Health and Safety Act 1991*. The AIHW was not subject to any investigations during the year, and no directions were given under s.45 or notices under ss.29, 46 or 47 of the *Occupational Health and Safety Act 1991*.

Accommodation management

Negotiations for the extension of the AIHW's lease on the main building were completed in the early part of 2008. As part of these negotiations, the owners have undertaken to upgrade the air-conditioning system—this was completed in August 2008. In addition, the owners have repainted the outside of the building and have agreed to contribute to the cost of recarpeting the building.

As staff numbers increased during the year, it has been necessary to reconfigure office accommodation to maximise the use of office space. In particular, this has meant the relocation of the Executive area and the library. This work was completed in May 2008. The AIHW continues to lease a floor in the Trevor Pearcey House office complex, adjacent to the main building.

The AIHW operated from three locations in Canberra in 2007–08:

- 26 Thynne St, Fernhill Park, Bruce, Canberra (Main building)
- 28 Thynne St, Fernhill Park, Bruce, Canberra (Trevor Pearcey House)
- Level 4, Scarborough House: Atlantic Street, Woden, Canberra (Out-posted unit—closed 30 June 2008)

Commonwealth Disability Strategy

The AIHW recognises the importance of the Commonwealth Disability Strategy (CDS), and makes every effort to ensure that all its policies

and procedures comply with the principles of the strategy. The AIHW fits the categories of employer, and service provider, respectively, under the Commonwealth Disability Strategy Performance Reporting Framework. The AIHW does not fit the categories of policy advisor, regulator or purchaser under the framework.

The AIHW as employer

In accordance with the changes to the CDS reporting requirements, the AIHW's employer role activities can be located in the Australian Public Service Commission's State of the Service agency survey www.apsc.gov.au/stateoftheservice.

The AIHW as provider

The major focus of the AIHW is to provide information to other government departments and statutory agencies for them to develop policies and programs. Our information is also available for the general public to access. The majority of our information is available in print as well as via the AIHW web site, however due to the large number of statistical tables in AIHW publications, it is extremely difficult to render the information in universally accessible formats. In recognition of this, the AIHW invites website visitors having difficulty accessing information to contact us directly for individual assistance.

Facilities and conferences managed by the AIHW comply with accessibility standards, including wheelchair access, toilets and disabled parking.

Goals and actions for 2007–08

To review our current approach to and options for improving the accessibility of our website publications. Our actions will include fully assessing all options for making our publications more accessible within budget constraints.