

DISABILITY SERVICES COMMISSION



ANNUAL REPORT

2005-2006

making a difference



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|--|---|
| Responsible Minister: | Minister for Disability Services The Hon Bob Kucera APM JP MLA <i>(March 2005–October 2005)</i> The Hon Mark McGowan MLA <i>(October 2005)</i> The Hon Margaret Quirk MLA <i>(November 2005–May 2006)</i> The Hon John D’Orazio MLA <i>(May 2006)</i> The Hon Tony McRae MLA <i>(From May 2006)</i> |
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THIS REPORT IS AVAILABLE IN ALTERNATIVE FORMATS ON REQUEST

This Annual Report provides comprehensive data on the number and characteristics of Western Australians with disabilities and their families/carers who have accessed disability support services funded or provided by the Disability Services Commission during 2005–2006, together with the cost of providing these services.

The data on service users in this report have been contributed by 119 external service providers, as well as the Commission's three service-providing directorates. In all, some 946 individual service outlets collect data which are recorded on 37,946 service records for this purpose. This represents an enormous effort by the service providers, and the 100 per cent response rate, which is exceptional, is evidence of the commitment and professionalism of the field. The data are tested against 73 computer logic tests to confirm their accuracy.

The information generated provides objective data for accountability purposes and to inform long-term planning and policy development.

The following considerations are important:

- ✓ the data are collected according to national requirements and, therefore, are not completely congruent with Western Australian reporting requirements. Thus, variance from year to year can sometimes reflect changes in the national reporting framework rather than genuine variances in service delivery;
- ✓ the data collected are dependent upon the availability of data, the consistency of data coding and entry as well as the subjectivity and discretion that is essential within a diverse and complex field of service delivery. Thus, once again, variance from year to year may not necessarily reflect genuine variances in service delivery; and
- ✓ while the Commission contracts external agencies to provide services, it is difficult to separate government funded disability services from those services provided with other funds or supports, such as volunteers. Thus, data from external providers may not always give a direct reflection of services purchased.

The Commission works collaboratively with the disability sector to provide training and support in this enormous, collective task. This area is subject to ongoing development and refinements.

The Disability Services Commission was awarded the Bronze Lonnie Award for Distinguished Achievement in Accountability through Annual Reporting for its 2004-2005 Annual Report, as part of the 2005 WS Lonnie Awards for excellence in annual reporting by public sector agencies.

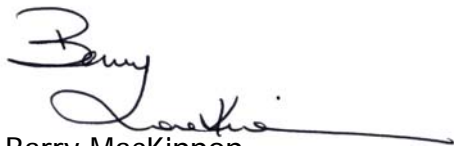
HON MINISTER FOR DISABILITY SERVICES

ANNUAL REPORT

2005–2006

In accordance with the *Financial Administration and Audit Act 1985 (Section 66)*, we hereby submit for your information and presentation to Parliament, the Annual Report of the Disability Services Commission for the financial year ending 30 June 2006.

The Annual Report has been prepared in accordance with the provisions of the *Financial Administration and Audit Act 1985*.



Barry MacKinnon
CHAIRPERSON
DISABILITY SERVICES COMMISSION BOARD



Bruce Langoullant
BOARD MEMBER, CHAIRPERSON OF THE BOARD AUDIT
AND RISK MANAGEMENT COMMITTEE
DISABILITY SERVICES COMMISSION BOARD

7 September 2006

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1. 2005–2006 Overview

- ✓ Assisted 19,632 Western Australians with disabilities.
- ✓ Invested \$305.4 million to advance the rights and support the needs of Western Australians with disabilities—an 8.4 per cent increase on last year.
- ✓ Sourced \$257.1 million from the State Government (84 per cent of the Commission's budget). This included the appropriation of \$244.6 million from the State Budget.
- ✓ Received Australian Government funding of \$48.3 million under the Commonwealth State Territory Disability Agreement (16 per cent of the Commission's budget).
- ✓ Allocated \$163.6 million (54 per cent of the budget) to 119 external service providers for services and support for Western Australians with disabilities and their carers.

Operational Highlights

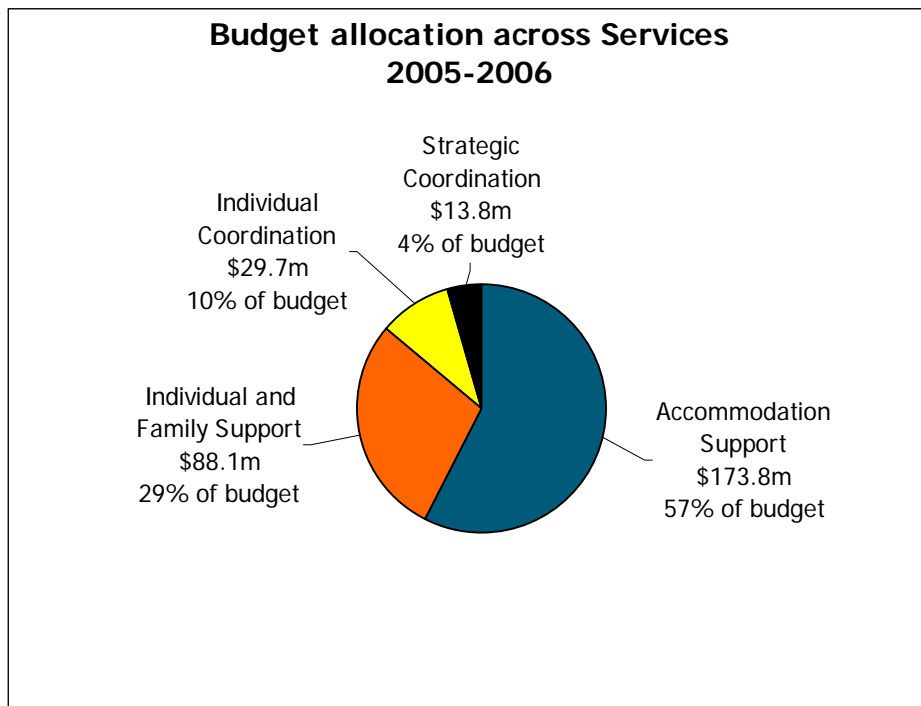
- ✓ Developed the Commission's third five-year Strategic Plan 2006–2010.
- ✓ Developed partnerships with Manguri and Marr Mooditj to increase recruitment of Aboriginal direct care staff, including 'blended sessions' for new staff at the Commission and health workers at Marr Mooditj.
- ✓ Established the Country Resource and Consultancy Team for the South West region to train and support local therapists to provide therapy intervention for children and adults with disabilities.
- ✓ Implemented the new Remote Area Strategy with projects in the Western Desert, Fitzroy Valley and Murchison to increase the support available to people with disabilities, enabling them to remain in their local communities.
- ✓ Established therapy centres in Wembley and Rockingham to provide local support for early childhood development and early intervention autism services.
- ✓ Implemented the bilateral agreement with the Australian Government on respite for older carers.
- ✓ Developed a strategic framework with the Department of Sport and Recreation for inclusive sport and recreation for people with disabilities.
- ✓ Implemented the Covering WA project which has seen the expansion of service provider availability to most parts of the State.
- ✓ Conducted 'The Way Forward' Disability Symposium in Western Australia for the disability sector.



2006
making a difference



1. 2005–2006 Overview



- ✓ Implemented the Shared Management Model as a guide for individuals, families and service providers to work together in different ways to administer and manage individual services and support.
- ✓ Expanded Local Area Coordination (LAC) into the Indian Ocean Territories.
- ✓ Successfully transferred 45 individual/family support options to non-government organisations, thereby reducing the management and coordination responsibilities of families.
- ✓ Implemented the Commission's Access for Aboriginal and Torres Strait Islander People Policy and Practice which provided cultural awareness training for staff in metropolitan and regional areas, and developed a video program to assist disability service providers to deliver culturally appropriate services.
- ✓ Continued implementation of the You're Welcome—WA Access Initiative with Subiaco and Bassendean councils and the Department of Environment and Conservation joining as You're Welcome partners.
- ✓ Developed the Count Us In! curriculum support package for teachers to use with students from kindergarten to Year 12 to develop their knowledge and understanding of disability.
- ✓ Commenced implementation of Disability Access and Inclusion Plans (DAIPs) with public authorities, including the provision of training with public authorities across the State, and the development of a manual and other resources to support DAIPs.
- ✓ Launched the Disability Research Network website which aims to improve communication and collaboration between researchers working in the area of disability in WA.
- ✓ Implemented training for organisations on Standard 9 of the Disability Services Standards and developed and distributed training manuals to providers.

2. The Disability Services Commission

The Disability Services Commission was established in December 1993 under the *Disability Services Act 1993*. The Act gives the Commission statutory responsibility for policy and program development and service planning in all areas that affect the rights and needs of Western Australians with disabilities.

2.1 Legislative Functions

The key functions of the Commission below are specified in Section 12 of the *Disability Services Act 1993*.

Policy Development—including advice, research and evaluation.

Service Provision—both directly and by encouraging the development of appropriate services by other agencies.

Funding and Accountability—enabling non-government agencies to provide a diverse range of services offering choices for people with disabilities, their families and carers.

Promotion of Equal Access—enabling access to services provided by government and those generally available in the community.

Community Education and Consumer Advocacy - promoting and protecting the dignity and rights of people with disabilities.

2.2 Strategic Framework

2.2.1 *Better Planning: Better Services* – A Strategic Planning Framework for the Western Australian Public Sector

The links between *Better Planning: Better Services* (BPBS), the Commission's Strategic Plan 2006–2010 and the Commission's Annual Report are shown in the following table. The BPBS framework is a strategic plan for the Western Australian public sector, shaping the way government policies, programs and services are developed and coordinated. Government agencies are diverse in their core business and link to the BPBS Framework with emphasis on different goals.



2. The Disability Services Commission

The Commission's Strategic Plan 2006–2010 focuses on individuals with disabilities having meaningful opportunities to live in and contribute to community life, and seeks to achieve this by providing and coordinating contemporary and responsive supports and services. With this focus in mind, all of the Commission's strategic goals fit within the BPBS Goal 1—specifically, Strategic Outcome 1.10 'A positive difference to the lives of people with disabilities, their families and carers'—and are reported in Chapter 8, Service Reports. While the other BPBS goals are not core business for the Commission, the table below provides reference to the obligatory reporting requirements for each of these goals.

| <i>Better Planning: Better Services—Strategic Planning Framework</i> | Disability Services Commission Strategic Plan (2006–2010) | Disability Services Commission Annual Reporting Framework (including Obligatory Reporting) |
|--|---|---|
| <p><i>Vision</i></p> <p><i>Western Australia will be a creative, sustainable and economically successful State that embraces its multicultural heritage and its rich natural resources. It will provide the best opportunities for current and future generations to live better, longer and healthier lives.</i></p> | <p><i>Vision</i></p> <p><i>All people live in welcoming communities which facilitate citizenship, friendship, mutual support and a fair go for everyone.</i></p> | |
| <p>Goal 1: People and Communities</p> <p>To enhance the quality of life and wellbeing of all people throughout Western Australia.</p> <p>Strategic Outcome 1.10 'A positive difference to the lives of people with disabilities, their families and carers.'</p> | <p>Goal 1—Individuals and Families: Promote citizenship for people with disabilities and the important role of families, carers and friends.</p> <p>Goal 2—Communities: Strengthen communities to welcome and include people with disabilities, families and carers.</p> <p>Goal 3—Mainstream Services and the Business Sector: Build partnerships and work with mainstream services and the business sector so that people with disabilities are welcomed and included.</p> | <ul style="list-style-type: none"> ■ Service Reports (Chapter 8) ■ Cultural Diversity and Language Services Outcomes (Chapter 6.6) ■ Disability Access and Inclusion Plan Outcomes (Chapter 6.7) ■ Substantive Equality (Chapter 6.8) ■ Youth Outcomes (Chapter 6.9) |

2. The Disability Services Commission

Goal 4—Services Funded and Provided by the Commission:

Build partnerships which strive for high quality, flexible, sustainable and responsive services.

Goal 5—Research, Planning and Policy:

Influence the strategic direction of governments and decision makers through research, information and planning.

Goal 2: The Economy

To develop a strong economy that delivers more jobs, more opportunities and greater wealth to Western Australians by creating the conditions required for investment and growth.

Goal 3: The Environment

To ensure that Western Australia has an environment in which resources are managed, developed and used sustainably, biological diversity is preserved and habitats protected.

- Energy Smart Government Policy (Chapter 4.1)
 - Waste Paper Recycling (Chapter 4.2)
-

Goal 4: The Regions

To ensure that regional Western Australia is strong and vibrant.

- Regional Development Policy (Chapter 4.3)
-

Goal 5: Governance

To govern for all Western Australians in an open, effective and efficient manner that also ensures a sustainable future.

- Advertising and Sponsorship (Chapter 4.4)
 - Compliance with Public Sector Standards and Ethical Codes (Chapter 4.5)
 - Corruption Prevention (Chapter 4.6)
 - Equal Employment Opportunity (Chapter 4.7)
 - Evaluations (Chapter 4.8)
 - Information Statement (Chapter 4.9)
 - Public Interest Disclosures (Chapter 10)
 - Recordkeeping Plans (Chapter 4.11)
 - Sustainability (Chapter 4.12)
-

2.2.2 Disability Services Commission Strategic Plan 2006–2010

VISION

All people live in welcoming communities which facilitate citizenship, friendship, mutual support and a fair go for everyone.

The Commission will achieve its vision by:

- ✓ promoting citizenship for people with disabilities and the important role of families, carers and friends;
- ✓ strengthening communities to welcome and include people with disabilities, families and carers;
- ✓ building partnerships and working with mainstream services and the business sector so that people with disabilities are welcomed and included;
- ✓ building partnerships which strive for high quality, flexible, sustainable and responsive services; and
- ✓ influencing the strategic direction of governments and decision makers through research, information and planning.

VALUES

Values which guide the work of the Commission

- ✓ **Commitment**—we are committed to our vision for people with disabilities and their families.
- ✓ **Respect**—we value cultural diversity and encourage everyone's unique contribution.
- ✓ **Integrity**—we are honest and truthful about our decisions and actions.
- ✓ **Working together**—we work together cooperatively to get things done and pursue our vision.
- ✓ **Openness**—our decision-making and communications are clear and transparent.
- ✓ **Leadership**—our actions reflect our leadership responsibilities.
- ✓ **Accountability**—we are openly accountable for our decisions and actions.
- ✓ **Continued learning**—we are committed to a culture of excellence and continued learning.

2. The Disability Services Commission

STRATEGIC GOALS

Individuals and Families

Promote citizenship for people with disabilities and the important role of families, carers and friends.

Strategies

- ✓ Develop opportunities and supports for participation and citizenship for people with disabilities.
- ✓ Foster relationships that strengthen natural support networks.
- ✓ Provide opportunities, information and support to plan for the future and key stages in life.
- ✓ Encourage, promote and support individual, family and carer leadership.

Communities

Strengthen communities to welcome and include people with disabilities, families and carers.

Strategies

- ✓ Influence and build positive community attitudes.
- ✓ Enhance community responsiveness to the needs and aspirations of people with disabilities, their families and carers.
- ✓ Strengthen relationships and opportunities to participate and contribute to community life.
- ✓ Foster the development of community resources and support networks.

Mainstream Services and the Business Sector

Build partnerships and work with mainstream services and the business sector so that people with disabilities are welcomed and included.

Strategies

- ✓ Work with government services and local governments to ensure inclusion in mainstream services.
- ✓ Promote accessible environments across government, community and business sectors.
- ✓ Foster community development to enhance the lives of people with disabilities and their families.
- ✓ Engage with the business sector to provide opportunities to people with disabilities.

2. The Disability Services Commission

Services Funded and Provided by the Commission

Build partnerships which strive for high quality, flexible, sustainable and responsive services.

Strategies

- ✓ Strive for services that are culturally appropriate and responsive to individual and regional needs.
- ✓ Foster innovation and good practice at all service levels.
- ✓ Build effective and sustainable service responses.
- ✓ Develop greater service and resource flexibility to respond to current and emerging needs.
- ✓ Undertake workforce planning to achieve high quality and sustainable services.
- ✓ Support and value staff and volunteers.

Research, Planning and Policy

Influence the strategic direction of governments and decision makers through research, information and planning.

Strategies

- ✓ Ensure policy and planning is contemporary, strategic and influential.
- ✓ Collect meaningful data to guide planning and decision making.
- ✓ Promote collaboration in disability research and planning.
- ✓ Encourage research and evaluation in areas of importance to individuals, families and communities.

2. The Disability Services Commission

2.3 Structure

As of May 2006, the Hon Tony McRae MLA has been the Minister for Disability Services.

The Ministerial Advisory Council on Disability provides independent advice to the Minister. The 14-member Council is chaired by Ms Norma Josephs.

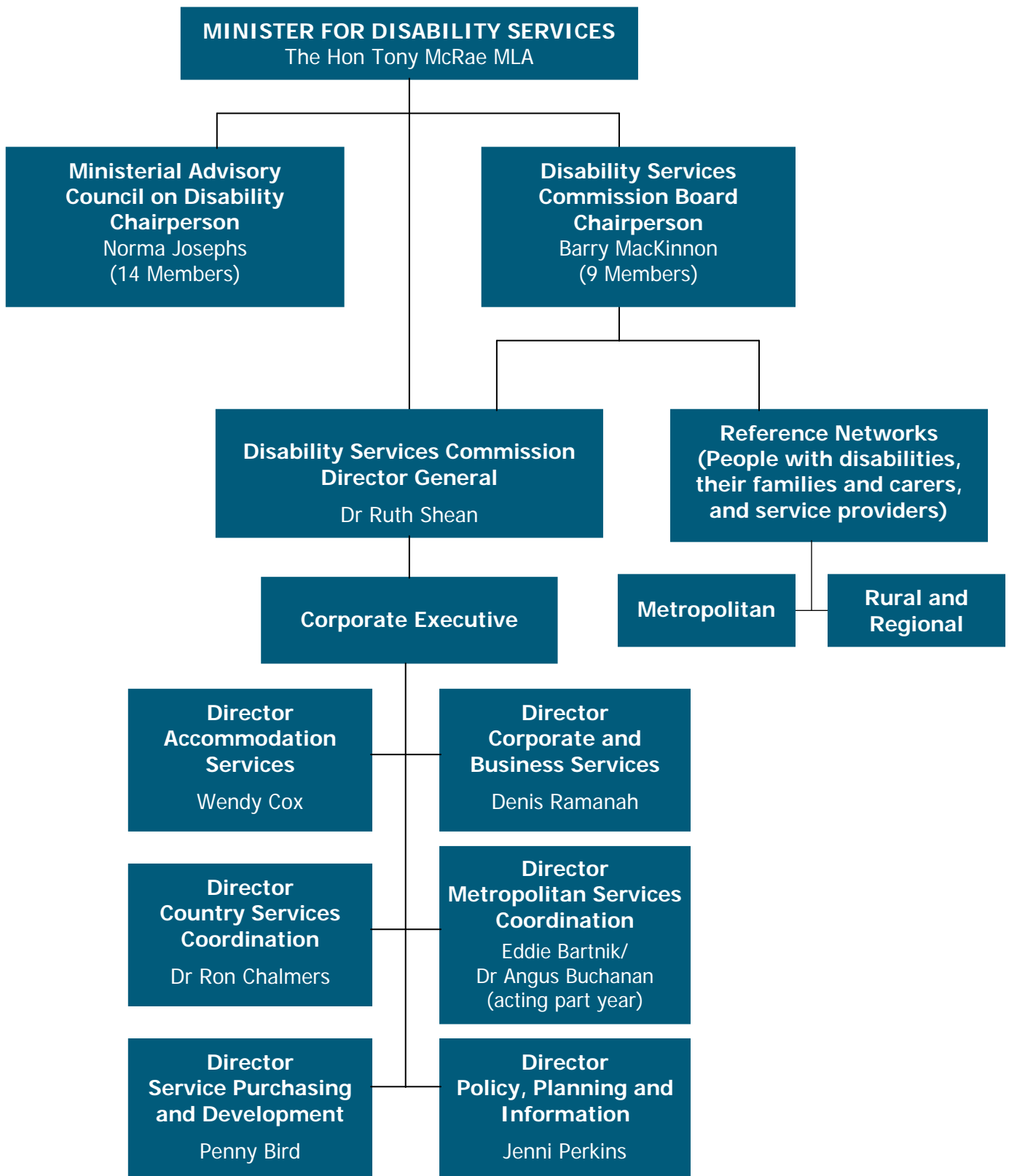
The Disability Services Commission Board is the governing body of the Commission. The Board has nine members including the Chair of the Ministerial Advisory Council on Disability. Mr Barry MacKinnon has chaired the Disability Services Commission Board since December 1994.

Regular statewide reference networks are held with people with disabilities, families and carers and service providers, where views and concerns can be raised directly with the Board of the Disability Services Commission.

Day-to-day administration of the Commission is the responsibility of the Director General supported by the Corporate Executive of six Directors. Dr Ruth Shean has been Director General of the Disability Services Commission since April 1999.

The Commission ensures a clear separation between its functions as a funder, provider, purchaser and coordinator of disability services by consolidating functions into six directorates. The special needs of people living in rural and isolated areas are recognised through a separate Country Services Coordination Directorate. All community-based support and LAC services provided by the Commission in the metropolitan area are consolidated into a single Metropolitan Services Coordination Directorate.

2. The Disability Services Commission



2. The Disability Services Commission

2.3.1 The Disability Services Commission Board

The Disability Services Commission is governed by a Board consisting of nine members, at least five of whom either have a disability, have a relative with a disability, or have recent experience as a carer or an advocate.

The current Board Chairperson, Mr Barry MacKinnon, has held the position of Chairperson since December 1994.

The Board Chairperson is paid \$34,000 a year; the Deputy Chairperson is paid \$13,000 a year; and Board Members are paid \$7,400 a year.

During 2005–2006, the Disability Services Commission Board met on 16 occasions.

| Board Members | Term of Appointment | Board Attendance |
|--|--|------------------|
| Mr Barry MacKinnon (Chairperson) is an accountant and business management consultant, involved in various agencies on behalf of people with hearing disabilities, and is a parent of a son with a hearing disability. | Expires June 2006 | 16/16 |
| Ms Sally Eves is a social worker/allied health professional in the Midwest Division of General Practice, Exmouth. She has personal experience of disability and extensive experience in the provision of services in rural and remote communities through her current and previous positions. | Expires January 2008 | 13/16 |
| Mr Jim McKiernan has previously been a State Senator for Western Australia from 1984 – 2002, and is currently a Sessional Member for the State Administrative Tribunal. Mr McKiernan has direct and relevant experience with disability issues. | Appointed September 2005 Expires September 2008 | 11/11 |
| Mr Bruce Langoulant has worked in the financial service industry since 1987, is an Associate of the Financial Planning Association of Australia, and currently serves on the National Advisory Board for Genesys Wealth Advisers. He is the parent of a daughter with multiple disabilities, Chairperson of The Meningitis Centre, Vice President of the International Confederation of Meningitis Organisations and a member of the Carers Advisory Council. | Expires August 2007 | 15/16 |

2. The Disability Services Commission

| | | |
|--|--|--------------|
| <p>Ms Sarah Jarman is a qualified social worker who has been employed by the Town of Vincent since 2003 and is currently their Disability Services Community Development Officer. Prior to this Ms Jarman held a social worker position with the Cerebral Palsy Association of WA and has undertaken case management work with the Department of Family and Children Services and Minnawarra House</p> | <p>Appointed November 2005</p> <p>Expires October 2008</p> | <p>9/10</p> |
| <p>Dr Judith Davis (Deputy Chairperson) is the Manager of a Women's Health Centre and has extensive experience in teaching, research and community practice in metropolitan, rural and regional Australia that embraces issues related to the care of people with disabilities.</p> | <p>Expires February 2008</p> | <p>11/16</p> |
| <p>Ms Valerie Shiell, the former Executive Director of Disability in the Arts, Disadvantage in the Arts (WA), has extensive experience in the disability field, working in a range of service areas which include independent consultancy, the delivery of therapy services, employment services, alternatives to employment, independent standards monitoring, disability policy development and quality assurance.</p> | <p>Expires August 2008</p> | <p>15/16</p> |
| <p>Ms Norma Josephs holds a Bachelor and Masters of Social Work and a Certificate in Health Care Management. She has worked in Canada and Australia in rehabilitation, human resource management and disability. Ms Josephs is currently the Director of the Association for Services to Torture and Trauma Survivors and the Chairperson of the Ministerial Advisory Council on Disability. She has personal experience of a disability.</p> <p>Ms Josephs is the Ministerial Advisory Council on Disability representative on the Board. There were three occasions when she could not attend Board meetings and her place was taken by Ms Kerry Allan-Zinner the Deputy Chairperson of the Ministerial Advisory Council on Disability.</p> | <p>Expires June 2006</p> | <p>13/16</p> |
| <p>Ms Wendy Dimer has experience in the delivery of services to Aboriginal people with a disability and has worked closely with staff from the Disability Services Commission in Kalgoorlie to improve services. She has direct experience as a carer of a person with disability and has direct and recent experience in the delivery of services to people with a disability outside the metropolitan area.</p> | <p>Appointed May 2006</p> <p>Expires May 2009</p> | <p>1/2</p> |

2. The Disability Services Commission

| Retiring Board Members | Term of Appointment | Board Attendance |
|---|---------------------------|------------------|
| Mr Christopher Smith consults in experimental statistical analysis and has a background in tutoring privately and at the University of Western Australia. He has personal experience of disability and is active in access issues, and keen to raise levels of accessibility to the arts for people with disabilities. | Expired September 2005 | 3/4 |
| Ms Heather D'Antoine has a Bachelor of Science (Health Service) and has extensive experience in health services, particularly in the provision and management of health services to Indigenous people in rural and remote locations of Western Australia. She is employed as a researcher at the Telethon Institute for Child Health Research. She is currently the Manager, Kulunga Research Network, Telethon Institute for Child Health Research. | Expired March 2006 | 11/12 |

2. The Disability Services Commission

2.3.2 The Corporate Executive

Day-to-day administration of the Commission is the responsibility of the Director General supported by the Corporate Executive.

DIRECTOR GENERAL

Dr Ruth Shean has worked in education, health and welfare in both government and non-government sectors, has a PhD in Social Psychology and an M Ed in Special Education, was a member of the first Western Australian Advisory Council for Disability Services (1992–1993), was Deputy Chair of the National Advisory Council to the Federal Minister for Disability Services (1996–99), and member of the Premier's Machinery of Government Taskforce (2001).

DIRECTOR, ACCOMMODATION SERVICES

Ms Wendy Cox became involved in service provision for people with disabilities with the non-government sector in 1990. Prior to her appointment to the Commission in April 2003, she was a senior manager of accommodation, recreation, alternatives to employment, library and family services with Activ Foundation. Wendy has a Bachelor of Arts Degree in Psychology.

DIRECTOR, CORPORATE AND BUSINESS SERVICES

Mr Denis Ramanah has a strong background in government finance and accountability, and human service administration. After working in the finance area at the Department of Health, he joined the Authority for Intellectually Handicapped Persons in 1989 to head the Finance and Accounting Branch and implement the many reforms introduced in the public sector. On the formation of the Commission, he was appointed to the position of Manager Financial Services.

DIRECTOR, COUNTRY SERVICES COORDINATION

Dr Ron Chalmers has a background in teaching and educational administration. He became involved in disability services in 1991 as LAC Supervisor for the Upper Great Southern area. Dr Chalmers has extensive experience in the development and expansion of LAC and in the needs of people living in rural communities. He holds a PhD enquiring into the inclusion of children with severe and profound disabilities into mainstream schooling.

DIRECTOR, METROPOLITAN SERVICES COORDINATION

Mr Eddie Bartnik has a long history of involvement with disability services in WA, and has postgraduate qualifications in both clinical psychology and education. He was closely involved with the statewide expansion of the LAC program since its establishment in 1988 and, as Director of Policy and Funding with the newly formed

2. The Disability Services Commission

Disability Services Commission in 1993, was responsible for the development of a cohesive policy framework for funding of disability services through non-government agencies. Since 1998, he has consulted to several interstate and international organisations and developed ongoing collaborative projects.

Dr Angus Buchanan (acting part year) has worked in both health and disability services in Australia, New Zealand and England. After initially working in community-based occupational therapy, for the past 14 years he has worked at the Commission in the areas of professional standards, policy and program development, rural and remote service development, Local Area Coordination and Disability Professional Services. He holds a Doctorate of Business Administration which investigated empowerment for families of people with disabilities.

DIRECTOR, POLICY, PLANNING AND INFORMATION

Ms Jenni Perkins has had broad experience in social policy and community development across non-government, local government and State Government sectors. She joined the organisation in 1992 just prior to the formation of the Disability Services Commission. Ms Perkins has direct care experience in the disability sector and holds a Master's degree in Public Policy.

DIRECTOR, SERVICE PURCHASING AND DEVELOPMENT

Ms Penny Bird has a background in occupational therapy, won a Churchill Fellowship to study seating systems overseas, and has 14 years experience at the Cerebral Palsy Association of WA (CPAWA). She was Manager of Children's Services at CPAWA for nine years and was responsible for implementing the transition from centre-based therapy support to family-centred, community-based approaches and centre-based respite to community-based responses. Ms Bird is the former President of the national and local branches of Early Childhood Intervention Australia. Since 2000, she has contributed to work at a national level of resource allocation and government procurement of human services.

2.3.3 Staff of the Disability Services Commission

In 2005–2006, the Disability Services Commission had an employment level of 1,585 full-time equivalent (FTE). This represents an increase of 21 FTE (1.3 per cent) on the previous year. Chapter 9 provides a profile of the Commission's staff.

3. The Chairperson's Report

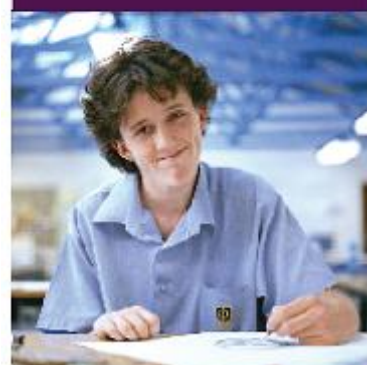
It has been very satisfying to lead the Disability Services Commission Board through another year of steady and stable achievement. With the help of generous growth in State Government funding, the sector has continued to evolve in new and exciting directions, while holding fast to our purpose and principles of making a difference to the lives of people with disabilities.

Significantly, 2005–2006 marked the transition to the Commission's new Strategic Plan. The 2006–2010 Plan's vision that 'all people live in welcoming communities which facilitate citizenship, friendship, mutual support and a fair go for all' is almost the same as the vision of the previous five-year plan, except—importantly—for the emphatic inclusion of the concept of 'citizenship'.

The idea of 'citizenship' has indeed been borne out in all areas of operation this year. For example, funding continued to support a number of very successful advocacy programs. Advocacy seeks to safeguard and advance the rights, interests and wellbeing of people with disabilities, through programs that encourage and support them to bring about changes in the quality of their everyday life.

At the individual level, coaching programs have been developed to equip people with disabilities with the skills they need to address their own wants and needs and make choices—and, in cases where they have leadership qualities, to do so on behalf of others. This might mean having the confidence to go to a local gym or recreation centre, or being well-versed in rights and entitlements and knowing the best way to go about looking after them.

Systemically, advocacy has been happening right across the sector, through policy review, community education and cultural change. As a specific example, we have continued to spread the all-important messages of the very successful 'Open Your Mind. Count Us In' community awareness campaign, by developing resources to feed into the primary and secondary education systems and devising ways to boost workforce participation.



2006
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3. The Chairperson's Report

The Commission opened two new therapy centres, in Wembley and in Rockingham, to bring crucial services for adults and children closer to the metropolitan neighbourhoods where they live. A broad range of services including group therapy and family workshops are now available to complement home and community-based interventions, and families don't have to travel long distances to take them up.

For Western Australians, there might be no clearer measure of citizenship than interest and participation in sport. *Fair Play*, a major strategic framework for making sport and recreation more inclusive for people with disabilities, was developed to guide sports clubs and recreation centres in creating opportunities for people with disabilities to participate. This was a collaborative effort with the Department of Sport and Recreation and is one of many fruitful partnerships in the disability field. The benefits of *Fair Play* will be manifold and widespread, including, in addition to improved physical fitness for people with disabilities, greater social wellbeing across the community as a whole.

The rights and needs of Western Australia's first citizens with disabilities—those people with disabilities who identify as Aboriginal—have been given special attention this year with the launch of *Aboriginal People with Disabilities: Getting Services Right*. This policy guide and resource package was developed from a four-year statewide consultation project that took in 'yarning sessions' with more than 300 stakeholders, many in remote locations. The result is a firm commitment to making disability services more culturally appropriate and welcoming to people with disabilities. This goes a long way towards repairing the history of double disadvantage faced by Aboriginal people with disabilities. It is further backed up by the historic tri-state agreement, signed in July 2005, which will ensure a coordinated approach to providing disability services to the Ngaanyatjarra, Pitjantjatjara and Yankunytjatjara (NPY) lands covering 350,000 km² across Western Australia, South Australia and the Northern Territory.

These are but a few of many highlights for the year. Thanks are due to all those who have continued to work to improve the lives of Western Australians with disabilities. I would also like to thank the rest of the Board, the staff of the Commission and to the Director General, Dr Ruth Shean, for their ongoing efforts on behalf of people with disabilities and their families. In particular, I would like to acknowledge the contribution of outgoing Board members Christopher Smith, Norma Josephs and Heather D'Antoine, and to welcome the newly appointed members Jim McKiernan and Wendy Dimer. Through the Board's various comings and goings, there is one constant: the great strength in the diversity and commitment of its members. I look forward to another year of solid progress.

Barry MacKinnon
CHAIRPERSON
DISABILITY SERVICES COMMISSION BOARD

4. The Director General's Report

If there has been a major marker of 2005–2006 for me as Director General, it has been the interaction with people in the disability sector throughout Western Australia. It is a key strategic function in any leadership role to keep close contact with the field, and in the past year we scheduled as many field visits as possible in order to keep connection with people with disabilities, their families and carers, service providers and Commission staff. We travelled the length and breadth of the State, from Albany in the south to One Arm Point in the north, from Geraldton to Kalgoorlie, and to many places in the South West and the Wheatbelt, as well as to homes, facilities and offices across the metropolitan area.

We were continually reminded how important this kind of contact is to maintaining focus on our primary purpose in disability services. There are countless opportunities to find out first-hand about positive things individuals and families have been able to bring about in their own communities. It is through hearing people tell their stories that we gain greater insight into the complexity and subtlety of the disability sector. There are many small personal success stories that add up to significant advances towards becoming a truly welcoming and inclusive community.

Throughout the State, there are many outstanding examples where individuals and families have been able to stand up and be counted in their local communities, whether it be through participation in community consultation, membership on local council advisory committees, or generally raising their own profile as citizens with voices to be heard. Equally importantly, their input is sought and valued by local councils and other organisations which are broadening their canvas to ensure that people with disabilities are included in decision-making about community. This is systemic change, continually progressing. There is strong sense of a transformation in process, and it is consistent with the Commission's new Strategic Plan vision which emphasises citizenship.

A major change in culture is happening in both government and non-government accommodation services. Visits to group homes and hostels affirmed that these are people's homes, with all the comfort, hospitality and individual flair that goes with a good life. Residents are getting involved in all aspects of home-making, from painting and decorating to cooking and cleaning, organising



2006
making a difference



4. The Director General's Report

birthday celebrations and entertaining visitors. A further development in the Commission's accommodation area has been the widening use of art programs, with collections of artworks produced by Commission residents going on display in a number of community venues across the metropolitan area. Artistic activity for anyone is a vital and valuable means of self-expression, but perhaps more importantly, exhibiting these artworks to the local public is a meaningful way of reaching out to and being part of the community.

I had the pleasure of meeting with 15 new Chief Executive Officers in the funded sector from Rocky Bay, Midway, Therapy Focus, MAD SAR, Interchange, Richmond Fellowship, OPAL, Better Hearing and many other agencies. We welcome these new leaders and look forward to working with them in the years to come.

The importance of getting out into the field cannot be overstated. Certainly it gives a powerful insight into the many different ways of working both within the Commission and in non-government settings, and a deeper appreciation of the considerable energy at work, its creativity and ingenuity, and its diversity across such a vast area. Maintaining these direct connections ensures we are not distracted from our real purpose or lose our appreciation of the individual stories that continue to unfold. I look forward to many more such visits in the future.

Dr Ruth Shean
DIRECTOR GENERAL
DISABILITY SERVICES COMMISSION

5. Statement of Compliance

The Disability Services Commission administers the *Disability Services Act 1993* and, in the conduct of its business, is subject to a wide range of both State and Australian Government statutes.

The Commission is listed as a government department for the purpose of meeting the requirements of the *Public Sector Management Act 1994*, *Superannuation and Family Benefits Act 1938*, *Government Employees Superannuation Act 1987* and the *Government Employees Housing Act 1964*.

The Commission has complied with all relevant written law, and in particular the:

- ✓ *Disability Discrimination Act 1992;*
- ✓ *Equal Opportunity Act 1984;*
- ✓ *Financial Administration and Audit Act 1985;*
- ✓ *Freedom of Information Act 1992;*
- ✓ *Occupational Health, Safety and Welfare Act 1984;*
- ✓ *Public Interest Disclosure Act 2003;*
- ✓ *Public Sector Management Act 1994;*
- ✓ *State Records Act 2000;*
- ✓ *State Supply Commission Act 1991; and*
- ✓ *Workers' Compensation and Rehabilitation Act 1981.*

For reports on the Commission's compliance with the above legislation, as well as the *Better Planning: Better Services* obligatory reporting requirements, refer to the following chapters and appendices.

Chapters

- 5 Statement of Compliance
- 6 Customer Focus, Access and Equity:
 - 6.6 Cultural Diversity and Language Service Outcomes
 - 6.7 Disability Access and Inclusion Plan Outcomes
 - 6.8 Substantive Equality
 - 6.9 Youth Outcomes
- 7 Overview of Operations

Appendices

- 1 Performance Indicators, Certification of Performance Indicators and Auditor General's Opinion
- 2 Financial Statements, Certification of Financial Statements and Auditor General's Opinion
- 4 Compliance Reports:
 - 4.1 Energy Smart Government Policy



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making a difference



5. Statement of Compliance

- 4.2 Waste Paper Recycling
- 4.3 Regional Development Policy
- 4.4 Advertising and Sponsorship
- 4.5 Compliance with Public Sector Standards and Ethical Codes
- 4.6 Corruption Prevention
- 4.7 Equal Employment Opportunity
- 4.8 Evaluations
- 4.9 Information Statement
- 4.10 Public Interest Disclosures
- 4.11 Recordkeeping Plans
- 4.12 Sustainability

6. Customer Focus, Access and Equity

6.1 Customer Profile and Trends

In seeking to address the needs of Western Australians with disabilities, the Commission has based its plans for the future on analysis of past and current trends.

Factors which may affect the provision of services to people with disabilities include changes in:

- ✓ the population of people with disabilities;
- ✓ the support networks available to people with disabilities;
- ✓ community attitudes and expectations;
- ✓ social and economic policies; and
- ✓ the administration of government.

The Commission is undertaking a detailed analysis of the *2003 Survey of Disability, Ageing and Carers* produced by the Australian Bureau of Statistics (ABS). The following information draws on these data, together with information from the Commission's 2005–2006 Annual Client and Service Data Collection (ACDC).

WESTERN AUSTRALIANS WITH DISABILITIES¹

Findings from the *2003 Survey of Disability, Ageing and Carers* indicate that:

- ✓ One in every five Western Australians has a disability (405,500 people).
- ✓ Approximately three-quarters of Western Australians with disabilities (288,200) have a physical disability as their main disabling condition.
- ✓ Nearly 30 per cent of Western Australians with disabilities (115,800 people) need personal assistance in the core activities of self-care, mobility or communication.
- ✓ Of these Western Australians with profound or severe core activity limitation, an estimated 71,600 people are under the age of 65 years.
- ✓

¹ Data are sourced from the Australian Bureau of Statistics (2004) *2003 Survey of Disability, Ageing and Carers*, Australia: Summary of Findings—State Tables for Western Australia, 2003. Cat. No. 4430.0. Canberra: ABS.



6. Customer Focus, Access and Equity

Most Western Australians with disabilities (95 per cent) live in the community, either independently or with family or friends.

- ✓ The majority (87 per cent) of people with disabilities who require assistance receive assistance informally through their family and friends.
- ✓ One in every 10 Western Australians is a carer of a person with a disability (246,800 carers).
- ✓ More than one-third of carers (91,600) have a disability themselves.

The primary focus of the Commission's provided and funded services is on Western Australians with more substantial disabilities, the onset of which occurred before 60 years of age. A comparable measure of this population is the number of people under 65 years of age with a profound or severe core activity limitation as defined by the ABS.

PROJECTED GROWTH

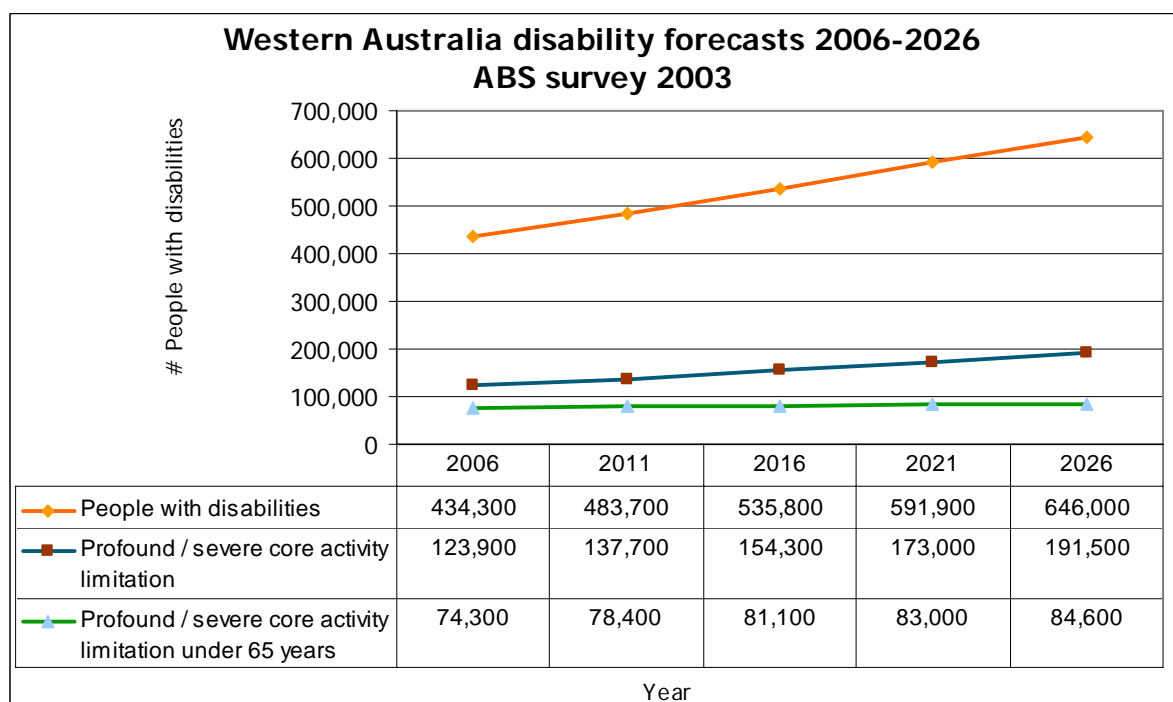
The number of Western Australians of all ages with disabilities was estimated at 405,500 in the *2003 Survey of Disability, Ageing and Carers*. Longer term forecasts on expected trends in disability show an increase of approximately 9,000 a year, largely as a result of population ageing. These forecasts were made by assuming constant age-sex specific disability rates and by applying them to ABS age-sex middle-level population projections for the State.

Increases in the number of people with disabilities in Western Australia are expected to follow the same general trends as the growth in the population.

The total number of people with disabilities is forecast to increase from 434,300 in 2006 (a prevalence of 21.4 per cent) to 646,000 in 2026 (a prevalence of 25.6 per cent). Almost three-quarters of this increase is accounted for by disability in Western Australians aged 65 years and older.

The proportion of the total population aged less than 65 years with disabilities will remain unchanged, at about 14.4 per cent. The proportion of the total population aged less than 65 years with profound or severe core activity limitation is also expected to remain approximately the same, at about 3.5 per cent.

6. Customer Focus, Access and Equity



PROFILE OF SERVICE USERS

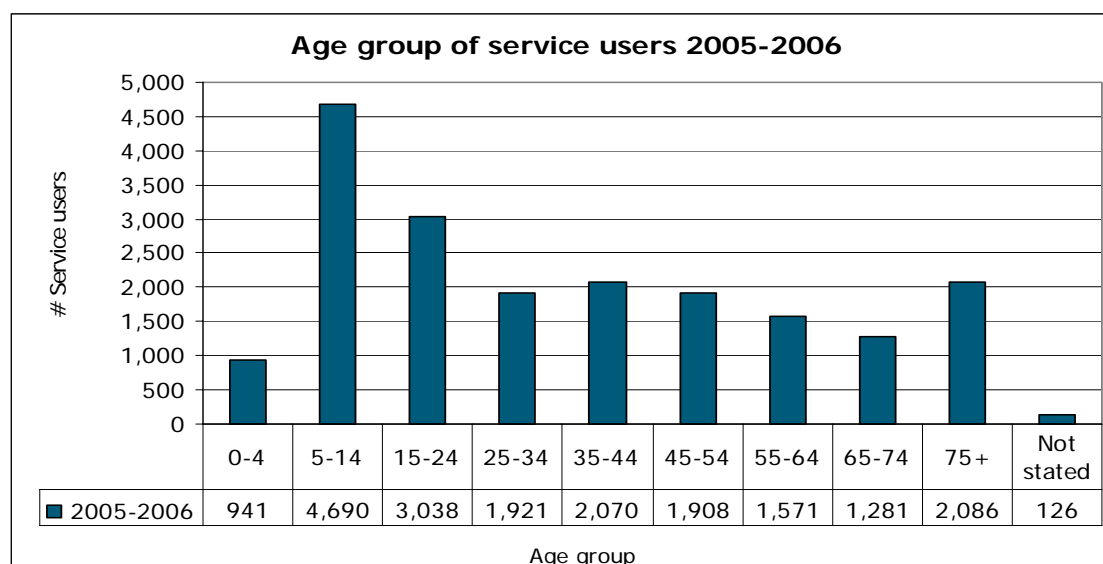
Data provided by funded and provided service providers indicate that in 2005–2006, 19,632 people with disabilities accessed services funded or provided by the Commission. The age distribution, gender, country of birth, type of disability, level of support, living arrangement and age of service users living at home are presented in this section.

AGE DISTRIBUTION OF SERVICE USERS

The largest group of service users receiving services funded and provided by the Commission are in the five to 14 year age group. This is consistent with the findings in the *2003 Survey of Disability, Ageing and Carers* by the ABS which show that 25 per cent of people with a profound or severe core activity limitation under the age of 65 are aged five to 14 years.

During 2005–2006, 4,690 service users were aged five to 14 years representing 26 per cent of the estimated 17,800 Western Australians aged five to 14 years with profound or severe core activity limitation, as reported in the *2003 Survey of Disability, Ageing and Carers*.

6. Customer Focus, Access and Equity



The high take-up rate in the school aged group reflects:

- ✓ the way in which therapy services for school aged children are delivered (where a large number of children access a relatively small number of services); and
- ✓ a greater awareness of service availability promoted through the school environment and parent networks.

The Commission's 2004–2005 and 2005–2006 ACDC data show a significant number of service users in older age groups compared to earlier years. This is largely due to the inclusion of the electronic Community Aids and Equipment Program (eCAEP) service user data. In 2005–2006, 1,938 service users over the age of 65 years accessed CAEP services only.

| Age of service users 2002–2006 | | | | | |
|---------------------------------------|---------------|---------------|---------------|---------------|---------------|
| Age Group | 2001–02 | 2002–03 | 2003–04 | 2004–05* | 2005–06* |
| 0–4 | 685 | 810 | 824 | 902 | 941 |
| 5–14 | 5,657 | 5,553 | 5,397 | 5,484 | 4,690** |
| 15–24 | 3,905 | 4,054 | 4,183 | 3,080 | 3,038 |
| 25–34 | 2,493 | 2,503 | 2,468 | 1,936 | 1,921 |
| 35–44 | 2,151 | 2,191 | 2,229 | 1,935 | 2,070 |
| 45–54 | 1,757 | 1,780 | 1,823 | 1,831 | 1,908 |
| 55–64 | 843 | 896 | 986 | 1,511 | 1,571 |
| 65–74 | 354 | 422 | 379 | 1,349 | 1,281 |
| 75+ | 204 | 240 | 288 | 2,029 | 2,086 |
| Not stated | 1,129 | 811 | 824 | 52 | 126 |
| Total | 19,178 | 19,260 | 19,401 | 20,109 | 19,632 |

* As of 2004–2005, service user and cost per service user data reflect the inclusion of the eCAEP service user data and a change in reporting by the WA Disabled Sports Association.

** The 2005–2006 data reflect different methodologies of reporting Disability Professional Services adopted by two agencies, which translated to fewer service users being reported in 2005–2006.

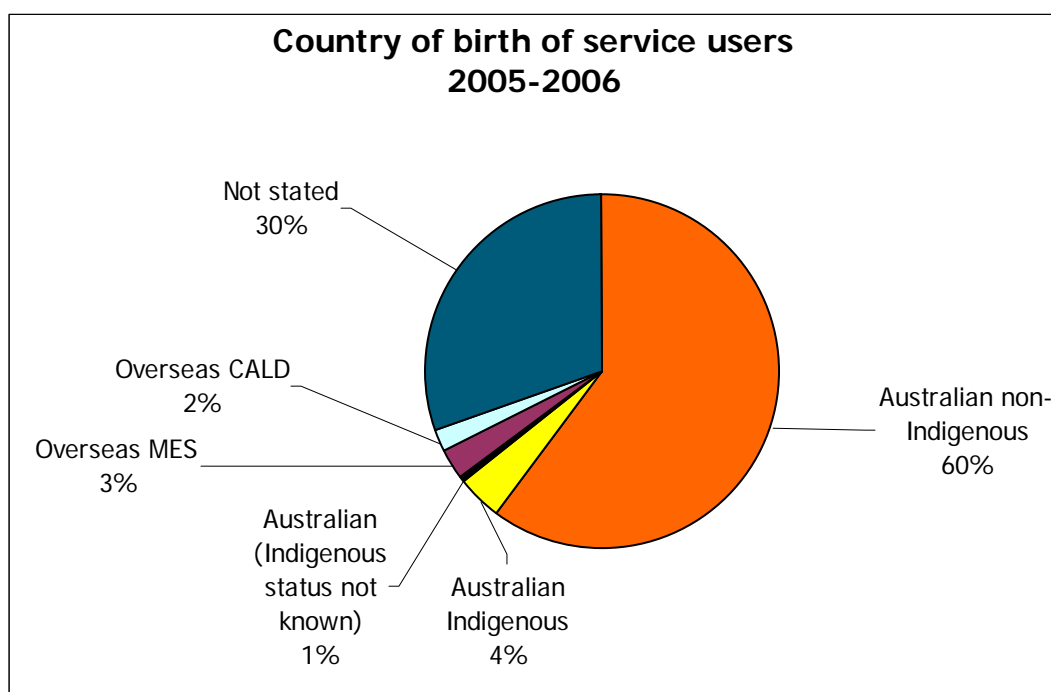
6. Customer Focus, Access and Equity

GENDER OF SERVICE USERS

During 2005–2006, there were 10,548 (54 per cent) male service users compared with 9,042 (46 per cent) female service users. No gender was specified for 42 service users. The higher representation of males among service users is consistent with a higher prevalence of disability among younger males than females.

COUNTRY OF BIRTH OF SERVICE USERS

The proportion of Indigenous service users is 17 per cent greater than their representation in the Western Australian population. Of the 921 service users known to be born overseas, 44 per cent are identified as having been born in culturally and linguistically diverse (CALD) countries, with the remaining 56 per cent from main English-speaking (MES) countries.



TYPE OF DISABILITY OF SERVICE USERS

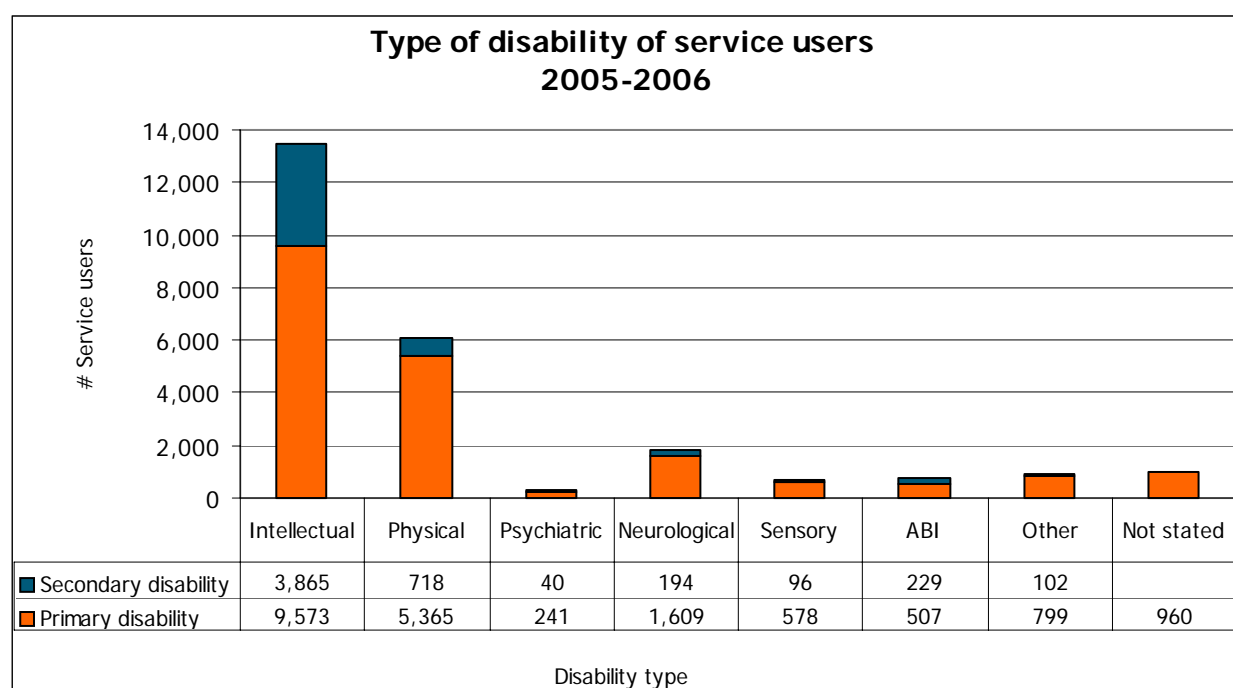
Of the 19,632 service users who used services funded and provided by the Commission in 2005–2006, 27 per cent (or 5,244) reported that they had multiple disabilities. Of the 19,632 service users:

- ✓ 49 per cent of service users had an intellectual disability as their main disabling condition. Within this group, 40 per cent also reported having other disabilities; and
- ✓ 27 per cent of service users had a physical disability as their main disabling condition. Within this group, 13 per cent also reported having other disabilities.

6. Customer Focus, Access and Equity

| Type of disability | | | | |
|---------------------------|---------------|------------|---|-----------|
| | People | | With other disabilities reported | |
| | # | % | # | % |
| Intellectual | 9,573 | 49 | 3,865 | 40 |
| Physical | 5,365 | 27 | 718 | 13 |
| Psychiatric | 241 | 1 | 40 | 17 |
| Neurological | 1,609 | 8 | 194 | 12 |
| Sensory | 578 | 3 | 96 | 17 |
| Acquired Brain Injury | 507 | 3 | 229 | 45 |
| Other | 799 | 4 | 102 | 13 |
| Not stated | 960 | 5 | | |
| Total | 19,632 | 100 | 5,244 | 27 |

Service users can have primary or secondary disabilities. The following graph shows the total number of people who have each of the listed disabilities—either as a primary or a secondary disability.



LEVEL OF SUPPORT REQUIRED BY SERVICE USERS

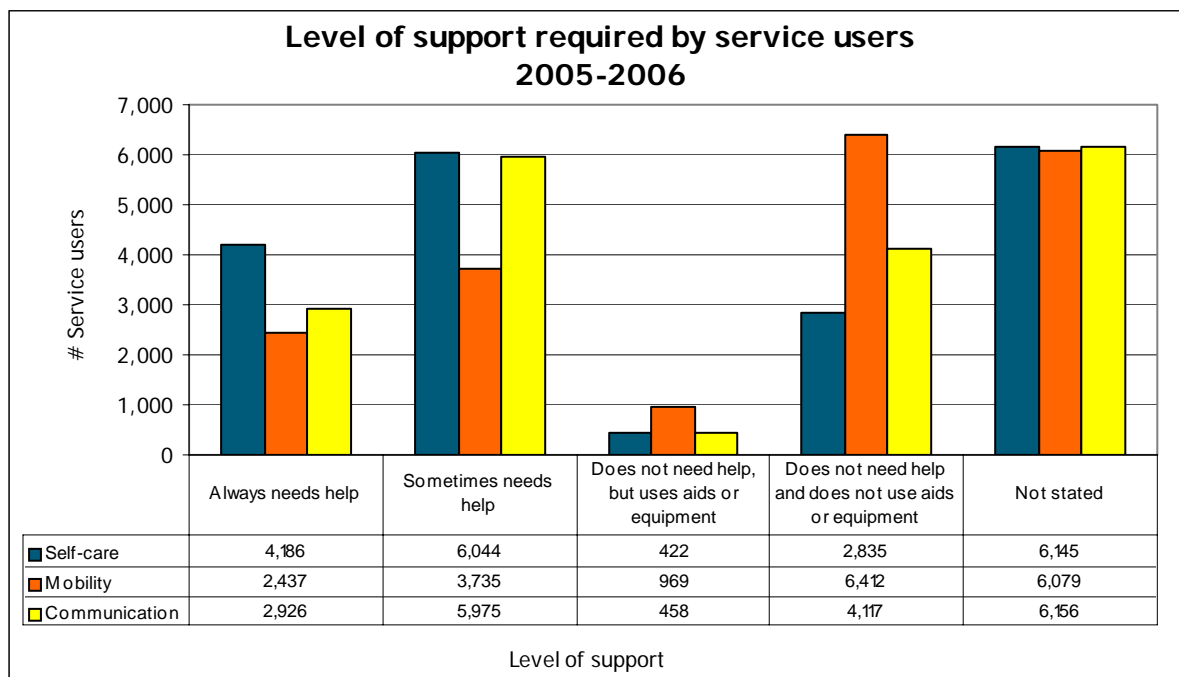
The following categories describe the level of support required by people to participate in various life areas:

- ✓ unable to do or always needs help/supervision in this area;
- ✓ sometimes needs help/supervision in this area;
- ✓ does not need help/supervision in this life area but uses aids or equipment; and
- ✓ does not need help/supervision in this life area and does not use aids or equipment.

6. Customer Focus, Access and Equity

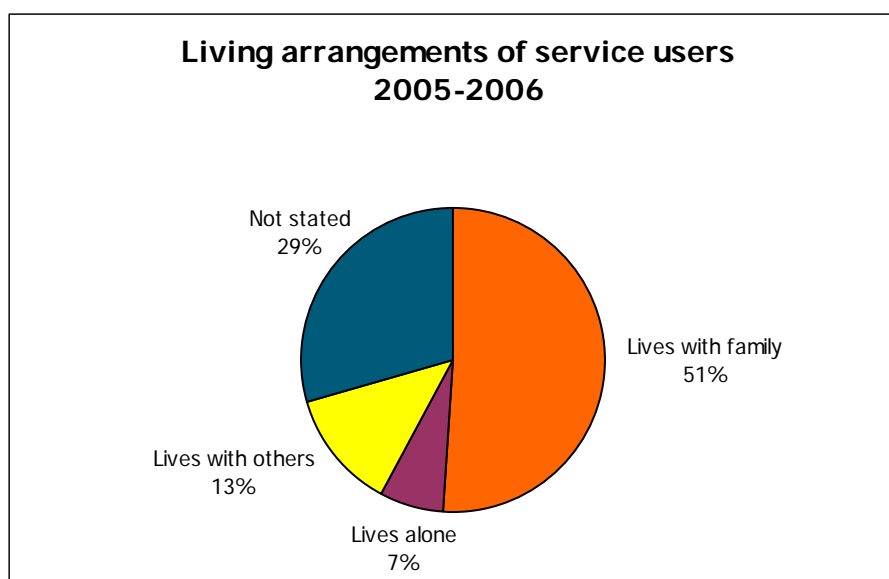
Many service users required continual or frequent support with daily tasks:

- ✓ 52 per cent of service users required support with self-care;
- ✓ 31 per cent of service users required support with mobility; and
- ✓ 45 per cent of service users required support with communication.



LIVING ARRANGEMENTS OF SERVICE USERS

- ✓ 10,038 (51 per cent) live with family;
- ✓ 2,534 (13 per cent) live with others;
- ✓ 1,302 (seven per cent) live alone; and
- ✓ 5,758 (29 per cent) not stated.



6. Customer Focus, Access and Equity

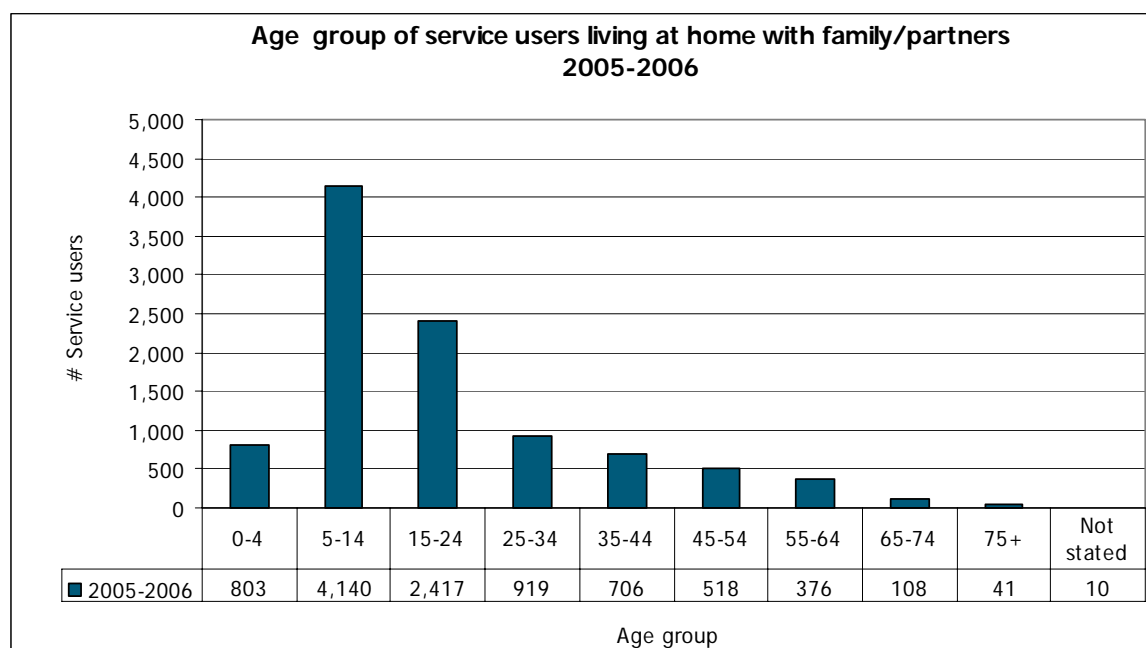
AGE OF SERVICE USERS LIVING AT HOME

During 2005–2006, of the service users who reported living at home with family or a partner, 4,943 service users (49 per cent) were aged 0–14 years; 4,936 service users (49 per cent) were aged between 15–64 years; and 149 service users (one per cent) were aged 65 years and older.

Approximately three-quarters (7,360) of the service users who reported living at home with their family or partner are under the age of 25 years.

| Age of service users living at home with family/partner 2002–2006 | | | | | |
|--|----------------|----------------|----------------|-----------------|-----------------|
| Age Group | 2001–02 | 2002–03 | 2003–04 | 2004–05* | 2005–06* |
| 0–4 | 685 | 705 | 820 | 744 | 803 |
| 5–14 | 3,294 | 3,476 | 4,163 | 4,944 | 4,140 |
| 15–24 | 1,826 | 1,880 | 1,959 | 2,390 | 2,417 |
| 25–34 | 873 | 930 | 859 | 884 | 919 |
| 35–44 | 760 | 746 | 629 | 596 | 706 |
| 45–54 | 668 | 655 | 509 | 452 | 518 |
| 55–64 | 316 | 339 | 271 | 312 | 376 |
| 65–74 | 93 | 115 | 89 | 82 | 108 |
| 75+ | 38 | 50 | 35 | 29 | 41 |
| Not stated | 54 | 19 | 14 | 9 | 10 |
| Total | 8,607 | 8,915 | 9,348 | 10,442 | 10,038 |

* As of 2004–2005, service user and cost per service user data reflect the inclusion of the eCAEP service user data and a change in reporting by the WA Disabled Sports Association.



6. Customer Focus, Access and Equity

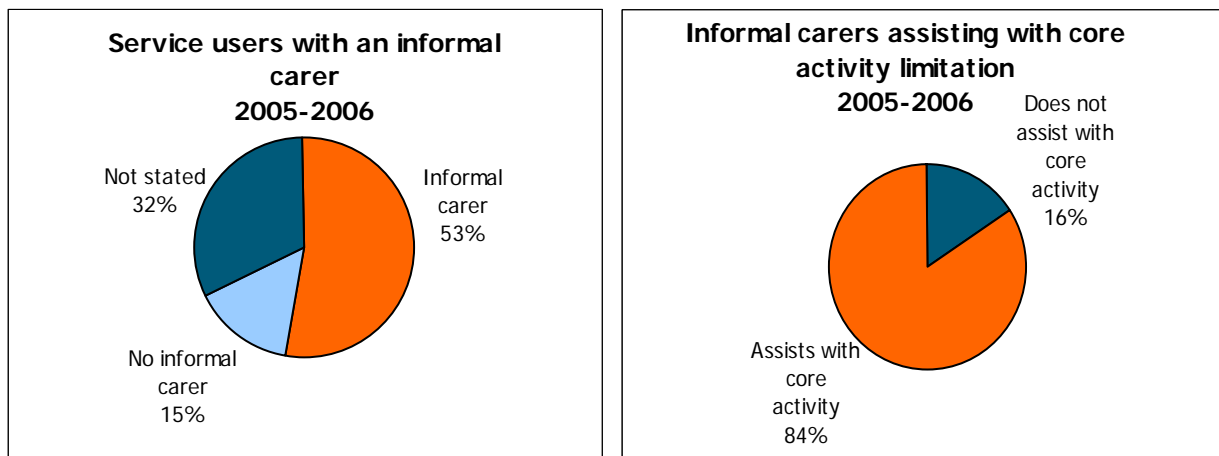
PROFILE OF CARERS

Carers play a vital role in maintaining the wellbeing of Western Australians with disabilities.

Providing support to carers to help them maintain their caring role is a critical dimension of disability service provision, not only in promoting individual and family wellbeing, but also in containing the demand for more costly and intrusive crisis intervention support and in reducing premature entry into residential care.

Since 2002–2003, data developments in the ACDC have enabled the Commission to provide a profile of informal carers. In 2005–2006, data on informal carers were provided by 68 per cent of service users, with no data available for 32 per cent of service users. Of those who responded, 76 per cent (10,090) indicated someone, such as a family member or friend, provides care and assistance on a regular and sustained basis. Of the carers who provide informal care to service users, 84 per cent of assistance was in the areas of self-care, mobility or communication, while 16 per cent of assistance was provided in other areas of care.

In relation to the 1,585 people receiving hostel and community residential support under Service 1, 22 per cent of responses indicated informal carers were providing care and assistance on a regular and sustained basis.

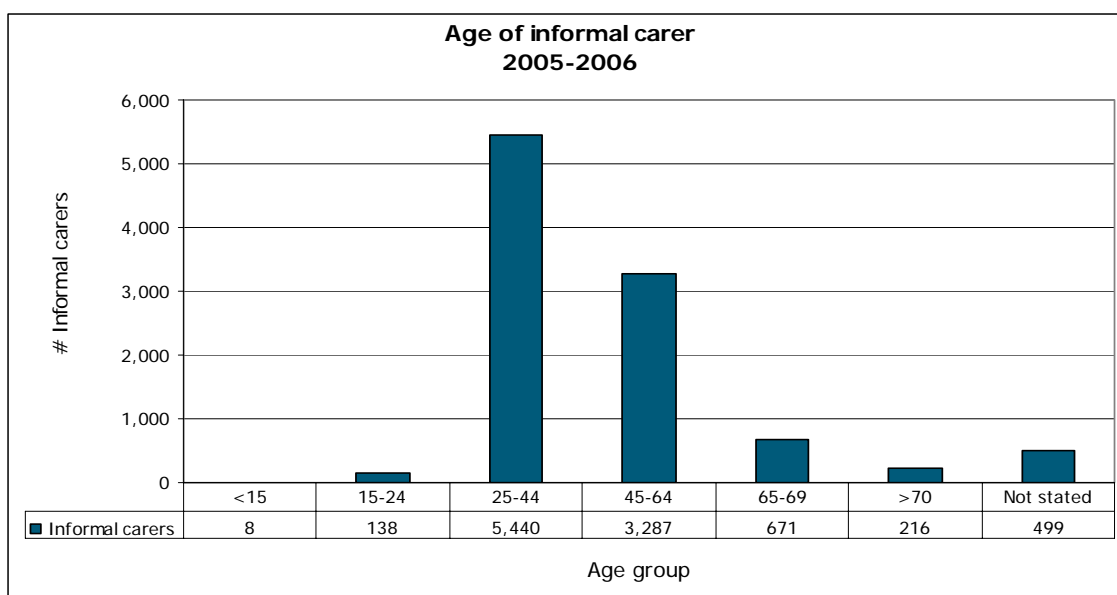


AGE OF INFORMAL CARERS

The data on the age group of informal carers providing care and assistance to service users show that:

- ✓ one per cent (146) are aged less than 25 years of age;
- ✓ 53 per cent (5,440) are in the 25–44 years age group;
- ✓ 32 per cent (3,287) are in the 45–64 year age group; and
- ✓ nine per cent (887) are over 65 years of age.

6. Customer Focus, Access and Equity



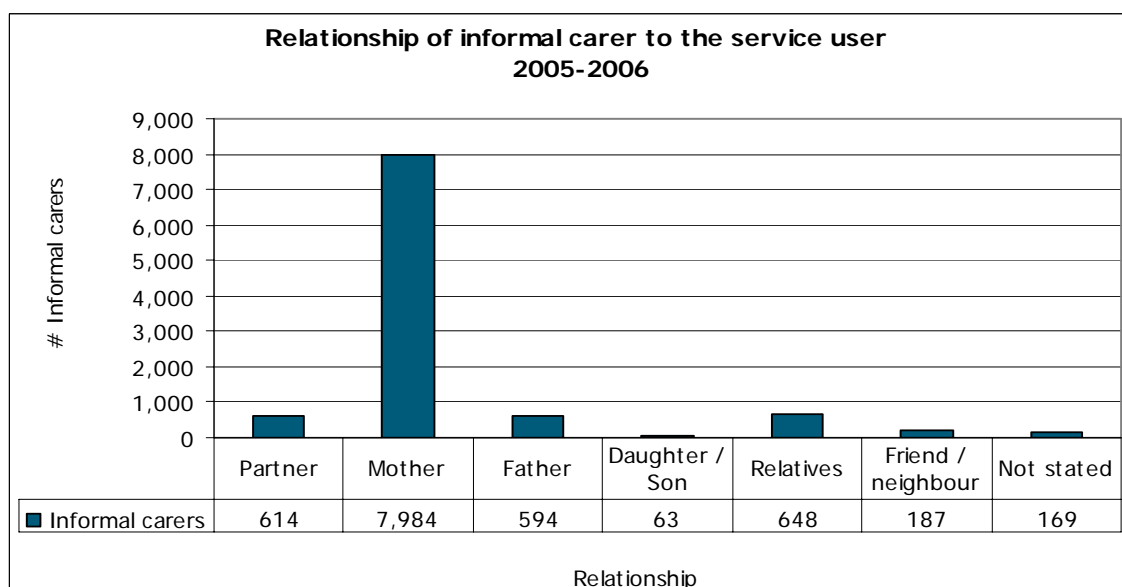
GENDER OF INFORMAL CARERS

During 2005–2006, of the 10,259 informal carers providing care to service users, informal care was provided by 8,924 (87 per cent) female carers compared with 1,166 (11 per cent) male carers. No gender was specified for 169 carers.

RELATIONSHIP OF INFORMAL CARERS TO SERVICE USERS

The profile of the relationship of the main informal carer to the service user suggests that:

- ✓ 78 per cent of care is provided by mothers;
- ✓ six per cent of care is provided by fathers;
- ✓ six per cent of care is provided by partners; and
- ✓ nine per cent of care is provided by other relatives or friends and neighbours.



6. Customer Focus, Access and Equity

6.2 Access to Services

The Disability Services Commission has developed a three-tier system of eligibility for services related to functional responsibilities.

| Level | Eligibility | Access to Services |
|--|--|--|
| Level 1 Access to Commission roles and functions | Available to all people with disabilities—approximately 405,500 people and their families and carers. | Covers the Commission functions of policy and planning, legislation, advisory bodies, standards, community education, advocacy support, information and referral and Disability Access and Inclusion Plans. |
| Level 2 Access to funded and provided disability services | Based on assessment of need—applies to approximately 71,600 people with a profound or severe core activity limitation (where the disability manifests and assistance is sought before age 60) and their families and carers. | Services include Local Area Coordination, Community-based Support, Health and Individual Support, Day Options and Accommodation Services funded by the Commission. |
| Level 3 Access to Commission provided services | Based on a diagnosis of intellectual disability. This includes children of pre-school age who have a confirmed diagnosis of Autism Spectrum Disorder <u>and</u> a diagnosis of intellectual disability. 10,362 people registered with the Commission are eligible for these services. | Access to Commission provided services (previously provided by the Authority for Intellectually Handicapped Persons), including Commission provided Individual and Family Support Services and Accommodation Support Services. |

Disability services are provided under four Services. Services are either funded or provided by the Disability Services Commission.

Funded services in 2005–2006 were delivered by 119 external service providers.

Local area coordinators (LACs) employed by the Commission provide a service brokerage role helping people to access the services they need within local communities. In 2005–2006, there were 145 LACs working in local communities throughout the State.

6.3 Disability Services Standards

The Disability Services Standards provide a customer-focused framework for services funded and provided by the Commission. The standards are based on the legislative principles and objectives of the *Disability Services Act 1993*.

Compliance with the Disability Services Standards is a requirement for service funding and incorporated into the Service Agreements with funded and provided service providers. To ensure compliance with the Disability Services Standards, Independent Standards Monitors undertake regular assessments of the quality of services. All service providers are also required to provide an annual Self-Assessment of compliance with the Standards.

During 2005–2006 the Commission:

- ✓ conducted 155 independent standards monitoring assignments covering 186 service outlets;
- ✓ monitored each service outlet on a once-in-three-years cycle;
- ✓ monitored the annual Self-Assessments (217) submitted by service providers to the Commission;
- ✓ maintained the panel of Independent Standards Monitors at a total of 22 monitors for the majority of the year;
- ✓ conducted a best practice forum in conjunction with the country service provider forum held during March 2006;
- ✓ allocated Quality Systems Improvement Grants funds of \$260,375 to 22 proposals, incorporating 20 non-government service providers;
- ✓ allocated a further \$85,180 through a separate developmental grant process to eight organisations who had not previously used Quality Systems Improvement Grants;
- ✓ presented Standards Monitoring Awards to seven service providers from the non-government sector; and
- ✓ assessed 186 services against Standard 9 and included Standard 9 in the 2005–2006 Self Assessment package for service providers.

DISABILITY SERVICES STANDARDS AWARDS

The Disability Services Standards Awards, which were held on 14 March 2006, recognise the commitment of service providers towards achieving service excellence in line with the Disability Services Standards and the principles and objectives of the *Disability Services Act 1993*. The award for the highest achievement is the Certificate of Achievement. Certificates of High Commendation are presented to organisations who have demonstrated excellence in service delivery against the standards. This year, the panel chose to present a Special Recognition Award to an organisation providing services in extremely challenging circumstances.

6. Customer Focus, Access and Equity

Certificate of Achievement was presented to:

- ✓ Rocky Bay—Adult Therapy Service, Mosman Park.

Certificates of High Commendation were presented to:

- ✓ Intework—Midland Lifeskills Program;
- ✓ Nulsen Haven Association—St George's Avenue Group Home;
- ✓ Advocacy South West; and
- ✓ Activ Foundation—Busselton Community Support Service.

A Special Recognition Award was presented to:

- ✓ East Kimberley Family Support Association.

6.4 Complaints Handling

Standard 7 of the Disability Services Standards specifies that consumers are free to raise and have resolved any complaints or disputes they may have regarding an agency or service.

The Commission has policy and procedures for handling consumer complaints and a Consumer Liaison Service to coordinate consumer grievance processes.

The *Disability Services Act 1993* (Part 6) also makes provision for an external, independent complaints review process. The Office of Health Review is responsible for conciliation and mediation of complaints lodged under the Part 6 provisions of the Act.

COMPLAINTS LODGED WITH THE DISABILITY SERVICES COMMISSION

- ✓ Forty-seven new complaints were lodged about services the Commission provided to people with disabilities (with one complaint carried over from the previous year, making a total of 48 complaints for review).
- ✓ Forty-five complaints were closed and three cases were outstanding at 30 June 2006.

Of the 45 complaints closed during the year, the complainant was satisfied with the outcome in 69 per cent of cases and satisfied with the process in 80 per cent of cases.

In seven per cent of closed cases, the complaint led to service improvements.

Sixty-nine per cent of complaints were handled by the Consumer Liaison Officer, 24 per cent by line managers and seven per cent by Local Consumer Liaison Officers.

6. Customer Focus, Access and Equity

COMPLAINTS LODGED WITH THE OFFICE OF HEALTH REVIEW UNDER PART 6 OF THE *DISABILITY SERVICES ACT 1993*

Fifteen new complaints were lodged with the Office of Health Review under Part 6 of the *Disability Services Act 1993* (with 14 complaints carried over from the previous year, making a total of 29 complaints for review). This was a reduction from the number of disability complaints received during the previous year.

Of the new complaints lodged under the Part 6 provisions of the Act:

- ✓ five related to the Commission;
- ✓ six related to non-government organisations funded by the Commission;
- ✓ one related to a private organisation; and
- ✓ three complainants did not name the service provider concerned.

At the end of the year, 23 complaints had been closed and six were yet to be resolved. Of the 23 complaints closed:

- ✓ five were resolved through conciliation, with agreement or partial agreement reached (s39);
- ✓ eight were rejected by the Director of Service Purchasing and Development under s38 (complaint does not warrant any further action);
- ✓ two were rejected by the Director of Service Purchasing and Development under s35 (complainant has not provided sufficient information); and
- ✓ eight were rejected by the Director of Service Purchasing and Development under s35 (complaint not confirmed in writing).

TREND ANALYSIS FOR COMPLAINTS LODGED WITH THE DISABILITY SERVICES COMMISSION

The total number of complaints increased by 34 per cent from the previous year. This is the second consecutive year that the number of complaints has increased. There are many factors that influence the number of complaints received, including the range and type of services provided, the number of clients receiving services and clients' awareness of the Complaints Management Policy and Procedures.

The main areas of concern reported by complainants included quality of service, communication, conduct of staff and funding policy. Thirty-one per cent of the cases reviewed consisted of complaints that could be allocated to more than one complaint classification.

Commission Directors were informed of all complaints so that relevant staffing and service issues could be addressed through performance monitoring and staff development programs.

6. Customer Focus, Access and Equity

Classification of Complaints

| Complaint Type | Number |
|---------------------|-----------|
| Communication | 17 |
| Quality of Service | 17 |
| Staff Conduct | 12 |
| Funding Policy | 11 |
| Service Eligibility | 2 |
| Resident Conduct | 1 |
| Lack of Resources | 1 |
| Other | 3 |
| Total | 64 |

Note: Complaints can involve more than one classification.

RESPONDING TO CUSTOMER COMPLAINTS LODGED WITH THE DISABILITY SERVICES COMMISSION

Complaints were resolved as quickly as possible. Complainants were kept informed of the progress of their complaint, particularly where it took longer than the performance standard of 10–15 working days. Complex complaints, especially those involving more than one area of the Commission's services, sometimes resulted in longer response times.

| Response Time | Number of Complaints |
|------------------------|----------------------|
| Less than 15 days | 26 (58%) |
| Between 15 and 29 days | 14 (31%) |
| Between 30 and 44 days | 4 (9%) |
| Between 45 and 59 days | 0 (0%) |
| Greater than 59 days | 1 (2%) |
| Total | 45 (100%) |

Note: Three cases were outstanding at 30 June 2006.

The Commission's Consumer Liaison Service raised awareness of the consumer complaints processes to staff and consumers through:

- ✓ staff orientation;
- ✓ directorate briefings;
- ✓ articles published in the staff *Cheers* newsletter, the Commission's *disAbility Update* magazine and LAC newsletters; and
- ✓ distribution of Consumer Liaison Service brochures to new and existing consumers, staff and advocacy organisations.

The Commission continued to promote a climate within service provision that is receptive and responsive to any concerns that are expressed.

FEEDBACK ON COMPLAINTS HANDLING FROM THE 2006 CONSUMER SURVEY

The 2006 Consumer Survey (outlined below in section 6.5) for the first time asked a series of questions on consumer's awareness and use of the Commission's complaints process. Preliminary results indicated that 78 per cent of respondents were aware of the Commission's complaints process. These results will be further analysed to help inform future strategies to promote consumer and staff awareness of the process.

6.5 Consumer Survey

The Commission conducts an independent consumer survey every two years. The 2006 Consumer Survey was conducted using a random stratified sample of 1,250 people, including people accessing services directly provided or funded by the Commission. Of these, 213 (17 per cent) were service users and 1,037 (83 per cent) were carers responding on behalf of service users.

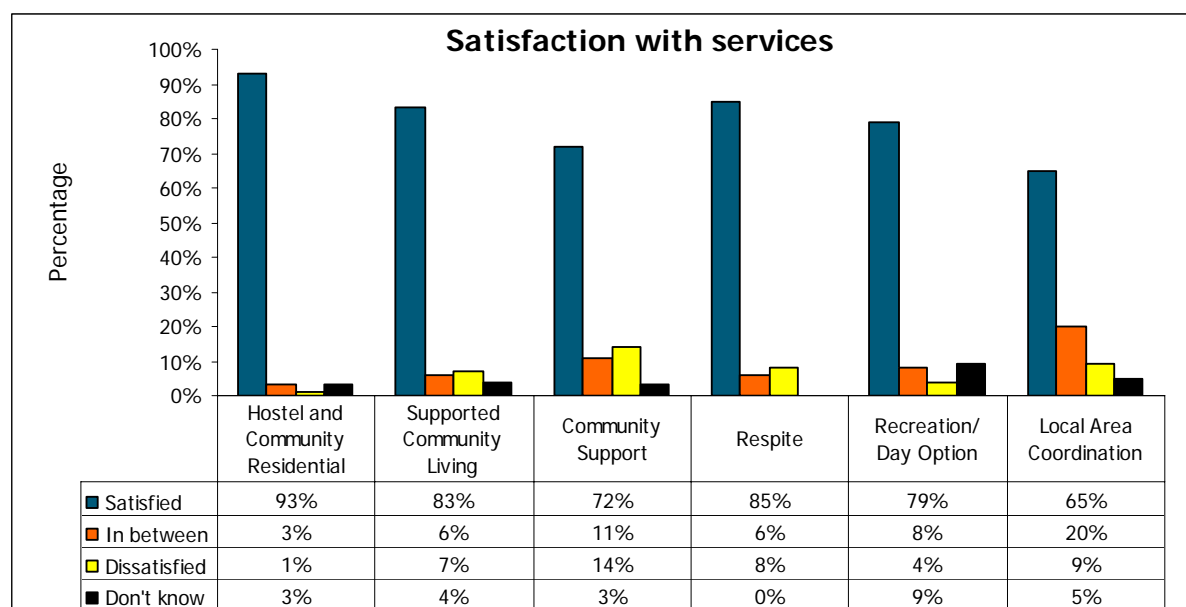
The 2006 Consumer Survey sought to measure satisfaction with services, social participation, quality of life, experiences of carers, awareness and use of the Commission's complaints processes, and community inclusion. The main findings of the 2006 Consumer Survey are listed below.

SATISFACTION WITH SERVICES

- ✓ **Hostel and Community Residential**—overall, satisfaction with hostel and community residential services had increased, with 93 per cent of respondents saying they were satisfied with the hostel and community residential services (compared to 87 per cent in 2004) and just one per cent reporting they were dissatisfied (compared to five per cent in 2004).
- ✓ **Supported Community Living**—satisfaction with Supported Community Living had increased (83 per cent compared to 80 per cent in 2004), with seven per cent reporting they were dissatisfied (compared to 12 per cent in 2004).
- ✓ **Community Support**—satisfaction with community support was marginally lower (72 per cent compared to 78 per cent in 2004), with 14 per cent of respondents expressing dissatisfaction (compared to 12 per cent in 2004).
- ✓ **Respite**—satisfaction with respite was slightly higher (85 per cent compared to 80 per cent in 2004), with less respondents expressing dissatisfaction (eight per cent compared to 12 per cent in 2004).
- ✓ **Recreation/Day Option**—satisfaction with recreation/day options was higher (79 per cent compared to 71 per cent), with less respondents expressing dissatisfaction (four per cent compared to 11 per cent in 2004).

6. Customer Focus, Access and Equity

- ✓ **Local Area Coordination (LAC)**—while the number of respondents who expressed dissatisfaction with LAC was similar (nine per cent compared to 10 per cent in 2004), a lower proportion of respondents expressed satisfaction with LAC (65 per cent compared to 78 per cent in 2004). A significantly higher number of respondents were ‘in between’ satisfied and dissatisfied (20 per cent compared to eight per cent in 2004).



SOCIAL PARTICIPATION

Sixty-seven per cent of respondents were satisfied with their current level of social participation. The highest level of participation was 82 per cent for activities like walking, swimming and going to parks, followed by 70 per cent for entertainment, 57 per cent for group leisure or sporting activities and 41 per cent for participation in cultural/religious/community events.

QUALITY OF LIFE

Seventy-seven per cent of respondents reported that they were happy with their quality of life. The Personal Wellbeing Index (PWI) rates the level of satisfaction within seven key wellbeing attributes for respondents. The overall PWI score was 74 which is in the Australian normative range of 73–77 for the general population, including people with disabilities.

EXPERIENCES OF CARERS

Thirty-three per cent of respondents indicated that their needs are always or often met, 36 per cent indicated that their needs are sometimes met, 17 per cent indicated that their needs are rarely met, 10 per cent indicated that their needs are never met and three per cent were unclear.

AWARENESS AND USE OF THE COMMISSION'S COMPLAINTS PROCESS

Seventy-eight per cent of respondents were aware that they had the right to raise any concerns they had with regard to the service they received and to have their concerns resolved, and 21 per cent had actually raised a concern with the Commission. Of those who had raised a concern with the Commission, 59 per cent had their complaints resolved.

COMMUNITY INCLUSION

Forty per cent of respondents reported that they felt valued by the community. More specifically, 16 per cent indicated that they were 'very valued' and 25 per cent felt that they were 'valued'. Forty per cent of respondents indicated that they felt included by the community. More specifically, 15 per cent indicated that they were 'very included' and 25 per cent felt that they were 'included'.

6.6 Cultural Diversity and Language Services Outcomes

The Commission monitors trends in the cultural diversity of its customers through the Annual Client and Service Data Collection (ACDC). This information assists a variety of planning, policy development and evaluation purposes, with the overall objective of ensuring that people from diverse cultural and linguistic backgrounds are able to access services relevant to their needs.

Information is collected on Indigenous status, country of birth, main language (other than English) spoken at home, requirement for interpreter services, and most effective method of communication.

In 2005–2006, the Commission provided services to 19,632 individuals. Information on the diversity indicators below is not available for all individuals, and the amount of information known varies for each item.

COUNTRY OF BIRTH

Of the 13,651 service users for whom country of birth was known, 921 (seven per cent) were born overseas and comprised:

- ✓ 518 (56 per cent) from main English-speaking countries; and
- ✓ 403 (44 per cent) from countries where the main language is not English.

INDIGENOUS STATUS

Of the 14,889 service users for whom Indigenous status is known, 796 (five per cent) were Indigenous Australians.

6. Customer Focus, Access and Equity

LANGUAGE SERVICES

The Commission translated commonly accessed pamphlets including publications about LAC, the Combined Application Process, the Individual and Family Support Program and the consumer complaints process, into the eight languages most often requested by CALD consumers: Amharic, Arabic, Cantonese, Vietnamese, Somali, Farsi, Croatian and Serbian. However, due to the increasing number of people from CALD and Aboriginal backgrounds accessing services with a variety of information requirements, the Commission is providing translated materials on request and has inserted a common clause in all Commission publications describing the process for accessing translated materials. Wherever possible, publications in languages other than English are translated with the unique cultural perspectives of consumers informing the translation.

All consumer publications are produced in plain English to enhance accessibility to people with disabilities and people from CALD and Aboriginal backgrounds. A plain English pamphlet for Aboriginal people outlining LAC services was developed in 2005.

The Commission encourages staff to use interpreters and bicultural workers as appropriate. Consistent with the *State Government Access Guidelines for Information, Services and Facilities*, the Commission provides Auslan interpreters for all significant public events and for all other Commission events and interactions on request.

Of the 13,814 service users for whom information about interpreter use is known, interpreter services were required for:

- ✓ 199 (one per cent) service users for spoken languages other than English; and
- ✓ 277 (two per cent) service users for non-spoken communication.

Interpreter services were not required for 13,338 (97 per cent) service users.

Of the 14,270 service users for whom method of communication is known:

- ✓ 10,048 (70 per cent) service users have effective spoken language;
- ✓ 134 (one per cent) service users have effective sign language;
- ✓ 447 (three per cent) service users have effective non-spoken communication (eg using a Canon communicator, Compic);
- ✓ 2,643 (19 per cent) service users have little or no effective communication; and
- ✓ 998 (seven per cent) service users are children under five years of age.

STAFF

Of the Commission's 1,649 staff whose cultural background is known², 13 (0.8 per cent) self-identified as Indigenous and 185 (11.2 per cent) self-identified as from a CALD background³.

² From completion of the Commission's equity and diversity survey.

³ Defined here as referring to overseas-born people from a country whose main language is not English.

6.7 Disability Access and Inclusion Plan Outcomes

The Commission is committed to the inclusion of people with disabilities through improved access to its services, facilities and information. As a requirement of the *Disability Services Act 1993*, the Commission has developed its Disability Access and Inclusion Plan (DAIP) for 2006–2011. The DAIP builds on the initiatives of previous Disability Service Plans.

The DAIP provides a framework for the identification of access and inclusion barriers and for the development of strategies to address those barriers. These strategies work to support the Act's six desired outcomes that the Commission will provide accessible:

- ✓ services and events;
- ✓ buildings and facilities;
- ✓ information;
- ✓ quality of service, provided by appropriately knowledgeable staff;
- ✓ complaints processes; and
- ✓ consultation processes.

In addition, the Commission's DAIP has included an outcome so that people with disabilities have the same opportunities as other people to seek employment with the Commission.

An associated *Annual Implementation Plan* identifies the actions undertaken each year to support the overarching DAIP strategies.

In developing the DAIP, the Commission has followed the Act's requirements to consult the community and will promote the DAIP and provide it in alternative formats on request.

6.8 Substantive Equality

SUBSTANTIVE EQUALITY FIVE-YEAR PLAN

In 2006, the Commission developed a five-year plan to promote substantive equality. Part of a State Government initiative, the Commission is one of 25 agencies committed to ensure services achieve substantive equality by ensuring staff work respectfully with the increasing number of people from diverse cultural backgrounds in a manner which is responsive to culture and which achieves the same level of service outcomes as for other people accessing services.

6. Customer Focus, Access and Equity

The Commission's five-year plan for substantive equality focuses on the following:

- ✓ providing information and training to disability sector agencies to ensure services are responsive to people from diverse cultures;
- ✓ providing annual service improvement grants and service awards for best practice in substantive equality;
- ✓ undertaking and sharing the outcomes of annual pilot projects to develop new ways to reach out and respond to the needs of diverse community groups;
- ✓ ensuring all policies, practices and procedures guiding the work of the Commission and funded agencies are culturally responsive; and
- ✓ continuing to strengthen existing cross-cultural initiatives.

The Commission has developed *The Substantive Equality Statement of Commitment for People with Disabilities* and the *Substantive Equality Five-Year Plan* and has selected the Mirrabooka district to undertake its first pilot project to enhance LAC services to CALD and Aboriginal people. Commission staff are currently working with the Substantive Equality Unit to review policies and procedures impacting on LAC services to CALD and Aboriginal people and to identify future strategies. Work with the Ethnic Disability Advocacy Centre (EDAC) has commenced in relation to developing disability sector information and training for implementation in February 2007. During the remainder of 2006, sector information and training will commence with dissemination of the *Getting Services Right for Aboriginal people with disabilities and their families* package launched in April 2006.

Other culturally responsive strategies developed and implemented during 2005–2006 include the following, with services to Aboriginal people remaining a strong focus.

Information and Services

The *Getting Services Right for Aboriginal people with disabilities and their families* package includes an information pamphlet describing the LAC service to Aboriginal people and a DVD to encourage Aboriginal people in need of disability supports to access services. In addition, the package includes the *Access for Aboriginal and Torres Strait Islander Policy and Practice* guidelines (available on the Commission's website at www.dsc.wa.gov.au) and a booklet to assist agencies wishing to enhance or develop more culturally responsive services. The package will be made widely available to Aboriginal people, agencies and disability funded organisations across the State.

LAC offices in many areas display local Aboriginal artwork and provide information and resource materials specifically for Aboriginal people. An Aboriginal disability banner developed for display at major Commission events is also featured in Commission offices.

Meetings with Aboriginal and CALD organisations and services have occurred to promote the Aboriginal and CALD home pages on the *Information for You* website (<http://yourinfo.dsc.wa.gov.au/>) and the LAC *Supporting All People with Disabilities* brochures.

6. Customer Focus, Access and Equity

Enhancing the cross cultural skills and knowledge of Commission staff

Newly appointed LACs undertake diversity awareness training. All LACs have access to an Aboriginal and CALD Resource Manual and a database of information about Aboriginal and CALD services, community organisations and groups.

Aboriginal cultural awareness training has continued throughout the Commission with Aboriginal consultants providing training for middle and senior management, and the Senior Aboriginal Policy Officer offering training to other staff.

Engaging staff from Aboriginal and CALD backgrounds

Additional Aboriginal staff have been engaged as LACs to build stronger connections with Aboriginal communities and increase understanding of disability supports and services. The engagement of staff from CALD backgrounds remains high.

Developing relationships with Aboriginal and CALD community members

Initiatives aimed at strengthening connections with local Aboriginal and CALD community members have included:

- ✓ participation in community cultural events, such as NAIDOC Week, and on community committees and boards representing groups from a variety of cultural backgrounds; and
- ✓ a range of social and other events for Aboriginal and CALD community members, including morning teas, family days and special interest activities. For example, the positive links developed with the African community in Mirrabooka and networking events with Aboriginal communities at Gwelup Reserve Lake and South Beach.

Working with other agencies to provide complementary service approaches

LACs actively participate in groups such as the South Eastern Metropolitan Indigenous Link Support (SEMILS) group working across the Cities of Belmont and Victoria Park and the South West Aboriginal Support Network in the southern corridor. LACs also work in partnership with local councils, for example an information session for migrants and refugees was recently hosted by the City of Wanneroo in partnership with the Asian-Australian Association and LAC.

In remote regional areas, new and innovative supports are being developed, including the establishment of a network in the Central Lands to provide enhanced access to allied health services; development of a partnership with the Goldfields Division of General Practice and WA Country Health Services to establish an Aboriginal disability and health liaison role; and the appointment of a project officer in the Kimberley to work with Aboriginal communities to develop a greater range of disability support options.

6. Customer Focus, Access and Equity

Consultations have recently been undertaken in the metropolitan area with Aboriginal and migrant and multicultural agencies to establish positive links and to ensure that disability programs are culturally responsive.

Creating opportunities for funded agencies to develop culturally responsive services

A range of grants have been provided to support funded agencies to develop more culturally responsive services including recreation and holiday programs for Aboriginal people, grants to provide cultural awareness training to agency staff, funding to promote disability services through ethnic radio and to develop a culturally responsive perspective on the nine Disability Services Standards.

Information on providing culturally responsive services to Aboriginal people was provided to funded agencies from rural areas at the Annual Country Forum.

6.9 Youth Outcomes

The Disability Services Commission continues its strong commitment to youth with disabilities, their families and carers. The following strategies enhance young people's participation and engagement within the Western Australian community.

EDUCATION, TRAINING AND EMPLOYMENT

During 2005–2006, the Commission:

- ✓ held seven information forums for school leavers with disabilities and their families through metropolitan and country areas to inform their decision making on post-school choices (five metropolitan and two country);
- ✓ provided funding for 130 school leavers (including late applicants) through the Post School Options program on either a part-time or full-time basis;
- ✓ offered 26 school leavers a place to participate in the Learning for Work school-to-work pilot transition program;
- ✓ assisted 104 school leavers to access disability specialist employment programs on either a part-time or full-time basis;
- ✓ participated in a Department of Education and Training *National and International Research into the Non-Educational High School Support Needs of Students with a Disability in Vocational and Education Training* project;
- ✓ provided work experience and student practicum placements to a number of students in the secondary, vocational education and training (VET) and tertiary education sectors; and

6. Customer Focus, Access and Equity

- ✓ employed 91 young people⁴ aged under 25 years (76 women and 15 men), including one young man who self-identified as having a disability.

LIVING IN THE COMMUNITY

During 2005–2006, the Commission:

- ✓ participated on the Young Carer Interagency Steering Committee;
- ✓ supported children and young people providing care for a family member with a disability through facilitating siblings groups and providing information specifically developed to assist young carers locate services and make contact with each other; and
- ✓ ran a *Keep Cool* group this year through Individual and Family Support for five young people and several *Feel Safe* groups aimed at people aged 17 years and older which occasionally included younger adolescents. *Keep Cool* and *Feel Safe* are group programs provided from time to time to assist young people to develop skills to facilitate their inclusion in regular community life.

CULTURE AND RECREATION

During 2005–2006, the Commission:

- ✓ released an additional \$418,000 in non-recurrent grants to eight agencies to promote recreation and cultural activities for people with disabilities;
- ✓ officially launched the joint Disability Services Commission and Department of Sport and Recreation Strategic Framework for Inclusive Sport and Recreation to promote inclusive sport and recreation funding and practices;
- ✓ provided direct funding to young people for alternatives to employment activities; and
- ✓ assisted young people with disabilities to lead fulfilling lives through a range of programs and services, including recreation and alternatives to employment, LAC and the Disability Access and Inclusion Plan initiative.

6.10 Community Education

The Commission encourages the community to welcome and include people with disabilities, families and carers. It does this through a range of community education initiatives. These are conducted in all areas of the Commission, with guidance and direction from the Community Access and Information Branch.

The past year has been marked by considerable achievement in this area. For example, the Commission has built on its community awareness campaign, 'Open Your Mind. Count Us In' through initiatives such as the 'Open Your Mind. Count Us

⁴ The decline in the number of young people employed in 2004–2005 (165) and 2005–2006 (91) is partially due to increased age of the target group. A total of 54 individuals are now older than 25 years of age.

6. Customer Focus, Access and Equity

In' Community Awareness Grants. These have been distributed by ACROD WA to organisations across the State.

Another community education initiative progressed in 2005–2006 has been the development of the Count Us In! curriculum support package. This package, aimed at students across Western Australia from kindergarten to year 12, has involved extensive consultation across the education and disability sectors. The focus of the package is to help students to develop their knowledge and understanding of disability.

Other initiatives have included presentations at lunchtime forums specifically for the disability sector, the Christmas parking campaign focusing on the easy access parking bays and the use of ACROD parking permits, progressing the You're Welcome access project and conducting two major annual community education programs—Making a Difference Awards and Accessible Communities Awards.

MAKING A DIFFERENCE AWARDS

More than 20 individuals, organisations and businesses were acknowledged at the 2005 Making a Difference Awards in September, for their outstanding contribution to improving and maintaining quality of life for people with disabilities in Western Australia.

The awards are presented annually at Parliament House by the Minister for Disability Services.

ACCESSIBLE COMMUNITIES AWARDS

The Art Gallery of Western Australia was the standout winner of the 2005 Accessible Communities Awards. In addition to winning the State Government category, the Art Gallery's 'Sensational' exhibition that allowed people with disabilities to experience art through touch and other senses received the overall Louisa Alessandri Award for Excellence.

The Accessible Communities Awards are presented each year on or about the International Day of People with Disabilities on 3 December, to showcase and acknowledge access initiatives that improve quality of life for people with disabilities and seniors.

7. Overview of Operations

The Commission operates according to an integrated system of organisational, planning and operational performance which establishes clear links between government legislation and policy, the Commission's five-year Strategic Plan, the State Government's priorities and resourcing strategies, and annual Operational Plans for the Corporate Executive and each directorate.

The Commission is funded according to four Services which support the achievement of an overall Outcome. Performance measures and achievements for each of the funded Services are reported in Chapter 8 of this report. Performance measures for auditing purposes are consolidated in Appendix 1.

Disability Services Commission Funding

During 2005–2006, the total cost of services was \$305.4 million⁵ (2.2 per cent of the State Budget) to advance the rights and support the needs of Western Australians with disabilities.

The Commission's expenditure has increased by \$23.6 million (8.4 per cent) over the past year (from \$281.8 million⁶ as reported in 2004–2005).

STATE FUNDING

State funding for operations in 2005–2006 was \$244.6 million. Over the past five years, the State Government's funding of disability services has increased by 32.8 per cent.

AUSTRALIAN GOVERNMENT FUNDING

The Commonwealth State Territory Disability Agreement (CSTDA) is a five-year agreement between the Australian and State and Territory Governments to reduce overlap and duplication in the administration of disability services. The first CSTDA was signed in 1991. Western Australia completed negotiations for a third CSTDA in June 2003, covering the five-year period 2002–2003 to 2006–2007. The Australian Government provided \$48.3 million under the CSTDA in 2005–2006.

⁵ This represents State and Australian Government funding, as well as internal funding.

⁶ In 2004–2005 it was reported that the cost of services for the year was \$281.8 million. With the application of the International Accounting Standards with regard to sale of assets in 2005–2006, the previous year's figure has been amended to \$281.7 million for consistency in comparison. In view of this immaterial adjustment, last year's basis for Performance Indicators has not been changed.



7. Overview of Operations

In 2005–2006, the Australian Government contributed 16 per cent of the funding for accommodation and non-employment services administered by the Commission, while the State Government contributed 84 per cent.

FUNDING AND PEOPLE HELPED ACROSS SERVICE AREAS

During 2005–2006, 19,632 Western Australians with disabilities used services funded and provided by the Commission. These people may have accessed one or more services across the Commission's service areas. The average cost of providing support was \$15,558 per service user in 2005–2006.

Service 1: Accommodation Support

Expenditure of \$173.8 million (57 per cent of the total budget)
3,449 people supported, at an average cost of \$50,405

Service 2: Individual and Family Support

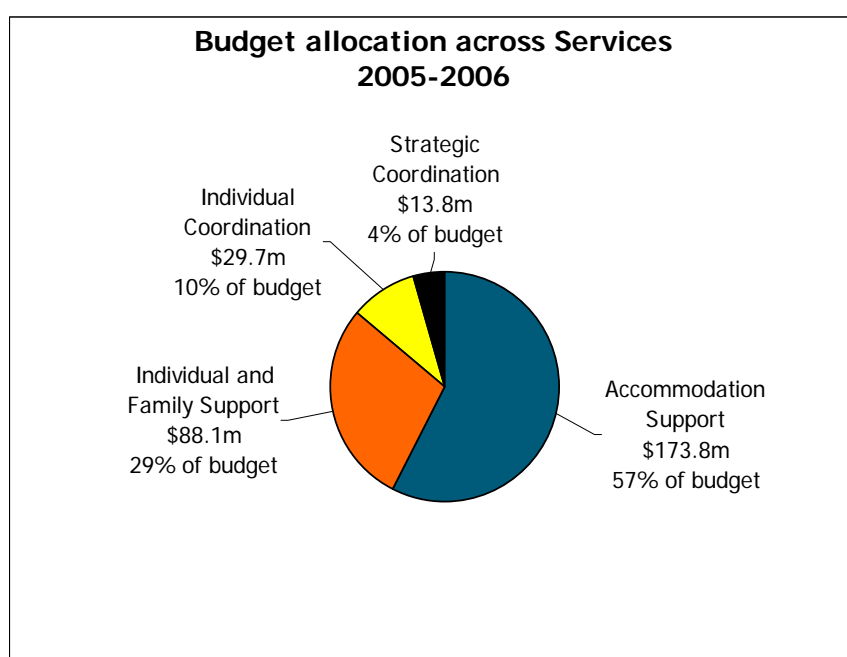
Expenditure of \$88.1 million (29 per cent of the total budget)
16,429 people supported, at an average cost per person of \$5,362

Service 3: Individual Coordination

Expenditure of \$29.7 million (10 per cent of the total budget)
7,605 people supported through LAC Coordination, at an average cost per person of \$2,427
1,521 people supported through LAC Direct Consumer Funding, at an average cost per person of \$7,360

Service 4: Strategic Coordination

Expenditure of \$13.8 million (four per cent of the total budget)
Developing policy and providing information and advocacy for an estimated 405,500 Western Australians with disabilities, at an average cost per strategic project of \$103,276



7. Overview of Operations

FUNDING TO EXTERNAL SERVICE PROVIDERS

During 2005–2006, the Commission allocated \$163.6 million (54 per cent of the budget) to 119 external service providers to provide services and support for Western Australians with disabilities and their carers. This is \$16.4 million or 11 per cent more than the previous year. (See Appendix 3 for a full listing of funding to external service providers).

The provision of services within the disability sector by external agencies has changed over the past five years, with the number of external agencies funded by the Commission consolidating from 148 in 2001–2002 to 119 in 2005–2006. Funding to external agencies is used to provide services in the following Services: Accommodation Support; Individual and Family Support; and Strategic Coordination.

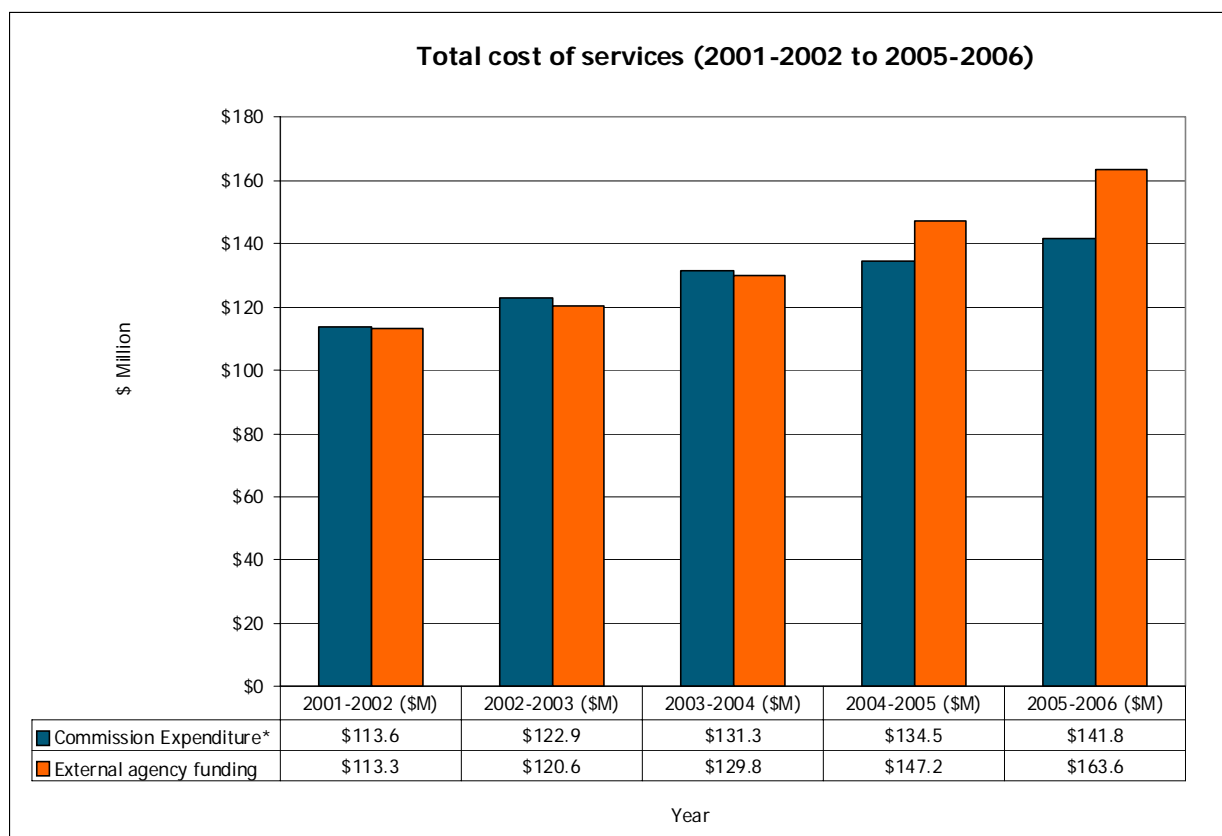
The total funding provided to external agencies has grown by 44 per cent from \$113.3 million in 2001–2002 to \$163.6 million in 2005–2006. The average funding per external agency has increased by 80 per cent from \$765,601 in 2001–2002 (range: \$2,707–\$17,932,216) to \$1,374,769 in 2005–2006 (range: \$2,980–\$19,594,513).

| External Agency Funding | 2001–2002 | 2005–2006 |
|--------------------------------|-----------------|-----------------|
| | No. of Agencies | No. of Agencies |
| Funded <\$50,000 | 36 | 12 |
| Funded \$50,001–\$1 million | 95 | 79 |
| Funded \$1,000,001–\$5 million | 11 | 19 |
| Funded >\$5 million | 6 | 9 |
| Total | 148 | 119 |

In 2001–2002, 36 agencies (24 per cent) received less than \$50,000, 17 agencies (eleven per cent) received over \$1 million and included six that received over \$5 million. In comparison, in 2005–2006, only 12 agencies (10 per cent) received less than \$50,000, while 28 agencies (24 per cent) received over \$1 million, including nine over \$5 million (eight per cent). The nine external agencies that received funding of more than \$5 million accounted for 58 per cent of the total external funding.

Over the past five years, external agency expenditure has increased by an average of 10 per cent per year, compared to six per cent per year for Commission expenditure.

7. Overview of Operations



* Commission expenditure includes direct service provision, administration required for provision of grants to funded agencies and other Commission functions.

2002–2006 Five-year Trends

Over the past five years, the Commission's budget has increased by 34.6 per cent (from \$226.9 million in 2001–2002).

| Five-year Operational Trends | | | | | | | | |
|-------------------------------------|------------|------------|------------|-----------|-----------|-----------------|----------|--------------|
| | 2001–02 | 2002–03 | 2003–04 | 2004–05 | 2005–06 | Five-year Trend | | |
| | | | | | | Variation | % change | Av. % change |
| People Helped | 19,178 | 19,260 | 19,401 | 20,109* | 19,632* | n/a | n/a | n/a |
| DSC Budget | \$226.9m | \$243.5m | \$261.1m | \$281.8m | \$305.4m | \$78.5m | 35 | 7 |
| Av. Cost/Service User | \$11,833 | \$12,644 | \$13,460 | \$14,014* | \$15,558* | n/a | n/a | n/a |
| Non-Govt Funding | \$113.3m** | \$120.6m** | \$129.8m** | \$147.2m | \$163.6 m | \$50.3m | 44 | 9 |

* As of 2004–2005, service user and cost per service user data reflect the inclusion of the eCAEP service user data and a change in reporting by the WA Disabled Sports Association.

** The 2001–2002 to 2003–2004 Non-Government Funding has been updated to reflect payments as per Financial Statements.

7. Overview of Operations

Accountability and Performance Reporting

ANNUAL CLIENT AND SERVICE DATA COLLECTION SYSTEM

Information on the users of Commission and funded agency services is collected through the Commission's Annual Client and Service Data Collection system (ACDC). With 9 out of 10 agencies providing data electronically, ACDC provides a streamlined method for organisations to return data.

The data on service users which follow have been contributed by 119 external service providers, as well as by the Commission's three service-providing directorates. In all, some 946 individual service outlets collect data which are recorded on 37,946 service records for this purpose. This represents an enormous effort by the service providers, and the 100 per cent response rate, which is exceptional, is evidence of the commitment and professionalism of the field. The data are tested against 73 computer logic tests to confirm their accuracy.

The information generated provides objective data for accountability purposes and to inform long-term planning and policy development.

The following considerations are important:

- the data are collected according to national requirements and therefore are not completely congruent with Western Australian reporting requirements. Thus, variance from year to year can sometimes reflect changes in the national reporting framework rather than genuine variances in service delivery;
- the data collected are dependent upon the availability of data, the consistency of data coding and entry as well as the subjectivity and discretion that is essential in a diverse and complex field of service delivery. Thus, once again, variance from year to year may not necessarily reflect genuine variances in service delivery; and
- while the Commission contracts external agencies to provide services, it is difficult to separate government funded disability services from those provided with other funds or supports, such as volunteers. Thus, data from external providers may not always give a direct reflection of services purchased.

Building on improvements in reliability achieved with the data linkage key back in 2001–2002, this financial year saw further enhancements to data collection through better monitoring of service agreements between the Commission and service providers. This internal monitoring continues to improve classification of the services provided, and the elimination of some over-counting in some categories.

The Commission works collaboratively with the disability sector to provide training and support in this enormous, collective task. This area is subject to ongoing development and refinements.

REPORTING USING TREND DATA

Performance information is presented in time series tables and in charts with interpretive comments spanning a five-year period from 2001–2002 to 2005–2006.

The presentation of data over time allows for trends to be monitored, contributing to better long-term planning and more responsive operational decisions. Time series reporting also helps to demonstrate the relationship of services which tend to be short-term objectives, to outcomes which tend to be long-term objectives.

REPORTING AGAINST SPECIFIC TARGETS

The performance for the financial year is measured against targets set at the beginning of the year as part of the Budget process. Targets are set as performance measures for each service. Service targets are set according to services specified in the Business Plan and in the Budget Statement.

COMPARISON WITH PREVIOUS YEAR'S PERFORMANCE

A number of graphs and tables compare data with the previous year or in some cases trends over a greater number of years. Readers are cautioned that a range of factors will impede these comparisons. These include:

- ✓ data not being strictly comparable if definitions, counting rules or the scope of the measurement varies from year to year;
- ✓ the need for balance between accuracy of data and its timely availability means that some data from some agencies have fewer opportunities to undergo a rigorous process of validation; and
- ✓ ongoing improvements to data accuracy which have eliminated over-counting in some categories, and reduced miscoding of services by some agencies.

COMPARISON WITH NATIONAL LEVELS

Western Australia's performance is compared with that for Australia as a whole and data are presented for the whole of the year.

When making comparisons across jurisdictions, care is required as there are local variables such as consumer needs, departmental structures in each state and territory and geographic differences which will influence data comparability.

SERVICE MEASURES

Service measures are presented in tables with information to enable an assessment of efficiency for each of the service groups.

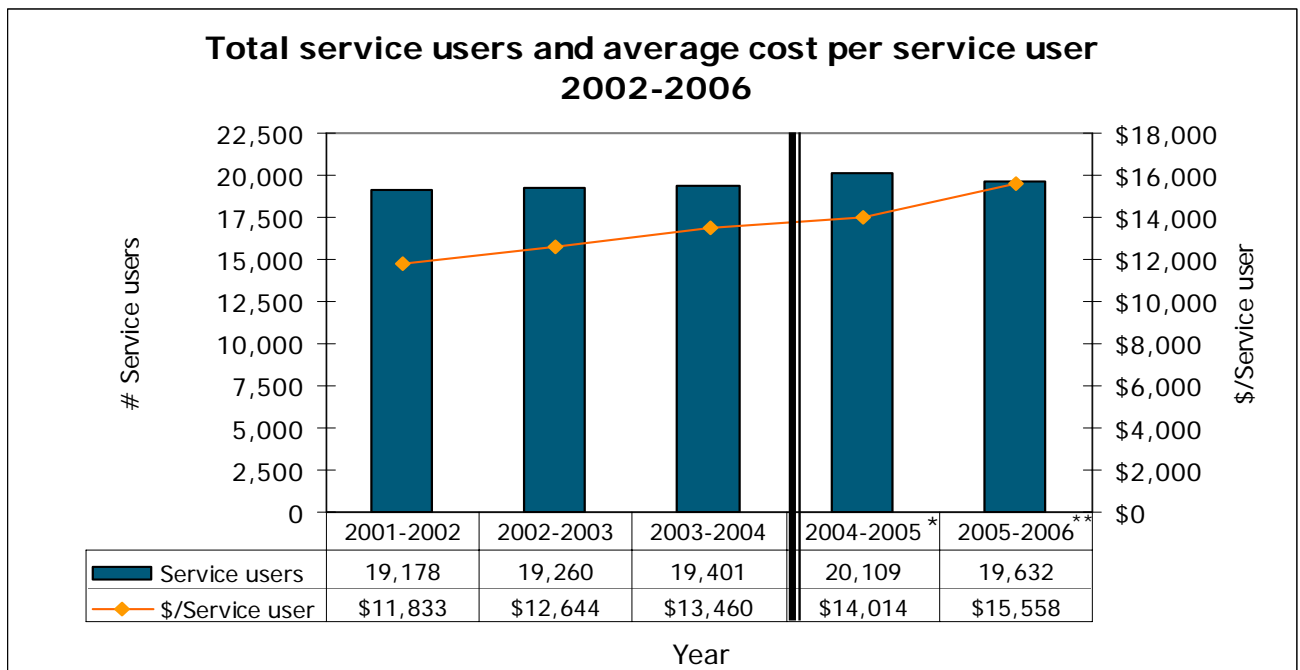
Efficiency indicators are what the Department of Treasury and Finance refers to as cost indicators. The number of service users and the average cost per service user are presented as bar charts for each service.

7. Overview of Operations

NUMBER OF SERVICE USERS AND AVERAGE COST PER SERVICE USER

The graph below demonstrates the Commission's performance in 2005–2006 compared with performance over a five-year time frame. The graph is presented in terms of the number of service users and average cost per service user for the period 2001–2002 to 2005–2006.

When considering the time series data for service users, it is important to note the refinement of data that has occurred over the past four years. The introduction of a more sophisticated statistical linkage key in 2001–2002 improved the accuracy of the number of service users, especially when they accessed multiple service outlets for the same service, which contributed to some double counting in earlier years.



* As of 2004–2005, service user and cost per service user data reflect the inclusion of the eCAEP service user data and a change in reporting by the WA Disabled Sports Association.

** The 2005–2006 data reflect different methodologies of reporting Disability Professional Services adopted by two agencies, which translated to fewer service users being reported in 2005–2006.

The total number of service users has decreased by two per cent from last year. This reduction is mainly the result of improvements in data collection, rather than a change in service provision. The 2004–2005 and 2005–2006 service user data and average cost per service user are not comparable to the previous years due to inclusion of the eCAEP service user data and a change in reporting by the WA Disabled Sports Association.

The reliability of the reported number of service users from 2002–2003 onwards was significantly enhanced through the application of a statistical linkage key that eliminated the chance of double counting service users when they accessed multiple service outlets for the same service. For instance, a person might receive respite from two different services over the course of the year.

NATIONAL BENCHMARKS (TAKE-UP RATES)

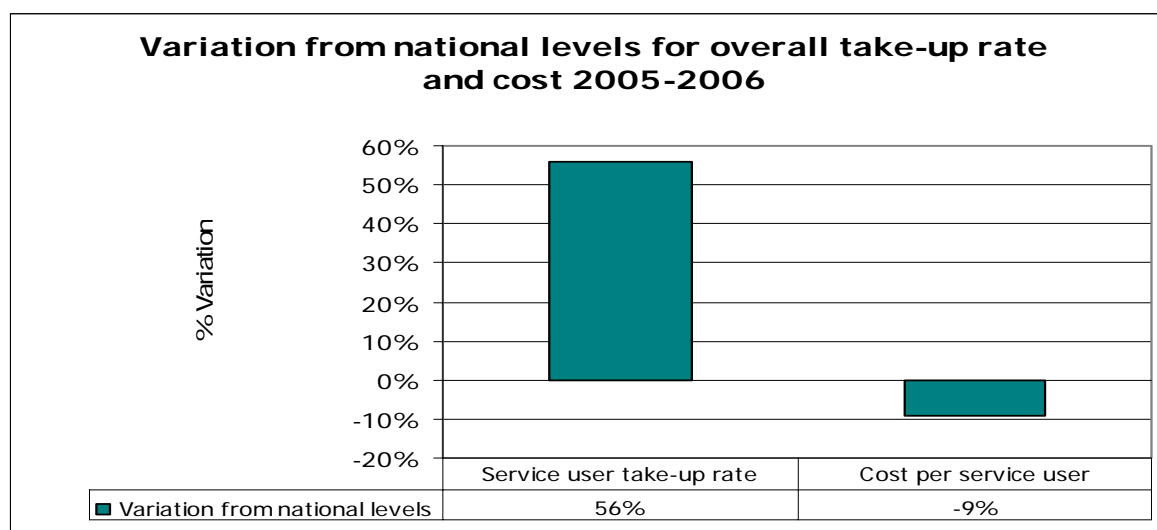
This indicator reports the proportion of people in a target group who are service users. Two data sources are used.

1. **Service users**—each year the Australian Institute of Health and Welfare records Australia-wide disability support service use based on whole-of-year data. These data are regarded as objective, reliable, and highly comparable. Current whole-of-year data are not available until late in the year, therefore, the previous year's data are used.
2. **Target group**—to ensure comparability, the target group is determined on the basis of the number of people in each state and territory receiving Disability Support Pensions. These Centrelink-sourced data are comparable because benefit applicants in all states and territories are assessed against the same specific, objective criteria by Centrelink staff.

Comparisons with national benchmarks show that Western Australia is providing services for a greater proportion of potential service users at a lower average cost per person than in Australia as a whole. In other words, Western Australia is performing both more effectively and efficiently in meeting the needs of people with disabilities, when compared with performance levels elsewhere in Australia.

Overall, Western Australia has:

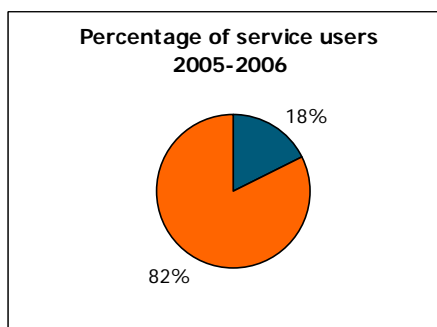
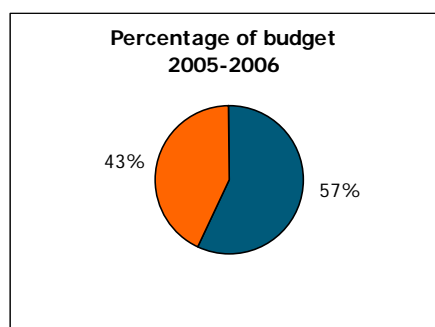
- ✓ a whole-of-year service take-up rate of 325 per 1,000 in receipt of Disability Support Pensions which is 56 per cent higher than the national take-up rate of 209 per 1,000 Disability Support Pension recipients; and
- ✓ based on the Australian Institute of Health and Welfare estimate of the potential population for disability support services (as reported in the *CSTDA Annual Public Report 2004–2005*), the average cost per person of \$3,778 is nine per cent below the national average cost of \$4,174.



8. Service Reports

8.1 Service 1 – Accommodation Support

The Accommodation Support Service accounts for 57 per cent (\$173.8 million) of the Disability Services Commission's budget and provides services to 18 per cent (3,449) of all service users. The Accommodation Support Service includes hostel residential, community residential accommodation (group homes and duplexes) and Supported Community Living.



Accommodation support services are provided directly by the Commission's Accommodation Services Directorate. In addition, the Commission provided \$95.4 million in funding to 61 service providers to provide accommodation support services, representing 55 per cent of the total budget for Accommodation Support.

KEY STRATEGIES

Accommodation Support includes assistance for people with disabilities to live in a range of accommodation options, including hostels, group homes or Supported Community Living in their own home. This includes support with personal care and independent living skills and may range from a few hours of support a week to 24-hour care.

KEY ISSUES AND TRENDS

- ✓ Accommodation support—the number of people supported in group homes and hostels has changed over the years. Few people now choose to move into hostels; people with extremely high support needs are now more likely to move into group homes. Many people who traditionally lived in group homes and hostels are now choosing to live in the



8.1 Service Reports – Accommodation Support

community, as individual funding allows people with disabilities to choose their place of residence and model of support. The most significant growth has been in the number of people in Supported Community Living, which includes a variety of formal and informal support arrangements.

- ✓ Ageing of people with disabilities—the current population of people with disabilities has significantly outlived previous population cohorts. This improved life expectancy has been attributed to advances in medical technology and changing socio-demographic factors. Some people with disabilities age prematurely (for example, people with Down syndrome are more likely to have early onset dementia), placing additional demands on services. The number of people aged over 50 years in accommodation services continues to increase. While the Commission is committed to ‘ageing in place’, there is some demand from ageing people with disabilities for more appropriate aged care services.
- ✓ Ageing carers—many people with disabilities live at home with ageing parents. The ageing and associated health issues of carers are placing new and urgent demands on accommodation and community-based support services. Ongoing planning is being undertaken to help support families plan for the future.
- ✓ People with disabilities without day options—as people with disabilities grow older many lose employment and alternatives to work placements. Changes to employment criteria by the Australian Government have also contributed to this. One-third of the Commission’s accommodation service users have no formal day options. Loss of day options places additional burdens on families and accommodation providers. At the same time there is a growing recognition of the need for better retirement planning for people with disabilities to help establish and maintain stronger connections with their local community as they age.
- ✓ Ageing of the disability workforce is a challenge for many accommodation service providers. Challenges relate to the potential loss of experience and the need to ensure that supports are in place to meet the physical demands of the role.
- ✓ Safeguarding the quality of care and maintaining a quality service for people with disabilities supported by accommodation service providers remains a priority. Most service providers have developed and implemented quality management systems to continue to identify and achieve service improvements, while responding to resource pressures.
- ✓ An ongoing issue is the capacity to respond to the increasing needs of people with disabilities as they age and/or those with degenerative conditions requiring additional support. This is placing demand on existing growth funding, as the Commission continues to work with the sector to explore appropriate support models.

During 2005–2006

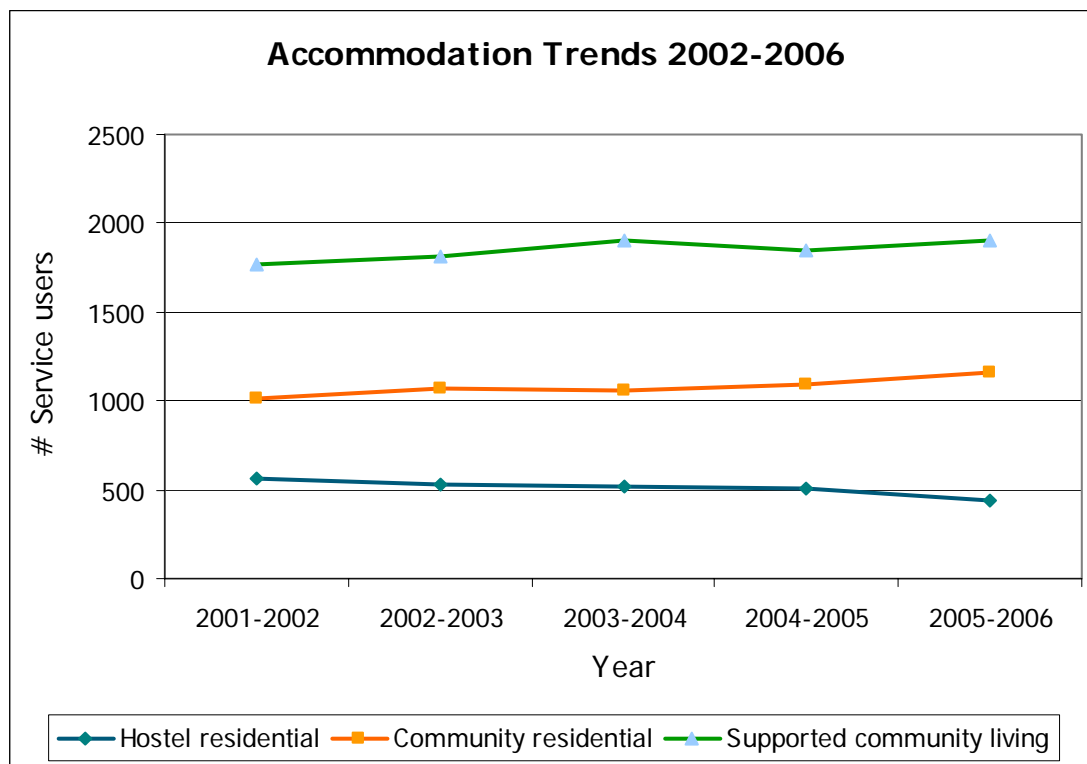
- ✓ 1,585 residents were supported in out-of-home residential accommodation.
- ✓ 1,908 people received Supported Community Living.
- ✓ The average cost per person receiving accommodation support was \$50,405.
- ✓ The Commission spent \$173.8 million (57 per cent) of its budget on Accommodation Support Service.

8.1 Service Reports – Accommodation Support

Over the past five years

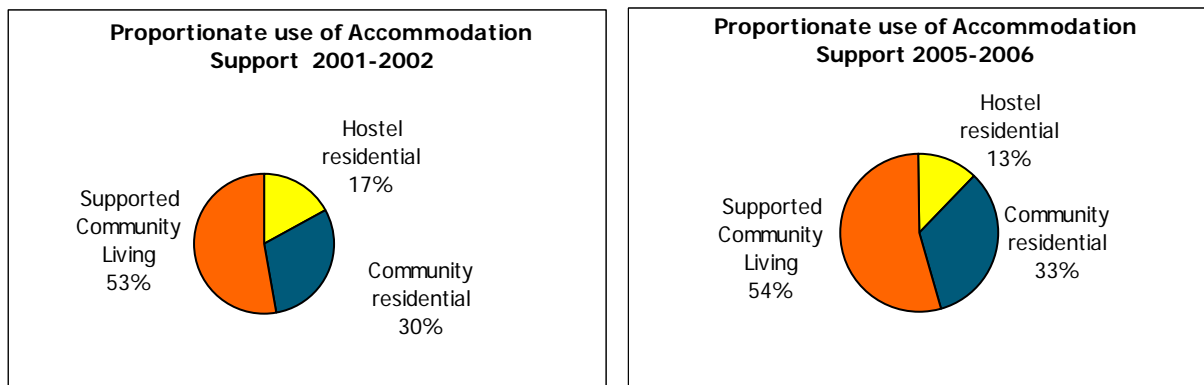
- ✓ There has been a decrease in the number of people living in hostels (by 22 per cent).
- ✓ The number of people living in community-based group homes has increased (by 15 per cent).
- ✓ The number of people in Supported Community Living has increased (by eight per cent).

The 'Accommodation Trends 2002–2006' graph shows the changing composition of the Accommodation Support Service, specifically the growth in Supported Community Living, steady growth in community residential and a decline in people living in hostels, reflecting the devolution to more community-based options.

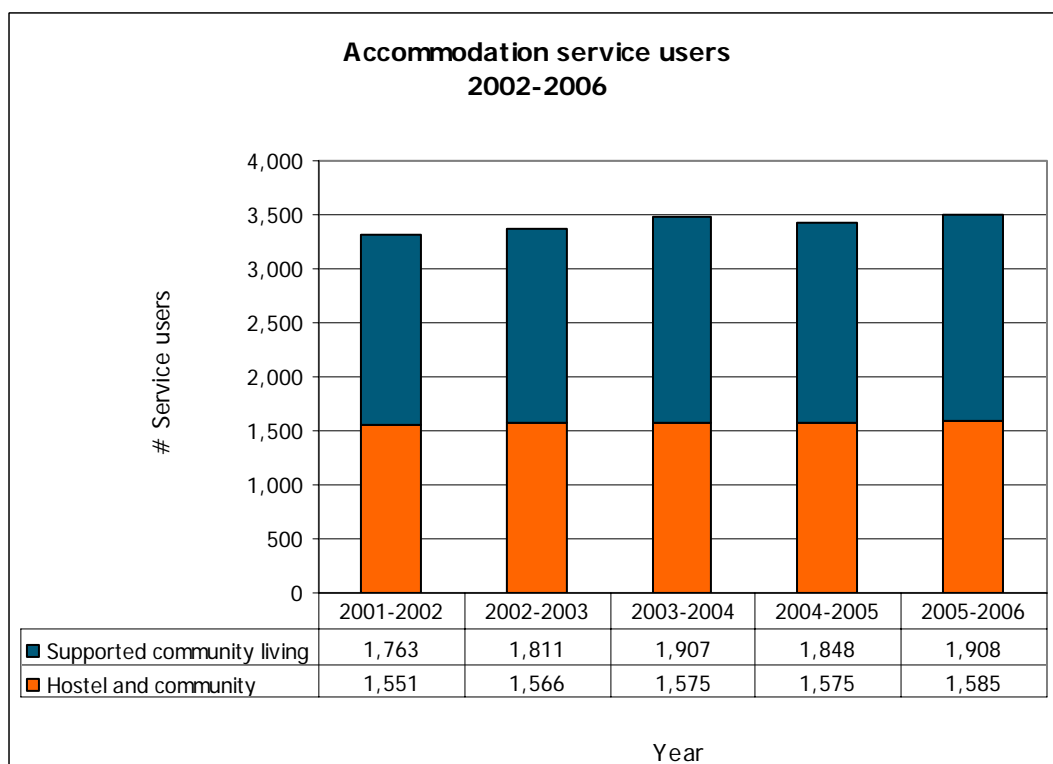


From 2003–2004, the reporting of all accommodation services has been incorporated into Service 1 and renamed 'Accommodation Support'. This more clearly groups a set of services with a common outcome, that is, to provide an accommodation service. In reports prior to 2003–2004, people living in the community (Supported Community Living) were included in Service 2. The performance under this new arrangement was recalculated for 2001–2002 and 2002–2003. The increase in the number of service users of accommodation support for the five years from 2001–2002 to 2005–2006 was eight per cent.

8.1 Service Reports – Accommodation Support



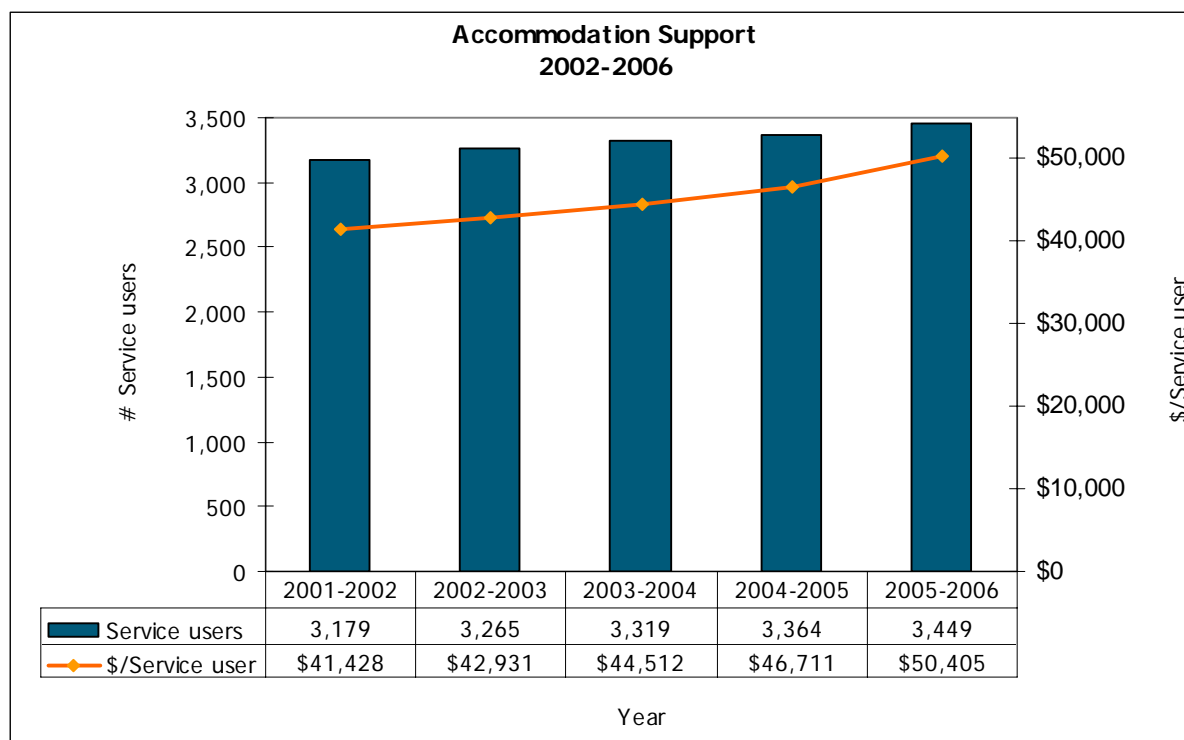
The 'Accommodation service users 2002–2006' graph presented below, shows the five-year trend in residential accommodation and Supported Community Living. The 'Hostel and community' series represents the previous composition of Service 1 (that is, excluding Supported Community Living). Note that people may move between various types of accommodation support in a given year and, therefore, the subtotals, when added, will total more than the Service 1 total.



8.1 Service Reports – Accommodation Support

PERFORMANCE INDICATORS: ACCOMMODATION SUPPORT

The chart below shows the number of people and average cost per person from 2001–2002 to 2005–2006. The number of Accommodation Support service users and the average cost per service user has gradually increased.



The table below presents the performance indicators for Accommodation Support for the past five years.

| Actual Results ⁷ | | | | | | | Targets | Variation | |
|-----------------------------------|---------------------|-----------|--------------|-----------|--------------|-----------|-----------|------------|--------|
| Performance Indicator | Description | 2001-02 | 2002-03 | 2003-04 | 2004-05 | 2005-06 | 2005-06 | Prev. Year | Target |
| Service 1 – Accommodation Support | | | | | | | | | |
| Quantity | # people | 3,179 | 3,265 | 3,319 | 3,364 | 3,449 | 3,560 | 3% | -3% |
| Quality | % clients satisfied | 91%* | Not Measured | 84%** | Not measured | 88% | 90% | 5% | -2% |
| Timeliness | Response time | 6 days | 4 days | 4 days | 2 days | 1 day | 5 days | -50% | -80% |
| Efficiency | \$/service user | \$41,428 | \$42,931 | \$44,512 | \$46,711 | \$50,405 | \$47,982 | 8%*** | 5% |
| Total Cost | (\$'000) | \$131,700 | \$140,169 | \$147,734 | \$157,136 | \$173,848 | \$169,615 | 11% | 2% |

* Only respondents over the age of 18 years were surveyed.

** The 2003–2004 client satisfaction measure has been recalculated taking into account the change in Supported Community Living from Service 2 to Service 1.

*** The increased average cost per service user reflects wage movements of 4.5 per cent, indexation to the non-government sector of 3.5 per cent and increased needs of the service recipients.

⁷ The Quantity, Efficiency (average cost) and Total Cost have been recalculated for 2001–2002 and 2002–2003 taking into account the change in Supported Community Living from Service 2 to Service 1.

8.1 Service Reports – Accommodation Support

Quantity

The number of people in Accommodation Support has increased to 3,449. This is an increase of 85 people, three per cent above 2004–2005. Changes to Supported Community Living and progress made in linking funding to individuals in the move away from historic block funding, has resulted in more accurate counting from 2003–2004 onwards.

Quality

The Commission conducts a consumer survey biennially which measures satisfaction with the Commission's services. The most recent consumer survey, completed in 2005–2006 reported that 88 per cent of people receiving Accommodation Support were satisfied with the service they received. The result was two per cent below the target and five per cent above the previous survey. The statistical margin of error, however, was 2.7 per cent, making the result of 88 per cent statistically indistinguishable from the previous result of 84 per cent.

Timeliness

This measure reports the average time taken between informing people of their funding application approval to when funds were available for use. The performance of one day in 2005–2006 was well within the 2005–2006 target of five days.

Efficiency (Cost)

The average cost per person for 2005–2006 was \$50,405 which is eight per cent higher than last year and is five per cent higher than the 2005–2006 target. This reflects wage movements of 4.5 per cent, indexation to the non-government sector of 3.5 per cent and increased needs of the service recipients.

MAJOR ACHIEVEMENTS 2005–2006

- ✓ The project plan for the redevelopment of the Supported Accommodation Service has been progressed to the point of identifying alternative service providers from which all supported options can then choose to transfer.
- ✓ Continued redevelopment of Commission accommodation facilities, including identification of a new site for residents of Dorset Hostel and planning commenced; the redevelopment of Fairholme has been completed; enhancement project for high support needs hostels is progressing and two new facilities identified for 14 individuals from Bennett Brook have commenced.
- ✓ Computerisation of the Commission's Accommodation Services Periodic Service Review Management System is in progress. The Quality Assurance Review Group is progressing the implementation of the Commission's Accommodation Services revised Periodic Service Review standards.
- ✓ A number of projects undertaken within the local government authorities of Swan, Stirling and Cockburn have increased participation in local community life for 100 residents of the Commission's Accommodation Services Directorate.

8.1 Service Reports – Accommodation Support

- ✓ Partnerships further developed with Manguri and Marr Mooditj to increase recruitment of Aboriginal direct care staff, including 'blended sessions' for new staff at the Disability Services Commission and health workers at Marr Mooditj.
- ✓ Commenced redevelopment of the Individual Lifestyle Plan Review to include individual history and genealogy.
- ✓ The Commission's Accommodation Services Directorate worked in partnership with ACROD on the Building our Workforce project to explore initiatives to recruit staff to the disability sector. Initial market research has provided an understanding of the key community messages required to better attract potential employees to the disability workforce.
- ✓ Bristol Hostel for Adult Education was awarded winners of the Adult Learners Week 2005—WA Awards for the outstanding partnership which focused on achievement in adult learning (September 2005). Also went on the win at the national awards.
- ✓ In exploring innovative solutions for responding to people with disabilities who are ageing, a collaborative project was established with one disability service provider who also provides services to people who are aged. The provider is developing an area within an aged care facility specifically for people with an intellectual disability who require an aged care response.
- ✓ The Challenging Behaviours Consortium continued its work whereby seven accommodation providers further developed their skills in managing people with challenging behaviours, thus increasing the number of providers able to respond to the needs of people with challenging behaviour and providing greater choice for individuals.
- ✓ The Challenging Behaviours Consortium oversaw the development of new SMART thinking training materials on behaviour management strategies. Training manuals were distributed to all funded agencies.
- ✓ 118 people (including 44 people with carers aged over 70 years) were supported through the Combined Application Process for Accommodation Support Funding. This includes a higher number of people with high support needs than anticipated.
- ✓ A project has commenced to investigate the use of an alternative instrument for resource allocation to individuals seeking Accommodation Support Funding.
- ✓ A project has commenced to design, in conjunction with the Department of Housing and Works, a transition accommodation service for people with funding while they wait for an appropriate service option to be developed.

PLANNED ACHIEVEMENTS 2006–2007

- ✓ Complete the redevelopment of the Supported Accommodation Services to assist people with disabilities requiring significant support arrangements.
- ✓ Continue redevelopment of Commission accommodation facilities, including ongoing planning for the construction of dwellings for Dorset Hostel residents in Armadale, and progress three other sites for residents of Bennett Brook.
- ✓ Implement the revised Periodic Service Review standards across the Accommodation Services Directorate.

8.1 Service Reports – Accommodation Support

- ✓ Implement the first stage of a five-year plan to re-connect residents of the Accommodation Services Directorate with local communities through intensive liaison with relevant local government authorities.
- ✓ The Building our Workforce project will undertake a range of initiatives to improve information pathways for people seeking information on careers in disability, including an advertising campaign, development of a website, DVD on employment options in the disability sector and improved knowledge by career counsellors.
- ✓ Expand the Challenging Behaviours Consortium Group to include additional accommodation providers.
- ✓ Provide 113 people with new or expanded accommodation support from growth funding and offer vacancies over and above these places to people as vacancies arise.
- ✓ Continue the development of an alternative instrument for resource allocation for individuals seeking Accommodation Support Funding.
- ✓ Continue to implement the strategies in the Disability Industry Plan.
- ✓ As part of the commitment under the Council of Australian Governments (COAG), commence a five-year project jointly with the Australian Government to reduce the number of younger people with disabilities living in residential aged care.
- ✓ Continue to liaise with the Department of Housing and Works and the non-government sector to develop a transition accommodation service and a flexible challenging behaviours facility for people who have been allocated resources under the Combined Application Process but who do not have an appropriate service option available or whose option has become unavailable.

PROGRAM EVALUATIONS 2005–2006

Children who Are dependent on Technology and Cared for by their families at Home (CATCH) Pilot Program

The CATCH Pilot Program aims to support children who require medical technology to maintain respiratory function to move out of institutional care and live in the community with their families. This is an interagency program involving the Department for Community Development, Department of Health, Department of Education and Training, and the Commission. The evaluation of the CATCH Pilot Program will be undertaken in two stages.

Key Findings/Results: An evaluation proposal for the evaluation of this pilot program, including the data collection tools for Stage 1, were endorsed by the Directors General of each of the participating government agencies. The data collection tools for Stage 1 of the evaluation have been piloted.

Action Taken/Proposed: A consultant has been selected to undertake Stage 1 of the evaluation which will focus on the impact of the CATCH Pilot Program on each child and the child's family. Stage 1 of the evaluation of the CATCH Pilot Program will commence in 2006–2007, and will focus on the children who are dependent on

8.1 Service Reports – Accommodation Support

medical technology and their families, prior to discharge from the institution and after the children have made the transition home.

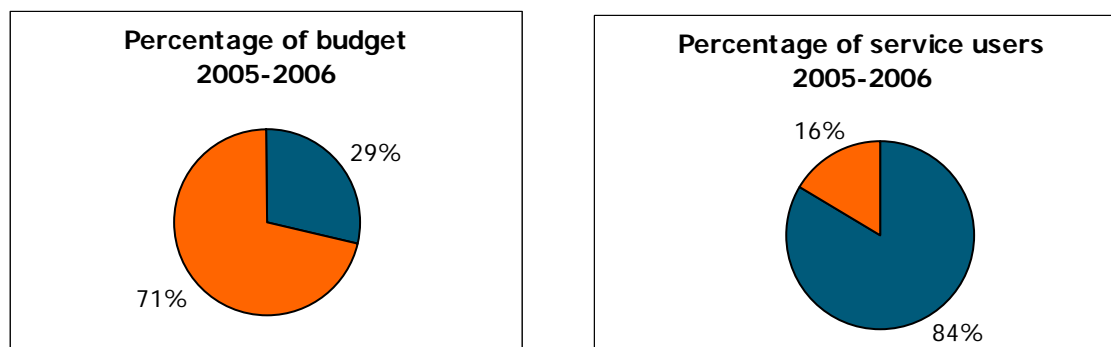
PROGRAM EVALUATIONS PROPOSED FOR 2006–2007

Children who Are dependent on Technology and Cared for by their families at Home (CATCH) Pilot Program

Stage 1 of the evaluation of the CATCH Pilot Program will be undertaken to study the impact of the CATCH Pilot Program on each child and the child's family.

8.2 Service 2 – Individual and Family Support

The Individual and Family Support Service accounts for 29 per cent (\$88.1 million) of the Commission's budget and provides services to 84 per cent (16,429) of all service users.



In 2005–2006, just over two-thirds (\$59.3 million) of the budget for Individual and Family Support was provided to 93 external funded service providers to provide a range of Individual and Family Support services. In addition, services were provided by the Commission's Metropolitan Services Coordination and Country Services Coordination directorates. Increasingly, growth in funding in this area is targeted towards the provision of more effective levels of support for individuals.

Individual and Family Support includes support for people with disabilities to access positive and constructive day options, maintain health and develop individual skills and abilities, and family support and respite for carers. There are three key service areas:

- ✓ Family Support and Respite;
- ✓ Day Options (including Post School Options); and
- ✓ Health and Individual Development (including therapy services).

From 2004–2005 onwards, data on service users accessing the CAEP have been included in the Annual Report. This has been made possible as a result of the development of the eCAEP database. In addition, from 2004–2005 onwards there has been a change in the reporting requirements of WA Disabled Sports Association. As a result of these changes, total service user data for Service 2 from 2004–2005 onwards, are not comparable with previous years.

KEY STRATEGIES

- ✓ Ensuring that people with disabilities and their families and carers have access to support and services within the community that will support them attaining and maintaining a reasonable quality of life.

8.2 Service Reports – Individual and Family Support

- ✓ Ensuring that people with disabilities who have left school but are not able to participate in the workforce are assisted to develop links with their community and develop independence and skills to participate in activities of their choice.
- ✓ Ensuring that people with disabilities receive necessary health care and therapeutic support to limit the restrictive effects of disability, increase independence and maximise skill development.

KEY ISSUES AND TRENDS

- ✓ Demand—factors influencing demand include ageing carers, the ageing of people with disabilities, increased survival rates of people with severe and profound disabilities and changing community expectations. The Commission faces the continuing challenge of balancing its response to those in most critical need, while maintaining the capacity for early intervention and support strategies that prevent or delay the need for crisis intervention and enable people with disabilities to live more independent and fulfilling lives.
- ✓ Families and carers—families and carers continue to be a major source of support for people with disabilities. Almost 87 per cent of Western Australians with disabilities who require assistance receive assistance through family and friends. The provision of support services for families and carers to help them maintain their caring role is critical in promoting individual and family wellbeing, reducing the need for crisis support and avoiding premature or inappropriate entry into high cost residential care.
- ✓ Facilitating community links and developing independence and skills can improve the quality of life of people with disabilities. Meaningful occupation is essential to all individuals' health and wellbeing and a critical indicator of quality of life. Since 1990, all Western Australian school leavers with a disability eligible for the State Government funded Alternatives to Employment Program support, have had access to a Post School Option to enable them to engage in constructive daytime activities.
- ✓ The Australian Government reform of its specialist disability employment program is placing additional pressure on alternatives to employment and accommodation services funded by the State. There are a growing number of individuals with high support needs, including school leavers, who are encountering difficulty in accessing appropriate employment options, or are ceasing employment.
- ✓ There is an increasing awareness across the fields of health and disability that a strategic approach is needed to both increase and sustain the number of allied health professionals.
- ✓ As an increasing number of people with developmental disabilities access community-based medical services, it is important that the Commission can provide information, expertise and support for community health professionals.
- ✓ The effective application of new and emerging communication technologies is helping the Commission improve the quality and responsiveness of services to people living in country regions.
- ✓ Responding to the needs of Aboriginal people with disabilities—Aboriginal people with disabilities, especially those living in regional and remote areas of the State, are under-represented in their use of disability services. The

8.2 Service Reports – Individual and Family Support

Commission is supporting the development and promotion of new and culturally appropriate models of support and service delivery that are acceptable and responsive to local Aboriginal communities. New strategies are being used to provide information to Aboriginal families and communities about the availability to support and services.

- ✓ There is a need to develop new strategies and options for individuals and families to access agency support to manage their service supports in flexible ways, particularly in rural and remote areas.

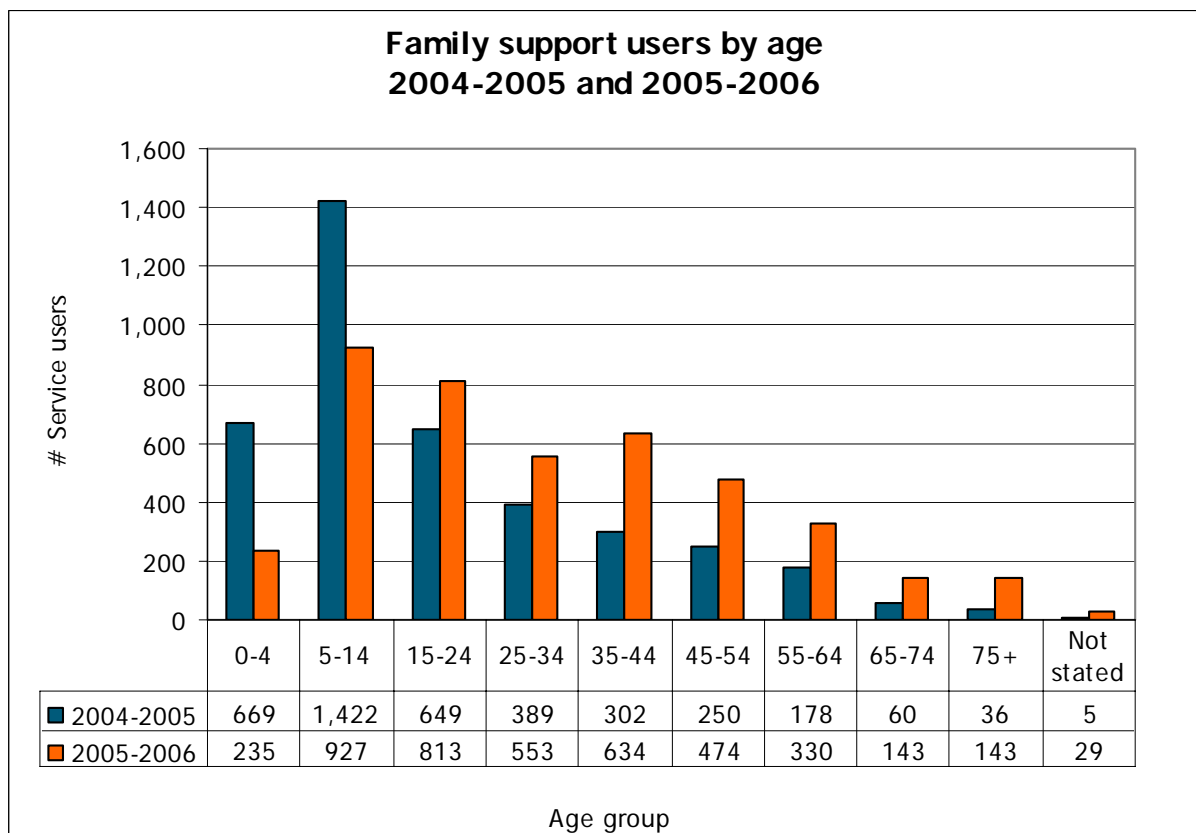
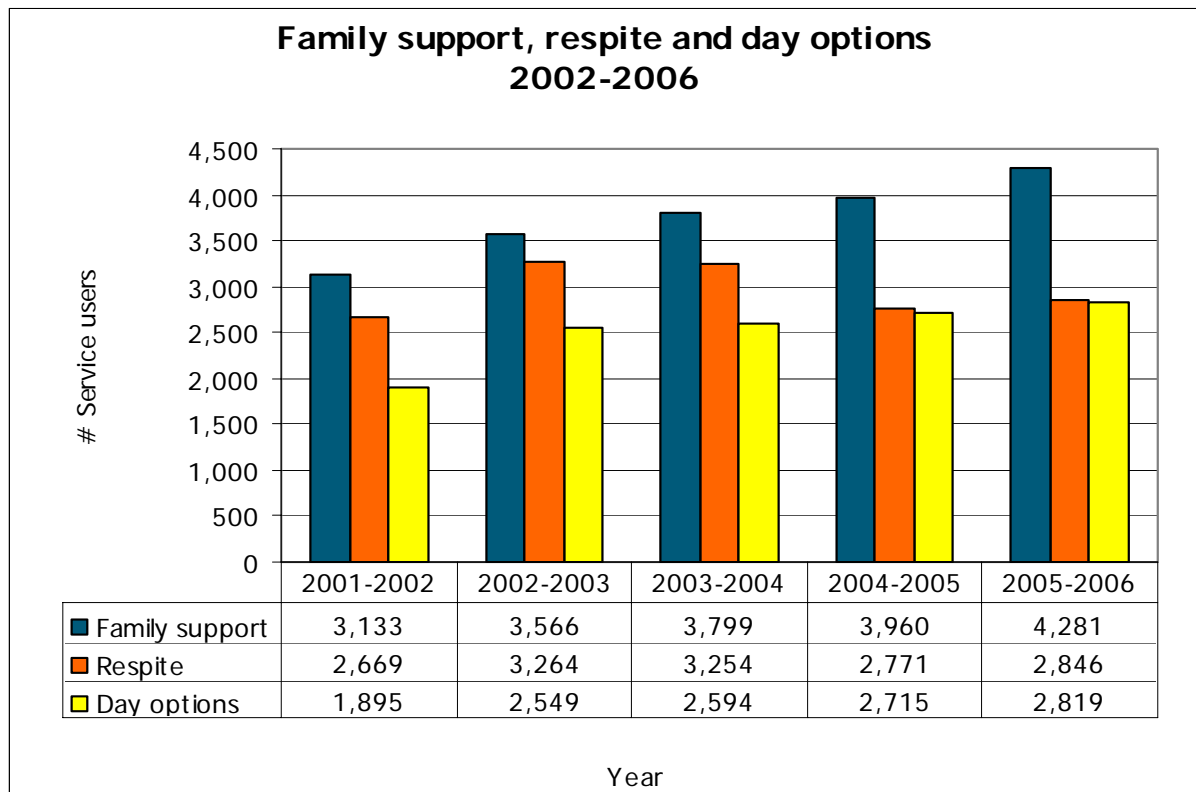
During 2005–2006

- ✓ A total of 16,429 people were supported through Individual and Family Support services.
- ✓ 4,281 people received family support (which includes a range of community supports such as counselling, behavioural intervention and case management).
- ✓ 2,846 people received respite.
- ✓ 2,819 people received a day option (which includes Post School Options, community access and learning and life skills development).
- ✓ 6,861 people received a therapy service, including 4,019 children who received school age therapy.
- ✓ The average cost per person supported with Individual and Family Support services was \$5,362.
- ✓ The Commission expended \$88.1 million or 29 per cent of its budget on the Individual and Family Support Service.

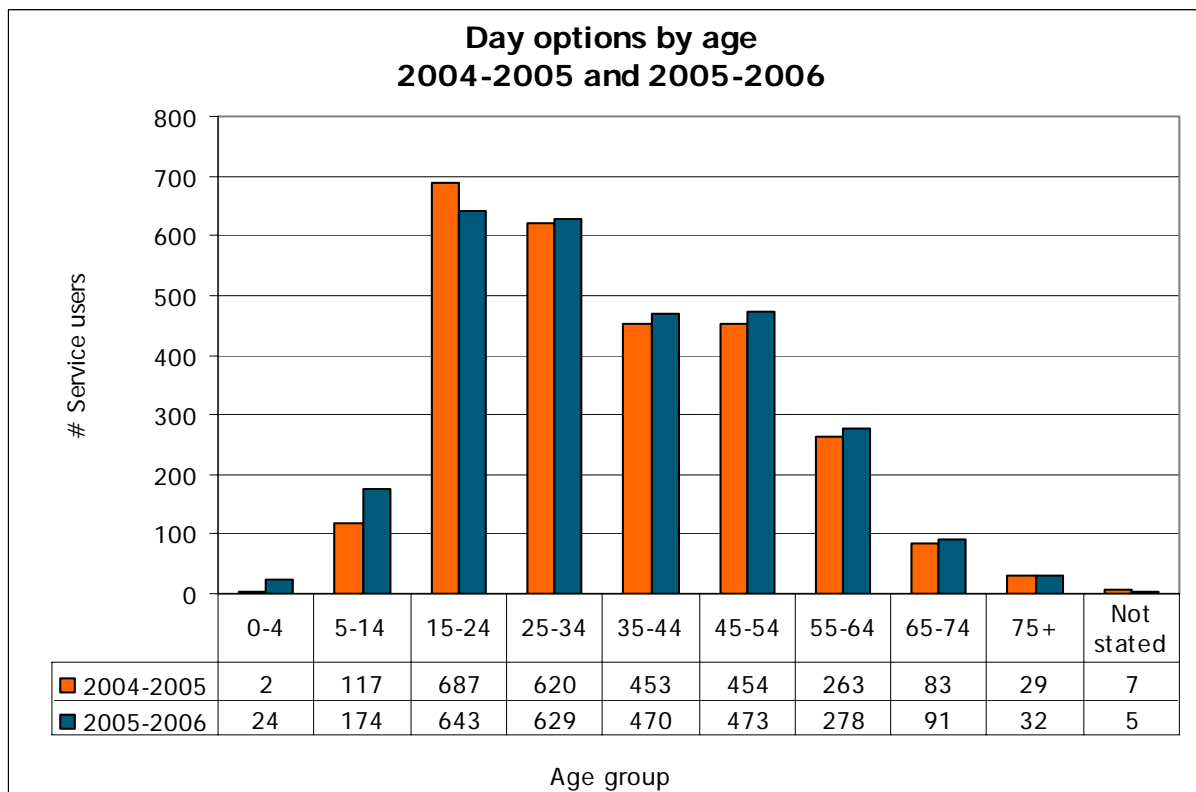
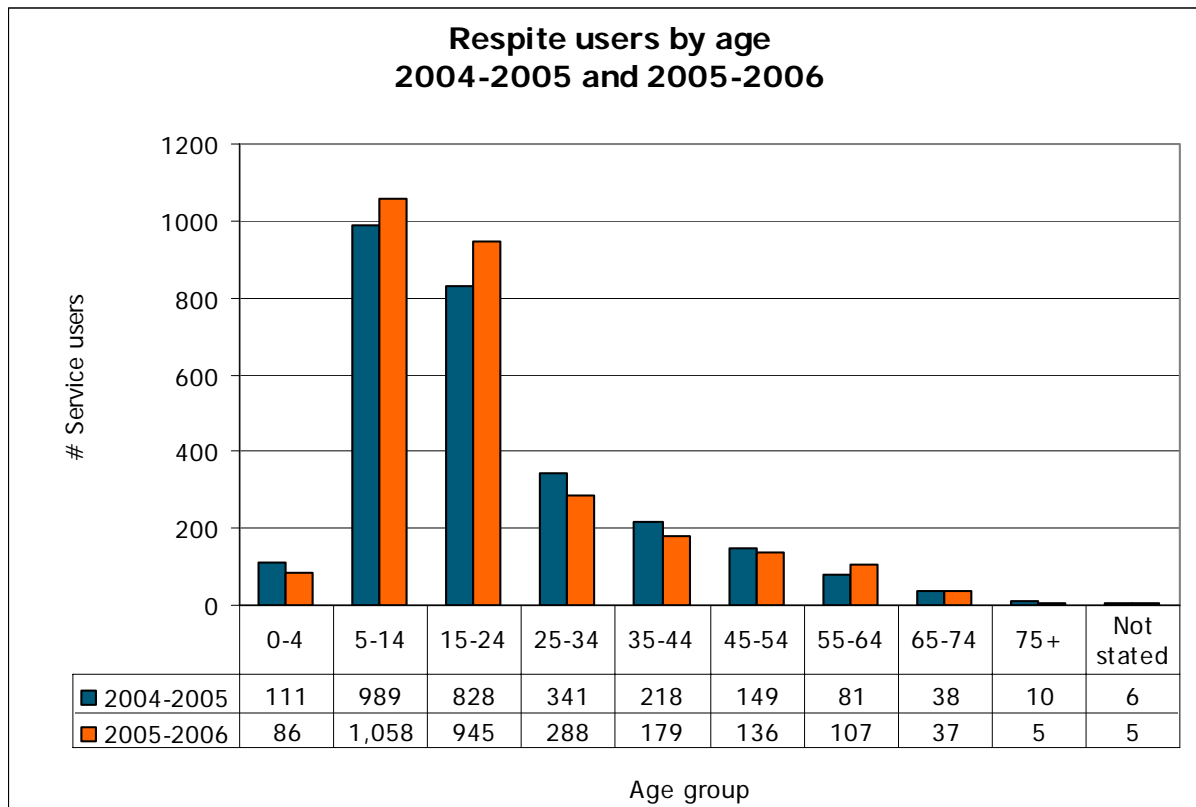
Over the past five years

- ✓ The number of service users accessing family support services increased by 37 per cent, from 3,133 to 4,281.
- ✓ The number of service users accessing respite increased by seven per cent from 2,669 to 2,846.
- ✓ The number of service users accessing day activities increased by 49 per cent from 1,895 to 2,819.
- ✓ The number of service users receiving a therapy service increased by 14 per cent from 6,015 to 6,861.

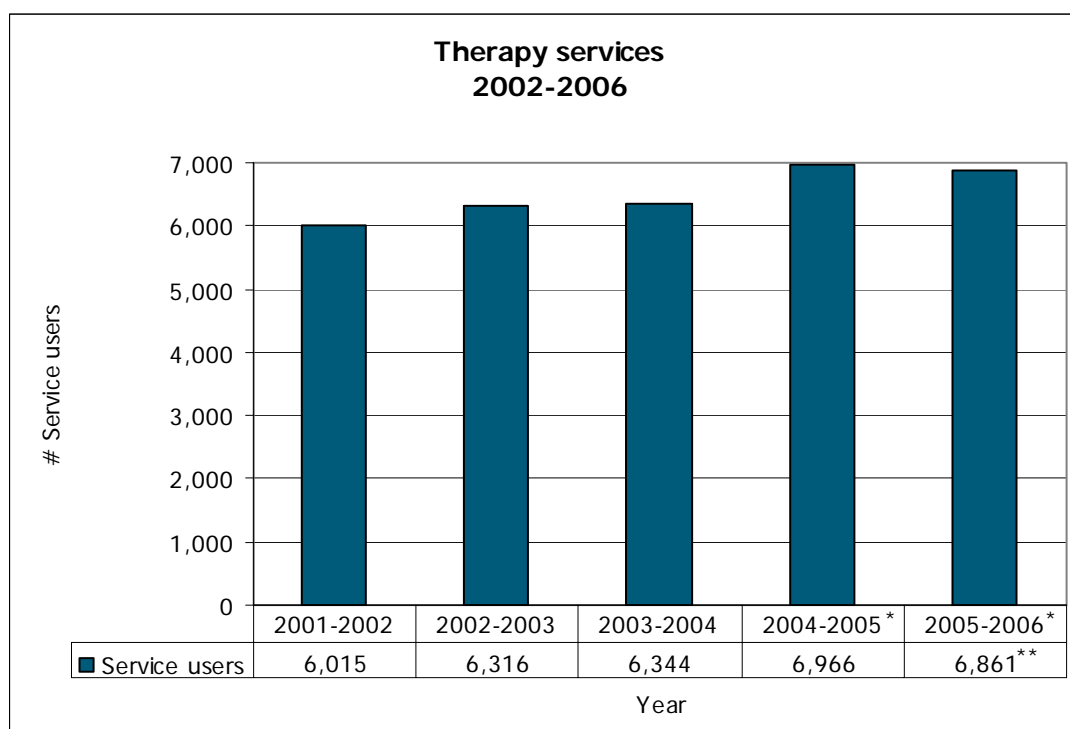
8.2 Service Reports – Individual and Family Support



8.2 Service Reports – Individual and Family Support

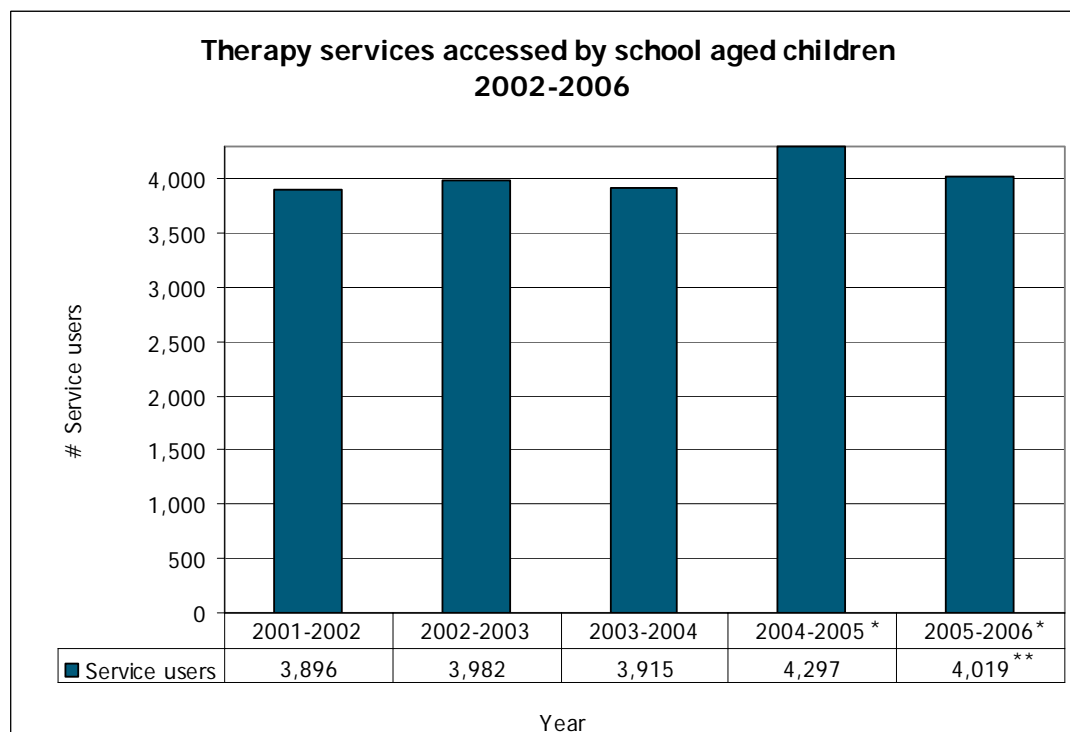


8.2 Service Reports – Individual and Family Support



* The 2004–2005 data onwards excludes those who received a Community Aids and Equipment Program only service.

** The 2005–2006 data reflect different methodologies of reporting Disability Professional Services adopted by two agencies, which translated to fewer service users being reported in 2005–2006.



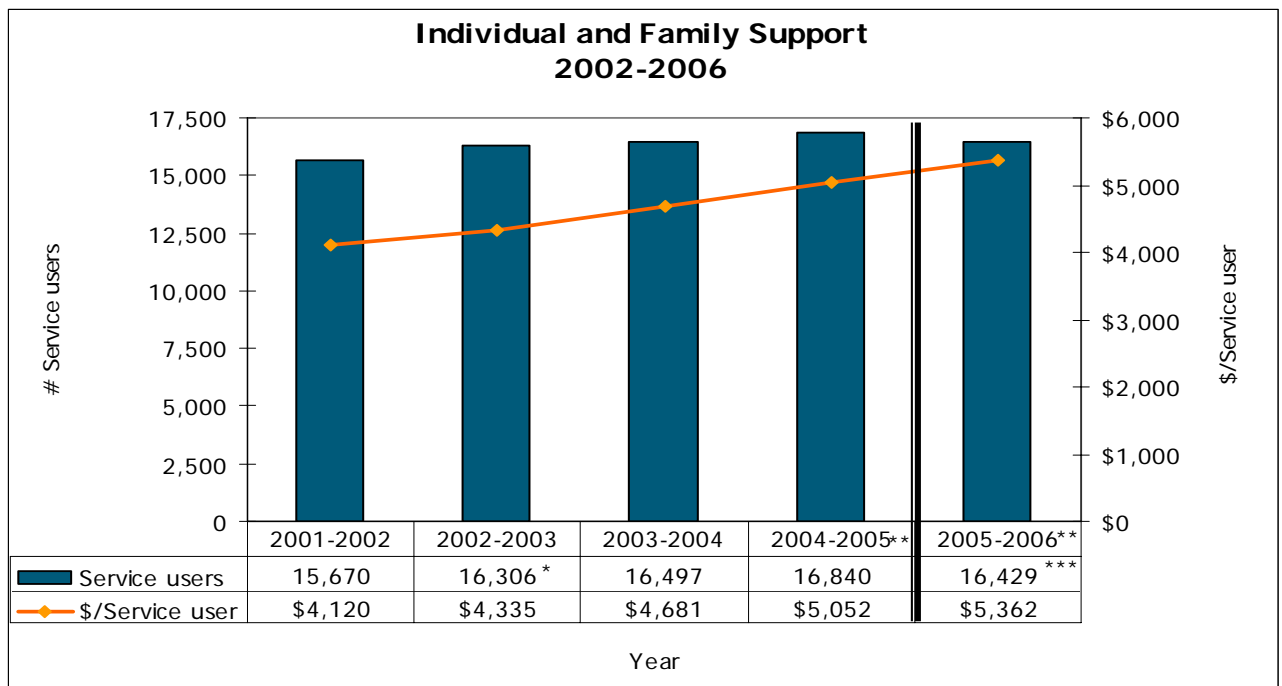
* The 2004–2005 data onwards excludes those who received a Community Aids and Equipment Program only service.

** The 2005–2006 data reflect different methodologies of reporting Disability Professional Services adopted by two agencies, which translated to fewer service users being reported in 2005–2006.

8.2 Service Reports – Individual and Family Support

PERFORMANCE INDICATORS: INDIVIDUAL AND FAMILY SUPPORT

The chart below shows the number of Individual and Family Support users and cost per service user from 2001–2002 to 2005–2006. Under this Service, which has numerous service areas (for example, respite, therapy, family support and day options), individuals are counted for each service type that they access. When calculating the total number of service users for this Service, people are counted once. That is, the same person can access, for example, respite, therapy and a day option, but will only be counted once in the overall Service total.



- * The 2004–2005 Budget Statements reported 16,717 service users as the actual performance in 2002–2003. This has been recalculated to exclude Supported Community Living.
- ** As of 2004–2005, service user and cost per service user data reflect the inclusion of the eCAEP service user data and a change in reporting by the WA Disabled Sports Association.
- *** The 2005–2006 data reflect different methodologies of reporting Disability Professional Services adopted by two agencies, which translated to fewer service users being reported in 2005–2006.

For comparison, data from the periods 2001–2002 and 2002–2003 have been recalculated to take into account the transfer of Supported Community Living from Service 2 to Service 1 in 2003–2004.

The following table presents the performance indicators for Individual and Family Support for the past five years.

8.2 Service Reports – Individual and Family Support

| ACTUAL RESULTS ⁸ | | | | | | | TARGET | VARIATION | |
|---|---------------------|----------|--------------|----------|--------------|-----------|----------|------------|--------|
| Performance Indicator | Description | 2001-02 | 2002-03 | 2003-04 | 2004-05 | 2005-06* | 2005-06 | Prev. Year | Target |
| Service 2 – Individual and Family Support | | | | | | | | | |
| Quantity | # service users | 15,670 | 16,306 | 16,497 | 16,840** | 16,429** | 17,511 | –2% | -6% |
| Quality | % clients satisfied | 89%*** | not measured | 76%**** | not measured | 79% | 80% | 4% | -1% |
| Timeliness | Response time | 11 days | 5.5 days | 6.4 days | 6.3 days | 5.9 days | 6.3 days | -6% | -6% |
| Efficiency | \$/service user | \$4,120 | \$4,335 | \$4,681 | \$5,052** | \$5,362** | \$5,362 | 6% | 0% |
| Total Cost | (\$'000) | \$64,566 | \$70,693 | \$77,228 | \$85,077 | \$88,090 | \$93,897 | 4% | -6% |

* The 2005–2006 data reflect different methodologies of reporting Disability Professional Services adopted by two agencies, which translated to fewer service users being reported in 2005–2006.

** As of 2004–2005, service user and cost per service user data reflect the inclusion of the eCAEP service user data and a change in reporting by the WA Disabled Sports Association.

*** Only respondents over the age of 18 years were surveyed.

**** The 2003–2004 client satisfaction measure has been recalculated taking into account the change in Supported Community Living from Service 2 to Service 1.

Quantity

The number of service users for 2005–2006 was 16,429. This is 1,082 (six per cent) below the projected target for 2005–2006. The reduction in the number of reported service users for Service 2 in 2005–2006 is the result of improvements in data collection and changes in the counting of service users by two service providers of Disability Professional Services rather than a change in service provision.

Quality

The Commission conducts a consumer survey biennially which measures satisfaction with the Commission's services. The most recent consumer survey, completed in 2005–2006 reported that 79 per cent of Commission service users were satisfied with the Individual and Family Support service they received. This is one per cent less than the target set for 2005–2006 and a four per cent higher rating than the previous survey in 2003–2004. The result indicates that about four out of five clients or their families rated the level of client satisfaction as either "very satisfied" or "satisfied".

Timeliness

Timeliness is measured as the average time taken to be offered the first appointment with the Commission's Individual and Family Support services provided by the Metropolitan Services Coordination Directorate. The performance of 5.9 days was well within the Commission's target of 6.3 days.

⁸ The Quantity, Efficiency (average cost) and Total Cost have all been recalculated for 2001–2002 and 2002–2003 taking into account the change in Supported Community Living from Service 2 to Service 1. Comparable data for 2000–2001 are not available.

8.2 Service Reports – Individual and Family Support

Efficiency (Cost)

The cost per service user for 2005–2006 was \$5,362. This was the same as the 2005–2006 target.

MAJOR ACHIEVEMENTS 2005–2006

- ✓ The second stage of the Commission's videoconferencing strategy has been fully implemented. This has involved staff training for 55 staff and family workshops including people living in regional Western Australia.
- ✓ The program of training locally based psychologists and therapists in regional locations has increased the capacity of regional communities within these key allied health fields.
- ✓ The Country Resource and Consultancy Team for the South West region is fully operational. This team trains and supports locally based therapists to provide therapy intervention for children and adults with disabilities in the region.
- ✓ Implemented the new Remote Area Strategy with projects in the Western Desert, Fitzroy Valley and Murchison to increase the support available to people with disabilities, enabling them to remain in their local communities.
- ✓ Liaison with the Australian Government Department of Employment and Workplace Relations has occurred at the regional and local level to improve employment opportunities for people with disabilities in outer regional and remote areas.
- ✓ A new Waitlist Strategy has been developed to support families waiting to access a service place in the Commission's Individual and Family Support Service. The strategy includes parent workshops, written information, phone support and email access.
- ✓ Therapy centres have been established in Wembley and Rockingham. The centres are providing localised supports in the areas of early childhood development and early intervention autism services.
- ✓ Work has commenced on the Behavioural Services Framework under the Commission's Individual and Family Support Service to support the ongoing development of services within the Disability Professional Services Policy Framework.
- ✓ A focused equipment service has been developed in the Commission's Individual and Family Support Service. A small team of specialist therapists is now providing high quality equipment and home modification services to adult users of the Commission's services.
- ✓ The bilateral agreement with the Australian Government on respite for older carers was implemented.
- ✓ A strategic framework for the development of inclusive sport and recreation for people with disabilities was developed jointly with the Department of Sport and Recreation.
- ✓ The disability industry, through its main disability industry association body (ACROD), was provided with significant funding from the Commission in response to the Disability Industry Plan's stated aim of increasing collaborative approaches and across-sector training. Workshops were held in October 2005 and March 2006 involving industry representatives from across the State to

8.2 Service Reports – Individual and Family Support

identify the priority training needs and potential areas for collaborative projects. A training resource guide was published and is available on the IDEASWA website at www.ideaswa.net

- ✓ The Disability Industry Plan of Western Australia 2005 to 2010 was a finalist for the 2005 Premier's Awards Governance category.
- ✓ The Disability Professional Services purchasing framework has been reviewed with a focus on equity for service users, access to services and procurement policy. A draft framework, with information on demand management strategies; equitable price per place; funding where need is located; market mix to match need; and benchmarked funding per place has been developed. It is envisaged that this framework will be implemented over the next four years in consultation with stakeholders to achieve greater equity and service reach.
- ✓ The Covering WA project has seen the expansion of service provider availability to most parts of the State. A resource kit has been developed to help the sector to problem-solve any future gaps, and to consider alternative governance structures to improve the sustainability of remote boards.
- ✓ The Commission has a final report on the Review of the Alternatives to Employment Program. Recommendations based on the findings of the report and sector feedback were approved by Disability Services Commission Board in June 2006.
- ✓ Version 2 of eCAEP (web-based tool for the management of the Community Aids and Equipment Program) is operational at all service outlets and providing auditable tracking of equipment purchase and supply, as well as sound budgetary management.
- ✓ The Community Aids and Equipment Program Policy Manual and Imprest List was updated following an extensive consultation with the health and disability fields.
- ✓ The Shared Management Model has been implemented statewide. This has been a collaborative effort between families, service providers and the Commission, and is a guide for individuals, families and service providers to work together in different ways to administer and manage individual services and support.

PLANNED ACHIEVEMENTS 2006–2007

- ✓ Develop and implement a new and expanded range of interactive videoconferencing workshops for families and service providers in regional areas in response to feedback from families.
- ✓ Streamline the Commission's Country Psychology programs to increase the effectiveness of psychology services in regional areas.
- ✓ Expand and further develop the partnership between the Commission and the Western Australian Country Health Service to meet the therapy needs of people with disabilities living in regional areas.
- ✓ Implement a new Partnerships in Protection system in regional areas to increase safeguards for vulnerable children and adults.
- ✓ Increase the level of collaboration and joint planning between the Commission's Country Services Coordination programs and other organisations that aim to improve the lives of people with disabilities living in regional areas.

8.2 Service Reports – Individual and Family Support

- ✓ Continue the implementation of the Remote Area Strategy to create new community-based models of support for people with disabilities living in remote areas of Western Australia, including Murchison, East Kimberley, Western Desert, inland Gascoyne, Central Lands, Indian Ocean Territories and Northern Goldfields.
- ✓ Continue the development of the Commission's Early Childhood Service through the implementation of multi-disciplinary models of service.
- ✓ Implement strategies to enable the Commission's Individual and Family Support Service to respond effectively to population growth in the metropolitan area and to the needs of adults living independently in the community.
- ✓ Implement a range of initiatives to increase and improve support for Aboriginal people and culturally and linguistically diverse background individuals, families and communities receiving services from the Commission's Individual and Family Support Service consistent with the Commission's policies and strategic directions.
- ✓ Provide additional growth funding to expand the provision of more flexible service-based respite.
- ✓ Facilitate cross-sector forums to promote inclusive sport and recreation.
- ✓ Implement the Continence Management and Support Scheme for WA in partnership with the Department of Health, based on the Community Aids and Equipment Program business model.
- ✓ Implement enhanced service provision in early childhood intervention in response to increased level of government funding in this area.
- ✓ Continue to implement the Shared Management Model across the State, enabling individuals and their families a level of involvement in the management of their service that is appropriate to their particular circumstances.
- ✓ Implement the approved recommendations arising from the Review of the Alternatives to Employment Program.
- ✓ Implement the recommendations arising from the evaluation of the Learning for Work Pilot Program.

PROGRAM EVALUATIONS 2005–2006

Review of Alternatives to Employment Funding Allocation Mechanisms

An evaluation of the effectiveness of the Alternatives to Employment funding allocation methodology, including a review of the adequacy of the funding matrix in predicting support requirements of school leavers with significant disabilities.

Key findings

- ✓ The tools used by the ATE program need to be updated to better assess all the aspects required to determine ATE appropriateness.
- ✓ The funding matrix could be refined to reduce the number of support bands.
- ✓ Base funding is inadequate to enable the achievement of agreed ATE outcomes.
- ✓ Outcomes must form the key to ATE service delivery.
- ✓ Outcome measurement strategies are required to make the outcomes focus work.

8.2 Service Reports – Individual and Family Support

Action Taken/Proposed

- ✓ ATE Implementation group to be formed to guide the implementation of the approved recommendations.
- ✓ Assessment tool and process to be revised.
- ✓ Funding matrix to be revised.
- ✓ Outcomes measurement framework to be developed.

Review of the Outcomes of the Learning for Work Project

A quantitative and qualitative evaluation of the Learning for Work Project.

Key findings: All participants, families and organisations were satisfied with the program, however, further work is required to determine if the service needs to be a stand alone program or whether it should be integrated into a revised ATE funding framework.

Action Proposed: Develop recommendations regarding the program for discussion and endorsement by the Disability Services Commission Board.

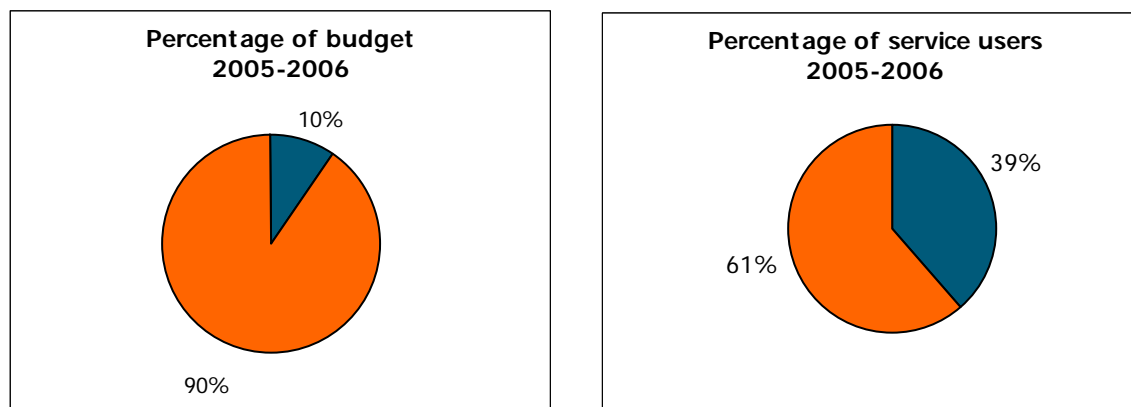
PROGRAM EVALUATIONS PROPOSED FOR 2006–2007

Intensive Family Support Program

Review of the Intensive Family Support Program.

8.3 Service 3 – Individual Coordination

The Individual Coordination Service accounts for 10 per cent (\$29.7 million) of the Commission's budget and 39 per cent (7,605) of service users.



Individual Coordination relates to the provision of a range of supports and strategies through local area coordinators (LACs) who develop resources and support networks in local communities; provide information and link people with local resources and support networks; and also provide individualised funding to enable people with disabilities and their families to choose and purchase their own supports and services directly.

Local Area Coordination is provided through the Commission's Metropolitan Services Coordination and Country Services Coordination directorates.

KEY STRATEGIES

- ✓ Developing resources and support networks within local communities.
- ✓ Providing information and linking people within specified areas with local resources and support networks.
- ✓ Providing individualised funding to enable people with disabilities and their families to choose their own supports and services and purchase them directly.

KEY ISSUES AND TRENDS

- ✓ The Commission recognises the strength of existing informal and formal supports in communities and continues to facilitate improved partnerships that promote the inclusion of people with disabilities and their families in their local communities.
- ✓ There is increased acknowledgment of the potential for families to take a leading role in developing supports and services to meet their own needs. The Commission seeks to encourage and promote this family leadership potential by supporting family networks, access to information and ideas, and family-initiated projects.

8.3 Service Reports – Individual Coordination

- ✓ There is an increased focus on the role of LACs in assisting families to plan for their future needs (ageing parents, as well as younger families around key life transition points) and family leadership initiatives, such as developing networks, access to information and ideas, and technical support.
- ✓ LAC is considered to be a cost-effective option for achieving community-based support for people with disabilities and their family carers. The scheme is highly valued by people with disabilities and their families and serves to strengthen local support and friendship networks.
- ✓ The continued trend towards funding individuals directly to purchase supports and services of their choice requires supports to be varied, flexible, responsive and individualised and that individuals and families are adequately supported in their decision making.
- ✓ LAC has an increased role in providing information and advocacy support to people with disabilities who do not require formal registration with the Commission.
- ✓ LAC has a strategic focus regarding support to Aboriginal people with disabilities, their families and local communities.
- ✓ LACs strive to obtain the right balance between responding to urgent and critical needs and assisting individuals and families to plan and put in place supports that strengthen people and prevent family breakdown.
- ✓ Increasing numbers of people with disabilities and their families are expressing a willingness to plan and meet their needs without the use of funding for services from government systems. New forms of assistance such as information, strategies, templates and guides, are being developed to support this self-sufficiency and independence.

During 2005–2006

- ✓ 7,605 people were supported in the community through LAC Coordination (six per cent more than were supported the previous year).
- ✓ The average operational cost per person supported by LAC Coordination was \$2,427.
- ✓ 1,521 people received LAC Direct Consumer Funding (two per cent less than the previous year).
- ✓ The Commission expended \$29.7 million or 10 per cent of its budget on Individual Coordination Service. Services under this Service were accessed by 39 per cent of service users.
- ✓ A total of \$11.2 million (four per cent of the Commission's budget) was paid as LAC Direct Consumer Funding. This represented an average amount of \$7,360 per person.

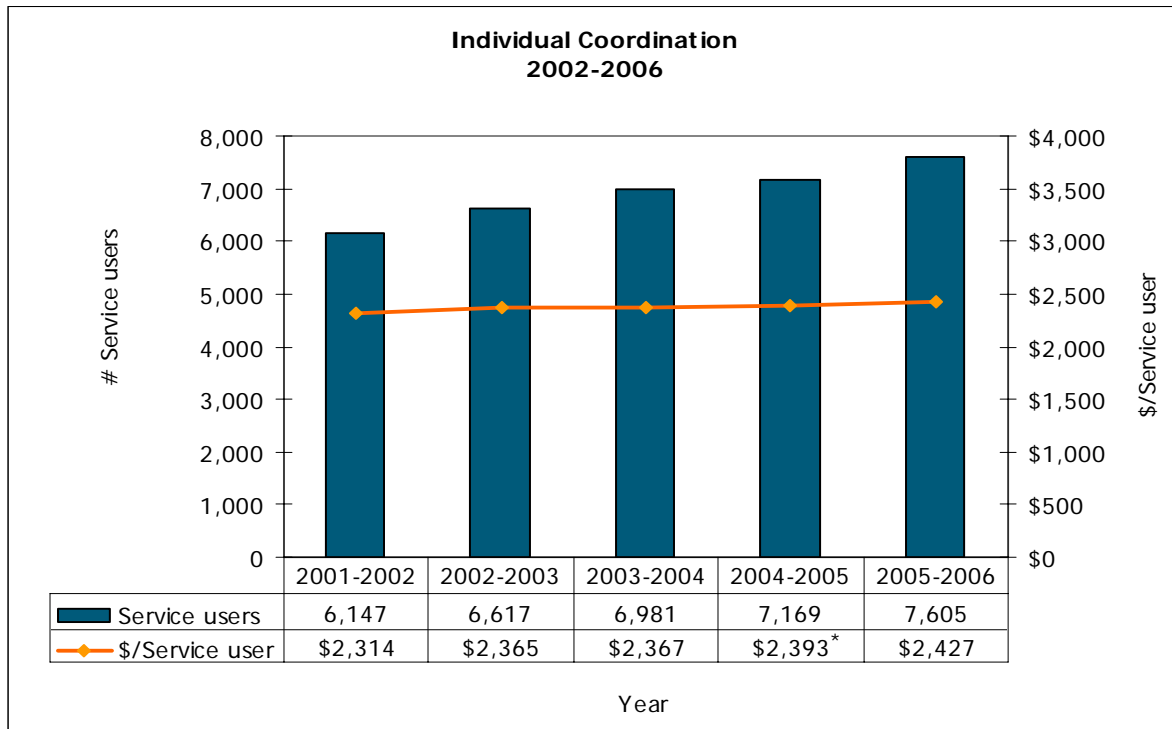
Over the past five years

- ✓ The number of people provided with Individual Coordination support has increased by 24 per cent (from 6,147 in 2001–2002 to 7,605 in 2005–2006).
- ✓ In 2000–2001 the Commission began to report this Service as LAC Coordination and LAC Direct Consumer Funding. Since this time, service users of LAC

8.3 Service Reports – Individual Coordination

Coordination increased by 24 per cent, while the number of people receiving Direct Consumer Funding increased by 15 per cent.

The chart below shows the number of service users and cost per service user for Individual Coordination 2001–2002 to 2005–2006.



* The average cost per service user for 2004–2005 has been recalculated retrospectively to adjust for miscoding of data.

8.3 Service Reports – Individual Coordination

The table below presents the performance indicators for Individual Coordination for the past five years.

| ACTUAL RESULTS | | | | | | | TARGET | VARIATION | |
|--|---------------------|----------|--------------|----------|--------------|----------|----------|------------|--------|
| Performance Indicator | Description | 2001-02 | 2002-03 | 2003-04 | 2004-05 | 2005-06 | 2005-06 | Prev. Year | Target |
| Service 3: Quantity (Local Area Coordination) | | | | | | | | | |
| Quantity | | | | | | | | | |
| LAC | # service users | 6,147 | 6,617 | 6,981 | 7,169 | 7,605 | 7,481 | 6% | 2% |
| Coordination | | | | | | | | | |
| LAC Direct | # service users | 1,317 | 1,437 | 1,465 | 1,547* | 1,521 | 1,719 | -2% | -12% |
| Consumer Funding | | | | | | | | | |
| Quality | % clients satisfied | 81%** | Not measured | 78%*** | Not measured | 65% | 80% | -17% | -19% |
| Timeliness | Response time | 1.5 days | 1.4 days | 1.2 days | 1.1 days | 1.1 days | 1.5 days | 0% | -27% |
| Efficiency | | | | | | | | | |
| LAC | \$/service user | \$2,314 | \$2,365 | \$2,367 | \$2,393* | \$2,427 | \$2,396 | 1% | 1% |
| Coordination | | | | | | | | | |
| LAC Direct | \$/service user | \$7,198 | \$7,253 | \$7,853 | \$7,673* | \$7,360 | \$7,684 | -4% | -4% |
| Consumer Funding | | | | | | | | | |
| Total Cost | (\$'000) | \$23,703 | \$26,070 | \$28,032 | \$29,027 | \$29,655 | \$31,130 | 2% | -5% |

* The average cost per service user for 2004–2005 for LAC Coordination and for LAC Direct Consumer Funding and the number of service users accessing LAC Direct Consumer Funding in 2004–2005 have been recalculated retrospectively to adjust for miscoding of data.

** Only respondents over the age of 18 years were surveyed.

*** The 2003–2004 client satisfaction measure has been amended to indicate satisfaction by respondents of all ages.

Quantity

The number of service users increased by 436 from the previous year, which was a growth of six per cent over the previous year and two per cent above the target. The number of people receiving individualised funding has decreased by 26 service users from the previous year.

Quality

The Commission conducts a consumer survey biennially which measures satisfaction with the Commission's services. The most recent consumer survey, completed in 2005–2006 reported that while nine per cent of respondents were dissatisfied with LAC (compared to 10 per cent in the 2003–2004 survey), 65 per cent of Commission service users were satisfied with the service they received. The percentage of respondents reporting 'in between' satisfied and dissatisfied was 20 per cent compared to eight per cent in 2003–2004.

8.3 Service Reports – Individual Coordination

Timeliness

The time from initial referral to first contact by the LAC service was 1.1 days. The response time has remained the same as the previous year and remains below the target of 1.5 days.

Efficiency

In 2002–2003 the costs associated with this Service were split into two sub-services; the cost of providing LAC Coordination and the cost of LAC Direct Consumer Funding. The cost per service user in 2005–2006 for LAC Coordination was \$2,427 and for LAC Direct Consumer Funding was \$7,360. The number of people using LAC Coordination increased by six per cent over the previous year, while the average cost per service user increased by only 1.1 per cent. The average cost per person of LAC Direct Consumer Funding decreased by four per cent over the previous year. The total budget allocated to LAC Direct Consumer Funding decreased from \$11.8 million in 2004–2005 to \$11.2 million in 2005–2006.

MAJOR ACHIEVEMENTS 2005–2006

- ✓ Steps have been taken to increase opportunities for regional managers in rural and remote areas to exercise leadership within their areas of responsibility. This includes opportunities to set priorities and allocate resources in line with local demands and conditions.
- ✓ The expansion of LAC into the Indian Ocean Territories has been successfully implemented. Regular monitoring of the new community-based support system will take place over the next two years.
- ✓ Resources allocated for the expansion of the LAC Program to keep pace with the growth in the number of people with disabilities eligible for support have been fully deployed. In regional areas, additional LACs have been engaged on the basis of a two-year expansion plan. Metropolitan staffing has been enhanced to support the development of the regional model focussing on areas with significant population growth.
- ✓ A three-year Indigenous Access Plan for 2004 to 2006 for regional areas is nearing completion. A wide range of strategies has been implemented to increase the accessibility and responsiveness of disability support and services in rural and remote areas of the State and in the metropolitan area.
- ✓ Implementation of Stage Two of the Information for You Website (<http://yourinfo.dsc.wa.gov.au/>) has commenced. Feedback from consumers indicates that the website is a valuable source of information for individuals and families. Further development of the website will coincide with the development of the Commission's main website (www.dsc.wa.gov.au).
- ✓ Approximately 45 individual/family support options have been successfully transferred to non-government organisations, thereby reducing the management and coordination responsibilities of families. Feedback indicates that the transition of these options has been successful and has reduced stress on families.

8.3 Service Reports – Individual Coordination

- ✓ LACs have been engaged in a wide range of local initiatives that have led to the establishment and development of local parent support groups and advocacy networks.
- ✓ The implementation of the new LAC accountability framework is nearing completion. This has included a comprehensive training program for LACs. The new arrangements will reduce the workload of LACs, thereby increasing the time they have available to support people with disabilities and their families.
- ✓ The new LAC evaluation system has been implemented. A new framework has been prepared for the evaluation of the program on an annual basis. A LAC Health Check feedback week (facilitated by an independent consultant) was held in October 2005. Individuals and families indicated positive levels of satisfaction with the program.

PLANNED ACHIEVEMENTS 2006–2007

- ✓ Develop and implement additional strategies to support young school leavers and other young adults with mild intellectual disabilities to move towards independent living. Innovative approaches are needed to increase the level of participation, contribution and citizenship of young adults within their local communities.
- ✓ Implement further strategies to enable LACs to respond effectively to population growth in metropolitan and regional areas.
- ✓ Implement additional strategies to increase and improve support for Aboriginal people and culturally and linguistically diverse background individuals, families and communities consistent with the Commission's policies and strategic directions.
- ✓ Increase opportunities for people with disabilities and their families to gain access to a range of funding management options.
- ✓ Participate in across-department initiatives to implement State Government priorities, including the requirement for operational protocols development and collaboration. This cross-agency collaboration is likely to include the development of operational frameworks and systems to promote integrated responses to meet the needs of people with complex needs.
- ✓ Implement a range of strategies to further increase the knowledge and skills of LACs in person-centred planning approaches and provide families with increased access to training and resources for planning.

PROGRAM EVALUATIONS 2005–2006

LAC Health Check

The new LAC evaluation system has been implemented. A new framework has been prepared for the evaluation of the program on an annual basis. A LAC Health Check feedback week (facilitated by an independent consultant) was held in October 2005. Individuals and families indicated positive levels of satisfaction with the program.

8.3 Service Reports – Individual Coordination

PROGRAM EVALUATIONS PROPOSED FOR 2006–2007

Person-Centred Planning Project

Formative evaluation of a two-year Person-Centred Planning Project evaluation which will be conducted in the South West region (2006–2008).

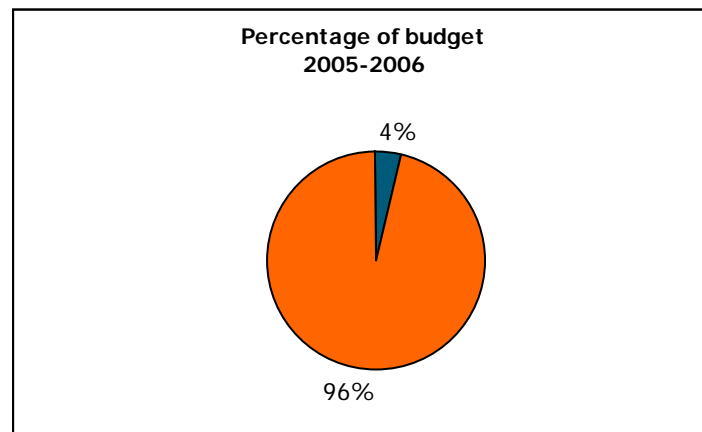
LAC Health Check

Conduct annual LAC Health Check feedback week.

8.4 Service Reports – Strategic Coordination

8.4 Service 4 – Strategic Coordination

Strategic Coordination accounts for four per cent (\$13.8 million) of the Commission's budget, and includes strategies which benefit all Western Australians with disabilities, including those who access services funded or provided directly by the Commission.



Strategic Coordination includes the monitoring of progress by public authorities in implementing Disability Access and Inclusion Plans and improving access; data collection and monitoring of population trends to identify issues which impact on people with disabilities and their carers and inform the development of government policies and programs; policy development; monitoring the standards and quality of services; community education and disability awareness strategies; and advocacy and information.

KEY STRATEGIES

- ✓ Data collection and analysis to monitor and inform the development of disability policies and services.
- ✓ Promotion of access improvements and monitoring the implementation of Disability Access and Inclusion Plans in all public authorities.
- ✓ Development of service standards that are consistent with the needs and rights of people with disabilities and monitoring their implementation.
- ✓ Community education programs and activities to promote public awareness of the rights, needs and abilities of people with disabilities.
- ✓ Supporting the provision of systemic advocacy and information services.

KEY ISSUES AND TRENDS

- ✓ The Commission needs to maintain a strategic approach to policy development and coordination across key intra-government, inter-department and whole-of-sector issues. This has become particularly important in addressing the needs of people with disabilities who are ageing and whose needs are changing. In this area the Commission needs to work with the disability and aged care

8.4 Service Reports – Strategic Coordination

sectors and key State and Australian Government departments to develop strategies to address the current and emerging needs of this group.

- ✓ It is crucial that the Commission maintains a strategic and integrated approach to data collection, analysis and evaluation to assist and guide policy and program development. There is increasing demand for better data and well-analysed information, particularly with regard to forecasting future demand for services, the costs and implications of a range of service types, and understanding the cost drivers and the political dynamics of the field.
- ✓ As public authorities throughout Western Australia have implemented Disability Access and Inclusion Plans, people with disabilities are better able to access and participate in the community. There is growing awareness of the rights of people with disabilities to access all facets of community life, along with increased recognition of the importance of working in partnership with the private sector to support the creation of more accessible and welcoming communities. Changes in 2004 to the *Disability Services Act 1993* seek to further strengthen access requirements.
- ✓ The implementation of the Disability Services Standards, through a range of measures, including annual self-assessments and regular service monitoring, has led to a heightened public awareness about the rights of people with disabilities and increased expectations about the quality of service provision.
- ✓ There is an increasing awareness of the vulnerability of many people with disabilities and the need for special measures to ensure their rights are safeguarded.
- ✓ Non-government disability service providers and community groups continue to advocate in the public domain for the rights and needs of people with disabilities.
- ✓ The profile of people with disabilities and community concern about maintenance of their rights continues to feature prominently in the news media's reporting of disability issues.
- ✓ As the demand for disability services increases there is a need for greater transparency and efficiency in determining eligibility for government funded and provided services. It is important that the Commission utilises processes for determining eligibility which are consistent with the *Disability Services Act 1993* and are universally accepted within the disability sector and wider community.

8.4 Service Reports – Strategic Coordination

PERFORMANCE INDICATORS: STRATEGIC COORDINATION

The table below presents the performance indicators for Strategic Coordination for the past five years.

| Actual Results | | | | | | | Target | Variation | |
|-----------------------------------|----------------------|----------|----------|----------|----------|-----------|----------|------------|--------|
| Performance Indicator | Description | 2001-02 | 2002-03 | 2003-04 | 2004-05 | 2005-06 | 2005-06 | Prev. Year | Target |
| | | | | | | | | | |
| Service 4: Strategic Coordination | | | | | | | | | |
| Quantity | # projects | 71 | 86 | 102 | 112 | 134 | 99 | 20% | 35% |
| Quality | Board rating | 95% | 100% | 100% | 100% | 100% | 95% | 0% | 5% |
| Timeliness | Board rating | 100% | 100% | 100% | 100% | 100% | 95% | 0% | 5% |
| Efficiency | \$/strategic project | \$83,887 | \$76,553 | \$79,882 | \$94,313 | \$103,276 | \$86,434 | 10% | 19% |
| Total Cost | (\$'000) | \$5,956 | \$6,583 | \$8,148 | \$10,563 | \$13,839 | \$8,557 | 31% | 62% |

Quantity

The number of strategic projects in 2005–2006 increased by 20 per cent compared with the previous year. This increase was associated with the inclusion of a number of one-off grants to service providers that were administered under this Service.

Quality

This is derived from a survey of the Disability Services Commission Board concerning the quality of the work conducted within this Service.

Timeliness

This is derived from a survey of the Disability Services Commission Board concerning the timeliness of the work conducted within this Service.

Efficiency (Cost per Strategic Project)

The cost per strategic project of \$103,276 was 10 per cent more than the previous year and 19 per cent more than the target set for this year. This increase is largely due to a number of one-off grants to service providers to assist with on-line reporting of the Annual Client and Service Data Collection, grants to non-government agencies for projects supporting the implementation of the Commission's new Strategic Plan, and a range of sector development grants that were administered under this Service.

MAJOR ACHIEVEMENTS 2005–2006

Policy and Planning

- ✓ Implemented the Commission's Access for Aboriginal and Torres Strait Islander People Policy and Practice, including the provision of cultural awareness training for staff in metropolitan and regional areas; and the development of a video program to assist disability service providers to deliver culturally appropriate services.

8.4 Service Reports – Strategic Coordination

- ✓ Supported the development of a coordinated interdepartmental policy and program response to justice issues for people with disabilities, including the development of a police training program to assist police in dealing with people with disabilities.
- ✓ Developed the Commission's third five-year Strategic Plan for 2006 to 2010.
- ✓ Draft implementation plan developed for the Commission's Eligibility Policy, with consultation planned for 2006–2007.
- ✓ The eligibility pathway to services for people diagnosed with Autism Spectrum Disorder was clarified, and an Eligibility Appeals Process for Commission eligibility determinations was established.
- ✓ Established partnerships and appropriate protocols with the Departments for: Community Development; Health; Justice; and Sport and Recreation.

Access and Community Education

- ✓ Implemented information strategies for people from culturally and linguistically diverse backgrounds, including translating information brochures.
- ✓ Conducted the annual Staff Awards, the Accessible Communities Awards and the Making a Difference Awards.
- ✓ Completed the 2005 Premier's Awards, with the Commission a finalist for its Disability Industry Plan of Western Australia 2005 to 2010 under the Governance category.
- ✓ Supported the development by ACROD (National Industry Association for Disability Services) of the Companion Card Scheme.
- ✓ Commenced redevelopment of the Commission's website (www.dsc.wa.gov.au) with the aim of creating a one-stop-shop for people with disabilities and their carers to access disability related information and resources.
- ✓ Commenced Stage Two of the You're Welcome – WA Access Strategy, with the Cities of Subiaco and Bassendean and Conservation and Land Management (CALM) joining as You're Welcome partners.
- ✓ Developed the Count Us In website which has a specific section for information regarding disability for the business sector.
- ✓ Developed the Count Us In! curriculum support package for teachers to use with students from kindergarten to Year 12 to develop their knowledge and understanding of disability.
- ✓ Planned the second stage of the 'Open Your Mind. Count Us In' campaign.
- ✓ Conducted five lunchtime forums for non-government agencies.
- ✓ Commenced the implementation of Disability Access and Inclusion Plans (DAIPs) with public authorities, including the provision of training with public authorities across the State, and the development of a manual and other resources to support DAIPs.
- ✓ Established a joint Disability Services Commission and Tourism Western Australia Accessible Tourism Reference Group to facilitate tourism opportunities for people with disabilities, and developed the WA Accessible Tourism Strategic Directions Plan.
- ✓ Commenced partnership development with some Regional Development Commissions (RDC). Local level initiatives have been successful in using the processes of the RDCs to increase access for people with disabilities to local

8.4 Service Reports – Strategic Coordination

consultative mechanisms. The South West Development Commission is being used as a model for effective consultative processes.

- ✓ The Disability Research Network website (<http://research.dsc.wa.gov.au/>) which aims to improve communication and collaboration between researchers working in the area of disability in Western Australia, was developed by the Commission, and launched in October 2005.

Quality Assurance and Advocacy

- ✓ Conducted the 2006 Consumer Survey to measure satisfaction with services, levels of social participation, quality of life, experiences of carers, awareness and use of the Commission's complaints handling processes and to explore community inclusiveness and value of people with disabilities.
- ✓ Provided data on social participation of people with disabilities through the 2004 Consumer Survey to the Productivity Commission for the Report on Government Services. The Commission's Consumer Survey questionnaires were provided to Disability Services, Queensland; Office for Disability and Client Services, South Australia; and Department of Health and Human Services, Tasmania, who have adapted our Consumer Survey questionnaire and methodology.
- ✓ Implemented training for organisations on Standard 9 and developed and distributed training manuals covering the standard to all providers.
- ✓ Reporting requirements for the Carers Charter have been achieved using an addendum to disability funded organisations annual self-assessment against the Disability Services Standards as the reporting mechanism.
- ✓ The review of quality systems and standards monitoring is underway. Major stakeholders have been consulted and an industry round table was conducted. It is envisaged that the review and recommendations will be completed in 2006–2007.

PLANNED ACHIEVEMENTS 2006–2007

- ✓ Implement a range of targeted projects to increase the accessibility and responsiveness of generic medical, health, allied health and dental services to better meet the needs of people with disabilities.
- ✓ Continue to expand the implementation of the 'You're Welcome—Western Australian Access Strategy' across the State.
- ✓ Continue to raise community awareness on disability issues through a coordinated cross-sector strategy.
- ✓ Support the implementation of the Count Us In! curriculum support package in schools across the State.
- ✓ Implement new reporting requirements on Disability Access and Inclusion Plans by public authorities and provide first progress report to Parliament.
- ✓ Support and monitor the implementation of the WA Accessible Tourism Strategic Directions Plan.
- ✓ Develop profiles of people with disabilities to inform people about the prevalence of disability at the local level.
- ✓ Develop an online data reporting facility for the Annual Client and Service Data Collection.

8.4 Service Reports – Strategic Coordination

- ✓ Further implement the Commission's Access for Aboriginal and Torres Strait Islander People Policy and Practice.
- ✓ Commence implementation of the State Government's Substantive Equality Framework within selected Commission services.
- ✓ Complete implementation of the Commission's Eligibility Policy.
- ✓ Develop a framework for the evaluation of the effectiveness of the Commission's family support strategies.
- ✓ Renegotiate funding arrangements under the Commonwealth State Territory Disability Agreement.
- ✓ Provide Quality Systems Improvement Grants using a risk management approach to target services requiring further development in quality systems management.
- ✓ Commence implementation of the recommendations of the quality systems and standards monitoring review.

PROGRAM EVALUATIONS 2005–2006

Consumer Satisfaction Survey

The 2006 Consumer Satisfaction Survey was undertaken to determine the level of satisfaction of service users with the services provided or funded by the Commission.

Key Findings/Results: A total of 1,250 people were surveyed. Of these, 213 were service users and 1,037 were carers responding on behalf of service users.

Action Taken/Proposed: The results of the survey will be used to report against a number of key performance indicators for reporting to the Western Australian Parliament. Data on satisfaction and social participation will be reported in the Report on Government Services and used by the Commission for service improvements, research and policy development purposes.

Review of Quality Assurance and Standards Monitoring Process

Consumer workshops and industry round tables held in May 2006 marked the final consultation strategies and collaboration on the development of a new Quality Assurance Framework (including Independent Standards Monitoring).

A draft report is expected in July/August, and recommendations to be implemented in 2006–2007 following endorsement by the Commission's Board.

PROGRAM EVALUATIONS PROPOSED 2006–2007

Count Us In! curriculum support package

An evaluation will be conducted of the implementation of the Count Us In! curriculum support package which is aimed at students across Western Australia from kindergarten to year 12.

9. Human Resources

9.1 Staff Recognition

The Commission is committed to developing and rewarding a culture of high performance, continuous improvement and outstanding client service. Directors are encouraged to reward their staff for innovation, flexibility and continuous improvement.

Each year, a formal Staff Awards ceremony is held to recognise staff achievements, commitment and innovation. The event focuses on the presentation of awards for:

- ✓ The Honourable Ray Young Scholarship;
- ✓ Length of Service;
- ✓ Customer Focus and Continuous Improvement;
- ✓ Strategic Focus;
- ✓ Excellence;
- ✓ Equity and Diversity; and
- ✓ Academic Achievement for graduates of Certificates III and IV in Community Services (Disability Work).

Six scholarships were awarded under the Honourable Ray Young Scholarship, 24 individuals and work groups from various regions and directorates were recognised for staff achievements and 69 employees from the Accommodation Services Directorate were presented with Certificates III and IV in Community Services (Disability Work). In addition, staff members with 20, 25, 30 or 35 years of continuous service were recognised in a special presentation.

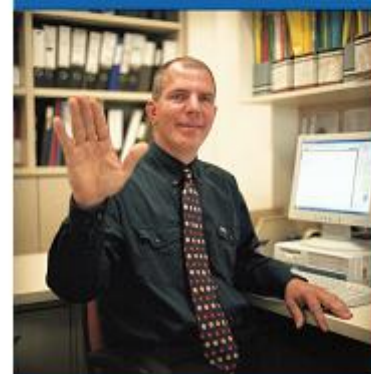
9.2 Staff Profile

In 2005–2006, the Commission had an employment level of 1,585 full-time equivalent (FTE). This represents an increase of 21 FTE (1.3 per cent) on the previous year.

During the year, a total of 593 employment contracts were issued by the Commission.

The appointments comprised:

- ✓ 218 permanent contracts;
- ✓ 212 fixed term contracts; and
- ✓ 163 casual contracts.



2006
making a difference

9. Human Resources

Comparative staffing levels for the various categories of staff in 2004–2005 and 2005–2006 are presented in the table below:

| Full-time Equivalent Staff Positions (FTE) | | |
|---|------------------|------------------|
| | 2004–2005 | 2005–2006 |
| Public Service Award | 552 | 566 |
| Social Trainers/Client Assistants | 891 | 905 |
| Registered Nurses | 21 | 23 |
| Enrolled Nurses/Nursing Assistants | 9 | 8 |
| Support Workers | 91 | 83 |
| Total | 1,564 | 1,585 |

WORKFORCE DEMOGRAPHICS

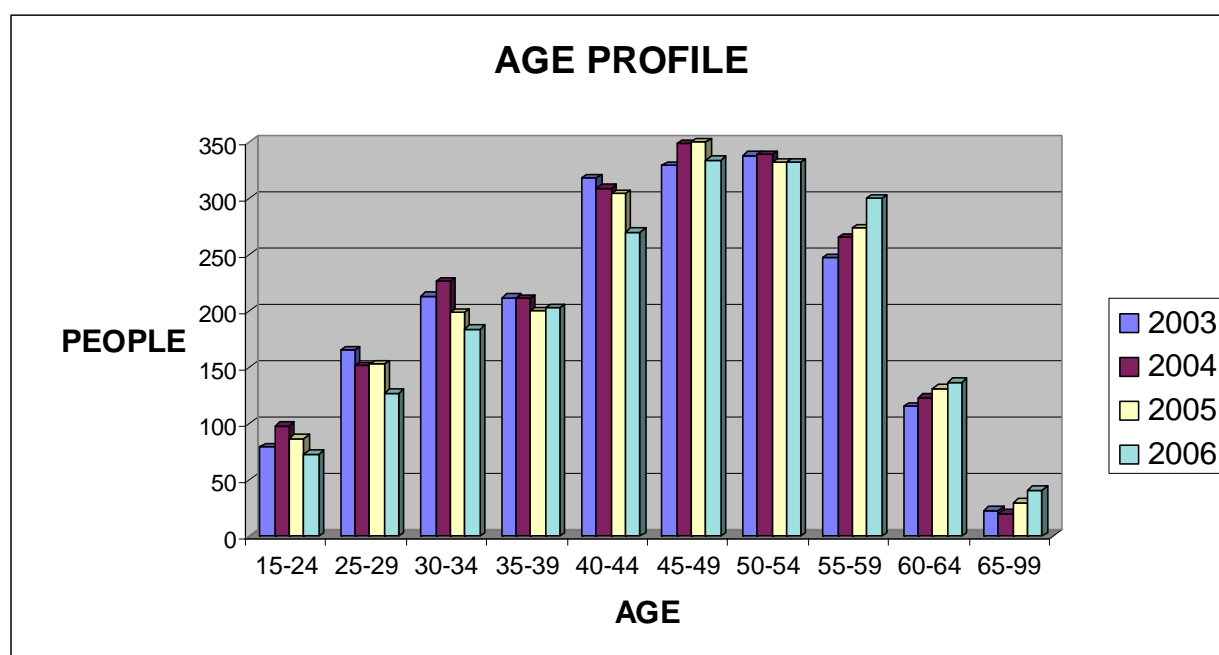
The following data are derived from demographic information provided by employees on a voluntary basis.

| Demographic Characteristics—Workforce Participation | | | | | |
|--|-------------|---------------|---|-------------------------------|---------------------------------|
| Participation Rates | Male | Female | People from CALD Backgrounds | Indigenous Australians | People with Disabilities |
| Number Reported | 654# | 1,381# | 185* | 13* | 65* |
| Percentage | 32.2% | 67.8% | 11.2% | 0.8% | 3.9% |
| <i># Based on total workforce numbers</i> | | | <i>* Calculated on survey response rate</i> | | |

| Demographic Characteristics—Participation by Employment Type | | | | | |
|---|-------------|---------------|-------------------------------------|-------------------------------|---------------------------------|
| Employment Type Rates | Male | Female | People from CALD Backgrounds | Indigenous Australians | People with Disabilities |
| Permanent F/T | 551 | 743 | 131 | 9 | 42 |
| Permanent P/T | 35 | 242 | 27 | 2 | 13 |
| Fixed Term F/T | 11 | 77 | 15 | 1 | 3 |
| Fixed Term P/T | 5 | 51 | 7 | 0 | 4 |
| Casual | 29 | 201 | 2 | 0 | 3 |
| Sessional (Other) | 22 | 66 | 3 | 1 | 0 |
| Trainee | 1 | 1 | 0 | 0 | 0 |
| TOTAL | 654 | 1,381 | 185 | 13 | 65 |

9. Human Resources

Age Profile of Commission Staff as at 30 June 2006



More than 50 per cent of the Commission's employees are aged 45 years and over.

The Commission is continuing to develop and progress strategies to increase the diversity of the applicant pool for vacant positions in order to achieve identified diversity objectives, including the employment of younger workers.

WORKFORCE TRENDS

| Current Indicators | 2002–2003 | 2003–2004 | 2004–2005 | 2005–2006 |
|-------------------------------------|-----------|-----------|-----------|-----------|
| Staff (as at 30 June 2006) | 2,029 | 2,091 | 2,102 | 2,035 |
| New Permanent Staff | 171 | 174 | 163 | 159 |
| Staff Turnover | 8.7% | 8.3% | 9.2% | 9.1% |
| Annual Average Staffing Level | 1,527 | 1,569 | 1,564 | 1,585 |
| Industrial Disputes—Days Lost | 0 | 92 | 0 | 0 |
| Workers' Compensation—New Claims | 144 | 118 | 137 | 110 |
| Average Accrued Annual Leave (Days) | 12.2 | 10.7 | 9.3 | 5.8 |
| Average Accrued LSL (Days) | 13.4 | 12.9 | 10.2 | 9.7 |
| Average Sick Leave Taken (Days) | 10.2 | 8.2 | 9.3 | 8.5 |
| Overtime (Hours/FTE) | 37.9 | 43.8 | 46.4 | 44.2 |

9.3 Occupational Safety and Health

During the year, the Commission has:

- ✓ received a Gold Award by WorkSafe following a WorkSafe Plan Assessment as part of an accreditation process by an external consultant. The award

- recognised that the Commission had highly developed Occupational Safety and Health (OSH) Systems in place and demonstrated significant improvement in safety performance over a period of time;
- ✓ planned, developed, implemented and reviewed the OSH Annual Action Plan;
 - ✓ planned, developed and implemented Guidelines on Contractors' Occupational Safety and Health Requirements, and Guidelines on Preparing Emergency and Evacuation Procedures at the Workplace;
 - ✓ achieved a reduction of 20 per cent in the number of recorded workers' compensation claims;
 - ✓ achieved a reduction of 10 per cent in the number of accidents and incidents;
 - ✓ achieved a further reduction in the workers' compensation premium contribution rate compared to the previous year;
 - ✓ planned, developed and coordinated OSH training on Hazard Management Systems, Business Continuity Management, Maintaining a Healthy Lifestyle and First Aid training;
 - ✓ promoted OSH consultation by facilitating 15 OSH Steering Committee and Operational OSH Committee meetings with safety and health representatives and management representatives from all directorates;
 - ✓ reviewed, assessed and validated all directorate risks as part of the Commission's Risk Management Framework;
 - ✓ facilitated training on Business Continuity Management;
 - ✓ developed an information and template package on Business Continuity Management for directorate Risk Management Champions; and
 - ✓ maintained an effective workers' compensation claims management alliance with RiskCover, by meeting on eight occasions to review all active claims and develop action plans for the management of each claim.

The following table provides a summary of performance in a number of key areas.

| Workers' Compensation Performance/Trends | | | |
|---|------------------|------------------|------------------|
| Indicators | 2003–2004 | 2004–2005 | 2005–2006 |
| Total Number of Accidents/Incidents | 308 | 267 | 240 |
| Total Number of Claims | 118 | 137 | 110 |
| Total Actual Lost Time Injury Days | 2,084 | 2,104 | 1,813 |
| Premium Contribution* | \$1.93m* | \$1.97m* | \$1.87m* |
| Premium Contribution Rate | 3.87 | 2.41 | 2.30 |
| Estimated Cost of Claims (per \$100 of payroll) | 2.87 | 2.98 | 2.98 |
| Number of Rehabilitation Cases | 24 | 24 | 34 |

* Excluding GST

9.4 Workforce Planning and Development

Two significant workforce planning issues for the Commission are the age of its workforce and ensuring there are appropriately trained direct care employees to provide accommodation services. Through the Equity and Diversity Management Plan, the Commission is reviewing flexible work practices in order to attract and retain staff. The Commission has continued to provide formal in-house training in

9. Human Resources

disability services to new and existing direct care staff through its Learning and Development Branch which has a Registered Training Organisation status. Further information on the Commission's equity and diversity outcomes has been provided in Appendix 4.7.

The Commission remained active in promoting learning and development through a range of avenues. These included the Best Practice network in which 12 agencies now participate; membership of ACROD's Disability Training Steering Committee; and membership of the Committee of Management of the Industry Training and Advisory Board.

Due to increasing demands for training across the sector, the Commission has continued to actively support direct care staff from other agencies to develop and maintain their skills. This has been achieved by the Learning and Development Branch's seven-day induction program, Certificate III and IV in Disability Work, and a five-day refresher program for staff. In the past year, 181 competency-based training sessions were attended jointly by external direct care staff and Commission direct care staff.

The Commission continued to actively support students at TAFE and organisations providing education, training and employment services to Aboriginal people. The Commission actively supported TAFE students and Aboriginal people to develop disability work knowledge and skills. This has been achieved through field work placements and collaborative partnerships aimed at developing and delivering teaching, learning and assessment programs.

Commission employees have undertaken a range of internal and external training and development programs to maintain and develop their skills and knowledge, including: manutention; passive self-defence; meal-time management; infection control; performance management; discipline; and awareness-raising in relation to family and domestic violence.

9.5 Employee Relations, Workplace Bargaining and Change

EMPLOYEE RELATIONS

The Commission has a broad range of occupational groups covered by different awards, agreements and unions. This provides challenges and opportunities for the Commission in the management of its workforce.

The Employee Relations and Planning section provides high quality advice and support to managers and employees on employee relations matters, including performance management; breaches of discipline; resolution of industrial disputes; the code of conduct; interpretation of awards, agreements and employment legislation; and policies, operational procedures and guidelines.

The Commission has continued to communicate effectively with unions and employees to resolve questions, difficulties and disputes without undue delay.

A number of new or revised policies, operational procedures and guidelines have been introduced to assist in the effective management of employees, including those covering deployment of direct care staff, managing suspected breaches of discipline, managing workplace grievances and purchased leave.

WORKPLACE BARGAINING

This year saw the negotiation of a certified agreement for Registered Nurses, which included four pay increases and some enhanced employment conditions.

The Commission finalised and registered an industrial agreement with the union to facilitate the introduction of Social Trainers Level 2. These new positions will provide practice leadership and role modelling for other direct care staff.

WORKPLACE CHANGE

A key priority is to assist managers and affected employees in a changing environment, and to ensure organisational change is communicated effectively and in a timely manner.

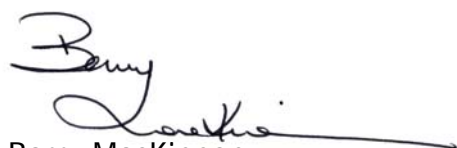
A major focus in 2005–2006 was the support of the Accommodation Services Directorate in its introduction of a new structure to improve teamwork and support. The change process featured extensive consultation with employees and unions. All employees directly affected by the change process, and in particular those whose positions were abolished, were provided with access to a range of supports including:

- ✓ career counselling to identify their skills and career preferences including aspirations for future employment;
- ✓ assistance in preparing job applications;
- ✓ information about the financial impact of any decisions they make; and
- ✓ professional counselling to assist them to cope with change.

1. PERFORMANCE INDICATORS

CERTIFICATION OF PERFORMANCE INDICATORS FOR THE YEAR ENDED 30 JUNE 2006

We hereby certify that the Performance Indicators are based on proper records, are relevant and appropriate for assisting users to assess the Disability Services Commission's performance, and fairly represent the performance of the Disability Services Commission for the financial year ended 30 June 2006.



Barry MacKinnon
CHAIRPERSON
DISABILITY SERVICES COMMISSION BOARD



Bruce Langoullant
BOARD MEMBER, CHAIRPERSON OF THE BOARD AUDIT
AND RISK MANAGEMENT COMMITTEE
DISABILITY SERVICES COMMISSION BOARD

10 August 2006

Appendices

OPINION OF THE AUDITOR GENERAL



AUDITOR GENERAL

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

DISABILITY SERVICES COMMISSION
FINANCIAL STATEMENTS AND PERFORMANCE INDICATORS
FOR THE YEAR ENDED 30 JUNE 2006

Audit Opinion

In my opinion,

- (i) the financial statements are based on proper accounts and present fairly the financial position of the Disability Services Commission at 30 June 2006 and its financial performance and cash flows for the year ended on that date. They are in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia and the Treasurer's Instructions;
- (ii) the controls exercised by the Commission provide reasonable assurance that the receipt, expenditure and investment of moneys, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions; and
- (iii) the key effectiveness and efficiency performance indicators of the Commission are relevant and appropriate to help users assess the Commission's performance and fairly represent the indicated performance for the year ended 30 June 2006.

Scope

The Board is responsible for keeping proper accounts and maintaining adequate systems of internal control, for preparing the financial statements and performance indicators, and complying with the Financial Administration and Audit Act 1985 (the Act) and other relevant written law.

The financial statements consist of the Income Statement, Balance Sheet, Statement of Changes in Equity, Cash Flow Statement, and the Notes to the Financial Statements.

The performance indicators consist of key indicators of effectiveness and efficiency.

Summary of my Role

As required by the Act, I have independently audited the accounts, financial statements and performance indicators to express an opinion on the financial statements, controls and performance indicators. This was done by testing selected samples of the evidence. Further information on my audit approach is provided in my audit practice statement. Refer "<http://www.audit.wa.gov.au/pubs/Audit-Practice-Statement.pdf>".

An audit does not guarantee that every amount and disclosure in the financial statements and performance indicators is error free. The term "reasonable assurance" recognises that an audit does not examine all evidence and every transaction. However, my audit procedures should identify errors or omissions significant enough to adversely affect the decisions of users of the financial statements and performance indicators.

A handwritten signature in blue ink, appearing to read 'John Doyle'.

JOHN DOYLE
ACTING AUDITOR GENERAL
1 September 2006

Appendix 1 — Performance Indicators

OUTCOME AND SERVICES

The table below shows the Outcome and Services for which the Disability Services Commission was funded in 2005-2006. The benefits and costs associated with each service are shown within the Service areas.

| State Government Goal* | Disability Services Commission Outcome | Services | Service Areas | Benefit/Cost |
|---|--|--|---|---|
| To enhance the quality of life and wellbeing of all people throughout Western Australia | Enhance the environment and wellbeing of people with disabilities and their carers by the provision of necessary supports and services | Service 1: Accommodation Support | <ul style="list-style-type: none"> Hostel Residential Community Residential Supported Community Living | <ul style="list-style-type: none"> 3,449 service users supported Total cost: \$173.8 million Average cost per person: \$50,405 |
| | | Service 2: Individual and Family Support | <ul style="list-style-type: none"> Family Support and Respite Day Options (including Post School Options) Health and Individual Development (including therapy services) | <ul style="list-style-type: none"> 16,429 people supported Total cost: \$88.1 million Average cost per person: \$5,362 |
| | | Service 3: Individual Coordination | <ul style="list-style-type: none"> a. LAC Coordination b. LAC Direct Consumer Funding | <ul style="list-style-type: none"> 7,605 people supported Total cost: \$18.5 million Average cost per person: \$2,427 1,521 people supported Total cost: \$11.2 million Average funding per person: \$7,360 |
| | | Service 4: Strategic Coordination | <ul style="list-style-type: none"> Policy and Planning Access and Community Education Quality Assurance and Advocacy | <ul style="list-style-type: none"> 134 key strategic and policy projects Total cost: \$13.8 million Average cost per strategic project: \$103,276 |

* *Better Planning: Better Services*—A Strategic Planning Framework for the Western Australian Public Sector, Goal 1.

PERFORMANCE INFORMATION

Outcome

Enhance the environment and wellbeing of people with disabilities and their carers by the provision of necessary supports and services.

Effectiveness Indicators

Effectiveness indicators provide information on the extent to which the results of the Commission's programs have contributed to the achievement of its desired outcome. Effectiveness for the Commission is established by measuring the take-up rate per 1,000⁹ Disability Support Pension recipients on a statewide basis, and then comparing the take-up rate with the national rate.

| Outcome | Description | 2001-02 | 2002-03 | 2003-04 | 2004-05* | 2005-06* |
|---|--|---------|---------|---------|----------|----------|
| Enhance the environment and wellbeing of people with disabilities and their carers by the provision of necessary supports and services. | Take-up rate (per '000) | | | | | |
| | WA: | 153 | 111 | 109 | 326 | 325 |
| | Australia: | 94 | 89 | 62 | 194 | 209 |
| | Percentage variation from national level | 63% | 25% | 76% | 68% | 56% |

* Take-up rates for 2004-2005 and 2005-2006 have been calculated using whole-of-year data rather than snapshot day data. They are not comparable to previous years which were based on snapshot day data and included double counting for all states and territories.

The Western Australian take-up rate of 325 service users per 1,000 recipients of Disability Support Pensions is 56 per cent higher than the national rate of 209 per 1,000. This indicator illustrates that, compared with Australia as a whole, Western Australia has a service environment that is more likely to be accessed by people with disabilities and their carers.

The take-up rates for Western Australia and Australia are calculated using whole-of-year data (that is, the total of all people using services throughout the 2004-2005 financial year) as published by the Australian Institute of Health and Welfare. The consistent methodology in calculating the take-up rate for both Western Australia and Australia allows for a national comparison.

The Commission conducts a consumer survey biennially, with the latest survey conducted in 2005-2006. The survey shows the satisfaction with the quality of life of service users in Western Australia using three measures as indicated in the table below. The first measure is based on consumer satisfaction with their level of

⁹ Take-up rates in this context are a measure of service reach. It shows how many people have accessed a service out of a total possible group which is defined as the number of people receiving a Disability Support Pension.

Appendix 1 — Performance Indicators

social/community participation. The second measure is derived using a direct question about how satisfied people are with their quality of life. In addition, a third measure derived from a standardised Personal Wellbeing Index which assesses satisfaction with quality of life based on standard of living, health, life achievement, personal relationships, personal safety, community-connectedness and future security was piloted in the 2006 Consumer Survey. A total of 1,250 people were surveyed in the 2006 Consumer Survey.

| Description | 2001-02* | 2002-03** | 2003-04*** | 2004-05** | 2005-06**** |
|--|----------|-----------|------------|-----------|-------------|
| Satisfaction with Social Participation | 70% | n/a | 73% | n/a | 67% |
| Satisfaction with Quality of Life | n/a | n/a | 75% | n/a | 77% |
| Personal Wellbeing Index | n/a | n/a | n/a | n/a | 74% |

* Only respondents over the age of 18 years were surveyed

** Data unavailable as consumer survey is conducted biennially

*** Survey sampling error +/-3.7 per cent at the 95% level of confidence, response rate 87 per cent

**** Survey sampling error +/-2.7 per cent at the 95% level of confidence, response rate 71 per cent

Efficiency Indicators

Efficiency indicators monitor the relationship between the resource inputs for each service and the services delivered. This input/service relationship places the focus on key services the Commission delivers to its service users. Efficiency indicators for the Commission measure the average cost per service user (or project) for each service and compare these with targets for the current year and performance in previous years.

| Service | Description | AVERAGE COST ¹⁰ | | | | | TARGET 2005-06 | VARIATION | |
|-------------------------------|-----------------|----------------------------|----------|----------|-----------|-----------------|-------------------|--------------|--------|
| | | 2001-02 | 2002-03 | 2003-04 | 2004-05 | 2005-06 | | Prev Year | Target |
| Accommodation Support | \$/service user | \$41,428 | \$42,931 | \$44,512 | \$46,711 | \$50,405 | \$47,982 | 8% | 5% |
| Individual and Family Support | \$/service user | \$4,120 | \$4,335 | \$4,681 | \$5,052* | \$5,362* *** | \$5,362 | 6% | 0% |
| LAC Coordination | \$/service user | \$2,314 | \$2,365 | \$2,367 | \$2,393** | \$2,427 | \$2,396 | 1% | 1% |
| LAC Direct Consumer Funding | \$/service user | \$7,198 | \$7,253 | \$7,853 | \$7,673** | \$7,360 | \$7,684 | -4% | -4% |
| Strategic Coordination | \$/project | \$83,887 | \$76,553 | \$79,882 | \$94,313 | \$103,276 | \$86,434 | 10% | 19% |

* As of 2004-2005, service user and cost per service user data reflect the inclusion of the electronic Community Aids and Equipment Program (eCAEP) service user data and a change in reporting by WA Disabled Sports Association.

** The average cost per service user for 2004-2005 for LAC Direct Consumer Funding and for LAC Coordination has been recalculated retrospectively to adjust for miscoding of data.

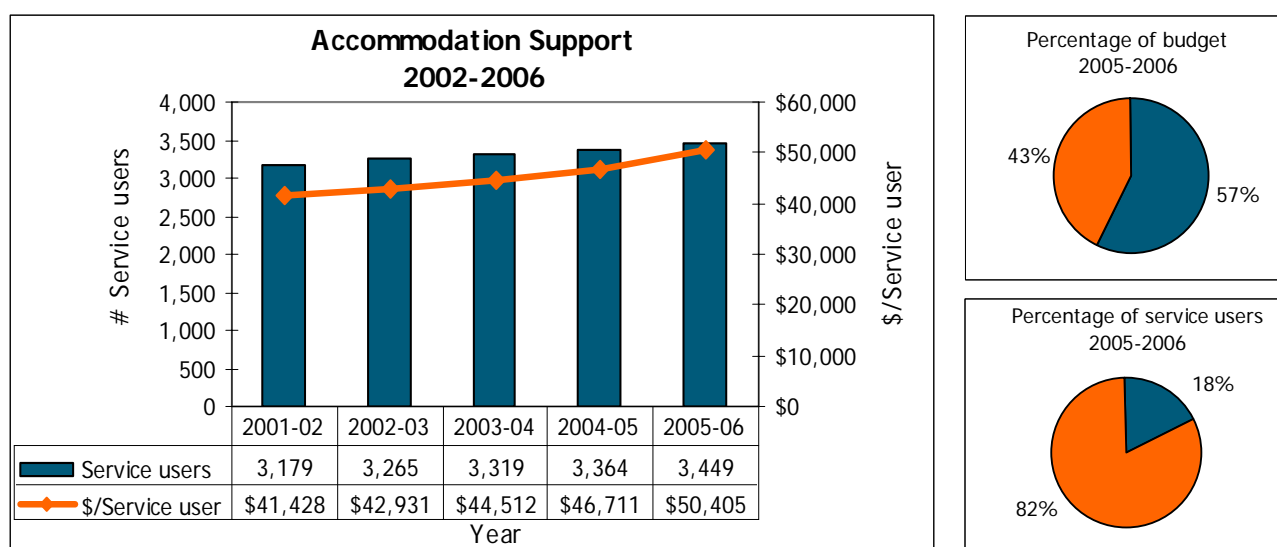
*** The 2005-2006 Individual and Family Support cost per service user data reflect different methodologies of reporting Disability Professional Services adopted by two agencies which translated to fewer service users being reported in 2005-2006.

¹⁰ The average costs for Services 1 and 2 have been recalculated for 2001-2002 and 2002-2003 taking into account the change in Supported Community Living from Service 2 to Service 1.

Service 1: Accommodation Support Average Cost Per Service User

Accommodation Support includes assistance for people with disabilities to live in a range of accommodation options, including hostels, group homes or Supported Community Living in their own home. This includes support with personal care and independent living skills and may range from a few hours of support a week to 24-hour care.

The average cost per service user for 2005-2006 was \$50,405. This is eight per cent higher than the previous year, and five per cent higher than the target set for the year. The increased average cost per service user reflects wage movements of 4.5 per cent, indexation to the non-government sector of 3.5 per cent and increased needs of service recipients. The Accommodation Support budget represented 57 per cent of the Commission's budget and supported 18 per cent of service users.



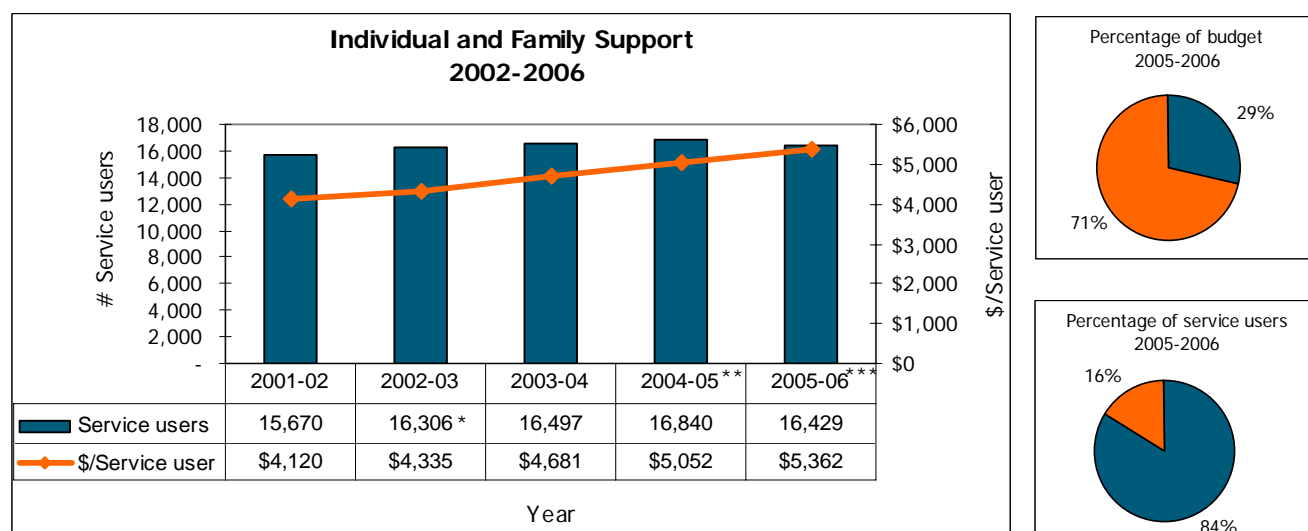
For comparison, data from 2001-2002 and 2002-2003 have been recalculated to take into account the transfer of Supported Community Living from Service 2 to Service 1 from 2003-2004 onwards.

Service 2: Individual and Family Support Average Cost Per Service User

The Individual and Family Support Service includes support for people with disabilities to access positive and constructive day options; maintain health and develop individual skills and abilities; and family support and respite for carers.

The average cost per service user for 2005-2006 was \$5,362 and was the same as the target cost. Individual and Family Support represented 29 per cent of the Commission's budget and provided support to 84 per cent of service users.

Appendix 1 — Performance Indicators



- * The 2003-2004 Budget Statements reported 16,717 service users as the actual performance in 2002-2003. This has been recalculated to exclude Supported Community Living.
- ** As of 2004-2005, service user and cost per service user data reflect the inclusion of the eCAEP service user data and a change in reporting by WA Disabled Sports Association.
- *** The 2005-2006 data reflect different methodologies of reporting Disability Professional Services adopted by two agencies which translated to fewer service users being reported in 2005-2006.

For comparison, data from the periods 2001-2002 and 2002-2003 have been recalculated to take into account the transfer of Supported Community Living from Service 2 to Service 1 from 2003-2004 onwards.

Data on service users accessing the Community Aids and Equipment Program (CAEP) were available from 2004-2005 onwards as a result of the development of the eCAEP database.

The reduction in the number of reported service users for Service 2 in 2005-2006 is the result of improvements in data collection and changes in the counting of service users by two providers of Disability Professional Services.

The introduction of the new purchasing framework for Disability Professional Services, which includes comprehensive and targeted services, has resulted in a difference in the methodology for acquitting numbers of people in receipt of services. It is anticipated that this work should be largely completed in 2006-2007 and lead to more consistent reporting in future years.

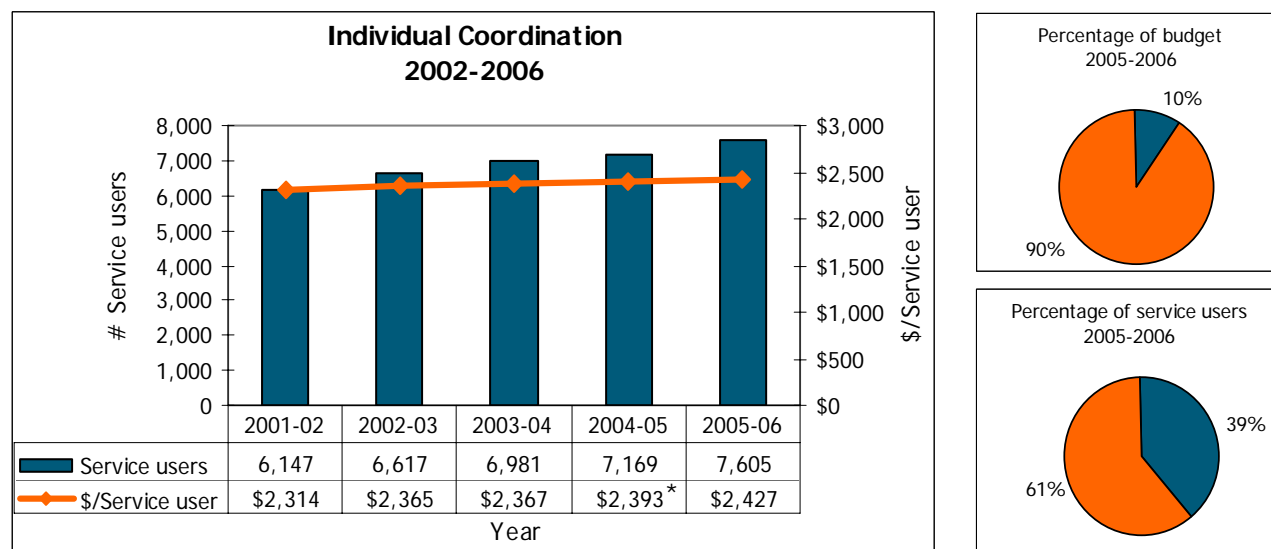
Service 3: Individual Coordination Average Cost Per Service User

This service relates to the provision of a range of supports and strategies through Local Area Coordinators (LACs), who develop resources and support networks in local communities; provide information and link people with local resources and support networks; and also provide individualised funding to enable people with disabilities and their families to choose and purchase their own supports and services directly.

Appendix 1 — Performance Indicators

In 2002-2003 the costs associated with this service were split into two sub-services: the cost of providing LAC Coordination and the provision of LAC Direct Consumer Funding (or brokerage) distributed by LACs.

The average cost per service user in 2005-2006 for LACs was \$2,427 which was one per cent higher than the previous year and one per cent higher than the target cost. LAC Coordination was accessed by 39 per cent of service users and represented six per cent of the Commission's budget. A further four per cent of the Commission's budget was provided to service users via LAC Direct Consumer Funding.



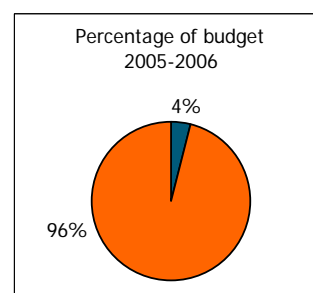
* The average cost per service user for 2004-2005 has been recalculated retrospectively to adjust for miscoding of data.

Service 4: Strategic Coordination Average Cost Per Strategic Project

The Strategic Coordination Service includes the monitoring of progress by public authorities in implementing disability access and inclusion plans and improving access; data collection and monitoring of population trends to identify issues which impact on people with disabilities and their carers and inform the development of government policies and programs; policy development; monitoring the standards and quality of services; community education and disability awareness strategies; and advocacy and information.

As the work conducted within this service enhances the environment for all Western Australians with disabilities, the costs are measured against the total number of strategic coordination projects and activities.

The average cost of Strategic Coordination per project increased by 10 per cent since the previous year, and is 19 per cent above the target. This increase is partly due to a number of one-off grants that were administered under this



Appendix 1 — Performance Indicators

Service including grants to service providers to assist with on-line reporting of the Annual Client and Service Data Collection, grants to non-government agencies for projects supporting the implementation of the Commission's new Strategic Plan and a range of sector development grants. Strategic Coordination represents four per cent of the Commission's budget.

2. Financial Statements

CERTIFICATION OF FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2006

The accompanying Financial Statements of the Disability Services Commission have been prepared in compliance with the provisions of the *Financial Administration and Audit Act 1985* from proper accounts and records to present fairly the financial transactions for the financial year ending 30 June 2006 and the financial position as at 30 June 2006.

At the date of signing, we are not aware of any circumstances which would render any particulars included in the Financial Statements misleading or inaccurate.


Barry MacKinnon
CHAIRPERSON
DISABILITY SERVICES COMMISSION BOARD


Bruce Langoulant
BOARD MEMBER, CHAIRPERSON OF THE BOARD AUDIT
AND RISK MANAGEMENT COMMITTEE
DISABILITY SERVICES COMMISSION BOARD


Denis Ramanah
CHIEF FINANCE OFFICER

21 August 2006

OPINION OF THE AUDITOR GENERAL



AUDITOR GENERAL

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

DISABILITY SERVICES COMMISSION FINANCIAL STATEMENTS AND PERFORMANCE INDICATORS FOR THE YEAR ENDED 30 JUNE 2006

Audit Opinion

In my opinion,

- (i) the financial statements are based on proper accounts and present fairly the financial position of the Disability Services Commission at 30 June 2006 and its financial performance and cash flows for the year ended on that date. They are in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia and the Treasurer's Instructions;
- (ii) the controls exercised by the Commission provide reasonable assurance that the receipt, expenditure and investment of moneys, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions; and
- (iii) the key effectiveness and efficiency performance indicators of the Commission are relevant and appropriate to help users assess the Commission's performance and fairly represent the indicated performance for the year ended 30 June 2006.

Scope

The Board is responsible for keeping proper accounts and maintaining adequate systems of internal control, for preparing the financial statements and performance indicators, and complying with the Financial Administration and Audit Act 1985 (the Act) and other relevant written law.

The financial statements consist of the Income Statement, Balance Sheet, Statement of Changes in Equity, Cash Flow Statement, and the Notes to the Financial Statements.

The performance indicators consist of key indicators of effectiveness and efficiency.

Summary of my Role

As required by the Act, I have independently audited the accounts, financial statements and performance indicators to express an opinion on the financial statements, controls and performance indicators. This was done by testing selected samples of the evidence. Further information on my audit approach is provided in my audit practice statement. Refer "<http://www.audit.wa.gov.au/pubs/Audit-Practice-Statement.pdf>".

An audit does not guarantee that every amount and disclosure in the financial statements and performance indicators is error free. The term "reasonable assurance" recognises that an audit does not examine all evidence and every transaction. However, my audit procedures should identify errors or omissions significant enough to adversely affect the decisions of users of the financial statements and performance indicators.

A handwritten signature in blue ink, appearing to read 'John Doyle'.

JOHN DOYLE
ACTING AUDITOR GENERAL
1 September 2006

Disability Services Commission
Income Statement
For the year ended 30 June 2006

| | Notes | 2006 \$'000 | 2005 \$'000 |
|---|-------|----------------|----------------|
| COST OF SERVICES | | | |
| Expenses | | | |
| Employee benefits expenses | 3 | 95,921 | 89,250 |
| Supplies and services | 4 | 16,120 | 16,567 |
| Depreciation and amortisation expense | 5 | 2,544 | 2,129 |
| Finance costs | 6 | 441 | 488 |
| Accommodation expenses | 7 | 8,083 | 7,925 |
| Expenditure on Services Provided by Funded Agencies | | 163,597 | 147,206 |
| Individual Funding & Other Grants | | 15,167 | 15,387 |
| Capital user charge | 8 | 1,122 | 199 |
| Loss on disposal of non-current assets | 13 | 14 | 75 |
| Other expenses | 9 | 2,423 | 2,443 |
| Total Cost of Services | | 305,432 | 281,669 |
| Income | | | |
| Revenue | | | |
| User charges and fees | 10 | 5,911 | 5,699 |
| Commonwealth grants and contributions | 11 | 48,605 | 45,812 |
| Other revenues | 12 | 3,862 | 2,500 |
| Total Revenue | | 58,378 | 54,011 |
| Gain | | | |
| Gain on disposal of non-current assets | 13 | | 85 |
| Total Gains | | - | 85 |
| Total income other than income from State Government | | 58,378 | 54,096 |
| NET COST OF SERVICES | | 247,054 | 227,573 |
| INCOME FROM STATE GOVERNMENT | 14 | | |
| Service Appropriation | | 244,594 | 227,084 |
| Liabilities assumed by the Treasurer | | 534 | - |
| Resources received free of charge | | 753 | 761 |
| Total income from State Government | | 245,881 | 227,845 |
| SURPLUS/(DEFICIT) FOR THE PERIOD | | (1,173) | 272 |

See also note 35 'Schedule of Income and Expenses by Service'.

The Income Statement should be read in conjunction with the accompanying notes.

Appendix 2 — Financial Statements

| Disability Services Commission Balance Sheet As at 30 June 2006 | | | |
|--|-------|----------------|----------------|
| | Notes | 2006 \$'000 | 2005 \$'000 |
| ASSETS | | | |
| Current Assets | | | |
| Cash and cash equivalents | 26 | 1,016 | 80 |
| Restricted cash and cash equivalents | 15,26 | 994 | 2,300 |
| Receivables | 16 | 2,090 | 1,501 |
| Amounts receivable for services | 17 | 4,080 | 782 |
| Total Current Assets | | 8,180 | 4,663 |
| Non-Current Assets | | | |
| Amounts receivable for services | 17 | 5,529 | 6,564 |
| Property, Plant and Equipment | 18 | 39,616 | 35,606 |
| Intangible Assets | 19 | 251 | 426 |
| Work in Progress | | 5,947 | 5,323 |
| Leasehold Improvements | | 4,896 | 1,999 |
| Total Non-Current Assets | | 56,239 | 49,918 |
| TOTAL ASSETS | | 64,419 | 54,581 |
| LIABILITIES | | | |
| Current Liabilities | | | |
| Payables | 21 | 1,357 | 1,905 |
| Borrowings | 22 | 511 | 511 |
| Provisions | 23 | 17,805 | 16,437 |
| Other Current Liabilities | 24 | 1,829 | 714 |
| Total Current Liabilities | | 21,502 | 19,567 |
| Non-Current Liabilities | | | |
| Borrowings | 22 | 5,858 | 5,794 |
| Provisions | 23 | 6,199 | 6,171 |
| Total Non-Current Liabilities | | 12,057 | 11,965 |
| Total Liabilities | | 33,559 | 31,532 |
| NET ASSETS | | 30,860 | 23,049 |
| EQUITY | 25 | | |
| Contributed Equity | | 15,883 | 11,704 |
| Reserves | | 44,851 | 40,046 |
| Accumulated Surplus /(Deficiency) | | (29,874) | (28,701) |
| TOTAL EQUITY | | 30,860 | 23,049 |

| Disability Services Commission Statement of Changes in equity For the year ended 30 June 2006 | | | |
|--|-------|----------------|----------------|
| | Notes | 2006 \$'000 | 2005 \$'000 |
| Balance of equity at start of period | 37 | 23,049 | 16,094 |
| CONTRIBUTED EQUITY | | | |
| Balance at start of period | 25 | 11,704 | 8,780 |
| Capital Contribution | | 4,179 | 2,763 |
| Other Contribution by owners | | - | 161 |
| Balance at end of period | | 15,883 | 11,704 |
| RESERVES | | | |
| Asset Revaluation Reserve | | | |
| Balance at start of period | 25 | 40,046 | 36,287 |
| Gains/(losses) from asset revaluation | | 4,805 | 3,759 |
| Balance at end of period | | 44,851 | 40,046 |
| ACCUMULATED SURPLUS (RETAINED EARNINGS) | | | |
| Balance at start of period | 25 | (28,701) | (28,973) |
| Surplus/(deficit) for the period | | (1,173) | 272 |
| Balance at end of period | | (29,874) | (28,701) |
| Balance of equity at end of period | | 30,860 | 23,049 |
| Total income and expense for the period | | 3,632 | 4,031 |

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

Disability Services Commission
Cash Flow Statement
For the year ended 30 June 2006

| | | 2006 \$'000 Inflows (Outflows) | 2005 \$'000 Inflows (Outflows) |
|---|--------------|---|---|
| | Notes | | |
| CASH FLOWS FROM STATE GOVERNMENT | | | |
| Service Appropriation | | 241,549 | 224,409 |
| Capital Contributions | | 4,179 | 2,763 |
| Holding Account Drawdowns | | 782 | 614 |
| Net cash provided by State Government | | 246,510 | 227,786 |
| Utilised as follows: | | | |
| CASH FLOWS FROM OPERATING ACTIVITIES | | | |
| Payments | | | |
| Employee benefits | | (92,184) | (87,775) |
| Payments for Services Provided by Funded Agencies | | (163,597) | (147,206) |
| Individual Funding & Other Grants | | (15,167) | (15,387) |
| Supplies and services | | (24,674) | (26,828) |
| Capital User Charge | | (1,122) | (199) |
| Finance costs | | (478) | (488) |
| GST payments on purchases | | (18,363) | (16,492) |
| GST Payments to taxation authority | | (87) | (160) |
| Other payments | | (2,423) | (1,934) |
| Receipts | | | |
| Commonwealth grants and contributions | | 48,605 | 45,812 |
| Sale of goods and services | | 5,879 | 6,091 |
| GST receipts on sales | | 95 | 145 |
| GST receipts from taxation authority | | 18,019 | 16,068 |
| Other receipts | | 3,877 | 2,730 |
| Net Cash provided by/(used in) operating activities | 26 | (241,620) | (225,623) |
| CASH FLOWS FROM INVESTING ACTIVITIES | | | |
| Purchase of non-current physical assets | | (5,324) | (4,082) |
| Proceeds from the sale of non-current physical assets | | | 219 |
| Net cash provided by/(used in) investing activities | | (5,324) | (3,863) |
| CASH FLOWS FROM FINANCING ACTIVITIES | | | |
| Proceeds from borrowings | | 575 | - |
| Repayment of borrowings | | (511) | (511) |
| Net Cash provided by/(used in) by financing activities | | 64 | (511) |
| Net increase/(decrease) in cash and cash equivalents | | (370) | (2,211) |
| Cash and Cash equivalents at the beginning of period | | 2,380 | 4,591 |
| CASH AND CASH EQUIVALENTS AT THE END OF PERIOD | 26 | 2,010 | 2,380 |

Appendix 2 — Financial Statements

DISABILITY SERVICES COMMISSION NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2006

1. First time adoption of Australian equivalents to International Financial Reporting Standards

General

This is the Commission's first published financial statements prepared under Australian equivalents to International Financial Reporting Standards (AIFRS).

Accounting Standard AASB 1 'First-time Adoption of Australian Equivalents to International Financial Reporting Standards' has been applied in preparing these financial statements. Until 30 June 2005, the financial statements of the Commission had been prepared under the previous Australian Generally Accepted Accounting Principles (AGAAP).

The Australian Accounting Standards Board (AASB) adopted the Standards of the International Accounting Standards Board (IASB) for application to reporting periods beginning on or after 1 January 2005 by issuing AIFRS which comprise a Framework for the Preparation and Presentation of Financial Statements, Accounting Standards and the Urgent Issue Group (UIG) Interpretations.

In accordance with the option provided by AASB 1 paragraph 36A and exercised by Treasurer's Instruction 1101 **Application of Australian Accounting Standards and Other Pronouncements**, financial instrument information prepared under AASB 132 and AASB 139 will apply from 1 July 2005 and consequently comparative information for financial instruments is presented on the previous AGAAP basis. All other comparative information is prepared under the AIFRS basis.

Early adoption of standards

Reconciliations explaining the transition to AIFRS as at 1 July 2004 and 30 June 2005 are provided at note 37, 'Reconciliations explaining the transition to AIFRS'.

2. Summary of significant accounting policies

(a) General Statement

The financial statements constitute a general purpose financial report which has been prepared in accordance with the Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Standards Board as applied by the Treasurer's Instructions. Several of these are modified by the Treasurer's Instructions to vary application, disclosure, format and wording.

The Financial Administration and Audit Act and the Treasurer's Instructions are legislative provisions governing the preparation of financial statements and take precedence over the Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board.

Where modification is required and has 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.

(b) Basis of Preparation

The financial statements have been prepared on the accrual basis of accounting using the historical cost convention, modified by the revaluation of land, buildings and infrastructure which have been measured at fair value.

The accounting policies adopted in the preparation of the financial statements have been consistently applied throughout all periods presented unless otherwise stated.

The financial statements are presented in Australian dollars rounded to the nearest thousand dollars (\$'000).

Appendix 2 — Financial Statements

(c) Reporting Entity

The reporting entity comprises the Commission.

(d) Contributed Equity

UIG Interpretation 1038 'Contributions by Owners Made to Wholly-Owned Public Sector Entities' requires transfers in the nature of equity contributions to be designated by the Government (the owner) as contributions by owners (at the time of, or prior to transfer) before such transfers can be recognised as equity contributions. Capital contributions (appropriations) have been designated as contributions by owners by T1955 'Contributions by Owners made to Wholly Owned Public Sector Entities and have been credited directly to Contributed Equity.

Transfer of net assets to/from other agencies are designated as Contributions by owners where the transfers are non-discretionary and non-reciprocal. See note 25 'Equity'

(e) Income

Revenue

Revenue is measured at the fair value of consideration received or receivable. Revenue is recognised for the major business activities as follows:

Sale of goods

Revenue is recognised from the sale of goods and disposal of other assets when the significant risks and rewards of ownership control transfer to the purchaser.

Rendering of services

Revenue is recognised on delivery of the service to the client or by reference to the stage of completion.

Service Appropriations

Service Appropriations are recognised as revenues at nominal value in the period in which the Commission gains control of the appropriated funds. The Commission gains control of appropriated funds at the time those funds are deposited to the bank account or credited to the holding account held at the Department of Treasury and Finance. (See note 14 Income from State Government).

Grants and donations

Revenue is recognised at fair value when the Commission obtains control over the assets comprising the contributions, usually when cash is received.

Where contributions recognised as revenues during the reporting period were obtained on the condition that they be expended in a particular manner or used over a particular period, and those conditions were undischarged as at the reporting date, the nature of, and amounts pertaining to, those undischarged conditions are disclosed in the notes.

Gains

Gains may be realised or unrealised and are usually recognised on a net basis. These include gains arising on the disposal of non-current assets and some revaluations of non-current assets.

(f) Borrowing Costs

Borrowing costs are expensed when incurred.

(g) Property, Plant and Equipment and Infrastructure

Capitalisation/Expensing of Assets

Items of property, plant and equipment and infrastructure costing over \$1,000 are recognised as assets and the cost of utilising assets is expensed (depreciated) over their useful lives. Items of property, plant and equipment and infrastructure costing less than \$1,000 are immediately expensed direct to the Income Statement (other than where they form part of a group of similar items which are significant in total).

Appendix 2 — Financial Statements

Initial recognition and measurement

All items of property, plant and equipment and infrastructure are initially recognised at cost.

For items of property, plant and equipment acquired at no cost or for nominal cost, the cost is their fair value at the date of acquisition.

Subsequent measurement

After recognition as an asset, the revaluation model is used for the measurement of land and buildings and infrastructure and the cost model for all other property, plant and equipment. Land and buildings are carried at fair value less accumulated depreciation on buildings and infrastructure and accumulated impairment losses. All other items of property, plant and equipment are stated at historical cost less accumulated depreciation and accumulated impairment losses.

Where market evidence is available, the fair value of land and buildings is determined on the basis of current market buying 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.

Where market evidence is not available, the fair value of land and buildings is determined on the basis of existing use. This normally applies where buildings are specialised or where land use is restricted. Fair value for existing use assets is determined by reference to the cost of replacing the remaining future economic benefits embodied in the asset, ie. the depreciated replacement cost. Where the fair value of buildings is dependent on using the depreciated replacement cost, the gross carrying amount and the accumulated depreciation are restated proportionately.

The revaluation of the Commission's land and buildings is provided independently on an annual basis by the Department of Land Information (Valuation Services) and John Stranger Partnerships respectively.

When buildings are revalued, the accumulated depreciation is eliminated against the gross carrying amount of the asset and the net amount restated to the revalued amount.

The most significant assumptions in estimating fair value are made in assessing whether to apply the existing use basis to assets. Professional judgement by the valuer is required where the evidence does not provide a clear distinction between market type assets and existing use assets.

Refer to note 18 'Property, plant and equipment'.

Depreciation

All non-current assets 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.

Land is not depreciated. Depreciation on other assets is calculated using the straight line method, using rates which are reviewed annually. Estimated useful lives for each class of depreciable asset are:

| | |
|--|----------|
| Buildings | 40 years |
| Computing, office and Other Equipment | 5 years |
| Medical Equipment, Plant and Machinery | 10 years |
| Motor vehicles (modified) | 13 years |

(h) Intangible Assets

Capitalisation/Expensing of assets

Acquisitions of intangible assets costing over \$1,000 and internally generated intangible assets costing over \$5,000 are capitalised. The cost of utilising the assets is expensed (amortised) over their useful life. Costs incurred below these thresholds are immediately expensed directly to the Income Statement.

All acquired and internally developed intangible assets are initially recognised at cost. For assets acquired at no cost or for nominal consideration, the cost is their fair value at the date of acquisition.

Appendix 2 — Financial Statements

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

The carrying amount of intangible assets is reviewed for impairment annually, when the asset is not yet in use, or more frequently when an indicator of impairment arises during the reporting year indicating that the carrying value may not be recoverable.

Amortisation for intangible assets with finite useful lives is calculated for the period of the expected benefit (estimated useful life) on the straight line basis using rates which are reviewed annually. All intangible assets controlled by the Commission have a finite useful life and zero residual value. The expected useful lives for each class of intangible asset are:

| | |
|----------|---------|
| Software | 5 years |
|----------|---------|

Computer Software

Software that is an integral part of the related hardware is treated as property, plant and equipment. Software that is not an integral part of the related hardware is treated as an intangible asset. Software costing less than \$1,000 is expensed in the year of acquisition.

Web site costs

Web site costs are charged as expenses when they are incurred unless they relate to the acquisition or development of an asset when they may be capitalised and amortised. Generally, costs in relation to feasibility studies during the planning phase of a web site, and ongoing costs of maintenance during the operating phase are expensed. Costs incurred in building or enhancing a web site, to the extent that they represent probable future economic benefits that can be reliably measured, are capitalised.

(i) Impairment of Assets

Property, plant and equipment, infrastructure and intangible assets are tested for any indication of impairment at each reporting date. 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 written down to the recoverable amount and an impairment loss is recognised. As the Commission is a not-for-profit entity, unless an asset has been identified as a surplus asset, the recoverable amount is the higher of an asset's fair value less costs to sell and depreciated replacement cost.

The risk of impairment is generally limited to circumstances where an asset's depreciation is materially understated or where the replacement cost is falling. Each relevant class of assets is reviewed annually to verify that the accumulated depreciation/amortisation reflects the level of consumption or expiration of asset's future economic benefits and to evaluate any impairment risk from falling replacement costs.

Intangible assets with an indefinite useful life and intangible assets not yet available for use are tested for impairment at each reporting date irrespective of whether there is any indication of impairment.

The recoverable amount of assets identified as surplus assets is the higher of fair value less costs to sell and the present value of future cash flows expected to be derived from the asset. Surplus assets carried at fair value have no risk of material impairment where fair value is determined by reference to market evidence. Where fair value is determined by reference to depreciated replacement cost, surplus assets are at risk of impairment and the recoverable amount is measured. Surplus assets at cost are tested for indications of impairments at each reporting date.

Refer to note 20 'Impairment of assets' for the outcome of impairment reviews and testing.

Refer also to note 2(o) 'Receivables' and note 16 'Receivables' for impairment of receivables.

(j) Leases

The Disability Services Commission has entered into a number of operating lease arrangements for its motor vehicle fleet and building leases where the lessor effectively retains all of the risks and benefits incident to ownership of the items held under the operating leases. Equal instalments of the lease payments are charged to the Statement of Financial Performance over the lease term as this is representative of the pattern of benefits derived from the leased property.

Appendix 2 — Financial Statements

The Commission has no finance lease commitments.

(k) Financial Instruments

The Commission has two categories of financial instrument:

- Loans and receivables (cash and cash equivalents, receivables); and
- Non-trading financial liabilities (payables).

Initial recognition and measurement of financial instruments is at fair value which normally equates to the transaction cost or the face value. Subsequent measurement is at amortised cost using the effective interest method.

The fair value of short-term receivables and payables is the transaction cost or the face value because there is no interest rate applicable and subsequent measurement is at amortised cost using the effective interest method.

(l) Cash and Cash Equivalents

For the purpose of the Cash Flow Statement, cash and cash equivalent (and restricted cash and cash equivalent) assets comprise cash on hand.

(m) Accrued Salaries

Accrued salaries (see note 24 'Other liabilities') represent the amount due to staff but unpaid at the end of the financial year, as the pay date for the last pay period for that financial year does not coincide with the end of the financial year. Accrued salaries are settled within a fortnight of the financial year end. The Commission considers the carrying amount of accrued salaries to be equivalent to its net fair value.

(n) Amounts Receivable for Services (Holding Account)

The Commission receives funding on an accrual basis that recognises the full annual cash and non-cash cost of services. The appropriations are paid partly in cash and partly as an asset (Holding Account receivable) that is accessible on the emergence of the cash funding requirement to cover items such as leave entitlements and asset replacement.

See also note 14 'Income from State Government' and note 17 'Amounts receivable for services'.

(o) Receivables

Receivables are recognised and carried at original invoice amount less any allowance for any uncollectible amounts (i.e. impairment). The collectability of receivables is reviewed on an ongoing basis and any receivables identified as uncollectible are written-off. The allowance for uncollectible amounts (doubtful debts) is raised when there is objective evidence that the Commission will not be able to collect the debts. The carrying amount is equivalent to fair value as it is due for settlement within 30 days. See note 2(k) 'Financial Instruments' and note 16 'Receivables'.

(p) Payables

Payables are recognised at the amounts payable when the Commission 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 they are generally settled within 60 days. See note 2(k) 'Financial Instruments' and note 21 'Payables'.

Borrowings

All loans are initially recognised at cost, being the fair value of the net proceeds received. Subsequent measurement is at amortised cost using the effective interest rate method. See note 2(k) 'Financial Instruments' and note 22 'Borrowings'.

(q) Provisions

Provisions are liabilities of uncertain timing and amount and are recognised where there is a present legal, equitable or constructive obligation as a result of a past event and when the outflow of economic benefits is probable and can be measured reliably. Provisions are reviewed at each balance sheet reporting date. See note 23 'Provisions'.

Appendix 2 — Financial Statements

(i) Provisions - Employee Benefits

Annual Leave and Long Service Leave

The liability for annual and long service leave expected to be settled within 12 months after the end of the reporting date is recognised and measured at the undiscounted amounts expected to be paid when the liabilities are settled. Annual and long service leave expected to be settled more than 12 months after the end of the reporting date is measured at the present value of amounts expected to be paid when the liabilities are settled. Leave liabilities are in respect of services provided by employees up to the reporting date.

When assessing expected future payments consideration is given to expected future wage and salary levels including non-salary components such as employer superannuation contributions. In addition, the long service leave liability also considers the experience of employee departures and periods of service.

The expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity that match, as closely as possible, the estimated future cash outflows.

All annual leave and unconditional long service leave provisions are classified as current liabilities as the Commission does not have an unconditional right to defer settlement of the liability for at least 12 months after the reporting date.

(ii) Provisions – Other

Employment On-Costs

Employment on-costs, including worker's 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 expenses' and are not included as part of the Commission's 'Employee benefits expense'. The related liability is included in 'Employment on-costs provision'. See note 9 'Other expenses' and notes 23 and 24 'Provisions'.

(r) Superannuation Expense

The following elements are included in calculating a superannuation expense in the Income Statement:

- (a) Defined benefit plans - Change in the unfunded employer's liability assumed by the Treasurer in respect of current employees who are members of the Pension Scheme and current employees who accrued a benefit on transfer from that Scheme to the Gold State Superannuation Scheme (GSS); and
- (b) Defined contribution plans - Employer contributions paid to the GSS and the West State Superannuation Scheme (WSS).

Defined benefit plans - in order to reflect the true cost of services, the movements in the liabilities in respect of the Pension Scheme and the GSS transfer benefits are recognised as expenses. As these liabilities are assumed by the Treasurer (refer note 2(q)(i)), a revenue titled 'Liabilities assumed by the Treasurer' equivalent to the expense is recognised under Income from State Government in the Income Statement (See note 14 'Income from State Government').

(t) Resources Received Free of Charge or for Nominal Cost

Resources received free of charge or for nominal cost that can be reliably measured are recognised as revenues and as assets or expenses as appropriate at fair value.

Comparative figures

Comparative figures have been restated on the AIFRS basis except for financial instruments which have been prepared under the previous AGAAP Australian Accounting Standard AAS33 'Presentation and Disclosure of Financial Instruments'. The transition date to AIFRS for financial instruments is 1 July 2005 in accordance with the exemption allowed under AASB 1, paragraph 36A and Treasurer's Instruction 1101.

Appendix 2 — Financial Statements

3. Employee benefits expense

| | 2006 \$'000 | 2005 \$'000 |
|--|----------------|----------------|
| Wages and salaries | 74,000 | 69,110 |
| Superannuation – defined contribution plans (West State) | 5,659 | 5,386 |
| Superannuation – defined benefit plans (Gold State) | 2,493 | 2,451 |
| Long service leave | 2,225 | 2,438 |
| Annual and other Leave | 11,544 | 9,865 |
| | <u>95,921</u> | <u>89,250</u> |

Employment on-costs such as workers' compensation insurance are included at note 9 'Other Expenses'. The employment on-costs liability is included at note 23 'Provisions'.

4. Supplies and services

| | | |
|-----------------------------|---------------|---------------|
| Communications | 1,205 | 1,272 |
| Consultants and contractors | 7,996 | 7,515 |
| Consumables | 4,861 | 6,015 |
| Repairs and maintenance | 443 | 346 |
| Travel | 682 | 626 |
| Other | 933 | 793 |
| | <u>16,120</u> | <u>16,567</u> |

5. Depreciation and amortisation expense

Depreciation

| | | |
|---------------------|--------------|--------------|
| Buildings | 731 | 568 |
| Plant and Machinery | 159 | 98 |
| Computer Equipment | 837 | 691 |
| Medical Equipment | 42 | 41 |
| Motor Vehicle | 5 | 5 |
| Office Equipment | 67 | 79 |
| | <u>1,841</u> | <u>1,482</u> |

Total depreciation

| | |
|--------------|--------------|
| <u>1,841</u> | <u>1,482</u> |
|--------------|--------------|

Amortisation

| | | |
|------------------------|------------|------------|
| Intangible assets | 186 | 173 |
| Leasehold Improvements | 517 | 474 |
| Total amortisation | <u>703</u> | <u>647</u> |

Total depreciation and amortisation

| | |
|--------------|--------------|
| <u>2,544</u> | <u>2,129</u> |
|--------------|--------------|

6. Finance costs

| | | |
|---------------|------------|------------|
| Interest paid | 441 | 488 |
| | <u>441</u> | <u>488</u> |

7. Accommodation expenses

| | | |
|-------------------------|--------------|--------------|
| Lease rentals | 6,899 | 6,547 |
| Repairs and maintenance | 835 | 1,128 |
| Cleaning | 182 | 176 |
| Other | 167 | 74 |
| | <u>8,083</u> | <u>7,925</u> |

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8. Capital User Charge

| | 2006 \$'000 | 2005 \$'000 |
|---------------------|----------------|----------------|
| Capital user charge | 1,122 | 199 |
| | <u>1,122</u> | <u>199</u> |

The Government applies a levy for the use of its capital for the delivery of services. It is applied at 8% per annum on the net assets of the Commission, excluding exempt assets, and is paid to the Department of Treasury and Finance quarterly.

9. Other expenses

| | | |
|------------------------------------|--------------|--------------|
| Insurance | 435 | 501 |
| Employment on-costs ^(a) | 1,979 | 1,934 |
| Other | 9 | 8 |
| | <u>2,423</u> | <u>2,443</u> |

(a) Includes workers' compensation insurance and other employment on-costs. The on-costs liability associated with the recognition of annual and long service leave liability is included at note 23 'Provisions'. Superannuation contributions accrued as part of the provision for leave are employee benefits and are not included in employment on-costs.

10. User charges and fees

| | | |
|-------------------|--------------|--------------|
| Board and Lodging | 5,911 | 5,699 |
| | <u>5,911</u> | <u>5,699</u> |

11. Commonwealth grants and contributions

| | | |
|---|---------------|---------------|
| Commonwealth State Territory Disability Agreement | 48,344 | 45,673 |
| Other | 261 | 139 |
| | <u>48,605</u> | <u>45,812</u> |

12. Other revenue

| | | |
|---|--------------|--------------|
| Sundry Revenue | 3,361 | 2,341 |
| Executive Vehicle Scheme Contribution | 53 | 56 |
| Sale of Publications | 1 | 3 |
| Government Employee Housing Authority – Employee Contribution | 36 | 36 |
| Transport of Clients | 31 | 42 |
| Recoups from Service Providers | 380 | 22 |
| | <u>3,862</u> | <u>2,500</u> |

13. Net gain/(loss) on disposal of non-current assets

| | | |
|---|-------------|-----------|
| <u>Cost of Disposal of Non-Current Assets</u> | | |
| Land, Buildings, Plant and equipment | 229 | 209 |
| <u>Proceeds from disposal of Non-Current Assets</u> | | |
| Land, Buildings, Plant and equipment | 215 | 219 |
| Net gain/(loss) | <u>(14)</u> | <u>10</u> |

Appendix 2 — Financial Statements

14. Income from State Government

| | 2006 \$'000 | 2005 \$'000 |
|---|----------------|----------------|
| Appropriation received during the year: | | |
| Service Appropriation ^(a) | 244,594 | 227,084 |
| | <hr/> 244,594 | <hr/> 227,084 |
| The following liabilities have been assumed by the treasurer during the financial year: | | |
| -Superannuation ^(b) | 534 | - |
| Total liabilities assumed by the Treasurer | <hr/> 534 | <hr/> - |
| Resources received free of charge ^(c) | | |
| Determined on the basis of the following estimates provided by agencies: | | |
| Health Department | 490 | 480 |
| Crown Solicitor Office | 36 | 52 |
| Department of Treasury and Finance | 227 | 229 |
| | <hr/> 753 | <hr/> 761 |
| | <hr/> 245,881 | <hr/> 227,845 |

- (a) Service appropriations are accrual amounts reflecting the net cost of services delivered. The appropriation revenue comprises a cash component and a receivable (asset). The receivable (holding account) comprises the depreciation expense for the year and any agreed increase in leave liability during the year.
- (b) The assumption of the superannuation liability by the Treasurer is a notional income to match the notional superannuation expense reported in respect of current employees who are members of the Pension Scheme and current employees who have a transfer benefit entitlement under the Gold State Superannuation Scheme (The notional superannuation expense is disclosed at note 3 'Employee Benefits Expense').
- (c) Where assets or services have been received free of charge or for nominal cost, the Commission recognises revenues (except where the contributions of assets or services are in the nature of contributions by owners in which case the Commission shall make a direct adjustment to equity) equivalent to the fair value of the assets and/or the fair value of those services that can be reliably determined and which would have been purchased if not donated, and those fair values shall be recognised as assets or expenses, as applicable.

15. Restricted cash and cash equivalents

Restricted cash mainly reflects funds set aside for 27th pay period in future year, staff deferred salary scheme, donations for specific purposes and other minor projects of a restricted nature.

16. Receivables

| | | |
|---|-------------|-------------|
| Current | | |
| Worker's Compensation Recoup | 62 | 110 |
| Board and Lodging | 91 | 59 |
| Sundry Debtors | 475 | 301 |
| Provision for impairment of receivables | (103) | (131) |
| GST receivable | 1,274 | 938 |
| | <hr/> 1,799 | <hr/> 1,277 |
| Prepayments | 291 | 224 |
| | <hr/> 291 | <hr/> 224 |
| | <hr/> 2,090 | <hr/> 1,501 |

See also note 2(o) 'Receivables' and note 30 'Financial instruments'

Appendix 2 — Financial Statements

17. Amounts receivable for services

| | 2006 \$'000 | 2005 \$'000 |
|-------------|----------------|----------------|
| Current | 4,080 | 782 |
| Non-current | 5,529 | 6,564 |
| | <u>9,609</u> | <u>7,346</u> |

Represents the non-cash component of service appropriations (see note 2(o) 'Amounts receivable for services (Holding Account)'). It is restricted in that it can only be used for asset replacement or payment of leave liability.

18. Property, Plant and Equipment

Freehold Land

| | | |
|-------------------|---------------|--------------|
| At fair value (a) | 12,492 | 9,739 |
| | <u>12,492</u> | <u>9,739</u> |

Buildings

| | | |
|-------------------|---------------|---------------|
| At fair value (b) | 23,218 | 21,620 |
| | <u>23,218</u> | <u>21,620</u> |

Motor vehicles

| | | |
|--------------------------|-----------|-----------|
| At cost | 68 | 68 |
| Accumulated depreciation | (15) | (10) |
| | <u>53</u> | <u>58</u> |

Computing Equipment

| | | |
|--------------------------|--------------|--------------|
| At cost | 5,045 | 4,437 |
| Accumulated depreciation | (2,390) | (1,553) |
| | <u>2,655</u> | <u>2,884</u> |

Medical Equipment

| | | |
|--------------------------|------------|------------|
| At cost | 597 | 563 |
| Accumulated depreciation | (370) | (327) |
| | <u>227</u> | <u>236</u> |

Plant and Machinery

| | | |
|--------------------------|------------|------------|
| At cost | 1,497 | 1,459 |
| Accumulated depreciation | (685) | (542) |
| | <u>812</u> | <u>917</u> |

Office and other equipment

| | | |
|--------------------------|---------------|---------------|
| At cost | 674 | 602 |
| Accumulated depreciation | (515) | (450) |
| | <u>159</u> | <u>152</u> |
| | <u>39,616</u> | <u>35,606</u> |

- Freehold land was revalued as at 1 July 2005 by the Department of Land Information (Valuation Services). The valuations were performed during the year ended 30 June 2005 and recognised at 30 June 2006. The fair value was determined by reference to the market values.
- The valuation of buildings was performed in June 2006 in accordance with an independent valuation by John Stranger Partnerships. Fair value has been determined on the basis of written down replacement value.

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Reconciliation of the carrying amounts of property, plant and equipment and vehicles at the beginning and end of the reporting period are set out below.

| | Land | Buildings | Motor Vehicles | Computing Equipment | Medical Equipment | Plant & Machinery | Office Equipment |
|-----------------------------------|--------------|--------------|----------------|---------------------|-------------------|-------------------|------------------|
| 2006 | \$000 | \$000 | \$000 | \$000 | \$000 | \$000 | \$000 |
| Carrying amount at start of year | 9739 | 21,620 | 58 | 2,884 | 236 | 917 | 152 |
| Additions | | 502 | | 618 | 33 | 47 | 74 |
| Disposals | (150) | (75) | | (10) | | (8) | (1) |
| Depreciation | | (731) | (5) | (836) | (42) | (159) | (67) |
| Revaluation increments/decrements | 2,903 | 1,902 | | | | | |
| Transfers | | | | (7) | | 7 | |
| Depreciation on Disposals | | | | 6 | | 8 | 1 |
| Carrying amount at end of year | 12,492 | 23,218 | 53 | 2,655 | 227 | 812 | 159 |

| | Land | Buildings | Motor Vehicles | Computing Equipment | Medical Equipment | Plant & Machinery | Office Equipment |
|-----------------------------------|--------------|--------------|----------------|---------------------|-------------------|-------------------|------------------|
| 2005 | \$000 | \$000 | \$000 | \$000 | \$000 | \$000 | \$000 |
| Carrying amount at start of year | 9,068 | 18,350 | 63 | 2,328 | 202 | 509 | 206 |
| Additions | | 938 | | 1,263 | 75 | 506 | 29 |
| Disposals | (120) | (70) | | (540) | (3) | (5) | (170) |
| Depreciations | | (568) | (5) | (692) | (41) | (98) | (79) |
| Revaluation increments/decrements | 791 | 2,969 | | | | | |
| Transfers | | | | | | | |
| Depreciation on Disposals | | 1 | | 525 | 3 | 5 | 166 |
| Carrying amount at end of year | 9,739 | 21,620 | 58 | 2884 | 236 | 917 | 152 |

19. Intangible assets

| | 2006 \$'000 | 2005 \$'000 |
|----------------------------------|----------------|----------------|
| Computer software | | |
| At cost | 1,005 | 995 |
| Accumulated amortisation | (754) | (568) |
| | 251 | 427 |
| Reconciliation | | |
| Computer software | | |
| Carrying amount at start of year | 427 | 528 |
| Additions | 10 | 72 |
| Amortisation expense | (186) | (173) |
| Carrying amount at end of year | 251 | 427 |

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20. Impairment of assets

There were no indications of impairment of property, plant and equipment, infrastructure and intangible assets at 30 June 2006.

The Commission held no goodwill or intangible assets with an indefinite useful life during the reporting period and at reporting date there were no intangible assets not yet available for use.

21. Payables

| | 2006 \$'000 | 2005 \$'000 |
|----------------|----------------|----------------|
| Current | | |
| Trade payables | 1,357 | 1,905 |
| | <u>1,357</u> | <u>1,905</u> |

See also note 2(r) 'Payables' and note 30 'Financial instruments'.

22. Borrowings

| | | |
|-------------|--------------|--------------|
| Current | | |
| WATC Loan | 511 | 511 |
| | <u>511</u> | <u>511</u> |
| Non-current | | |
| WATC Loan | 5,858 | 5,794 |
| | <u>5,858</u> | <u>5,794</u> |

23. Provisions

Current

| | | |
|------------------------------|---------------|---------------|
| Employee benefits provision; | | |
| Annual leave | 7,736 | 6,953 |
| Long Service Leave | 4,379 | 3,953 |
| Accrued Days Off | 1,914 | 2,252 |
| Public Holidays | 1,842 | 1,499 |
| Employment on-costs | 1,902 | 1,756 |
| Days off in Lieu | 32 | 27 |
| | <u>17,805</u> | <u>16,437</u> |

Non-current

| | | |
|------------------------------|---------------|---------------|
| Employee benefits provision; | | |
| Long service leave | 5,635 | 5,610 |
| Employment on-costs | 564 | 561 |
| | <u>6,199</u> | <u>6,171</u> |
| | | - |
| | <u>24,004</u> | <u>22,608</u> |

Appendix 2 — Financial Statements

| 24. Other liabilities | 2006 \$'000 | 2005 \$'000 |
|------------------------------|----------------|----------------|
| Current | | |
| Accrued Expenses | 128 | 495 |
| Accrued Interest | 88 | 125 |
| Accrued Fringe Benefits Tax | 77 | 78 |
| Accrued Payroll | 1,489 | - |
| Accrued Utilities | 17 | 8 |
| Accrued Superannuation | 30 | 8 |
| Total Current | <u>1,829</u> | <u>714</u> |

25. Equity

Equity represents the residual interest in the net assets of the Commission. The Government holds the equity interest in the Commission on behalf of the community. The asset revaluation reserve represents that portion of equity resulting from the revaluation of non-current assets.

Contributed equity

| | | |
|--------------------------|--------|-------|
| Balance at start of year | 11,704 | 8,780 |
|--------------------------|--------|-------|

Contributions by owners

| | | |
|---|---------------|---------------|
| Capital contribution ^(a) | 4,179 | 2,763 |
| Assumption of Superannuation Liability by the Treasurer | - | 161 |
| Total contributions by owners | <u>4,179</u> | <u>2,924</u> |
| Balance at end of year | <u>15,883</u> | <u>11,704</u> |

(a) Capital Contributions (appropriations) and non-discretionary (non-reciprocal) transfers of net assets from other State government agencies have been designated as contributions by owners in Treasurer's Instruction TI 955 and are credited directly to equity.

Reserves

Asset revaluation reserve:

| | | |
|--|---------------|---------------|
| Balance at start of year | 40,046 | 36,287 |
| Net revaluation increments/(decrements): | | |
| Land and Buildings | 4,805 | 3,759 |
| Balance at end of year | <u>44,851</u> | <u>40,046</u> |

Accumulated surplus/(deficit) (Retained Earnings)

| | | |
|--------------------------|-----------------|-----------------|
| Balance at start of year | (28,701) | (28,973) |
| Result for the period | (1,173) | 272 |
| Balance at end of year | <u>(29,874)</u> | <u>(28,701)</u> |

Appendix 2 — Financial Statements

26. Notes to the Cash Flow Statement

2006
\$'000

2005
\$'000

(a) Reconciliation of cash

Cash at the end of the financial year as shown in the Cash Flow Statement is reconciled to the related items in the Balance Sheet as follows:

| | | |
|--|-------------|-------------|
| Cash and cash equivalents | 1,016 | 80 |
| Restricted cash and cash equivalents (refer to note 15) | 994 | 2,300 |
| | <hr/> 2,010 | <hr/> 2,380 |

(b) Reconciliation of net cost of services to net cash flows provided by/(used in) operating activities

| | | |
|--|-----------------|-----------------|
| Net cost of services | (247,054) | (227,573) |
| Non-cash items: | | |
| Depreciation and amortisation charge | 2,544 | 2,129 |
| Resource received free of charge | 753 | 761 |
| Adjustment for other non-cash items | 119 | 161 |
| Net (gain)/loss on sale of property, plant and equipment | 14 | 16 |
| (Increase)/ decrease in assets: | | |
| Current receivables (III) | (253) | 544 |
| Other current assets | - | 3,238 |
| Increase/ (decrease) in liabilities: | | |
| Current payables (III) | (548) | 233 |
| Current provisions | 3,815 | (877) |
| Other current liabilities | 1,115 | (4,693) |
| Non-current provisions | (1,789) | 877 |
| Net GST receipts/ (payments) (I) | | |
| Change in GST in receivables/payables (II) | (336) | (439) |
| Net cash provided by/ (used in) operating activities | <hr/> (241,620) | <hr/> (225,623) |

(I) This is the net GST paid/received, i.e. Cash transactions.

(II) This reverses out the GST in receivables and payables.

(III) Note that ATO receivable/payable in respect of GST and receivable/payable in respect of the sale/purchase of non-current assets are not included in these items as they are not reconciling items.

Appendix 2 — Financial Statements

27. Commitments

| | |
|--------|--------|
| 2006 | 2005 |
| \$'000 | \$'000 |

Non-cancellable operating lease commitments (Motor Vehicles)

Commitments for minimum lease payments are payable as follows:

| | | |
|--|--------------|--------------|
| Within 1 year | 1,719 | 1,334 |
| Later than 1 year and not later than 5 years | 1,601 | 605 |
| Later than 5 years | - | - |
| | <u>3,320</u> | <u>1,939</u> |

Non-cancellable operating lease commitments (Buildings)

| | | |
|--|--------------|--------------|
| Within 1 year | 2,163 | 1,859 |
| Later than 1 year and not later than 5 years | 5,375 | 4,858 |
| Later than 5 years | 230 | 740 |
| | <u>7,768</u> | <u>7,457</u> |

Properties:

| | Term | Renewal Options |
|------------------------------------|----------|-----------------|
| Joondalup House, Joondalup | 5 years | 3 + 3 years |
| The Avenue, Midland | 5 years | 3 + 3 years |
| Myaree | 10 years | 3+3+3 years |
| 146 – 160 Colin Street, West Perth | 10 years | 4+3+3 years |

The property lease is a non-cancellable lease with a minimum five year term, with rent payable monthly in advance. Contingent rent provisions within the lease agreement require that the minimum lease payments shall be reviewed in accordance with the lease agreement. An option exists to renew the lease at the end of the initial term.

28. Contingent liabilities and contingent assets

The Disability Services Commission has neither contingent liabilities nor assets.

Appendix 2 — Financial Statements

29. Explanatory statement

(i) Significant variations between estimates and actual results for the financial year

Details and reasons for significant variations between estimates and actual results are detailed below. Significant variations are considered to be those greater than 10% or \$500,000.

| | 2006 Actual \$'000 | 2006 Estimates \$'000 | Variance \$'000 |
|---|--------------------------|-----------------------------|--------------------|
| Employee benefits expenses | 95,921 | 94,350 | 1,571 |
| Supplies and services | 16,120 | 14,224 | 1,896 |
| Depreciation and amortisation expense | 2,544 | 2,191 | 353 |
| Finance costs | 441 | 561 | (120) |
| Accommodation expense | 8,083 | 8,254 | (171) |
| Expenditure on services provided by funded agencies | 163,597 | 161,821 | 1,776 |
| Individual Funding & Other Grants | 15,167 | 16,433 | (1,266) |
| Capital user charge | 1,122 | 1,083 | 39 |
| Loss on disposal of non-current assets | 14 | (80) | 94 |
| Other expenses | 2,423 | 2,632 | (209) |
| User charges and fees | 5,911 | 5,778 | 133 |
| Commonwealth grants and contributions | 48,605 | 48,978 | (373) |
| Other Revenues | 3,862 | 2,010 | 1,852 |
| Service Appropriation | 244,594 | 244,101 | 493 |
| Resources received free of charge | 753 | 605 | 148 |

Employee benefits expenses (Increase \$1.571m)

Increase reflects 4.5% wage increase back dated to 10 March 2006 and Actuarial Assessment of leave entitlements.

Supplies and Services (Increase \$1.896m)

Increase mainly represents contractors engaged to fill vacancies for positions that are to be transferred to the Office of Shared Services. Also reflects increase in IT software applications development.

Depreciation and Amortisation expense (Increase \$0.353m)

Increase reflects revaluation of DSC buildings, and capital works program.

Finance Costs (Decrease \$0.120m)

Represents reduction in expense to the Western Australian Treasury Corporation due to lower debt levels than anticipated.

Expenditure on services provided by funded agencies (Increase \$1.776m)

Represents one-off funding for access initiatives and recurrent shared management options that are progressively being transferred to the Non-Government sector.

Individual Funding and Other Grants (Decrease \$1.266m)

Variance represents "shared management" options that are progressively being transferred to the Non-Government sector.

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Loss on disposal of non-current assets (Increase \$0.094m)

Anticipated gain on sale of asset did not occur.

Other Revenues (Increase \$1.852m)

Reflects higher than expected recoup of funds from compensable clients, workers compensation and return of grants provided to Service Providers in prior years.

Service Appropriation (Increase \$0.493m)

| | |
|---|------------|
| Increase represents funding for: | \$'000 |
| Treasury adjustment | 290 |
| Depreciation – Accrual appropriation | 177 |
| Leave Liability – Accrual appropriation | 17 |
| DG Salary increase | 9 |
| | <u>493</u> |

Resources received free of charge (Increase \$0.148m)

Increase mainly reflects procurement services provided by the Department of Treasury and Finance.

(ii) Significant variations between actual revenues and expenditures for the financial year and revenues and expenditures for the immediately preceding financial year

Details and reasons for significant variations between actual results with the corresponding items of the preceding year are detailed below. Significant variations are considered to be those greater than 10% or \$500,000.

| | 2006 \$'000 | 2005 \$'000 | Variance \$'000 |
|---|----------------|----------------|--------------------|
| Employee benefits expenses | 95,921 | 89,250 | 6,671 |
| Supplies and services | 16,120 | 16,567 | (447) |
| Depreciation and amortisation expense | 2,544 | 2,129 | 415 |
| Finance costs | 441 | 488 | (47) |
| Accommodation expense | 8,083 | 7,925 | 158 |
| Expenditure on services provided by funded agencies | 163,597 | 147,206 | 16,391 |
| Individual Funding & Other Grants | 15,167 | 15,387 | (220) |
| Capital user charge | 1,122 | 199 | 923 |
| Loss on disposal of non-current assets | 14 | (10) | 24 |
| Other expenses | 2,423 | 2,443 | (20) |
| User charges and fees | 5,911 | 5,699 | 212 |
| Commonwealth grants and contributions | 48,605 | 45,812 | 2,793 |
| Other Revenues | 3,862 | 2,500 | 1,362 |
| Service Appropriation | 244,594 | 227,084 | 17,510 |
| Resources received free of charge | 753 | 761 | (8) |

Employee Benefits Expense (Increase \$6.671m)

Increase reflects a change in accounting policy that requires the recognition of salary on costs for annual leave. Increase also reflects impact of employee pay increase.

Supplies & Services (Decrease \$0.447m)

Decrease reflects reduction in one-off incontinence purchases and minor works in 2005.

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Depreciation and amortisation expense (Increase \$0.415m)

Increase reflects the revaluation of DSC buildings, and capital works program.

Expenditure on services provided by funded agencies (Increase \$16.391m)

Reflects State growth funding and growth under the Commonwealth CSTDA.

Capital user charge (Increase \$0.923m)

Increase reflects impact of revaluation of land and buildings.

Loss on disposal of non-current assets (Increase \$0.024m)

Anticipated sale of assets not realised over the year.

Commonwealth Grants and Contributions (Increase \$2.793m)

Increase represents funding for:

| | |
|--------------------------|--------------|
| Base Growth | 491 |
| Indexation | 945 |
| Respite for Older Carers | 1,235 |
| Indian Ocean Territory | 66 |
| Other | 56 |
| | <u>2,793</u> |

Other Revenues (Increase \$1,362m)

Reflects increased recoup of funds from compensable clients, workers compensation and return of grants provided to Service Providers in prior year.

Service Appropriation (Increase \$17,510m)

Increase in Funding for:

| | |
|--|---------------|
| Business Plan Initiatives | 11,256 |
| Viability – Direct Care Staff | 422 |
| Early Childhood intervention | 600 |
| Accommodation Support – Aged Carers Initiative | 1,400 |
| Cost Escalation | 3,123 |
| Salary and Wages | 1,454 |
| Indexation – Additional for grants | 1,187 |
| Capital User Charge | 971 |
| Accrual Appropriation | 371 |
| Other | 600 |
| | <u>21,384</u> |

Reduction in funding for:

| | |
|--|--------------|
| Purchase of Equipment for disabled individuals | 2,500 |
| Access to the Good Life | 600 |
| Procurement savings | 736 |
| EBA Increase 0.8% and 0.6% | 38 |
| | <u>3,874</u> |

| | |
|--------------|---------------|
| Net Increase | <u>17,510</u> |
|--------------|---------------|

30. Financial instruments

(a) Interest rate risk exposure

The following table details the Commission's exposure to interest rate risk as at the reporting date:

| | Weighted Average Effective Interest Rate % | Variable Interest Rate \$'000 | Fixed Interest Rate Maturity | | | Non Interest Bearing \$'000 | Total \$'000 |
|--------------------------------------|---|--|---------------------------------|---------------------------|-----------------------------------|--------------------------------------|-----------------|
| | | | Less than 1 year \$'000 | 1 to 5 years \$'000 | More than 5 years \$'000 | | |
| 2006 | | | | | | | |
| Financial Assets | | | | | | | |
| Cash and cash equivalents | - | - | - | | | 1,016 | 1,016 |
| Restricted Cash and cash equivalents | - | - | - | | | 994 | 994 |
| Accounts Receivable | - | - | - | | | 2,090 | 2,090 |
| | - | - | - | | | 4,100 | 4,100 |
| Financial Liabilities | | | | | | | |
| Accounts Payable | - | - | - | | | 1,357 | 1,357 |
| WATC | 7.19 | 6,369 | - | | | | 6,369 |
| | | 6,369 | - | | | 1,357 | 7,726 |
| 2005 | | | | | | | |
| Financial assets | | | | | | | |
| Cash and cash equivalents | - | - | - | | | 80 | 80 |
| Restricted cash | | | | | | 2,300 | 2,300 |
| Receivables | | | | | | 1,277 | 1,277 |
| | | | | | | 3,657 | 3,657 |
| Financial liabilities | | | | | | | |
| Payables | | | | | | 1,905 | 1,905 |
| WATC Loan | 7.46 | 6,305 | | | | | 6,305 |
| | 7.46 | 6,305 | | | | 1,905 | 8,210 |

Fair Values

The carrying amount of financial assets and financial liabilities recorded in the financial statements are not materially different from their net fair values, determined in accordance with the accounting policies disclosed in note 1 to the financial statement.

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31. Remuneration of members of the Accountable Authority and senior officers

Remuneration of Members of the Accountable Authority

The number of members of the Accountable Authority, whose total of fees, salaries, superannuation, non monetary benefits and other benefits for the financial year, fall within the following bands are:

| | <u>2006</u> | <u>2005</u> |
|----------------------|-------------|-------------|
| \$ 0 - \$10,000 | 6 | 7 |
| \$ 10,001 - \$20,000 | 2 | 1 |
| \$ 30,001 - \$40,000 | 1 | 1 |
| | 9 | 9 |

| | | |
|--|---------------|---------------|
| The total remuneration of the members of the Accountable Authority is: | \$'000 | \$'000 |
| | <u>92</u> | <u>88</u> |

The superannuation included here represents the superannuation expense incurred by the Commission in respect of members of the Accountable Authority.

No members of the Accountable Authority are members of the Pension Scheme.

Remuneration of Senior Officers

The number of senior officers other than senior officers reported as members of the Accountable Authority, whose total of fees, salaries superannuation, non-monetary benefits and other benefits for the financial year, fall within the following bands are:

| | <u>2006</u> | <u>2005</u> |
|-----------------------|-------------|-------------|
| \$ 80,001 - \$90,000 | 1 | - |
| \$120,001 - \$130,000 | 4 | 3 |
| \$130,001 - \$140,000 | 2 | 1 |
| \$150,001 - \$160,000 | - | 2 |
| \$230,001 - \$240,000 | 1 | 1 |
| | <u>8</u> | <u>7</u> |

| | | |
|---|---------------|---------------|
| The total remuneration of senior officers is: | \$'000 | \$'000 |
| | <u>1,082</u> | <u>1,056</u> |

The superannuation included here represents the superannuation expense incurred by the Commission in respect of Senior Officers other than senior officers reported as members of the Accountable Authority.

No Senior Officers are members of the Pension Scheme.

32. Remuneration of Auditor

Remuneration payable to the Auditor General for the financial year is as follows:

| | <u>2006</u> | <u>2005</u> |
|--|---------------|---------------|
| | \$'000 | \$'000 |
| Auditing the accounts, financial statements and performance indicators | <u>70</u> | <u>61</u> |

33. Affiliated Bodies

Funding provided to affiliated bodies

| Name of Organisation | 2006 \$'000 | 2005 \$'000 |
|--------------------------------|----------------|----------------|
| ACROD | 417 | 1,411 |
| Autism Association of WA | 5,442 | 4,303 |
| Belmont Districts F & I S A | 65 | 52 |
| Blind Citizens WA Inc. | - | 11 |
| Cerebral Palsy Association | - | 18,961 |
| Council of Funded Agencies | 10 | 192 |
| Crosslinks Inc | 1,512 | 1,305 |
| Development Disability Council | 167 | 158 |
| East Kimberley FSA. | 141 | 108 |
| ELBA | 1,000 | 673 |
| Family Planning WA | 343 | 334 |
| Get There | 107 | 104 |
| Goldfields Family Support | 289 | 247 |
| HeadWest Inc. | 247 | 198 |
| Heritage Individual & FSA | 227 | 174 |
| I.D. Entity | 9,868 | 9,621 |
| Independent Living Centre | 1,737 | 3,449 |
| Interchange | 638 | 556 |
| ISADD | 457 | 422 |
| Kalparrin Centre (PMH) | 136 | 120 |
| Kids' Camps Inc | 132 | 148 |
| Kimberley Community Living | 14 | 45 |
| KIRA | 444 | 425 |
| Landsdale FSA | 864 | 774 |
| Lifeplan Recreation & Leisure | 342 | 323 |
| Lower Great Southern CLA | 2,642 | 2,382 |
| Lower Great Southern FSA | 331 | 212 |
| Midlands F.S.A. | 80 | 82 |
| Midway Community Care | 487 | 448 |
| Midwest CLA | 393 | 72 |
| Midwest FSA | 181 | 95 |
| Mosaic (Gosnells/Armadale) | 2,481 | 1,965 |
| Multicare | 146 | 83 |
| My Place (WA) Pty Ltd | 7,200 | 6,220 |
| NASCHA | 655 | 624 |
| Noah's Ark Toy Library | 215 | 112 |
| Nulsen Haven | 10,002 | 9,072 |
| OPAL | 675 | 579 |
| Peel Community Living Assoc | 2,300 | 2,003 |
| PACT (People Actively Com.) | 321 | 362 |
| People with Disabilities | 348 | 315 |
| Pilbara FSA | 97 | 94 |
| Phylos Incorporated | 508 | 486 |
| PLEDG Projects | 156 | 131 |
| Recreation Network | 825 | 797 |
| Rocky Bay | 9,230 | 8,598 |
| SECCA. | 135 | 139 |
| South West FSA | 1,378 | 1,247 |

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| | 2006 \$'000 | 2005 \$'000 |
|-----------------------------------|----------------|----------------|
| Spectrum Counselling | 44 | 53 |
| Strive Warren Blackwood | 316 | 293 |
| Teenspirit Incorporated | 40 | 37 |
| Therapy Focus | 5,866 | 5,190 |
| Transition & Integration Services | 1,438 | 1,063 |
| Upper Great Southern FSA | 202 | 165 |
| Valued Independent People | 1,572 | 1,504 |
| Vemvane | 243 | 226 |
| WA Blue Sky Inc | 976 | 505 |
| West Kimberley FSA | 265 | 129 |

34. Supplementary Financial Information

Write-offs

| | | |
|--|-----|---|
| Debts due to the state written off during the financial year | Nil | 2 |
|--|-----|---|

Losses through Theft, Defaults and Other Causes

| | | |
|--|-----|-----|
| Losses of public moneys and public and other property through theft or default | Nil | Nil |
| Amount recovered | Nil | Nil |

Gifts of Public Property

| | | |
|---|-----|-----|
| Gifts of public property provided by the Commission | Nil | Nil |
|---|-----|-----|

35. Schedule of Income and Expenditure by Service

(a) Services Schedule of Expenses and Revenue for the year ended 30 June 2006

| | Accommodation Support \$000's | | Individual & Family Support \$000's | | Individual Coordination \$000's | | Strategic Coordination \$000's | | Total \$000's | |
|---|----------------------------------|----------------|--|---------------|------------------------------------|---------------|-----------------------------------|---------------|------------------|----------------|
| | 2006 | 2005 | 2006 | 2005 | 2006 | 2005 | 2006 | 2005 | 2006 | 2005 |
| COST OF SERVICES Expenses | | | | | | | | | | |
| Employee benefits expenses | 62,618 | 57,675 | 17,814 | 17,404 | 12,139 | 11,110 | 3,350 | 3,061 | 95,921 | 89,250 |
| Supplies and services | 7,490 | 8,625 | 5,118 | 4,597 | 2,232 | 2,128 | 1,280 | 1,217 | 16,120 | 16,567 |
| Depreciation and amortisation expense | 1,505 | 1,187 | 684 | 642 | 249 | 220 | 106 | 80 | 2,544 | 2,129 |
| Finance costs | 441 | 488 | - | - | - | - | - | - | 441 | 488 |
| Accommodation expense | 4,272 | 4,260 | 1,275 | 1,168 | 2,368 | 2,362 | 168 | 135 | 8,083 | 7,925 |
| Expenditure on services provided by funded agencies | 95,376 | 83,188 | 59,441 | 58,062 | - | - | 8,780 | 5,956 | 163,597 | 147,206 |
| Individual funding and other grants | 45 | 26 | 2,802 | 2,505 | 12,320 | 12,856 | - | - | 15,167 | 15,387 |
| Capital user charge | 663 | 106 | 302 | 63 | 110 | 23 | 47 | 7 | 1,122 | 199 |
| Loss on disposal of non-current assets | 9 | 75 | 4 | - | 1 | - | - | - | 14 | 75 |
| Other expenses | 1,429 | 1,291 | 650 | 778 | 236 | 288 | 108 | 86 | 2,423 | 2,443 |
| Total Cost of Services | 173,848 | 156,921 | 88,090 | 85,219 | 29,655 | 28,987 | 13,839 | 10,542 | 305,432 | 281,669 |
| Income | | | | | | | | | | |
| Revenue | | | | | | | | | | |
| User charges and fees | 5,911 | 5,699 | - | - | - | - | - | - | 5,911 | 5,699 |
| Commonwealth grants and contribution | 16,931 | 17,691 | 27,291 | 23,870 | 1,990 | 1,901 | 2,393 | 2,350 | 48,605 | 45,812 |
| Other revenues | 1,069 | 529 | 2,177 | 1,394 | 471 | 424 | 145 | 153 | 3,862 | 2,500 |
| Gain on disposal of non-current assets | - | 85 | - | - | - | - | - | - | - | 85 |
| Total income other than income from State Government | 23,911 | 24,004 | 29,468 | 25,264 | 2,461 | 2,325 | 2,538 | 2,503 | 58,378 | 54,096 |
| Net Cost Of Services | 149,937 | 132,917 | 58,622 | 59,955 | 27,194 | 26,662 | 11,301 | 8,039 | 247,054 | 227,573 |
| INCOME FROM STATE GOVERNMENT | | | | | | | | | | |
| Service Appropriation | 148,443 | 132,713 | 57,979 | 59,685 | 26,959 | 26,644 | 11,213 | 8,042 | 244,594 | 227,084 |
| Liabilities assumed by Treasurer | 348 | - | 99 | - | 68 | - | 19 | - | 534 | - |
| Resources received free of charge | 429 | 365 | 217 | 272 | 73 | 78 | 34 | 46 | 753 | 761 |
| Total income from State Government | 149,220 | 133,078 | 58,295 | 59,957 | 27,100 | 26,722 | 11,266 | 8,088 | 245,881 | 227,845 |
| Surplus/(deficit) for the period | (717) | 161 | (327) | 2 | (94) | 60 | (35) | 49 | (1,173) | 272 |

Appendix 2 — Financial Statements

(b) Services Schedule of Assets and Liabilities for the year ended 30 June 2006

| | Accommodation Support | | Individual & Family Support | | Individual Coordination | | Strategic Coordination | | Unallocated | | Total | |
|---|-----------------------|--------|-----------------------------|--------|-------------------------|---------|------------------------|-------|-------------|--------|--------|---------|
| | \$000's | 2006 | 2005 | 2006 | 2005 | \$000's | 2006 | 2005 | \$000's | 2006 | 2005 | \$000's |
| ASSETS | | | | | | | | | | | | |
| CURRENT ASSETS | | | | | | | | | | | | |
| Cash and cash equivalents | - | - | - | - | - | - | - | - | - | - | - | - |
| Restricted cash and cash equivalents | 38 | 36 | 229 | 148 | 31 | 32 | 70 | 68 | 994 | 994 | 1,016 | 80 |
| Receivables | 577 | 350 | 57 | 196 | - | 20 | - | 12 | 1,317 | 2,090 | 1,501 | 2,300 |
| Amounts receivable for services | - | - | - | - | - | - | - | - | 4,080 | 2,080 | 4,080 | 782 |
| Total current assets | 615 | 386 | 286 | 344 | 31 | 52 | 70 | 80 | 7,120 | 8,180 | 3,859 | 4,663 |
| NON-CURRENT ASSETS | | | | | | | | | | | | |
| Amounts receivable for outputs | - | - | - | - | - | - | - | - | 5,529 | 5,529 | 6564 | 5,529 |
| Property, vehicles, plant and equipment | 37,583 | 33,223 | 1,214 | 1,106 | 390 | 428 | 234 | 258 | 303 | 39,616 | 35,606 | 35,606 |
| Intangible Assets | 240 | 403 | 15 | 7- | 2- | 5 | 2 | 3 | - | 251 | 426 | 426 |
| Work in Progress | 125 | 118 | 68 | 26 | - | - | - | - | 5,796 | 5,947 | 5,323 | 5,323 |
| Leasehold Improvements | - | - | - | - | 2,154 | 880 | - | - | 2,742 | 4,896 | 1,999 | 1,999 |
| Total non-current assets | 37,948 | 33,744 | 1,297 | 1,139 | 2,546 | 1,313 | 236 | 261 | 14,370 | 56,239 | 49,918 | 49,918 |
| Total assets | 38,563 | 34,130 | 1,583 | 1,483 | 2,577 | 1,365 | 306 | 341 | 21,490 | 64,419 | 17,162 | 54,581 |
| LIABILITIES | | | | | | | | | | | | |
| CURRENT LIABILITIES | | | | | | | | | | | | |
| Payables | 735 | 1,031 | 559 | 398 | 140 | 197 | 84 | 118 | - | 1,357 | 1,905 | 1,905 |
| Borrowings | 511 | 511 | - | - | - | - | - | - | - | 511 | 511 | 511 |
| Provisions | 11,451 | 9,403 | 2,827 | 3,443 | 2,217 | 1,820 | 694 | 570 | - | 17,805 | 16,437 | 16,437 |
| Other Liabilities | 1,111 | 308 | 101 | 326 | 197 | 35 | 66 | 21 | 129 | 1,829 | 714 | 714 |
| Total current liabilities | 13,808 | 11,253 | 3,487 | 4,167 | 2,554 | 2,052 | 844 | 709 | 129 | 21,502 | 19,567 | 19,567 |
| NON-CURRENT LIABILITIES | | | | | | | | | | | | |
| Borrowings | 5,858 | 5,794 | - | - | - | - | - | - | - | 5,858 | 5,794 | 5,794 |
| Provisions | 3,987 | 5,138 | 1,545 | 1,199 | 772 | 995 | 241 | 310 | - | 6,199 | 6,171 | 6,171 |
| Total non-current liabilities | 9,845 | 10,932 | 1,545 | 1,199 | 772 | 995 | 241 | 310 | - | 12,057 | 11,965 | 11,965 |
| Total liabilities | 23,653 | 22,185 | 5,032 | 5,366 | 3,326 | 3,047 | 1,085 | 1,019 | 129 | 33,559 | 31,532 | 31,532 |
| NET ASSETS | 14,910 | 11,945 | (3,883) | (3449) | (749) | (1682) | (779) | (678) | 21,361 | 30,860 | 23,049 | 23,049 |

36. Clients Private Cash as at 30 June 2006

| | |
|------------------------|------------------|
| Opening Balance | 8,299,792 |
| Debits | 12,057,851 |
| Credits | (11,994,073) |
| Fees & Taxes | (4,456) |
| Interest Earned | 127,689 |
| Closing Balance | 8,486,803 |

DSC manages client funds through a block of individual bank accounts at branches of BankWest.

37. Reconciliations explaining the transition to Australian equivalents to International Financial Reporting Standards (AIFRS)

RECONCILIATION OF EQUITY AT THE DATE OF TRANSITION TO AIFRS: 1 JULY 2004 (AASB 1.39(a)(i))

| | Previous GAAP 1 July 2004 | Adjustments | Total Adjustments | AIFRS 1 July 2004 |
|--------------------------------------|---------------------------------|-------------------|----------------------|----------------------|
| Note | | | | |
| | | AASB 138 37.1a | AASB 119 37.2c | AASB 101.75(b) |
| ASSETS | \$000 | \$000 | \$000 | \$000 |
| Current Assets | | | | |
| (1) Cash and cash equivalents | 73 | | | 73 |
| Restricted cash and cash equivalents | 4,518 | | | 4,518 |
| Receivables | 1,380 | | 322 | 1,702 |
| (2) Amounts receivable for services | 614 | | | 614 |
| (3) Other current assets | 322 | (322) | (322) | - |
| Total Current Assets | 6,907 | - | - | 6,907 |
| Non-Current Assets | | | | |
| (2) Amounts receivable for services | 4,671 | | | 4,671 |
| Property, plant and equipment | 31,254 | (528) | (528) | 30,726 |
| Work in Progress | 4,563 | | | 4,563 |
| Leasehold Improvements | 2,068 | 528 | 528 | 2,068 |
| Intangible assets | | | | 528 |
| Total Non-Current Assets | 42,556 | - | - | 42,556 |
| TOTAL ASSETS | 49,463 | | | 49,463 |

RECONCILIATION OF EQUITY AT THE DATE OF TRANSITION TO AIFRS: 1 JULY 2004
(AASB 1.39(a)(i)) CONTD

| | Previous GAAP 1 July 2004 | Adjustments | Total Adjustments | AIFRS 1 July 2004 |
|-----|--|--------------------------|----------------------|-------------------------|
| (6) | AASB 138 37.1a | AASB 119 37.2c | AASB 101.75(b) | \$000 \$000 \$000 |
| (7) | LIABILITIES | | | |
| | Current Liabilities | | | |
| | Payables | | | 1,672 |
| | Borrowings | | | 511 |
| | Provisions | | | 15,497 |
| | Other current liabilities | | | 2,273 |
| | Total Current Liabilities | | | 19,953 |
| | | | | 1,817 |
| (6) | Non-Current Liabilities | | | |
| | Borrowings | | | 6,305 |
| | Provisions | | | 7,111 |
| | Total Non-Current Liabilities | | | (1,817) 11,599 |
| | Total Liabilities | | | 33,369 |
| | Net Assets | | | 16,094 |
| | Equity | | | |
| | Contributed equity | | | 8,780 |
| | Reserves | | | 36,287 |
| | Accumulated surplus/(deficiency) | | | (28,973) |
| (4) | Amounts recognised directly in equity relating to non-current assets classified as held for sale | | | - - |
| | Total Equity | | | 16,094 |
| | (1) Equivalent AGAAP line item ‘Cash Assets’ (AIFRS ‘Cash and Cash Equivalents’) (2) Equivalent AGAAP line item ‘Amounts receivable for outputs’ (AIFRS ‘Amounts receivable for services’) (3) Equivalent AGAAP line item ‘Other Assets’ (AIFRS ‘Other Current assets’) (4) New AIFRS category (5) Equivalent AGAAP line item ‘Other Assets’ (AIFRS ‘Other non-current assets’) (6) Equivalent AGAAP line item ‘Interest-bearing liabilities’ (AIFRS ‘Borrowings’) (7) Equivalent AGAAP line item ‘Other liabilities’ (AIFRS ‘Other current liabilities’) (8) Equivalent AGAAP line item ‘Other liabilities’ (AIFRS ‘Other non-current liabilities’) | | | 8,780 36,287 (28,973) - |

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RECONCILIATION OF EQUITY AT THE END OF THE LAST REPORTING PERIOD UNDER PREVIOUS AGAAP: 30 JUNE 2005 (AASB 1.39(a)(ii))

| | GAAP 30 June 2005 | AASB 138 37.1b | Adjustments AASB119 37.2d | AASB 101.75(b) | Total Adjustments | AIFRS 30 June 2005 |
|--------------------------------------|----------------------|-------------------|---------------------------------|----------------|----------------------|-----------------------|
| ASSETS | | | | | | |
| Current Assets | | | | | | |
| (1) Cash and cash equivalents | \$000 | \$000 | \$000 | \$000 | \$000 | \$000 |
| Restricted cash and cash equivalents | 80 | | | | | 80 |
| Receivables | 2,300 | | | | | 2,300 |
| (2) Amounts receivable for services | 1,277 | | | 224 | 224 | 1,501 |
| (3) Other current assets | 782 | | | | | 782 |
| | 224 | | | (224) | (224) | - |
| Total Current Assets | 4,663 | | | - | - | 4,663 |
| Non-Current Assets | | | | | | |
| (2) Amounts receivable for services | 6,564 | | | | | 6,564 |
| Property, plant and equipment | 36,032 | (426) | | | (426) | 35,606 |
| Work in Progress | 5,323 | | | | | 5,323 |
| Leasehold Improvements | 1,999 | | | | | 1,999 |
| Intangible assets | | 426 | | | 426 | 426 |
| Total Non-Current Assets | 49,918 | - | | | - | 49,918 |
| TOTAL ASSETS | 54,581 | | | | | 54,581 |

**RECONCILIATION OF EQUITY AT THE END OF THE LAST REPORTING PERIOD UNDER
PREVIOUS AGAAP: 30 JUNE 2005
(AASB 1.39(a)(ii)) CONTD)**

| | GAAP 30 June 2005 | AASB 138 37.1b | Adjustments AASB1119 37.2d | AASB 101.75(b) | Total Adjustments | AIFRS 30 June 2005 |
|--------------------------------------|----------------------|-------------------|----------------------------------|----------------|----------------------|-----------------------|
| LIABILITIES | | | | | | |
| Current Liabilities | | | | | | |
| Payables | \$000 | \$000 | \$000 | \$000 | \$000 | \$000 |
| Borrowings | 1,905 | | | | | 1,905 |
| Provisions | 511 | | | | | 511 |
| Other current liabilities | 14,620 | | 1,817 | | 1,817 | 16,437 |
| Total Current Liabilities | 714 | | | | | 714 |
| | 17,750 | | 1,817 | | 1,817 | 19,567 |
| Non-Current Liabilities | | | | | | |
| Borrowings | 5,794 | | | | | 5,794 |
| Provisions | 7,988 | | (1,817) | | (1,817) | 6,171 |
| Total Non-Current Liabilities | 13,782 | | (1,817) | | (1,817) | 11,965 |
| Total Liabilities | 31,532 | | | | | 31,532 |
| Net Assets | 23,049 | | | | | 23,049 |
| Equity | | | | | | |
| Contributed equity | 11,704 | | | | | 11,704 |
| Reserves | 40,046 | | | | | 40,046 |
| Accumulated surplus/(deficiency) | (28,701) | | | | | (28,701) |
| Total Equity | 23,049 | | | | | 23,049 |

The transition to AIFRS includes adjustments for the transition AIFRS as at 1 July 2004 plus adjustments for the period 1 July 2004 to 30 June 2005.

- (1) Equivalent AGAAP line item 'Cash Assets' (AIFRS 'Cash and Cash Equivalents')
- (2) Equivalent AGAAP line item 'Amounts receivable for outputs' (AIFRS 'Amounts receivable for services')
- (3) Equivalent AGAAP line item 'Other Assets' (AIFRS 'Other current assets')
- (4) New AIFRS category
- (5) Equivalent AGAAP line item 'Other Assets' (AIFRS 'Other non-current assets')
- (6) Equivalent AGAAP line item 'Interest-bearing liabilities' (AIFRS 'Borrowings')
- (7) Equivalent AGAAP line item 'Other liabilities' (AIFRS 'Other current liabilities')
- (8) Equivalent AGAAP line item 'Other liabilities' (AIFRS 'Other non-current liabilities')

Note

(7)

**RECONCILIATION OF INCOME STATEMENT (PROFIT OR LOSS) FOR THE YEAR ENDED
30 JUNE 2005 (AASB 1.39(b) CONTD)**

| | GAAP 30 June 2005 | Adjustments Net gains on disposal | Total Adjustments | AIFRS 30 June 2005 |
|--|----------------------|--------------------------------------|---------------------------|-----------------------|
| | | AASB 116 37.3 | AASB 119 37.2a | |
| Gains | \$000 | \$000 | \$000 | \$000 |
| (4) Proceeds from disposal of non-current assets | 219 | (219) | (219) | - |
| (4) Gain on disposal of non-current assets | | 85 | 85 | 85 |
| (5) Gain on disposal of other assets | | | | |
| Other gains | | | | |
| Total income other than income from State Government | 54,230 | (134) | (134) | 54,096 |
| NET COST OF SERVICES | 227,573 | | | 227,573 |
| INCOME FROM STATE GOVERNMENT | | | | |
| Service appropriation | 227,084 | | | 227,084 |
| Resources received free of charge | 761 | | | 761 |
| Total income from State Government | 227,845 | | | 227,845 |
| (8) Loss from extraordinary item. | - | | | - |
| (9) Surplus/(deficit) for the period | 272 | | | 272 |

See Statement of Changes in Equity

- (1) Equivalent AGAAP line item 'Employee expenses' (AIFRS 'Employee benefits expense')
- (2) Supplies and services
- (3) Equivalent AGAAP line item 'Borrowing costs expense' (AIFRS 'Finance costs')
- (4) Disposals are treated on the net basis under AIFRS
- (5) New AIFRS category
- (6) Equivalent AGAAP line item 'Other expenses from ordinary activities' (AIFRS 'Other expenses')
- (7) Equivalent AGAAP line item 'Other revenues from ordinary activities' (AIFRS 'Other revenue')
- (8) Extraordinary items are not separately disclosed under AIFRS
- (9) Equivalent AGAAP line item 'Change in net assets' (AIFRS 'Surplus/(deficit)')

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RECONCILIATION OF CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE 2005 (AASB 1.40)

| Note | GAAP 30 June 2005 | Adjustments AASB 119 37.2b | | Total Adjustments | AIFRS 30 June 2005 |
|---|----------------------|--|---------|----------------------|-----------------------|
| | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 |
| CASH FLOWS FROM STATE GOVERNMENT | | | | | |
| Service appropriation | 224,409 | | | | 224,409 |
| Capital contributions | 2,763 | | | | 2,763 |
| Holding account drawdowns | 614 | | | | 614 |
| Net cash provided by State Government | 227,786 | | | | 227,786 |
| Utilised as follows: | | | | | |
| CASH FLOWS FROM OPERATING ACTIVITIES | | | | | |
| Payments | | | | | |
| (1) Employee benefits | (81,872) | 1,934 | (7,837) | (5,903) | (87,775) |
| Payments for Services Provided by Funded Agencies | (147,206) | | | | (147,206) |
| Individual Funding & Other Grants | (15,387) | | | | (15,387) |
| Supplies and services | (34,665) | | 7,837 | 7,837 | (26,828) |
| (2) Finance costs | (488) | | | | (488) |
| Capital User Charge | (199) | | | | (199) |
| GST payments on purchases | (16,492) | | | | (16,492) |
| GST payments to taxation authority | (160) | | | | (160) |
| Other payments | | (1,934) | | (1,934) | (1,934) |
| Receipts | | | | | |
| Sale of goods and services | 6,091 | | | | 6,091 |
| Commonwealth grants and contributions | 45,812 | | | | 45,812 |
| GST receipts on sales | 145 | | | | 145 |
| GST receipts from taxation authority | 16,068 | | | | 16,068 |
| Other receipts | 2,730 | | | | 2,730 |
| Net cash provided by/(used in) operating activities | (225,623) | | | | (225,623) |
| CASH FLOWS FROM INVESTING ACTIVITIES | | | | | |
| Proceeds from sale of non-current physical assets | 219 | | | | 219 |
| Purchase of non-current physical assets | (4,082) | | | | (4,082) |
| Net cash provided by/(used in) investing activities | (3,863) | | | | (3,863) |
| CASH FLOWS FROM FINANCING ACTIVITIES | | | | | |
| Proceeds from borrowings | | | | | |
| Repayment of borrowings | (511) | | | | (511) |
| Other proceeds | - | | | | - |
| Other repayments | - | | | | - |
| Net cash provided by/(used in) financing activities | (511) | | | | (511) |
| Net increase/(decrease) in cash and cash equivalents | (2,211) | | | | (2,211) |
| Cash and cash equivalents at beginning of period | 4,591 | | | | 4,591 |
| CASH AND CASH EQUIVALENTS AT END OF PERIOD | 2,380 | | | | 2,380 |

- (1) Equivalent AGAAP line item 'Employee costs' (IFRS 'Employee benefits')
 (2) Equivalent AGAAP line item 'Borrowing costs expense' (IFRS 'Finance costs')

Notes to the reconciliations

Note 37.1 Intangible assets (AASB 138)

AASB 138 requires that software not integral to the operation of a computer must be disclosed as intangible assets. Intangible assets must be disclosed on the balance sheet. All software has previously been classified as property, plant and equipment (office equipment).

37.1a Adjustments to opening Balance Sheet (1 July 2004)

The Commission has transferred \$528,000 in software from property, plant and equipment to intangible assets.

37.1b Adjustments to 30 June 2005 Balance Sheet

The Commission has transferred \$426,000 in software from property, plant and equipment to intangible assets.

Note 37.2 Employee benefits (AASB 119 and AASB 101)

Employment on-costs are not included in employee benefits under AGAAP or AIFRS. However, under AGAAP employee benefits and on-costs are disclosed together on the face of the Income Statement as Employee costs. Under AIFRS employee benefits will be the equivalent item disclosed on the face. On-costs are transferred to other expenses.

37.2a Adjustments to the Income Statement for the period ended 30 June 2005

Employment on-costs expense has been reclassified from employee benefits expense to other expense (\$1,934,000).

37.2b Adjustments to the Cash Flow Statement for the period ended 30 June 2005

Employment on-costs payments have been reclassified from employee benefits payments to other payments (\$1,934,000).

37.2c Adjustments to opening Balance Sheet (1 July 2004)

All unconditional long service previously reported as non-current liability has been reclassified to current liability (\$1,817,000).

37.2d Adjustments to closing Balance Sheet (30 June 2005)

All unconditional long service leave previously reported as non-current liability has been reclassified to current liability (\$1,817,000).

Note 37.3 Net gain on disposal of non-current assets (AASB 116)

Under AGAAP the disposal of non-current assets is disclosed on the gross basis. That is, the proceeds of disposal are revenue and the carrying amounts of assets disposed of are expense. The disposal of non-current assets is disclosed on the net basis (gains or losses) under AIFRS.

Adjustments to the Income Statement for the period ended 30 June 2005

The carrying amounts of assets disposed of was previously recognised as expense. This has been derecognised (\$209,000).

The proceeds of disposal of non-current assets was previously recognised as income. This has been derecognised (\$219,000).

A gain on the disposal of non-current assets of \$85,000 has been recognised as income.

A loss on the disposal of non-current assets of \$75,000 has been recognised as expense.

Appendix 2 — Financial Statements

38. Indian Ocean Territories

The Commission provides a full range of services to the residents with disabilities of Christmas and Cocos Islands. The service is provided pursuant to the service delivery agreement with the Commonwealth government.

| | 2006 \$'000 | 2005 \$'000 |
|------------------------------|----------------|----------------|
| Opening Balance 1 July 2005 | 0 | 0 |
| Receipt from Commonwealth | 130 | 64 |
| Expenditure | (130) | (64) |
| Closing Balance 30 June 2006 | 0 | 0 |

3. Funding to External Service Providers

| Service Provider | | Service 1 Accommodation Support | Service 2 Individual and Family Support | Service 3 Individual Coordination | Service 4 Strategic Coordination | Totals |
|------------------|---|---------------------------------------|---|---|--|------------|
| 1 | ACROD Limited (WA Division) | | | | 417,479 | 417,479 |
| 2 | Activ Foundation Inc | 13,538,252 | 5,006,934 | | 907,737 | 19,452,923 |
| 3 | Advocacy South West (Inc) | | | | 185,781 | 185,781 |
| 4 | Anglicare WA Inc | 54,178 | 118,769 | | | 172,947 |
| 5 | Association for the Blind of WA (Inc) | | 339,227 | | 88,000 | 427,227 |
| 6 | Australian Red Cross (Lady Lawley Cottage) | | 1,936,954 | | | 1,936,954 |
| 7 | Autism Association of WA | 3,980,375 | 1,461,515 | | | 5,441,890 |
| 8 | Bega Garnbirringu Health Services Aboriginal Corporation | 132,878 | | | | 132,878 |
| 9 | Belmont Districts Family & Individual Support Assoc Inc | 7,182 | 57,355 | | | 64,537 |
| 10 | Better Hearing Australia (WA) Inc | | 10,227 | | 48,900 | 59,127 |
| 11 | Blind Citizens WA Inc | | | | 19,634 | 19,634 |
| 12 | Brightwater Care Group (Inc) | 8,475,750 | | | 15,000 | 8,490,750 |
| 13 | Care Options Incorporated | 592,391 | 110,532 | | | 702,923 |
| 14 | Carers' Association of WA | | 595,000 | | | 595,000 |
| 15 | City of Canning | 486,431 | 159,580 | | | 646,011 |
| 16 | City of Cockburn | 69,656 | | | | 69,656 |
| 17 | City of Fremantle | | 14,811 | | | 14,811 |
| 18 | City of Gosnells | | 66,147 | | | 66,147 |
| 19 | Claremont Therapeutic Riding Centre | | 69,643 | | | 69,643 |
| 20 | Community Vision Inc | 79,218 | 391,568 | | | 470,786 |
| 21 | Council of DSC Funded Agencies | | | | 9,558 | 9,558 |
| 22 | Crosslinks | | 1,512,373 | | | 1,512,373 |
| 23 | Deafness Council of WA | | | | 2,980 | 2,980 |
| 24 | Department of Health of Western Australia | 2,661,579 | 138,783 | | 26,808 | 2,827,170 |
| 25 | Developmental Disability Council of WA | | | | 167,161 | 167,161 |
| 26 | Disability in the Arts Disadvantage in the Arts (WA) Incorporated | 16,306 | 297,162 | | | 313,468 |
| 27 | East Kimberley Family Support Association | 18,231 | 123,106 | | | 141,337 |
| 28 | Elba Inc | 999,872 | | | | 999,872 |
| 29 | Ethnic Disability Advocacy Centre | | | | 194,568 | 194,568 |
| 30 | Fairbridge Western Australia Inc | | 87,112 | | | 87,112 |
| 31 | Family Planning WA | | 343,477 | | | 343,477 |
| 32 | Geraldton Personnel Inc | | 11,683 | | | 11,683 |
| 33 | Get There | | 106,746 | | | 106,746 |
| 34 | Goldfields Individual and Family Support Association | 72,682 | 216,232 | | | 288,914 |
| 35 | Granny Spiers Community House Inc | | 25,348 | | | 25,348 |
| 36 | Headwest (Brain Injury Association of WA Inc) | | | | 246,583 | 246,583 |
| 37 | Heritage Individual and Family Support Association | 79,141 | 132,960 | | 14,500 | 226,601 |
| 38 | Hills Community Support Group (Inc) | 2,055,283 | 1,309,422 | | 30,000 | 3,394,705 |
| 39 | HomeCare Options | 51,196 | 12,146 | | | 63,342 |
| 40 | i.d.entity.wa | 8,022,946 | 1,825,216 | | 19,400 | 9,867,562 |
| 41 | Independent Living Centre | | 68,207 | | 1,669,126 | 1,737,333 |

Appendix 3 — Funding to External Service Providers

| Service Provider | | Service 1 Accommodation Support | Service 2 Individual and Family Support | Service 3 Individual Coordination | Service 4 Strategic Coordination | Totals |
|------------------|--|---------------------------------------|---|---|--|------------|
| 42 | Interchange Inc | | 627,991 | | 10,000 | 637,991 |
| 43 | Intework | | 1,747,808 | | | 1,747,808 |
| 44 | ISADD WA Pty Ltd | | 457,249 | | | 457,249 |
| 45 | Kalparrin Centre | | 105,000 | | 30,907 | 135,907 |
| 46 | Kids are Kids! Therapy and Education Centre Inc | | 98,675 | | | 98,675 |
| 47 | Kids' Camps Inc | | 132,227 | | | 132,227 |
| 48 | Kimberley Community Living Association | | 13,532 | | | 13,532 |
| 49 | Kira | | 436,682 | | 7,480 | 444,162 |
| 50 | Landsdale Family Support Association | 565,796 | 178,449 | | 120,000 | 864,245 |
| 51 | Lifeplan Recreation & Leisure Association Inc | | 331,689 | | 10,000 | 341,689 |
| 52 | Lower Great Southern Community Living Association | 2,114,466 | 527,794 | | | 2,642,260 |
| 53 | Lower Great Southern Family Support Association | 41,846 | 288,777 | | | 330,623 |
| 54 | Mandurah Disabled Support & Recreational Respite (Inc) | | 34,493 | | 20,000 | 54,493 |
| 55 | Mandurah HACC | 63,990 | | | | 63,990 |
| 56 | Midlands Individual & Family Support Association Inc | | 80,271 | | | 80,271 |
| 57 | Midway Community Care | 338,634 | 141,456 | | 6,500 | 486,590 |
| 58 | Midwest Community Living Association Inc | 392,983 | | | | 392,983 |
| 59 | Midwest Family Support Association | | 167,307 | | 13,872 | 181,179 |
| * | Miscellaneous Providers | | 126,706 | | 1,645,555 | 1,772,261 |
| 60 | Mofflyn | 2,266,685 | 14,340 | | | 2,281,025 |
| 61 | Mosaic Community Care Inc | 2,365,740 | 114,818 | | | 2,480,558 |
| 62 | Multicare WA | 146,015 | | | | 146,015 |
| 63 | Multiple Sclerosis Society | 1,800,545 | 582,548 | | | 2,383,093 |
| 64 | My Place (WA) Pty Ltd | 6,461,931 | 737,779 | | | 7,199,710 |
| 65 | Nascha Inc | 655,190 | | | | 655,190 |
| 66 | Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women's Council | 25,105 | 547,844 | | | 572,949 |
| 67 | Noah's Ark Toy Library | | | | 215,413 | 215,413 |
| 68 | North Metropolitan Health Region | | 1,302,161 | | | 1,302,161 |
| 69 | Nulsen Haven Association | 9,294,196 | 706,084 | | 1,898 | 10,002,178 |
| 70 | Options for People's Accommodation and Lifestyles Inc (OPAL) | 538,448 | 137,024 | | | 675,472 |
| 71 | Paraplegic Quadriplegic Association | 545,663 | 232,732 | | | 778,395 |
| 72 | Peel Community Living Inc | 1,965,059 | 334,558 | | | 2,299,617 |
| 73 | People Actively Committed Together | 218,624 | 102,307 | | | 320,931 |
| 74 | People With Disabilities (WA) Inc | | | | 348,134 | 348,134 |
| 75 | Personal Advocacy Service | | | | 91,430 | 91,430 |
| 76 | Perth Home Care Services | 3,067,604 | 539,141 | | 35,345 | 3,642,090 |
| 77 | Phylos Inc | 507,794 | | | | 507,794 |
| 78 | Pilbara and Kimberley Care Inc | 235,653 | 446,345 | | 20,000 | 701,998 |
| 79 | Pilbara Individual & Family Support Association Inc | | 96,732 | | | 96,732 |
| 80 | Pledg Projects | | 135,074 | | 21,073 | 156,147 |
| 81 | Recreation & Sport Network Inc | | 729,266 | | 95,916 | 825,182 |
| 82 | Respiratory Sleep Disorders Clinic - SCGH | | 136,661 | | 18,533 | 155,194 |
| 83 | Riding for the Disabled Association of WA | | 204,040 | | | 204,040 |

Appendix 3 — Funding to External Service Providers

| Service Provider | | Service 1 Accommodation Support | Service 2 Individual and Family Support | Service 3 Individual Coordination | Service 4 Strategic Coordination | Totals |
|--|--|---------------------------------------|---|---|--|--------------------|
| 84 | Rocky Bay Inc | 3,062,427 | 6,167,959 | | | 9,230,386 |
| 85 | Salvation Army (Western Australia) Property Trust for Cornelia Court | 61,646 | 3,198 | | | 64,844 |
| 86 | SECCA | | 135,417 | | | 135,417 |
| 87 | Senses Foundation (Inc) | 1,195,055 | 362,802 | | 43,366 | 1,601,223 |
| 88 | Seventh Day Adventist Aged Care WA | 771,292 | | | | 771,292 |
| 89 | Silver Chain Nursing Association | 547,000 | 13,500 | | 314,781 | 875,281 |
| 90 | South Metropolitan Area Health Service | | 844,758 | | | 844,758 |
| 91 | South Metropolitan Personnel | | 820,443 | | | 820,443 |
| 92 | South West Area Health Service (Nannup Community Care) | 11,046 | 465,696 | | | 476,742 |
| 93 | South West Family Support Association | 722,629 | 655,061 | | | 1,377,690 |
| 94 | Spectrum Counselling Inc | | 43,665 | | | 43,665 |
| 95 | Spina Bifida Association | | 16,612 | | 40,016 | 56,628 |
| 96 | Strive Warren Blackwood | 247,825 | 67,904 | | | 315,729 |
| 97 | TeenSpirit Incorporated | | 39,523 | | | 39,523 |
| 98 | Telethon Institute for Child Health Research | | | | 77,000 | 77,000 |
| 99 | Telethon Speech and Hearing Centre for Children WA (Inc) | | 102,978 | | | 102,978 |
| 100 | The Cerebral Palsy Association | 8,597,384 | 10,899,336 | | 97,793 | 19,594,513 |
| 101 | The Richmond Fellowship of Western Australia Inc | 174,616 | | | 6,800 | 181,416 |
| 102 | Therapy Focus Inc | | 5,846,990 | | 19,328 | 5,866,318 |
| 103 | Transition & Integration Services | 1,394,787 | 33,659 | | 10,000 | 1,438,446 |
| 104 | Upper Great Southern Family Support Association | 4,149 | 198,076 | | | 202,225 |
| 105 | Valued Independent People | 45,856 | 1,526,583 | | | 1,572,439 |
| 106 | Vemvane | 11,937 | 230,974 | | | 242,911 |
| 107 | WA Baptist Hospital and Homes Trust Inc | 2,112,893 | 22,278 | | | 2,135,171 |
| 108 | WA Blue Sky Inc | 763,400 | 213,055 | | | 976,455 |
| 109 | WA Country Health Service | | 993,509 | | | 993,509 |
| 110 | WA Deaf Society | 40,488 | | | 156,288 | 196,776 |
| 111 | WA Disabled Sports Association | | 168,955 | | | 168,955 |
| 112 | WA Wheatbelt Region Country Health Service | | 25,686 | | | 25,686 |
| 113 | We Can Community Services Pty Ltd | 291,852 | 59,659 | | | 351,511 |
| 114 | West Kimberley Family Support Association | 24,895 | 240,097 | | | 264,992 |
| 115 | Westcare Inc | 265,966 | | | | 265,966 |
| 116 | Westend Management Australia Pty Ltd | 31,778 | 10,000 | | | 41,778 |
| 117 | Western Australian Local Government Association | | | | 1,240,000 | 1,240,000 |
| 118 | Western Desert Puntukurnuparna Aboriginal Corporation | | 20,760 | | | 20,760 |
| 119 | Women's and Children's Health Service | | 73,000 | | | 73,000 |
| Accrual Adjustment | | (7,879) | (4,922) | | (714) | (13,515) |
| Total for Ext Service Providers | | 95,376,556 | 59,441,006 | 0 | 8,779,929 | 163,597,491 |

* Miscellaneous providers mainly represent grants provided under the Strategic Plan and Enhancing Access initiatives to a total of 14 organisations.

4. Compliance Reports

Better Planning: Better Services Goal 3: The Environment

4.1 Energy Smart Government Program

In accordance with the Energy Smart Government Policy, the Disability Services Commission is committed to achieving a 12 per cent reduction in non-transport related energy use by 2006–2007, with a 10 per cent reduction targeted for 2005–2006. In 2005–2006, the Commission exceeded this target with a 12.95 per cent reduction.

| Energy Smart Government Program | Baseline Data (2001–2002) | Actuals 2005–2006 | Variation % |
|---|---------------------------|-------------------|-------------|
| Energy Consumption (MJ) | 25,740,921 | 22,407,902 | -12.95 |
| Energy Cost (\$) | 743,031 | 720,764 | |
| Greenhouse Gas Emissions (tonnes of CO ₂) | 4,712 | 4,183 | |
| Performance indicators: | | | |
| Tenant Services | | | |
| ▪ MJ/sqm | 496 | 367 | |
| ▪ MJ/FTE | 12,920 | 6,716 | |
| Combined Services | | | |
| ▪ MJ/sqm | 734 | 538 | |
| ▪ MJ/FTE | 17,041 | 9,249 | |
| Other Health Care Buildings | | | |
| ▪ MJ/sqm | 1,174 | 1,037 | |
| Other Uses | | | |
| ▪ MJ/sqm | 139 | 94 | |
| Residential Buildings | | | |
| ▪ MJ/sqm | 532 | 565 | |
| ▪ MJ/Occupant | 19,175 | 19,593 | |

During the year the following energy saving initiatives were undertaken:

- ✓ energy audits of various Commission properties;
- ✓ implementation of energy efficient guidelines for new leased premises; and
- ✓ purchase of energy efficient equipment for use in the Commission's facilities.

4.2 Waste Paper Recycling

During 2005–2006, the Commission continued to participate in the Government sponsored Paper Recycling Program. Staff were actively encouraged to recycle paper and other products by:

- ✓ providing recycling crates to individual work stations;
- ✓ displaying posters and notices around the building;
- ✓ replacing smaller cardboard recycling bins with larger mobile 'wheelie' bins (the extra capacity of the mobile bins ensure that recycling material is not discarded);
- ✓ utilising paper collection contractors from the WA Government's Waste Paper Common Use Contract arrangement;
- ✓ providing recycling paper collection boxes which are emptied fortnightly;
- ✓ providing confidential shredding bins for disposal of confidential material; and
- ✓ providing ongoing promotional articles in the staff bulletin and Intranet site.

Better Planning: Better Services Goal 4: The Regions

4.3 Regional Development Policy

The Commission continually strives to increase its responsiveness and effectiveness in supporting people with disabilities and families/carers living in regional and remote areas of the State. In 2005–2006, the Commission's activities in the regions were guided by specific strategies listed in the Government's Regional Development Policy.

In addition to the expansion of the Commission's Local Area Coordination program in regional areas, the following initiatives relate directly to the strategies listed in the Regional Development Policy.

The Commission has:

- ✓ facilitated and promoted a range of new projects and support arrangements to increase the inclusion and participation of young adults with disabilities in their regional communities;
- ✓ expanded therapy services for people with disabilities living in regional areas, with a specific focus on the Kimberley, via a collaborative partnership with the Western Australian Country Health Service;
- ✓ implemented a range of specific projects in the Western Desert, Murchison, Kimberley and Central Lands to meet the support requirements of people with disabilities living in remote communities as part of a new Remote Area Strategy;
- ✓ worked collaboratively with the Department of Housing and Works to meet the housing needs of people with disabilities through the Community Disability Housing Program;

Appendix 4 — Compliance Reports

- ✓ further expanded its use of videoconferencing technology to increase and improve access to information, advice and services for people living in regional and remote areas;
- ✓ further developed local government disability access and inclusion plans to increase access to services in regional areas; and
- ✓ expanded preventive support for families of children with disabilities through its Flexible Family Support program.

Better Planning: Better Services Goal 5: Governance

4.4 Advertising and Sponsorship

During 2005–2006, the Disability Services Commission spent \$95,433 on advertising, as shown in the table below.

| Statement of Advertising, Promotional and Market Research Expenditure | |
|--|---------------|
| Organisation | \$ |
| In accordance with section 175ZE of the <i>Electoral Act 1907</i> , the Disability Services Commission has incurred the following expenditure for advertising, promotional and market research activities during 2005–2006 | |
| Main Advertising Agencies | 62,675 |
| The advertising agencies engaged were: | |
| Cooch Creative Pty Ltd | |
| Marketforce Productions | |
| Market Research Organisations | 21,849 |
| Media Monitors Australia | |
| Media Advertising Organisations | 10,909 |
| The main media advertising organisations engaged were: | |
| Community Newspapers | |
| Marketforce Productions | |
| The West Australian | |
| Total Expenditure | 95,433 |

4.5 Compliance with Public Sector Standards and Ethical Codes

The Commission continued to promote Public Sector Standards in Human Resource Management and Ethical Codes to its staff through orientation and induction programs and ongoing awareness-raising sessions.

The Commission monitors its compliance with the Standards and Ethical Codes on an ongoing basis. Each year a review is completed by an external consultant as part of the Commission's annual audit cycle.

In 2005–2006, the Commission received no claims of breach of Ethical Codes. The Commission received one claim of a breach of the Recruitment, Selection and

Appointment Standard under the Public Sector Standards in Human Resource Management which, after independent review, was substantiated. The recommendation for resolution was to re-interview; however, due to a lack of response from the claimant, the Office of the Public Sector Standards Commissioner determined that no further action is required. The Commission has put in place strategies to rectify the circumstances which resulted in the breach.

4.6 Corruption Prevention

The Disability Services Commission is committed to creating and maintaining a work environment that supports ethical behaviours, that actively discourages potentially corrupt acts and deals promptly and fairly with instances of misconduct.

Following a review in line with Premier's Circular 2005/02 and Treasurer's Instruction 825, the Commission's Risk Management Policy, procedures and systems now incorporate corruption prevention and misconduct.

Ongoing actions which address corruption prevention issues include:

- ✓ the provision of a comprehensive staff orientation day for all new employees which deals with ethical behaviours;
- ✓ induction training in cash handling for employees acting on behalf of people with disabilities who use the Commission's accommodation facilities;
- ✓ published policies and procedures and support for managers and employees in handling behaviours in the workplace that may constitute misconduct; and
- ✓ published policies and procedures covering the Commission's procurement activities and use of electronic mail systems.

4.7 Equal Employment Opportunity Outcomes

The Commission's Equity and Diversity Management Plan 2000–2005 was implemented successfully. Initiatives completed in 2005–2006 included:

- ✓ a review of the Commission's Equal Employment Opportunity policy and procedures;
- ✓ a review of LAC recruitment and training processes, to ensure that the Commission processes encouraged diversity in the workplace;
- ✓ establishment of a framework for a new LAC Recruitment Manual;
- ✓ awareness-raising presentations regarding employment related policies and procedures at the induction session for new direct care employees;
- ✓ the re-establishment of an Aboriginal Employee Network;
- ✓ awareness-raising for staff on equity and diversity matters, including a series of forums by Dr Samina Yasmeen on Muslim culture and society;
- ✓ Disability Awareness Training for Commission staff who interact with customers and clients on a regular basis;

Appendix 4 — Compliance Reports

- ✓ continued use of the Commission's monthly Orientation Day program to introduce new staff to equity and diversity issues in the workplace and the information and support networks available to them; and
- ✓ continued use of the Grievance Contact Officer Network and the Equity and Diversity Steering Committee, to promote and support equity and diversity in the workplace.

EMPLOYMENT DIVERSITY

The Commission gathers diversity data through its Diversity Survey which all staff are asked to complete on commencement of employment. Survey data (as at 30 June 2006) shows the Commission is exceeding State Public Sector employment targets in relation to people with disabilities and people from a culturally diverse background.

RECRUITMENT STRATEGIES

To increase the diversity of the workforce, the Commission has focussed on strategies that have addressed specific recruitment requirements for positions ranging from direct care jobs (client assistants and social trainers) to policy and administrative roles. Some specific initiatives have included:

- ✓ supporting the development and implementation of targeted recruitment initiatives for local area coordinators through ongoing consultation and assistance with the provision of managerial training. This has led to appointment outcomes that have more successfully matched applicants to role requirements, and has resulted in the faster integration and operational independence of new staff;
- ✓ promoting the Commission's accommodation services through Aboriginal information networks and higher learning facilities with the aim of increasing applications for direct care positions from Aboriginal Australians; and
- ✓ recently introducing an employee terminations monitoring process with a view to identifying suitable vacancies that may be considered for quarantining to applicants from diversity groups.

The Commission has continued to offer business and clerical traineeships to increase the employment of young people. This has been a highly successful initiative and has resulted in ongoing employment, and in some cases promotional opportunities at the conclusion of traineeship contracts.

EQUITY AND DIVERSITY MANAGEMENT PLAN 2006–2010

A major focus for the Employee Relations and Planning section of the People and Information Services Branch has been to develop the new Equity and Diversity Management Plan 2006–2010 (EDMP), with significant input from the Commission's Equity and Diversity Steering Committee. The new EDMP was endorsed by Corporate Executive in March 2006. Future strategies include the provision of training and support for employees in the area of equal employment opportunity; the

review of flexible work practices; the increase in employment of people from diverse backgrounds; and the review of practices to retain mature-age workers.

4.8 Evaluations

The Commission supports a wide range of research and development activities aimed at informing and improving disability services provision.

Research and development initiatives include:

- ✓ external activities funded by the Commission;
- ✓ external activities supported by Commission staff; and
- ✓ internal activities undertaken to improve professional practice and program development.

Information on evaluations is provided in the Service Reports in Chapter 8 and a comprehensive account of all research and development activities during 2005–2006 is in Appendix 5.

4.9 Information Statement

The Commission received 16 applications for access to information in accordance with the *Freedom of Information Act 1992* (FOI). Twelve applicants sought access to personal information and four applicants sought access to non-personal information.

Of the applications finalised during this period, full access was granted to six applicants and edited access was granted to eight applicants. One applicant sought access to personal information; however, the documents in relation to medical and psychological assessments were withheld under s28, on the grounds that they were required to be released to a trained professional. Another applicant withdrew their request as the Commission did not have documents that satisfied the scope of the request.

The average time to process FOI applications this year was 36 days.

The Commission has a FOI Coordinator to facilitate the handling of all requests. If assistance is required in completing a request or enquiring on the progress of a request, the FOI Coordinator can be contacted by phone on 08 9426 9258, by email to jennifermi@dsc.wa.gov.au or by mail to PO Box 441, West Perth WA 6872.

A copy of the Commission's Information Statement and a FOI Application Form can be obtained from the Commission's website, www.dsc.wa.gov.au under Publications & Links. For general information on FOI, you may also wish to visit the Office of the Information Commissioner's website, www.foi.wa.gov.au

4.10 Public Interest Disclosures

The Commission is committed to the aims and objectives of the *Public Interest Disclosure Act 2003*. It recognises the value and importance of contributions of employees to enhance administrative and management practices and requires employees to make disclosures where corrupt or other improper conduct in the performance of public functions is suspected or observed.

The Commission will take all reasonable steps to provide protection to employees who make such disclosures from any detrimental action in reprisal for the making of a public interest disclosure (PID).

The Commission has appointed a PID Officer and has implemented policy and procedures in relation to PID which are available to all staff on the intranet. An article was also published in *Cheers*, the Commission's employee newsletter, to remind staff of their obligations and provide them with information about PIDs and the Commission's policy and procedures on PIDs.

4.11 Recordkeeping Plans

The Commission's Recordkeeping Plan (RKP) has identified 16 areas of improvement in relation to recordkeeping programs, records management processing, systems and training.

Significant work has been undertaken in 2005–2006 to address these identified areas. Completion of all aspects requiring to be addressed in the RKP is dependent, however, upon the purchase of an Electronic Records/Document Management System (ERDMS). The Commission is developing an Information Management Strategic Plan which will ensure a systematic approach in the planning, preparedness and implementation of ERDMS.

In accordance with s61 of the *State Records Act 2000* and the State Records Commission's Standard 2 Principal 6, the following information is provided.

THE EFFICIENCY AND EFFECTIVENESS OF THE ORGANISATION'S RECORDKEEPING SYSTEM IS EVALUATED NOT LESS THAN ONCE EVERY FIVE YEARS

The Commission's Internal Audit Plan requires recordkeeping systems to be audited and evaluated on a one to three year basis. The Commission's recordkeeping systems were audited this year and were found to be compliant.

The Commission's Operational Plan contains recordkeeping related objectives, tasks and agreed outputs – these are required to be reported upon on a regular basis by each business area to the Commission's Corporate Executive to reflect how they have been acquitted. As part of the Commission's Risk Management Framework, risks

have been identified, assessed and controls established. Business Continuity Plans have been established in relation to the key identified risks.

Feedback received from staff and statistics gathered by the Records section are also used as a measurement to determine efficiency and effectiveness of the recordkeeping systems.

THE ORGANISATION CONDUCTS A RECORDKEEPING TRAINING PROGRAM

The Commission has purchased an on-line self-paced records awareness training package that has been specifically developed around the *State Records Act 2000*. This is the first time that training to all staff has been provided to such an extent using the Intranet. The training is mandatory for all staff to allow them to gain an understanding of their recordkeeping responsibilities and obligations.

The training is being progressively rolled out to all staff (approximately 2,200). Since May 2006, training has been deployed to five business areas; this represents a total of 232 staff members, with 139 staff members having completed the course by 30 June 2006.

To support the training there are also departmental publications on the Intranet to assist staff; for example, guidelines for the storage and removal of information, records practices for staff and recordkeeping operational procedures.

THE EFFICIENCY AND EFFECTIVENESS OF THE RECORDKEEPING TRAINING PROGRAM IS REVIEWED FROM TIME TO TIME

A Working Group comprising representatives from all business areas has been established to evaluate and review the records awareness training.

The records awareness training package allows participants to provide comments for improving or enhancing the training program. It also provides an assessment quiz which gauges the participant's level of understanding of their recordkeeping responsibilities and obligations.

THE ORGANISATION'S INDUCTION PROGRAM ADDRESSES EMPLOYEES' ROLES AND RESPONSIBILITIES WITH REGARD TO THEIR COMPLIANCE WITH THE ORGANISATION'S RECORDKEEPING PLAN

The Commission's Staff Orientation Program, which is held on a monthly basis for new employees, includes a recordkeeping component. Staff are also provided with a handout that gives them an overview of their roles, responsibilities and operational recordkeeping requirements. All new employees will also undertake the online records awareness training and a workplace specific induction program.

4.12 Sustainability

The Disability Services Commission is committed to embracing good sustainability principles and practices in all of its activities. A number of initiatives have already been put in place to support Government sustainability principles both at the strategic and operational levels.

During 2005–2006 the Commission continued to implement the initiatives outlined in its Sustainability Action Plan, including various others that complement sustainability objectives such as Energy Smart and waste paper recycling programs. These are reported separately in this Section of the Annual Report.

5. Research and Development

The Commission promotes and supports a wide range of basic and applied research initiatives. The results of this work contribute to a better understanding of disability issues and assist in the development of programs and intervention strategies which improve the lives of people with disabilities in Western Australia.

The Commission performed a variety of roles in supporting and promoting research initiatives. It has:

- ✓ sought to influence the local research agenda;
- ✓ encouraged staff to undertake research projects;
- ✓ sponsored research initiatives;
- ✓ supported university students;
- ✓ entered into research partnerships with the tertiary sector;
- ✓ permitted access to client records as a source of research data;
- ✓ supervised postgraduate research;
- ✓ encouraged research to be conducted in specific areas;
- ✓ initiated program evaluations; and
- ✓ maintained a staff capacity to undertake research associated with strategic planning for the Commission and the sector.

In order that the Commission's varied research interests are coordinated and managed appropriately, responsibility for this function is centralised in the Policy, Planning and Information Directorate.

Disability Research Network Website

The Commission has established the Disability Research Network Website (<http://research.dsc.wa.gov.au>) which was launched by the Minister for Disability Services and the Governor of Western Australia in October 2005. This website serves to coordinate and stimulate the research effort in the broad field of disability in Western Australia. The main aims are to provide:

- ✓ information on research, reports and reviews;
- ✓ local and national disability related seminars/conferences;
- ✓ information on funding opportunities; and
- ✓ links to research centres in Western Australia involved in disability research.

National Disability Administrators' Research

The National Disability Administrators' (NDA) Research and Development Program Fund was established under Part 10 of the Commonwealth State Territory Disability Agreement (CSTDA). Jurisdictions contribute funding to undertake research in the

Appendix 5 — Research and Development

area of disability. Western Australia chaired two projects that have been completed; namely, the Disability and Ageing project and the NDA website. The Commission also contributed to research projects on:

- ✓ effectiveness of supported living in relation to shared accommodation;
- ✓ monitoring empowerment and day options reforms;
- ✓ support needs and service models for people with high clinical needs; and
- ✓ workforce capacity.

More information on the NDA can be found on its website at www.nda.gov.au

Research Undertaken by External Organisations

A variety of research and development projects were undertaken in 2005–2006. Some of the projects were undertaken in conjunction with external agencies and universities, while others were undertaken using Commission databases. These projects are briefly outlined in the following pages. Program evaluations undertaken during 2005–2006 and proposed evaluations for 2006–2007 are reported in the relevant Service reports in Chapter 8.

| Research | Joint Venture Organisation | Researchers |
|--|--|---|
| Evaluation of Processes of Family-Centred Care for Young Children with Intellectual Disability in WA. (Ongoing) | Telethon Institute for Child Health Research (TICHR) University of Western Australia (UWA) Princess Margaret Hospital for Children (PMH) | Dr Helen Leonard (TICHR) Dr Linda Slack-Smith (UWA) Dr Amanda Wilkins (PMH and UWA) |
| Unravelling Comorbidity: A Western Australian population-based study of intellectual disability and psychiatric morbidity. (Completed) | UWA School of Psychiatry and Clinical Neurosciences TICHR | Vera Morgan (UWA) Prof Assen Jablensky (UWA) Dr Helen Leonard (TICHR) |
| Linkage of the Western Australian Encephalopathy Cohort with the Western Australian Intellectual Disability Database. (Ongoing) | Westmead Children's Hospital TICHR | Dr Nadia Badawi (Westmead) Dr Helen Leonard (TICHR) Glenys Dixon (TICHR) |
| Pattern of Abilities in Developmental Delay (NH&MRC Grant). (Completed) | UWA Curtin University of Technology Stanford University | A/Prof Mike Anderson (UWA) A/Prof Murray Dyck (Curtin) Y Pintabona and S Elsley (Curtin) A/Prof J Hallmayer (Stanford) |
| Family Functioning in Families of Children with Autism. (Ongoing. Thesis will be submitted in 2006) | Disability Services Commission (DSC) UWA | Alana Maley (DSC) Dr Murray Maybery (UWA) |

Appendix 5 — Research and Development

| | | |
|--|--|--|
| Down Syndrome Needs Opinions Wishes Study. (Ongoing) | TICHR DSC Down Syndrome Association (DSA) | Dr Helen Leonard (TICHR) Prof Carol Bower (TICHR) Dr Sven Silburn (TICHR) Dr Anne Mathews (DSC) Cathy Donovan (DSA) |
| Epidemiology of Intellectual Disability in Western Australia. (Ongoing) | TICHR | Dr Bev Petterson (TICHR) Dr Helen Leonard (TICHR) Dr Carol Bower (TICHR) |
| Western Australian Aboriginal Child Health Survey. (This is partly funded by the Commission and includes five volumes, three of which have been published) | TICHR Kulunga Research Network (KRN) | Prof Stephen Zubrick (TICHR) Dr David Lawrence (TICHR) Prof Sven Silburn (TICHR) Dr Eva Blair (TICHR) Anne Read (TICHR) Sandra Eades (TICHR) Dr Helen Milroy (TICHR) Prof Ted Wilkes (TICHR) Shaun Doyle (TICHR) Heather D'Antoine (KRN) Kate Butler (KRN) |
| Epidemiology of Autism in Western Australia. Establishment of a statewide register for the Autism Spectrum managed by TICHR. (Ongoing) | TICHR Department of Health (DOH) PMH | Dr Emma Glasson (DOH/TICHR) Glenys Dixon (TICHR) Dr John Wray (DOH) Dr Peter Chauvel (PMH) |
| Developmental Pathways to Health, Education, and Delinquency Outcomes in Western Australian Children: a Holistic Approach to Inform Early Intervention Strategies. (Ongoing) | TICHR KRN DOH Department of Education and Training (DET) DSC Department of Corrective Services (DCS) Department for Community Development (DCD) Office of Children and Youth (OCY) Crime Research Centre (CRC), UWA | Prof Fiona Stanley (TICHR) Prof John Finlay-Jones (TICHR) Prof Carol Bower (TICHR) Dr Helen Leonard (TICHR) Prof Nick de Klerk (TICHR) Dr Jianghong Li (TICHR) A/Prof Garth Kendall (TICHR) Dr Jane Freemantle (TICHR) A/Prof Colleen Hayward (KRN) Dr Merran Smith (DOH) Ms Di Rosman (DOH) Dr Jim Codde (DOH) Ms Jocelyn Cook (DET) Dr Stephen Humphry (DET) Dr Ron Chalmers (DSC) Dr Anne Mathews (DSC) Ms Wendy Murray (DCS) Mr Mark Jessop (DCS) Ms Yvonne Patterson (DCD) Mr Richard Mathews (DCD) Dr Dave Vicary (OCY) Ms Anna Ferrante (CRC) |

Research Publications and Presentations

Articles

- Bittles AH, Bower C, Hussain R, Glasson EJ. The four ages of Down syndrome. *European Journal of Public Health* (In Press).
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Presentations

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15th Annual Combined Biological Sciences Meeting, Perth, Australia. Thomson A, Glasson EJ, Bittles AH. (2005, August). 'Angleman and Prader-Willi syndromes in Western Australia: Clinical and Morbidity Profiles.'

ASMR Symposium, Perth, Australia. Thomson A, Glasson EJ, Bittles AH. (2005, June). 'A Long-Term Population-Based Clinical and Morbidity Review of Prader-Willi syndrome in Western Australia.'

Australasian Epidemiological Association Annual Meeting, Newcastle, Australia. Morgan V, Jablensky A, Zubrick S, Bower C, Yellachich L. (2005, October). 'Risk of Obstetric Complications in Women with Schizophrenia or an Affective Psychosis, evidence from a Western Australian population-based study.'

Australasian Schizophrenia Conference, Perth, Australia. Morgan V, Zubrick S, Bower C, Jablensky A. (2006, August) 'Is the Risk of Intellectual Disability, Rare Syndromes, or Epilepsy Elevated in the Children of Women with a Psychotic Illness? Results from a Western Australian population-based cohort study.'

Australian Society for the Study of Intellectual Disability, Perth, Australia. Bourke J. (2005, September). 'IDEA: Intellectual Disability Exploring Answers: Informing Policy Through Research.'

Australasian Society for Psychiatric Research Annual Meeting, Brisbane, Australia. Morgan V, Leonard H, Jablensky A. (2005, December). 'Challenges in the Epidemiological Study of Intellectual Disability Comorbid with Psychiatric Morbidity. Data from a Western Australian record linkage study.'

Autism Congress, South Africa. Maley A. (2006, October). 'Country Autism Services: A Satellite Service for Rural and Remote Western Australia: Best-Practice Informing Service Provision.'

Centre for Developmental Disability Health, Melbourne, Australia. Leonard H. (2005, September). 'Early Outcomes from a Population-Based Intellectual Disability Database in Western Australia.'

Developmental Disability Council of WA, Perth, Australia. Leonard H (2005, June). 'The IDEA Database: Promoting Research in Intellectual Disability.'

Helping Families Change Conference, Brisbane, Australia. Mazzucchelli T. (2006, February). 'Incidental Teaching'.

Helping Families Change Conference, Brisbane, Australia. Roberts C, Mazzucchelli T, Sanders MR. (2006, February). 'Stepping Stones Triple P for Children with Developmental and Behavioural Problems: Theory, Practice and Research.'

ID Network: Focus on Research, Forum and Networking Presentation, Perth, Australia. Leonard H, Cocks E, Packer T, Cockram J. (2005, June). 'The IDEA Database: Promoting Research in Disability'.

International Meeting for Autism Research, Montreal, Canada. (2006, June). Dyck M, Piek J. 'Using Cluster Analysis to Group Children With One or More of Six Developmental Disorders.'

9th International Symposium: Treatment of Behavioural Problems in Neurodevelopmental Disorders, Cairns, Australia. Bourke J. (2005, October). 'IDEA (Intellectual Disability Exploring Answers): A Population-Based Database for Intellectual Disability in Western Australia'.

Appendix 5 — Research and Development

36th PHAA Annual Conference: Successes in Public Health, Perth, Australia. Bourke J. (2005, September). 'IDEA (Intellectual Disability Exploring Answers): Celebrating Collaboration.'

1st South American Workshop on Genomics and Community Genetics, Florianópolis, Brazil. Bittles AH. (2005, September). 'Electronically Linked Database in the Study of Human Genetic Disease.'

World Psychiatric Association - Section of Epidemiology and Public Health, Brisbane, Australia. Morgan V, Leonard H, Jablensky A. (2005, July). 'Unravelling Comorbidity: A Western Australian Population-Based Study of Intellectual Disability and Psychiatric Morbidity.'

Grants Involving Commission Register Data

National Health and Medical Research Council 2004–2006

Fetal origin of adult disease? A population-based study of the offspring of women with severe mental disorders.

Investigators include: Assen Jablensky, Vera Morgan
\$435,000

March of Dimes (USA) 2004–2006

A population-based study of obstetric developmental and neuropsychiatric outcomes in the offspring of women with severe mental disorders.

Investigators include: Assen Jablensky, Vera Morgan, Carol Bower, Steve Zubrick
\$314,000

National Institute of Health (USA) 2003–2008

Down Syndrome NOW (Needs Opinions Wishes) Study.

Investigators include: Helen Leonard, Carol Bower, Sven Silburn, Nicholas de Klerk, John Christodoulou, Helen Woodhead, Susan Fyfe, Sonj Hall, Lakshmi Nagarajan, Michael Msall, Sheena Reilly
\$USD875,000

National Institute of Health 2004–2008

Rett syndrome: determinants of outcome and burden.

Investigators include: Helen Leonard, Carol Bower, John Christodoulou, Nicholas de Klerk, Carolyn Ellaway, Susan Fyfe, Sonj Hall, Michael Msall, Lakshmi Nagarajan, Sheena Reilly, Sven Silburn, Helen Woodhead
\$USD850,000

6. New Publications and Resources

The Commission's publications are available in alternative formats on request and online at www.dsc.wa.gov.au

| Publication title | Description |
|---|---|
| Aboriginals with Disabilities. Getting Services Right | Policy, Planning and Information A5 leaflet |
| Access for Aboriginal and Torres Strait Islander people with disabilities. Policy and Practice Plan | Policy, Planning and Information A5 leaflets |
| Autism – Where to Start | Metropolitan Services Coordination A4 Booklet and DVD |
| Best Practice Audiological Guidelines. Information for people with an intellectual disability, their parents, caregivers and health professionals. | Health Resource Consultancy Team A4 booklet |
| Bridging Service Providers Guidelines | Health Resource and Consultancy Team A4 booklet |
| Budget Bulletin 2005-2006 | Policy, Planning and Information A4 brochure |
| Choices for Life. Introduction to the Shared Management Model | Service Purchasing and Development DL leaflet |
| Developmental Delay. An information guide for parents. | Metropolitan Services Coordination A4 booklet |
| Disability in Western Australia State Issues and Commonwealth Issues (CSTDA) 2005-06 | Policy, Planning and Information A4 brochure |
| Disability Service Standards | Service Purchasing and Development CD, tape, training manual resource file, poster |

Appendix 6 — New Publications and Resources

| | |
|---|---|
| Disability Services Commission Combined Application Process (CAP) | Service Purchasing and Development Translation – A4 sheet (Amharic, Arabic, Chinese, Croatian, Serbian, Farsi, Vietnamese) |
| Disability Services Commission Strategic Plan 2006-2010 | Policy, Planning and Information A4 booklet |
| Health Resource Consultancy Team | Health Resource Consultancy Team |
| Information Sheet | Translation – A4 sheet (Amharic, Arabic, Chinese, Croatian, Serbian, Farsi, Vietnamese) |
| Help Us Help You | Policy, Planning and Information Translation – DL leaflet (Amharic, Arabic, Chinese, Croatian, Serbian, Farsi, Vietnamese) |
| How to Have Your Say | Policy, Planning and Information Translation – DL leaflet (Amharic, Arabic, Chinese, Croatian, Serbian, Farsi, Vietnamese) |
| How to use the Shared Management Model. Information for Service Providers | Service Purchasing and Development A5 booklet |
| Information for people with disabilities, their families and carers | Country Resource and Consultancy Team Translation – A4 sheet (Amharic, Arabic, Chinese, Croatian, Serbian, Farsi, Vietnamese) |
| Local Area Coordination, family, friends and community | Country Services Coordination DL leaflet |
| Local Area Coordination, family, friends and community | Metropolitan Services Coordination DL leaflet |
| Local Area Coordination, family, friends and community Framework | Metropolitan Services Coordination A4 booklet |
| Local Area Coordination, family, friends and community Health Check Report | Metropolitan Services Coordination A4 booklet |

Appendix 6 — New Publications and Resources

| | |
|---|---|
| Local Area Coordination. Supporting all people with disabilities | Metropolitan Services Coordination |
| | Aboriginal and Torres Strait Islander DL leaflet |
| Local Area Coordination. Information for people with disabilities, their families and carers | Metropolitan Services Coordination |
| | Translation – A4 sheet (Amharic, Arabic, Chinese, Croatian, Serbian, Farsi, Vietnamese) |
| Microboards and Person Centred Planning Seminars and Workshops | Service Purchasing and Development |
| | Electronic email invitation with workshop information |
| Resource Guide for Families | Metropolitan Services Coordination |
| | A4 booklet |
| Shared Management Model Responsibility Guide | Service Purchasing and Development |
| | A4 booklet and Resource file |
| Skills for Kids | Metropolitan Services Coordination |
| | CD |
| Stepping Stones. Triple P “Positive Parenting Program” Information for Parents. | Metropolitan Services Coordination |
| | DL leaflet |
| ‘The Way Forward’ Disability Symposium in Western Australia – 29 September 2005 | Policy, Planning and Information |
| | Program of events for Symposium |

7. Ministerial Advisory Council on Disability

The Ministerial Advisory Council on Disability was established as a means of keeping the government informed on major issues affecting the lives of people with disabilities, their families and carers. Membership of the Council is drawn from interested people who have skills, experience or knowledge of disability. The Council's advice to government is based on regular consultations with the community.

MEMBERSHIP

Ms Norma JOSEPHS (Chairperson) *3rd Term 01.12.04–30.11.06*

Ms Josephs holds a Bachelor and Masters of Social Work as well as a Certificate in Health Care Management. Canadian work experience was predominantly in the rehabilitation field where she was involved in a number of innovative accommodation options and was a founding member of the Head Injury Association and the Amyotrophic Lateral Sclerosis Societies of British Columbia. Australian experience includes five years in human resource management at the Water Corporation and six years in the disability field. Ms Josephs is currently the Director of the Association for Services to Torture and Trauma Survivors. Ms Josephs has an eye condition and receives services through the Association for the Blind.

Ms Kerry ALLAN–ZINNER (Deputy Chair) *2nd Term 01.04.05–31.03.07*

Ms Allan-Zinner is currently a Disability Awareness and Communications Consultant. She is contracted as a Lecturer at Curtin University of Technology in 'Communicating with People with Disabilities' and disability education training with various government and non-government agencies.

Ms Allan-Zinner has recently been appointed as Chair of the Board of the Cerebral Palsy Association of WA (CPAWA). She has held varied positions within CPAWA which have included Director and Deputy Chairperson of the Board, Chairperson of the Children's Services Committee of Management and Member of the Commercial Enterprises Committee of Management. Ms Allan-Zinner has extensive community service and disability awareness experience and has addressed many events as a presenter. She is also an Independent Service Standards Monitor for the Disability Services Commission, has personal experience of a physical disability and is the mother of three children.

Ms Claire ANDERSON *1st Term 01.01.05–31.12.06*

Currently on Leave of Absence

Ms Anderson has personal experience of a neurological disability and is currently self-employed as a Life Coach, professional speaker and trainer.

Appendix 7 — Ministerial Advisory Council on Disability

In 2004 Ms Anderson was awarded the Enhanced Access Award in the Individual category for demonstrating a commitment to improving access within the community for people with a disability. Also in 2004, Ms Anderson released her autobiography, *Invisible Opponent*, and won the 2005 People with Disabilities (WA) Inc Media Award for excellence in multi-media.

Ms Anderson was a category finalist in the Brownes Yoghurt Every Woman of the Year Awards in 2005 for overcoming adversity. She is currently a member of the Town of Victoria Park's Disability Access Committee and a member of the Muscular Dystrophy Association of WA.

Ms Jane EACOTT

1st Term 01.10.05–30.09.07

Ms Eacott has a 15-year-old son who has a multi-complex developmental disorder. She works in the private sector with her husband in the reprographics (print and design) industry in the area of public relations and human resources.

In 1974, after a career in the film industry in Ireland and the United Kingdom, Ms Eacott came to Australia and worked in advertising/public relations for nearly 13 years. The arrival of their son brought a career change, and experiences with and through her son introduced her to the disability field and initiated her involvement in family-based community groups and organisations.

Currently Chair of The Foundation for Social Inclusion Inc, Ms Eacott is a founding and current board member of Planned Individual Networks Inc. She also sits on a Department of Education and Training Advisory Panel and participates in other local Southern Districts community groups. Ms Eacott is an active advocate of family leadership, family-based organisation, self sufficiency and societal inclusion.

Ms Eacott brings to Council skills and knowledge in the field of family-based organisations in the disability sector as well as direct connections with families and family groups; a sound background in the corporate and the general business sector with specific skills in strategic planning, public relations/communications and human resources.

Dr Lindy GULLAND

1st Term 01.01.05–31.12.06

Dr Gulland graduated with a Bachelor of Medicine/Bachelor of Surgery degree at the University of Western Australia in 1983.

She has previously worked in various medical positions including the Family Medicine Program which encompassed hospital residencies, general practice, palliative care and the Alcohol and Drug Authority as well as conducting the Health in the Elderly Busselton Population Research Study in 1987. From 1987 until the end of 2000, Dr Gulland was employed, at the managerial level, with the Australian Red Cross Blood Service.

Appendix 7 — Ministerial Advisory Council on Disability

Dr Gulland has personal experience of blindness as a result of complications related to diabetes and is on the Board of the Association for the Blind of WA (ABWA), as well as being a member of the ABWA Consumer Advisory Committee.

Mr Keith HAYES

1st Term 01.01.05–31.12.06

Mr Hayes has personal experience of vision impairment, his professional career was lecturing at TAFE in economics, business studies and community services over a period of 25 years. He currently holds the position of elected member to the Town of Victoria Park Council and has been the Chairperson of the Town's Disability Advisory Committee since 1997.

Mr Hayes is currently a member of the West Australian Disabled Sports Association Management Committee, Blind Citizens Australia Transport and Access Committee and Main Roads Vulnerable Road Users Taskforce. He has previously been a member of the Management Committee of People With Disabilities (WA) Inc, the National Council of Disabled Peoples International (Australia), the National Federation of Blind Citizens (Australia) and the Australian Government's WA Disability Advisory Council.

Ms Melanie HAWKES

2nd Term 01.04.05–31.03.07

Ms Hawkes graduated from Murdoch University with a double major in Japanese and Communication Studies in 2000. She is currently employed two days a week in media and public affairs for the Fire and Emergency Services Authority and was previously employed by Rocky Bay as Assistant Conference Coordinator for the 'Women On Wellness' Conference in 2002.

Ms Hawkes is currently a member of the Rocky Bay Council, and has also delivered training sessions on disability awareness with Main Roads Western Australia and has considerable knowledge and personal experience in the areas of access and transport. She has personal experience of a physical disability and uses a power wheelchair.

Ms Sarah LIDDELOW

2nd Term 09.02.06–08.02.08

Ms Liddelow developed bone cancer in 1998 at the age of fifteen, and as a result her right leg was amputated. She has been actively involved in the promotion and management of CanTeen since her diagnosis. Ms Liddelow was the 2003 WA Divisional Secretary, and currently holds a position on the Member Support Team. Past involvement includes being a Radio Lollipop volunteer at Princess Margaret Hospital for Children and working with the Amputees in Action Youth Committee and as spokeswoman for the Red Cross, promoting the importance of giving blood.

In 2003 Ms Liddelow was awarded a Western Australian Youth Award for achievement in the face of adversity. She is currently in her final year of a Bachelor of Psychology at Murdoch University. Continuing work includes providing mentoring for youth in disadvantaged circumstances and guest speaking to groups to promote the awareness of cancer and people with disabilities.

Appendix 7 — Ministerial Advisory Council on Disability

Mr Jasbir MANN

2nd Term 01.04.05–31.03.07

Mr Mann holds a Masters in Social Work from Curtin University of Technology and holds both a Bachelor of Arts majoring in Economics and a Bachelor in Social Work from the University of Western Australia. He is currently employed part-time as Manager of Counsellors and Social Workers Inc. This role, and his previous job as an Advocacy Officer, have exposed Mr Mann to issues such as housing, access, employment and transport that impact on the lives of people with disabilities and in particular for people from ethnic backgrounds.

Mr Mann is active at the federal level in issues dealing with welfare reform and particularly involved in matters relating to disability rights, the Disability Support Pension and employment opportunities for people with disabilities. He is also involved in disability reforms, rights and awareness in the ASEAN region.

Mr Mann brings to the Council expertise in systemic and individual advocacy, ethnic issues, housing, access, and employment and has knowledge of issues related to people who have physical and psychiatric disabilities. He also has personal experience of a neurological/physical disability.

Ms Hilary RUMLEY

2nd Term 01.07.04–30.06.06

Ms Rumley is currently a self-employed Anthropologist and Disability Consultant. She holds a Bachelor of Arts Joint Honours Degree in Anthropology and Geography, Masters in Anthropology and a Diploma of Education. Ms Rumley has widespread research skills and has provided numerous academic papers and reports to varied organisations via her consultancy.

Ms Rumley is a member of the Committee of Management of People with Disabilities (WA) and has been a member of the Sussex Street Community Legal Centre's Disability Discrimination Unit. She has previously been a member of the West Australian Council of Social Service Aboriginal Disability Forum. Ms Rumley's area of expertise is disability inclusion and discrimination, Aboriginal and women's interests. Ms Rumley also has personal experience of a physical disability, having been a permanent wheelchair user for the past 10 years.

Ms Jackie SOFTLY

1st Term 01.01.05–31.12.06

Ms Softly is the mother of a 21-year-old man with an intellectual disability. She is currently self-employed as a Disability Consultant and also undertakes contract work for the Disability Services Commission as an Independent Standards Monitor.

Ms Softly was a founding member of the Down Syndrome Association of WA in 1986. Her involvement with the Association has been ongoing and includes many years as a member of the Management Committee and as a Board Member for the Australian Down Syndrome Association, five years as Executive Officer and currently in a part-time information and development role.

Appendix 7 — Ministerial Advisory Council on Disability

Ms Softly has also been employed as the Coordinator for the Kalparrin Centre for Parents of Children with Disabilities and as the City of Canning's Disability Access Officer.

Ms Softly has been an active advocate for her son and other people with a disability for many years. Her extensive community service and committee work includes representation on committees including the WA Birth Defects Registry, Princess Margaret Hospital's (PMH) Consumer Participation Committee, Activ Foundation Education Committee, Disability Service Plan Steering Committees for PMH and the Education Department of WA. Ms Softly is on the Board of the Genetic Support Council of WA and a member of the Consumer and Community Participation Joint Steering Committee of the University of WA School of Population Health and the Telethon Institute for Child Health Research.

Mr Anthony THOMAS

1st Term 01.10.05–30.09.07

Mr Thomas is currently the Chief Executive Officer of Strive Warren Blackwood Inc, based in Bridgetown, which is an endorsed Disability Services Commission Alternatives to Employment, Accommodation Support and Community Services provider for the Warren Blackwood Region.

He has previously worked for the Disability Services Commission as Manager within the Accommodation Services Directorate. Previous to this, he worked as a Social Trainer and in other various positions within the Disability Services Commission and as a Nursing Assistant at Shenton Park Rehabilitation Hospital.

Mr Thomas is a service provider and lives in Bridgetown, bringing both a service provider and rural perspective to Council.

He holds a Certificate in Training the Handicapped (Social Trainer). Mr Thomas is also a member of the following; ACROD Social Participation Committee, Bridgetown-Greenbushes Human Services Agencies Network, Warren Blackwood Human Services Network, Council of Regional Disability Services (CORDS) and the South West Regional Domestic Violence Committee.

Mrs Bethel WALKER

2nd Term 01.07.04–30.06.06

Mrs Walker is retired and is currently involved with various community committees in the Goldfields region. She has worked for the City of Kalgoorlie-Boulder, particularly in the area of access and in the coordination of various services to people who have a disability and seniors, and has an in-depth knowledge of Home and Community Care services. Since her retirement in 1996, Mrs Walker has been involved, in a voluntary capacity, in a wide range of services to people with disabilities and seniors.

Mrs Walker holds a Certificate for Care of the Elderly and a Certificate for Management, Occupational (Health) Safety Training.

Appendix 7 — Ministerial Advisory Council on Disability

Mr Michael WRIGHT

2nd Term 01.06.05–31.12.05

Mr Wright is a qualified social worker and he also holds a Masters of Applied Epidemiology from the Australian National University. He is currently working in the Sexual Health and Blood-borne Virus Program in the Communicable Disease Control Directorate located within the Western Australian Department of Health.

Mr Wright has extensive experience working in the health and welfare sectors. He has previously worked as a Policy Officer with the Western Australian Council of Social Services Inc and as a manager and case worker in a service that provided psychosocial support to Aboriginal people who were living with serious mental health issues.

Mr Wright brings to the Council a depth of experience and knowledge of Aboriginal health and welfare issues. His contribution to the Council is important because of his knowledge and understanding of the unique cultural issues for Aboriginal people. Importantly, he has raised Council Members' awareness of the importance of services provided to Aboriginal people needing to be culturally safe and secure. Mr Wright is also the grandparent of a child with a severe developmental disability.

Ministerial Advisory Council on Disability Retiring/resigning Council Members 2005–2006

Mr Michael Wright

December 2005

8. Glossary and List of Abbreviations

GLOSSARY

| | |
|--|--|
| Access Improvement | Coordination, development and improvement of access to public and private services and facilities for people with disabilities, their families and carers. |
| Accommodation Support (ex Residential Services) | The provision of residential accommodation and/or necessary accommodation supports and supervision for people with disabilities within hostel or group home/duplex accommodation, including Supported Community Living. |
| Accommodation Support Funding Process | Provides assistance to people with disabilities who are in immediate need of accommodation support outside their family home. Funding is based on individual need and applications are considered four times a year. |
| Annual Client and Service Data Collection (ACDC) | The annual collection of comprehensive data on the number and characteristics of all Western Australians with disabilities and their family carers who have accessed services funded and/or provided by the DSC, for State and Australian Government reporting requirements. |
| Budget Statements | Forecasted financial and performance budget provided to Treasury for the following year. |
| CALD background | Defined here as referring to overseas-born people from a country whose main language is not English. |
| Combined Application Process (CAP) | The process used by the Commission for applications for Accommodation Support, Intensive Family Support and Alternatives to Employment Support. |
| Community Residential | Group homes, usually with no more than six residents in any one house. |
| Community Education | Advocacy for, and promotion of, community awareness and acceptance of people with disabilities. |
| Consumer Satisfaction Survey | A survey of all service users of the Commission's funded and provided services, for the purpose of collating information on the levels of service satisfaction and social participation. |
| Day Options | Provision of constructive and positive day activities for people with disabilities who do not attend school or are not employed full time, to maximise their full potential and social independence. |
| Direct Consumer Funding | Individualised funding via the LAC program to enable people with disabilities and their families to choose and purchase their own supports and services. |

Appendix 8 — Glossary and List of Abbreviations

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| Disability Access and Inclusion Plan (DAIP) (previously called Disability Service Plan) | A key priority of the amendments to the <i>Disability Services Act 1993</i> is to promote and ensure the inclusion of people with disabilities. The amendments to the Act reinforce the importance of ensuring the needs of people with disabilities are considered in day-to-day operations. The amendments to the legislation have changed, amongst other things, the name of 'Disability Service Plan' to 'Disability Access and Inclusion Plan', and provide a framework and guidance on issues relating to the plan including standards for improving access and inclusion; consultation with people with disabilities; reviewing and updating; public availability; extending the plan to your agents and contractors that provide services on your behalf to the public; and reporting on the implementation of your plan. |
| DSC Five-Year Strategic Plan | 2005–2006 is the first year of the Commission's third Five-Year Strategic Plan 2006 to 2010 which sets out the goals, vision and objectives for the Commission's future direction. |
| Effectiveness Indicators | Provide qualitative information to measure the extent to which the services of a program have contributed to the achievement of its desired outcome. |
| Efficiency Indicators | Provides quantitative information to measure how efficiently the Commission has delivered its services against current targets and past performance. |
| Equity and Diversity Plan | The development of an equitable and diverse Commission workforce which is representative of the WA community at all levels of employment. |
| Family Support and Respite | Provision of information and counselling services, in-home help and respite services, and assistance to families to develop support networks and access necessary supports. |
| Funded agencies | Agencies funded by the Commission to provide a range of services to people with disabilities and their families. |
| Health and Individual Development | Provision of medical and other specialist services directed at maintaining health, promoting family wellbeing and developing skills and abilities. |
| Hostel Residential | Provision of residential accommodation and necessary support and supervision in a congregate setting (usually less than 20 beds) and may or may not provide 24-hour residential support. |
| Individual Coordination | The provision of services through the LAC service which assists people with disabilities, their families and carers to access local supports and services appropriate to their individual needs. |

Appendix 8 — Glossary and List of Abbreviations

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| Individual and Family Support (ex Non-Residential Services) | Provision of a range of supports within the community to assist people with disabilities and their families and carers to attain a 'reasonable' quality of life. |
| Local Area Coordination | Provision of support for people with disabilities, their families and carers to link with, and access, local supports and services within their own community. |
| Outcome | A broad statement that links the provision of services to the articulated goals of the Commission. |
| Performance Indicators | Qualitative and quantitative information used to measure the performance of the Commission, against determined yearly targets, in its delivery of services. |
| Provided services | Services directly provided by the Commission to meet the needs of people with disabilities, their families and carers. |
| Quality Assurance | Development, maintenance and monitoring of effective mechanisms to preserve consumer rights, ensure appropriate safeguards, and promotion of service quality. |
| Service (previously called 'Output') | The services funded and provided by the Commission and for people with disabilities and their families and carers. |
| Service user | Any person with a disability who has accessed either a Commission funded or provided service throughout the year. |
| Snapshot Day data | Service user data collected by all services funded and provided in all jurisdictions in Australia, on the one day in the year, for performance comparability. |
| Strategic Coordination | Provision of strategic advice to support the informed development of disability policies, and the planning and coordination of disability services in Western Australia. |
| Strategic goals | The broad aims that the Commission wants to achieve which are: to strengthen individuals, families and carers; strengthen communities; and strengthen partnerships and support services. |
| Supported Community Living | Provision of a range of supports to assist people with disabilities to live in the community in their own home. |
| Whole-of-year data | The collation of service and service user data on all service users who have accessed any funded or provided service throughout the year. |

LIST OF ABBREVIATIONS

| | |
|-------|--|
| ABS | Australian Bureau of Statistics |
| ABWA | Association for the Blind of WA |
| ACDC | Annual Client and Service Data Collection |
| ACROD | National Industry Association for Disability Services |
| AIHW | Australian Institute of Health and Welfare |
| ATE | Alternatives to Employment |
| ATSI | Aboriginal and Torres Strait Islander |
| BPBS | Better Planning: Better Services |
| CAEP | Community Aids and Equipment Program |
| CALD | Culturally and Linguistically Diverse |
| CALM | Conservation and Land Management |
| CAP | Combined Application Process |
| CATCH | Children who Are dependent on Technology and Cared for by their families at Home Pilot Program |
| COAG | Council of Australian Governments |
| CPAWA | Cerebral Palsy Association of WA |
| CSTDA | Commonwealth State Territory Disability Agreement |
| DAIP | Disability Access and Inclusion Plan |
| DCD | Department for Community Development |
| DFS | Disability First Stop |
| DOH | Department of Health |
| eCAEP | Electronic Community Aids and Equipment Program |
| FOI | Freedom of Information |
| FTE | Full time equivalent |
| KRN | Kulunga Research Network |
| LAC | Local Area Coordination or local area coordinator |
| MES | Main English-speaking countries |
| NDA | National Disability Administrators |
| NMDS | National Minimum Data Set |
| OSH | Occupational Safety and Health |
| PMH | Princess Margaret Hospital for Children |
| TICHR | Telethon Institute for Child Health Research |
| UWA | University of Western Australia |
| WADSA | WA Disabled Sports Association |



DISABILITY SERVICES COMMISSION Annual Report 2005–2006 Feedback Form



The Disability Services Commission is seeking your feedback and comments regarding the 2005–2006 Annual Report. Your opinions will help us improve our reports in the future, and help make them more informative and useful to our readers. Please feel free to attach further information if you have more comments.

| | |
|--|-----------|
| | Excellent |
| On an overall basis, how would you rate the Annual Report? | Good |
| | Poor |

| | |
|---|-----------------|
| | Very useful |
| How useful did you find the information in the Annual Report? | Useful |
| | Not very useful |

Which aspects of the Annual Report did you like?

Which aspects of the Annual Report do you think need improvement?

Have you any other comments?

Please detach this form and return to:

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Disability Services Commission
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