

Disability Services Commission Annual Report



2008–2009

About the Disability Services Commission

The Disability Services Commission is the State Government agency responsible for advancing opportunities, community participation and quality of life for people with disabilities. Established under the Disability Service Act 1993, the Commission provides a range of direct services and supports and also funds non-government organisations to provide services to people with disabilities, their families and carers. As such, the Commission is both a funder and a provider of disability support services in Western Australia.

Key people and contact details

Responsible Minister:	<u>Minister for Disability Services</u> The Hon Simon O'Brien MLC
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Hon Minister for Disability Services

Annual Report 2008–2009

In accordance with the *Financial Management Act 2006 (Section 61)*, 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 2009.

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



Bruce Langoulant
Chairperson
Disability Services Commission Board



Jim McKiernan
Deputy Chairperson
Disability Services Commission Board

7 September 2009



1. 2008–2009 Overview

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1.1 Executive summary

In 2008–2009 the Disability Services Commission has:

- assisted 20,540 Western Australians with disabilities;
- expended \$434.0 million to advance the rights and support the needs of Western Australians with disabilities — a 19 per cent increase on last year;
- received revenues of \$348.9 million from the State Government (80 per cent of Commission's budget);*
- received Commonwealth Government funding of \$75.5 million under the National Disability Agreement and other agreements (17 per cent of the Commission's budget); and
- allocated \$257.7 million (59 per cent of total expenses) to 107 external service providers for services and support for Western Australians with disabilities and their carers.

The past year has been characterised by many other significant achievements such as:

- completed, after extensive statewide consultations, the Commission's long-term plan, Disability Future Directions 2025;

- increased the range of community living options as part of the new Community Living initiative, resulting in 45 additional options;
- provided 175 people with Accommodation Support Funding and another 11 with funded vacancies, exceeding targets;
- expanded the Alternatives to Employment program, with additional support approved for almost 240 young adults as well as post school options for 137 school leavers;
- provided \$750,000 through the Independent Living Centre (WA) for 205 people with disabilities and their families and carers to access aids and equipment not available through the Community Aids and Equipment Program;
- worked to increase and improve culturally appropriate services and supports for Aboriginal and Torres Strait Islander people and for people from culturally and linguistically diverse backgrounds;
- signed a Memorandum of Understanding with the Western Australian Country Health Service and Child Development Services to work together to achieve positive health outcomes for people with disabilities;

* A further \$11.2 million was received through other sources such as board and membership fees charged to compensable clients.



- progressed the development of the Quality Management Framework that will give people with disabilities and their families and carers a greater role in ensuring services meet their needs through continual improvement;
- facilitated the review of the Disability Services Act 1993 which was tabled in Parliament on 14 May 2009;
- signed the National Disability Agreement, effective from 1 January 2009, and which replaced the previous five year Commonwealth States/Territories Disability Agreement; and
- developed a new purpose-built website www.accesswa.com.au to house You're Welcome WA access information from State and local government authorities across Western Australia.

1.1.1 Chairperson's report



The past year has been one of steady growth and maturity, with the Disability Services Commission seeing three major initiatives through to

fruition. The Commission's functional review, the review of the Disability Services Act 1993, and, most significantly, the implementation of the Sector Health Check were all completed in 2008–2009 to place the entire disability sector in a stronger position than ever to take on the challenges of the future.

The fact that the functional review happened quietly, with little fanfare, belies its significance. This review was only the second in the history of the Commission, which has seen its budget double since the last restructure. The changes to the organisational structure, including the addition of a seventh directorate, Statewide Specialist Services, will ensure the Commission has the capacity to handle future growth in programs and services and to manage increasingly complex partnerships and contractual arrangements with other organisations. It's a credit to the hard-working staff of the Commission that the transition to the new structure late in 2008 took place smoothly and was kept

to schedule, with minimal impact on operations and without any disruption to services.

I was pleased this year to oversee the third review of the Act, with the report tabled in Parliament in May. Under legislation the Act is reviewed every five years and where the first two reviews brought about substantial changes, this cycle required mostly only fine-tuning. A significant recommendation is the addition of a seventh outcome to the Disability Access and Inclusion Plans required for all State and local government instrumentalities and their contractors, focusing on employment opportunities for people with disabilities.

Finally, the 67 recommendations of the Sector Health Check report, a comprehensive review of the performance of the disability sector begun in 2006, have now all been attended to. Key among these were three recommendations surrounding the development of a 'Community Living Plan', setting out principles and proposed models to broaden the range of accommodation opportunities available to people with disabilities. The Community Living Plan is now being implemented, with funding made available in 2008–2009 to support 45 people to live good lives in their local community, based on their choices. The Community Living Plan's innovative approach is an incentive to the sector to think creatively about accommodation and new ways of designing models that really fit the needs and aspirations of the people using them.



But perhaps most importantly, addressing recommendations 1-6 of the Sector Health Check, Western Australia's State Disability Plan, 'Disability Future Directions' — spanning more than 15 years and taking us to 2025 — has now been finalised. Both sweeping in scope and detailed in focus, 'Disability Future Directions' plots a long-term course for disability services in three key areas: economic and community foundations, participation and contribution in all aspects of life, and personalised supports and services. As we approach 2010 and the end of our current five-year strategic plan, this landmark document has already laid the groundwork for our next three strategic planning cycles.

I think of these undertakings — the functional review, the review of the Act and the acquittal of the Sector Health Check — as forming the skeletal structure of the organisation — the hard bones. These are fleshed out by the less tangible outcomes, creating opportunities which determine how far we can go, not just within the Disability Services Commission or the disability sector, but as a community, in ensuring people of all abilities can live satisfying and fulfilled lives. This remains the ultimate goal.

Bruce Langoulant

Chairperson

Disability Services Commission Board.

1.1.2 Director General's report



How quickly things can change! We entered 2008–09 confidently predicting a year of stability, a year in which we were to capitalise on the investment

made in planning and structural change undertaken in 2007–08, a year of development and steady progress. World and local events – from the global financial crisis to a change of State Government – conspired to give us a very different operating environment and put paid to our plans for a steady-as-she-goes year.

It's at times like these that you appreciate the investments made in previous years in building an effective organisational structure, positive working relationships with partner agencies, a sound policy and administrative framework, and most importantly, a strong leadership team. The investments gave us the confidence and capability to effectively respond to the unexpected challenges that emerged during 2008–09.

While the decline in the world economy has clearly had an impact on the lives of many people with disabilities and their families throughout Western Australia, a major positive outcome has been a turnaround in the decline in the number of people leaving the disability services sector workforce. During the past 12 months, staff vacancy rates have dropped within both the Commission and non-government organisations.

Ensuring that the new recruits to the sector remain as permanent employees is a challenge for the future.

The Commonwealth and State Governments' stimulus measures in response to the economic downturn prompted the sector to prepare and submit development plans to increase capacity in accommodation services which will help meet increasing demand in years to come.

Access to housing also emerged as a major issue for the disability services sector in 2008–09. We have adopted a proactive stance in working with the Department of Housing and the disability sector to ensure that people with disabilities have access to appropriate housing in the years ahead.

The allocation of substantial additional growth funding (\$95.5million over the four year 2008–09 to 2011–12) has been especially welcomed. We have developed a comprehensive implementation plan to ensure that this growth funding is targeted to areas of greatest need and in the best interests of people with disabilities and their families and carers.

We have also been busy at the national level, helping to progress the reforms contained within the National Disability Agreement between the Commonwealth Government and the States and Territories, signed in January 2009. These include better measurement of need, population benchmarking for disability services, quality improvement systems based on disability standards, service planning and strategies to simplify access, early intervention and prevention, lifelong planning and increasing



independence and social participation strategies, increased workforce capacity, increased access to support for Indigenous Australians, access to aids and equipment, and the development of a National Disability Strategy.

Over the past 12 months, we have made a sustained effort to move away from the 'one size fits all' mindset by building increasing flexibility and responsiveness into our programs and service models to better meet people's needs. We have taken action to stretch the boundaries of our policies, programs and services to build in greater flexibility, thereby offering more tailored supports for people with disabilities throughout Western Australia.

One of the best examples of this was the introduction of the Community Living strategy. More than 50 people have been attracted to the new flexible planning and support system, designed to assist people with disabilities to live good lives in their local community. Changes are also being made to the Commission's Family Support program, giving each family greater control over decision-making about the support arrangements they need at any point in time.

The announcement by the State Government that \$43 million would be allocated to expand the Alternatives to Employment program also provides a great opportunity to increase the responsiveness and flexibility of this important support system.

During the past six months we have endeavoured to ensure that the statewide Local Area Coordination program is better placed to understand and respond to the needs of individuals

and families. 'Shared Agreements', brief statements that clarify the expectations in the relationship between each individual/family and their Local Area Coordinator, are proving to be an effective means of focusing attention on the important issues for people with disabilities and their families and carers.

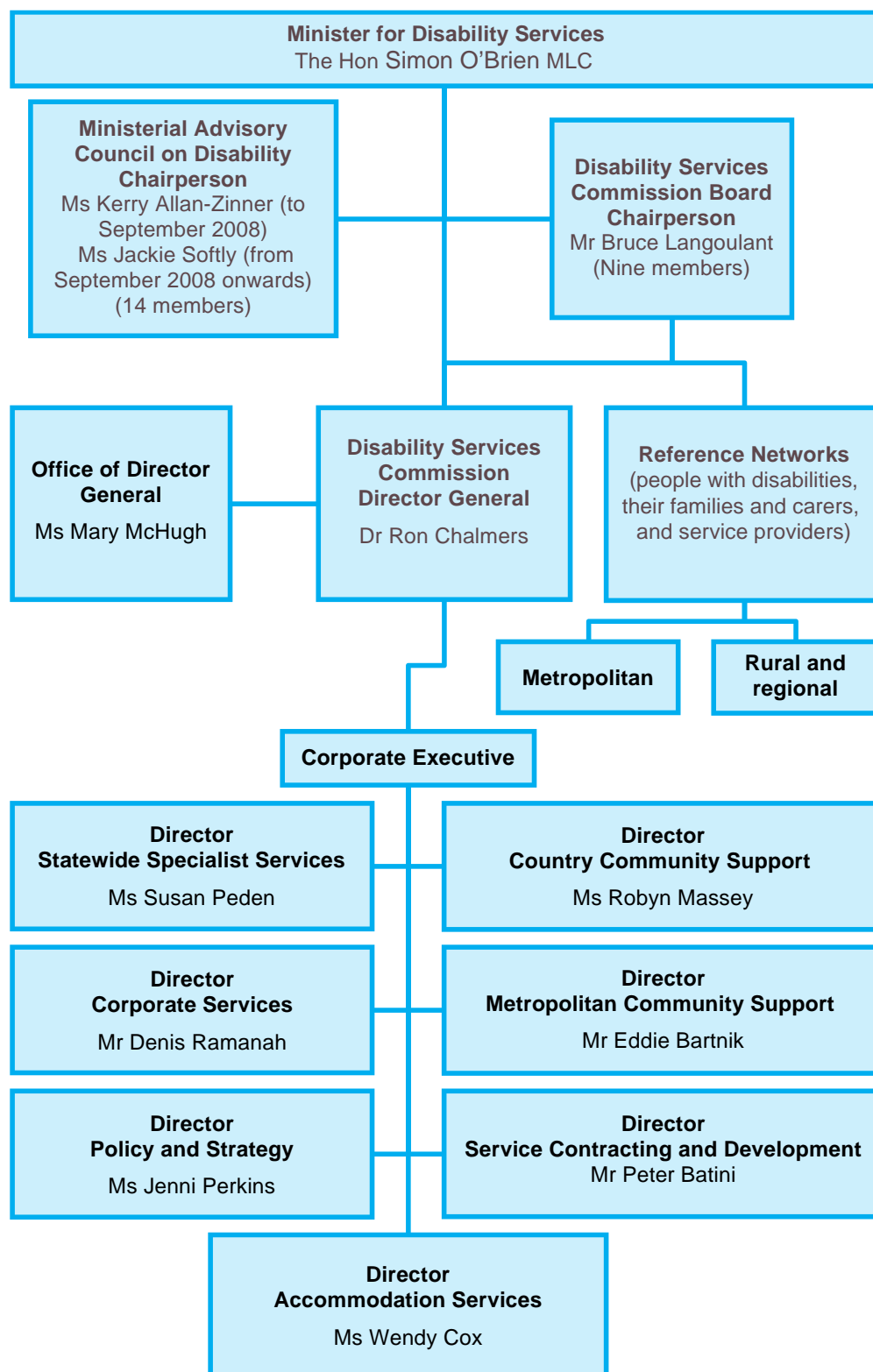
The concerted efforts to increase flexibility in programs and services responds directly to feedback received from people with disabilities, families, carers and the Commission's partner non-government service providers.

I would also like to take this opportunity to recognise the achievement of staff who contributed to the Commission being awarded four specialist awards at the annual Institute of Public Administration Australia (WA) – W.S. Lonnie Awards (2009):

- Margaret McAleer Special Commendation for outstanding annual report;
- Office of the Public Sector Standards Commissioner – Award for Good Governance;
- Office of the Ombudsman Award for Complaints Handling; and
- State Records Commission for State Records Award.

The Commission continues to take pride in its accountability and aims to maintain the standards it has set for itself and other public authorities.

Dr Ron Chalmers
Director General
Disability Services Commission





1.2 Operational structure

The Disability Services Commission was established 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.

The Hon Simon O'Brien MLC is 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 Jackie Softly.

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 Bruce Langoulant has chaired the Board since July 2007.

Day-to-day administration of the Commission is the responsibility of the Director General supported by the Corporate Executive. Dr Ron Chalmers has been Director General of the Disability Services Commission since November 2007.

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 Board members for appropriate follow-up by the Corporate Executive. For 2008–2009,

nine rural and two metropolitan meetings were scheduled to provide opportunities to meet with Board members.

The Commission ensures a clear separation between its functions as a funder, provider, and coordinator of disability services by consolidating functions into seven directorates, each of which are briefly described below.

Accommodation Services: provides a home and necessary supports to enable each person with a disability receiving services to have a good life. These services are soundly managed to maximise outcomes for residents.

Country Community Support: works at an individual and community level to support people with disabilities, their families and carers to participate, contribute and belong to their local communities. This is achieved through the regional arm of the Local Area Coordination (LAC) program and the statewide implementation of the Community Living Plan.

Metropolitan Community Support: works at an individual and community level to support people with disabilities, their families and carers to participate, contribute and belong to their local communities. This is achieved through the metropolitan arm of the Local Area Coordination (LAC) program.

Statewide Specialist Services: provides therapy, psychology and social work support and consultancy to people with disabilities, their families, carers, agencies and the community.

Service Contracting and

Development: supports people with a disability by distributing available funds through fair and transparent processes such as the Combined Application Process and the Post School Options Process. It also purchases quality disability-related services for people with disabilities, their families and carers.

Policy and Strategy: provides strategic policy, program, funding and planning advice to government; promotes access and community awareness for people with disabilities; coordinates the Commission's information and community education strategies; manages the Commission's external non-financial performance reporting requirements; and coordinates the evaluation of Commission programs and policies.

Corporate Services: provides financial services, human resources and workforce planning services, information, communication and technology services, procurement and asset management services.

1.2.1 Disability Services Commission Board

The Disability Services Commission is governed by a nine-member Board and as specified under the Disability Services Act 1993, 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 for people with disabilities.

Board members

Mr Bruce Langoulant (Chairperson) is a financial planner. He is the parent of a daughter with multiple disabilities, Chairperson of the Meningitis Centre and President of the International Confederation of Meningitis Organisations. Term expires July 2010.

Mr Jim McKiernan (Deputy Chairperson) has previously been a Senator for Western Australia from 1984–2002, and is currently a Sessional Member of the State Administrative Tribunal. Mr McKiernan has direct and relevant experience with disability issues. Term expires June 2011.

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. Term expires January 2011.

Ms Wendy Dimer has experience in service delivery to Aboriginal people with disabilities and has worked closely with Commission staff in Kalgoorlie to improve services. She has direct experience as a carer of a person with disability and has worked in service provision for people with disability in country regions. Term expires May 2012.

Dr Shayne Silcox is the CEO of the City of Melville. He started his career as a heavy duty motor mechanic, and went on to achieve a PhD in Management and Marketing, a Masters of Commerce, a Post Graduate Diploma of Management



and a Bachelor of Business, plus other supporting diplomas and certificates. He is committed to the concept of inclusion for people with disabilities and pursues service improvements for them within local government authorities. Term expires November 2009.

Dr Tony Curry is the Principal of Mercy College, a Catholic composite school offering education to some 1400 students from Kindergarten to Year 12. He is a father of four children, one of whom has a moderate intellectual disability. Tony has worked with students with disabilities and their families and carers to develop optimal educational opportunities for them and is a strong advocate for students with disabilities being included whenever and wherever possible in regular schools. Term expires November 2010.

Mr Mike Tidy is the Director of Corporate Services at the City of Joondalup with responsibility for finance, information management and human resources. He is the father of three children, one of whom has spina bifida. Mike is a long-term supporter of the Spina Bifida Association and a strong supporter of inclusion for people with disabilities. Term expires November 2010.

Ms Laura Miller is a social worker at Royal Perth Hospital with experience across a diversity of medical and surgical divisions. She is an active disability advocate currently studying for a Masters of Human Rights and has personal experience of disability. Term expires November 2011.

Ms Jackie Softly is the mother of a young man with an intellectual disability. She works as a disability and access consultant. She was a founding member of the Down Syndrome Association of WA in 1986, continuing her involvement over the years as a member of the Boards of the State and National Associations, as Executive Officer and currently in a part-time information and development role. Ms Softly is the Ministerial Advisory Council on Disability representative on the board. Term expires November 2010.

Retiring Board Members

Ms Kerry Allan-Zinner is Principal Trainer for Another Angle Consulting and Training specialising in disability awareness, access, communications and inclusive communities, working with independent standards monitoring, the Health Resource and Consultancy Team, and as a lecturer at Curtin and Notre Dame Universities and customer service trainer for Swan Taxis. She has personal experience of a physical disability (cerebral palsy) and has a high profile as an advocate for people with disabilities in Western Australia. Ms Allan-Zinner was the Ministerial Advisory Council on Disability representative on the Board. Term expired September 2008.

Ms Valerie Shiell (deputy Chairperson), the former Executive Director of Disability in the Arts, Disadvantage in the Arts (WA), has extensive experience in the disability field, working service areas including independent consultancy, therapy services, employment services, alternatives to employment, independent standards monitoring, disability policy development and quality assurance. Term expired August 2008.

1.2.2 Corporate Executive

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

Director General

Dr Ron Chalmers has a background in teaching and educational administration. He became involved in disability services in 1991 as Local Area Coordinator (LAC) supervisor for the Upper Great Southern region. 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. He was a participant in the inaugural Australia and New Zealand School of Government Executive Fellows Program.

Director, Statewide Specialist Services

Ms Susan Peden has held both professional and managerial positions in the disability sector in Western Australia and Britain for many years. She has a Bachelor of Arts degree and diploma in Speech and Language Therapy. Her experiences as principal speech pathologist, local area coordinator, and manager of disability professional services has established her expertise in strategic management and development of professional services that are person and family centred. Ms Peden is also editor of the magazine,

'Intellectual Disability, Australasia', former president of the Australasian Society for Study in Intellectual Disability and current Chairperson for the Consultative Committee for the Discipline of Occupational Therapy at Edith Cowan University.

Director, Country Community Support

Ms Robyn Massey joined the Commission as a Regional Manager in the Lower Great Southern in 1994 before moving to Perth in 2000 to take up a position as a Country Manager. Prior to this, she was a teacher and an administrator with the Department of Education and Training. Ms Massey spent 20 years living and working in rural and remote areas of Western Australia and has a personal understanding of issues facing country people. She has a Bachelor of Arts degree.

Director, Metropolitan Community Support

Mr Eddie Bartnik has a long history of involvement with disability services in Western Australia, 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 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 and new initiatives. During 2007–2008, he was on part-time secondment to the non-government sector and returned full-time to the Commission in January 2008 to lead the review of the Commission's function and structure and also the development of the Community Living Plan.

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. Ms Cox has a Bachelor of Arts Degree in Psychology.

Director, Corporate 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, Policy and Strategy

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. She has extensive experience in cross-jurisdictional negotiations on disability policy and funding, and has had a long-term involvement in the national disability agenda.

Director, Service Contracting and Development

Mr Peter Batini has a Master's degree in psychology (clinical and educational), has completed the Public Sector Executive Development Year (1990) and is a graduate of the Australian Institute for Company Directors (GAICD). Mr Batini has 24 years experience at the Commission and in 1994 won a Churchill Fellowship to study deinstitutionalisation and community based housing overseas. Between 1992 and 1999, he was a regional director of both the South West and North Metropolitan regions. He has also held the position of Chief Clinical Psychologist. Since 2000, he has worked on contract planning, contract formation, contract management, quality assurance and the development of human services.

1.2.3 Legislative functions

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

- **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.

1.2.4 Compliance with other key legislation

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

In the performance of its functions, the Commission complies with relevant written law, and in particular the:

Auditor General's Act 2006
Carers Recognition Act 2004
Contaminated Sites Act 2003
Disability Discrimination Act 1992
Equal Opportunity Act 1984
Financial Management Act 2006
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
Workers' Compensation and Rehabilitation Act 1981

1.3 Performance management framework

1.3.1 Links with State Government goals

There are currently five State Government goals that guide the development of policies, programs and services within WA Government agencies. These are:

State building – major projects: building strategic infrastructure that will create jobs and underpin Western Australia's long-term economic development.

Financial and economic responsibility: responsibly managing the State's finances through the efficient and effective delivery of services, encouraging economic activity and reducing regulatory burdens on the private sector.



Outcomes based service delivery:

greater focus on achieving results in key service delivery areas for the benefit of all Western Australians.

Stronger focus on the regions: greater focus on service delivery, infrastructure investment and economic development to improve the overall quality of life in remote and regional areas.

Social and environmental responsibility: ensuring that economic activity is managed in a socially and

environmentally responsible manner for the long-term benefit of the state.

Given the variety and diversity of public agencies across WA, not all Government goals are equally applicable to all agencies. The Government Goal “Outcomes Based Service Delivery” best covers the Commission’s core work.

The links between these goals for 2008–2009 are outlined below.

State Government goals	Disability Services Commission Strategic Plan 2006-2010	Disability Services Commission Annual Service and Obligatory Reports
<p>Outcomes based service delivery</p> <p>Greater focus on achieving results in key service delivery areas for the benefit of all Western Australians.</p>	<p>Vision</p> <p>All people live in welcoming communities which facilitate citizenship, friendship, mutual support and a fair go for everyone.</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> <p>Goal 4 — Services Funded and Provided by the Commission: Build partnerships which strive for high quality, flexible, sustainable and responsive services.</p> <p>Goal 5 — Research, Planning and Policy: Influence the strategic direction of governments and decision makers through research, information and planning.</p>	<p>Service reports</p> <ul style="list-style-type: none"> • Accommodation Support (Chapter 2.2.1) • Individual and Family Support (Chapter 2.2.2) • Individual Coordination (Chapter 2.2.3) • Strategic Coordination (Chapter 2.2.4) • Obligatory Reporting: • Disability Access and Inclusion Plan Outcomes (Chapter 4.5.3) • Substantive Equality (Chapter 4.6.2)

1.3.2 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.

Strategic Goals

Individuals and Families

Goal 1. 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

Goal 2. 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.

Goal 3. 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.

Services funded and provided by the Commission

Goal 4. 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

Goal 5. 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. Performance of the Commission

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2.1 Overview of operations

The Commission has 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 key service areas which support the achievement of the outcome to enhance the environment and wellbeing of people with disabilities and their carers by the provision of necessary supports and services. Performance and achievements for each of the services are reported in

Chapter 2.2 of this report. Performance measures for auditing purposes are consolidated in Chapter 4.2.

In brief...

- 20,540 Western Australians accessed a disability support service (steady from 2007–08).
- The Commission's total expenditure was \$434 million (an increase of 19 per cent from last year), averaging \$21,130 per service user.
- Commission funding to external service providers was \$257.7 million (an increase of 21 per cent from last year).

Five years at a glance – total service users and budget*

Measure	2004–05	2005–06	2006–07	2007–08	2008–09	Five year change
Total number of service users	20,109	19,632	20,656	20,507	20,540	2%
Average cost per service user	\$14,014	\$15,558	\$16,189	\$17,848	\$21,130	51%
Funding (\$ millions)						
Total Commission expenditure	\$281.8	\$305.4	\$334.4	\$366.0	\$434.0	54%
Commonwealth funding	\$45.8	\$48.6	\$50.6	\$52.5	\$75.5	66%
State funding	\$227.1	\$244.6	\$274.1	\$304.3	\$348.9	54%
Funding from other sources	\$9.1	\$11.1	\$12.5	\$12.2	\$11.2	23%

Notes:

* This table shows the significant growth funding that the Commission has received in the past five years. Interpreting trends should be done with caution due to changing reporting standards and improvement in data accuracy with regard to service users as reported through the Annual Client and Service Data Collection. In particular, the introduction of the new Annual Client and Service Data Collection online system in 2007/08 has provided more reliable data.

2.1.1 Sources of Commission funds

State funding

State funding for operations in 2008–2009 was \$348.9 million. Over the past five years, the State Government's funding of disability services has increased by an average of 11 per cent per year.

Commonwealth Government funding

On 1 January 2009 the Premier signed the Intergovernmental Agreement which included the new National Disability Agreement. This replaced the third Commonwealth States and Territories Disability Agreement. The Commonwealth Government provided \$75.5 million under that agreement in 2008. This included funding for new services totalling \$10.3 million (previously provided under the Disability Assistance Package); \$1.9 million as the Commonwealth's share under the Young People in Residential Aged Care Program, and one-off funding of \$7 million to establish the new National Disability Agreement.

2.1.2 Commission funding of external service providers

The Commission funds external organisations to provide support in the following service areas: Accommodation Support; Individual and Family Support; and Strategic Coordination. (See Appendix 1 for details of funding to external service providers).

The number of external organisations funded by the Commission has changed in the last five years, consolidating from 121 in 2004–2005 to 107 in 2008–2009. An additional 14 service providers have been pre-qualified for services to start in 2009–2010. Through its contract management practices, the Commission closely monitors the financial viability of all funded service providers. All key financial indicators monitored through contracts indicate that financial viability of service providers has improved over the past seven financial years.

External funding	2004–2005	2008–2009
	No. of organisations	No. of organisations
<\$50,000	14	7
\$50,001–\$1 million	78	62
\$1,000,001–\$5 million	22	26
>\$5 million	7	12
Total	121	107

Over the past five years, funding to external organisations has increased by 75 per cent, an average of 15 per cent per year, from \$147.2 million in 2004–2005 to \$257.7 million in 2008–2009. Over this time, the Commission's operational budget increased by 31 per cent, an average of 6 per cent per year, from \$134.5 million in 2004–2005 to \$176.3 million in 2008–2009. This reflects the strong commitment by the Commission to support service growth in non-government organisations.



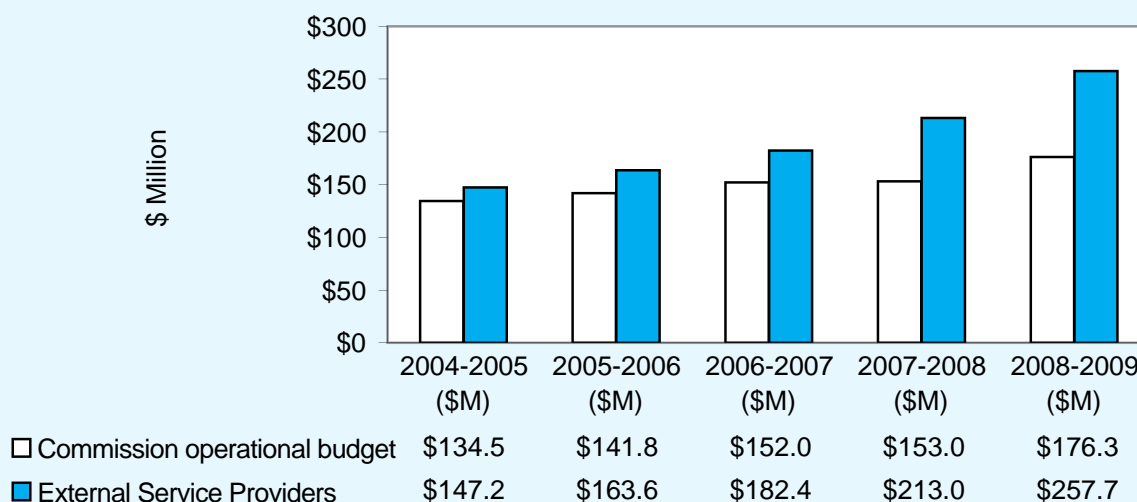
2.2 Service reports

The Commission structures disability services according to four key service areas, which support the achievement of the outcome to: "Enhance the environment and well-being of people with disabilities and their carers by the provision of necessary supports and services". The four service areas are Accommodation Support, Individual and Family Support, Individual Coordination and Strategic Coordination.

2.2.1 Service 1 — Accommodation Support

Accommodation Support services are provided directly by the Commission's Accommodation Services Directorate. In addition, the Commission provided almost 60% of accommodation funds to external service providers.

Total cost of services (2004-2005 to 2008-2009)



Notes:

The Commission's operational budget includes direct service provision, administration required for provision of support to funded agencies and other Commission functions.

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 homes. 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.

Following the 2007–2008 annual report, an audit was conducted on coding supported community living. The audit identified a number of definitional and recording issues that needed to be addressed. This audit has resulted in more accurate data in the area of supported community living than was available in previous years.

In brief...

- 3,493 people accessed accommodation services (up 5 per cent from 2007/2008).
- The total cost for accommodation services for 2008–2009 was \$258.88 million, averaging \$74,114 per person.

Five years at a glance

Measure		2004–05	2005–06	2006–07 ^b	2007–08	2008–09
Total service users		3,364	3,449	3,364	3,319	3,493
Service users by each accommodation service ^a	1) Hostel	512	442	545	453	449
	2) Community residential	1,093	1,156	1,212	1,327	1,346
	3) Supported community living	1,848	1,908	1,683	1,663	1,835
Average cost per service user		\$46,711	\$50,405	\$58,234	\$65,784	\$74,114
Total cost (\$millions)		\$157.1	\$173.8	\$195.9	\$218.3	\$258.9
Consumer satisfaction		-	88%	-	87%	-

Notes:

a The subtotals do not add up to the total due to multiple services received by some individuals

b Data for Service 1 and Service 2 in 2006–2007 has been corrected to account for numerous coding errors that have been uncovered in the time since original publication.

Growth in Accommodation Support

Support strategy	2004-05	2005-06	2006-07	2007-08	2008-09	5 Year Total
Growth in Accommodation Support Funding options through the Combined Application Process	107	116	106	111	175	615
Support through vacancies	19	26	32	19	11	107
Community Living funded options ^a	-	-	-	-	45	45
Total funding options	126	142	138	130	231	767
People receiving changed needs funding	11	11	13	22	27	84
Adjusted total: new funding options	115	131	125	108	204	683

Notes:

a The Community Living funded options began in 2008–2009.

The strong growth in new accommodation places for people with disabilities continued in 2008–2009 and exceeded the year's target growth of 121 by 41 per cent. A total of 204 people received new funding options for Accommodation Support. Some 27 funding options went to existing service users whose needs had changed. The sustained growth in accommodation places, largely as a result of continued growth funding from the State and Commonwealth governments, has helped to address some of the significant unmet demand for accommodation services.

Major achievements 2008–2009

The redevelopment of the Commission's own accommodation services continued, with 75 per cent of people living at Bennett Brook now relocated to alternative community accommodation. The new duplexes for residents of Dorset Hostel were completed, to be occupied by August 2009.

Profiles of residents in high support hostels have been compiled and exploration of alternative accommodation options has begun for some 30 per cent.

Development of an interim emergency accommodation service for younger people with disabilities has progressed with a new building acquired and occupied by mid May 2009.

A review of the current resource allocation instrument used by the Commission found the instrument to be reliable and its use to be continued.

Strategies were implemented to increase the range of community living options as part of the new Community Living Plan, resulting in 45 people being supported under the new Community Living strategy.

The commitment by the State Government to provide additional growth funds meant that target growth was exceeded with 175 people provided with Accommodation Support Funding and another 11 provided with funded vacancies.

Looking forward

In 2009–2010, we will:

- continue to develop statewide strategies under the Community Living Plan to increase the range of options for up to 60 people;
- progress redevelopment of the Commission's three high support hostels to achieve contemporary accommodation and personalised service responses ;
- begin designing a new emergency accommodation site for people with complex support needs;

- provide 175 people with new or expanded accommodation support and offer vacancies over and above these places as vacancies arise; and
- open two new facilities for 13 people with funding from the Young People in Residential Aged Care program. Funds will also be directed to six people to divert them from entering aged care, to four permanent service enhancement packages and up to 10 as a transition for people moving to alternative accommodation.

2.2.2 Service 2 — Individual and Family Support

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.

In brief...

- 16,617 people used the Individual and Family Support service (up 3 per cent from 2007/08).
- The total cost for 2008–2009 was \$131.4 million, averaging \$7,907 per person.

Five years at a glance

Measure		2004–05	2005–06 ^a	2006–07 ^b	2007–08	2008–09
Total service users		16,840	16,429	16,468	16,159	16,617
Service users by Individual and Family Support type ^c	1) Therapy services	6,756	5,798	6,394	6,160	6,829
	2) Day options	2,715	2,819	2,996	3,726	3,857
	3) Respite	2,771	2,846	2,973	2,893	3,016
	4) Community Aids and Equipment Program	6,274	5,504	6,258	6,646	7,499
	5) Family support	1,490	1,922	2,358	1,939	1,998
Average cost per service user		\$5,052	\$5,362	\$5,747	\$6,358	\$7,907
Total cost (\$ millions)		\$85.1	\$88.1	\$94.6	\$102.7	\$131.4
Consumer satisfaction:						
Overall		-	79%	-	79%	-
Community support		-	72%	-	75%	-
Respite		-	85%	-	85%	-
Recreation/day options		-	79%	-	77%	-

Notes:

- a The 2005–2006 data reflect different methods of reporting Disability Professional Services by two agencies, which translated to fewer service users being reported in 2005–2006.
- b Data for Service 1 and Service 2 in 2006–2007 have been corrected to account for numerous coding errors that were uncovered since original publication.
- c The subtotals do not add up to the total due to multiple services received by some people.

Key strategies:

- People with disabilities, their families and carers have access to services within the community that assist them in maintaining a reasonable quality of life.
- 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 to develop independence and skills to participate in activities of their choice.

- People with disabilities receive necessary health care and therapeutic support to limit the restrictive effects of their disability, increase independence and maximise skill development.

In 2008–09, more than three quarters of the budget for Individual and Family Support was allocated to external service providers to provide a range of services. Services were also provided by the Commission's Statewide Specialist Services and Metropolitan and Country Community Support Directorates.

Major achievements 2008–2009

A statewide Framework for Positive Behaviour Support, using contemporary evidence-based approaches was completed, along with the development of an evidence-based early childhood development framework, incorporating trans-disciplinary practice models, based on family centred principles.

The Post School Options planning process was brought forward one year to begin in the second last year of school to assist families to plan for the major transition from school to adult life.

In partnership with the Department of Education and Training (DET), a program was established to support a smooth transition to Alternatives to Employment services in the final term of school (funded through DET).

As part of the State Government's commitment to expand support for young adults accessing Alternatives to Employment, plans for additional support were approved for almost 240 young adults.

Post school options were provided to 137 school leavers, along with alternatives to employment options for 51 adults.

A trial of a Relative Needs Based Funding Tool for Disability Professional Services was begun to provide funding to children receiving Early Childhood Intervention based on relative need.

The Commission worked in partnerships with the Ethnic Disability Advocacy Centre to develop and provide training to service provider staff on ways to implement the

Disability Services Standards from a culturally diverse perspective.

In response to the evaluation of the Intensive Family Support Funding strategy, funding guidelines were amended to provide more flexible funding. Funding bands were introduced to help support more families and to provide an earlier response. A total of 129 people received Intensive Family Support options.

A total of 77 older carers, identified in one of the Disability Assistance Package initiatives, were linked with service providers to receive support on future planning and assist them in their caring role. Under the Disability Assistance Package (now part of the National Disability Agreement), the Commission continued to fund and progress the development of five respite initiatives that give priority to older carers.

Eligibility for the State Government's Continence Management and Advisory Service was expanded from 1 January 2009 to include people aged 16 years and over who receive assistance through the Commonwealth Government's Continence Aids and Assistance Scheme.

A \$750,000 Equipment for Living program, administered by the Independent Living Centre (WA) enabled 205 people with disabilities and their families and carers to apply for funding for vital aids and equipment that were unavailable through the Community Aids and Equipment Program.

The infrastructure and service capacity of regional family support associations were improved. All associations



participated in workshops aimed at increasing awareness of the needs of aboriginal communities and of people from culturally diverse backgrounds. The East and West Kimberley family support associations merged to improve their infrastructure and capacity to develop additional services to remote parts of the region.

Broome was announced as the location of the first of five new respite facilities, following community consultations across the Kimberley, to inform the development of a culturally appropriate model of operations to respond to local needs.

Looking forward

In 2009–2010, we will:

- implement the Positive Behaviour Framework for people with disabilities who exhibit challenging behaviours;
- implement the Early Childhood Development framework within the metropolitan area, for children with a disability;
- trial a more efficient means of recycling CAEP equipment in a two year pilot project with four service providers working to create a sustainable recycling model that can be extended to all CAEP providers in the future;
- enable funding to be allocated more equitably according to need for children receiving Early Childhood Intervention Services through the Relative Needs Based Funding Tool;
- trial the first self-assessment tool for the new Quality Management Framework; and

- in partnership with stakeholders, develop and implement strategies to increase the capacity and responsiveness of service providers in regional and remote WA.

2.2.3 Service 3 — Individual Coordination

Individual Coordination relates to the provision of a range of supports and strategies as part of the statewide Local Area Coordination program, established in 1988. Local Area Coordinators (LACs) contribute to building inclusive communities through partnership and collaboration with individuals, families and carers, local organisations and the broader community. The overall aim of the LAC program is to support people with disabilities to live within welcoming and supportive communities.

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

In brief...

- 8,780 people accessed LAC services (up 6 per cent from 2007–2008).
- 1,374 people accessed LAC Direct Consumer Funding (down 7 per cent from 2007–2008).
- The Commission expended \$31.1 million or 7 per cent of its budget on Individual Coordination Service.

Five years at a glance

Measure	2004–05 ^a	2005–06	2006–07	2007–08	2008–09
Total service users accessing LAC	7,169	7,605	7,836	8,285	8,780
Total service users accessing LAC Direct Consumer Funding	1,547	1,521	1,521	1,470	1,374
Average cost per service user accessing LAC	\$2,393	\$2,427	\$2,542	\$2,469	\$2,450
Average cost per service user accessing LAC Direct Consumer Funding	\$7,673	\$7,360	\$6,772	\$6,563	\$6,954
Total cost (\$ millions)	\$29.0	\$29.7	\$30.2	\$30.1	\$31.1
Consumer satisfaction	-	65%	-	53%	-

Note:

a The average cost per service user for 2004–2005 for LAC 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.

Key strategies

- To provide individuals, families and carers with support and practical assistance to clarify their goals, strengths and needs.
- To provide information and linking people with local resources and support networks.
- To assist individuals, families and carers to develop practical solutions to meet their goals and to access the supports and services they need.
- To help build inclusive communities through partnership and collaboration with individuals, families and carers, local organisations and the broader community.

Access to LAC has increased by 23 per cent over the past five years, while costs per service user have remained steady. The trend in the data for LAC Direct Consumer Funding reflects the recommendations of the 2003 LAC Review to reduce the amount of direct consumer funding provided by LAC by transferring large, complex, self-managed options to agency-managed or shared management options.

Based on the results of the 2008 Consumer Satisfaction Survey, the level of satisfaction with LAC services appears to have declined in recent years. During 2008–2009, strategies were employed to enhance the responsiveness of the program including the introduction of Shared



Agreements with individuals and families, the development of LAC outcomes and benchmarks and new recruitment and retention strategies.

In 2009–2010, a consumer consultation with 100 people with disabilities and families will be undertaken to determine what people value about the program and the outcomes they wish to achieve. This information will be used to refine and enhance the program to ensure it remains responsive and relevant. The next Consumer Survey is scheduled for 2010 and the results will be reported in the 2009–2010 Annual Report.

Major achievements 2008–2009

Key components of an integrated outcome based quality assurance framework that defines outcomes and applies new benchmarks for face-to-face contact and shared action agreements were implemented.

Work continued to increase and improve culturally appropriate services and supports for Aboriginal and Torres Strait Islander people and for people from culturally and linguistically diverse backgrounds, including the Substantive Equality pilot project in the north metropolitan area.

Additional Remote Area Strategy partnerships in regional and remote areas of Western Australia were identified and implemented.

Looking forward

In 2009–2010, we will:

- increase the level of quality and consistency of the statewide LAC

program through increased face-to-face contact, shared action agreements, core LAC skills training, supervision and measurement of benchmarks and outcomes;

- expand the range and quantity of personalised community living options including a more flexible approach to direct funding;
- refine a clear strategy within Flexible Family Support and transition planning for community living as specified in the Community Living Plan; and
- refocus Flexible Family Support strategies on planning, transition and inclusive community participation.

2.2.4 Service 4 — Strategic Coordination

Strategic Coordination includes strategies employed by the Commission and the disability sector to benefit all Western Australians with disabilities, including those who access services funded or provided directly by the Commission.

Key strategies

- Promote access improvements and monitoring the implementation of Disability Access and Inclusion Plans in all public authorities.
- Promote quality services through the independent monitoring of service standards.
- Early identification and monitoring of issues which impact on people with disabilities and their carers.

In brief...

- 130 Strategic Coordination projects were conducted by the Commission.
- Strategic Coordination accounts for 3 per cent (\$12.7 million) of the Commission's budget.
- \$5.6 million was provided to external service providers to provide services and expand capacity.
- Community education programs and activities to promote public awareness of the rights, needs and abilities of people with disabilities.
- Support the provision of systemic advocacy and information services.
- Data collection and analysis to monitor unmet demand and inform the development of disability policies and services.

Total funding decreased by 15 per cent and costs per project have decreased by 13 per cent in 2008–2009. Satisfaction with Strategic Coordination has remained very high over the five years.

Major achievements 2008–2009

A Memorandum of Understanding was signed with the Western Australian Country Health Service and Child Development Services to work in partnership to achieve positive health outcomes for people with disabilities.

The Annual Funded Sector Report for 2007–2008, provided the Board with a consolidated outline on the performance and viability of the funded disability sector and identified that the majority of service providers are operating successfully within funding benchmarks.

This report followed the completion of the Measuring Requirement Capacity process, which informed the need for new or expanded service provider capacity. As a result, 14 service

Five years at a glance

Measure	2004–05	2005–06	2006–07	2007–08	2008–09
Total projects	112	134	131	133	130 ^a
Av. cost/strategic project	\$94,313	\$103,276	\$104,283	\$111,473	\$97,388
Total cost (\$ millions)	\$10.56	\$13.84	\$13.66	\$14.83	\$12.66
Satisfaction (Commission Board rating)	100%	100%	98%	98%	93%

Note:

^a The method for calculating the number of projects was improved in 2008–09 by accounting for required work time and cost.



providers have been prequalified for new or additional services in 2009–2010.

The Quality Management Framework Baseline Assessment Survey for Accommodation, Advocacy, Recreation and Disability Professional Services was implemented, as was the new self-assessment tool for Alternatives to Employment Services.

The report on the review of the Disability Services Act 1993 was tabled in Parliament on 14 May 2009. The review included a discussion paper and an interim report for which 59 and 48 submissions were received for each respectively.

The National Disability Agreement was signed into effect from 1 January 2009. It is an enduring agreement and replaces the previous five year Commonwealth States/Territories Disability Agreement. It secures funding for Western Australia and identifies areas for national reform work, which will be progressed in subsequent years.

The provision of State Government \$285,000 recurrent funding enabled the expansion of the Western Australian Companion Card scheme and removal of the cardholder fee. Administered by the National Disability Services WA, there are now 4,252 cardholders and 311 affiliates. The Commission has participated in a national working group to progress a Companion Card that will have national recognition and enable people with disabilities Australia-wide access.

The inaugural Count Us In scholarships were presented to two recipients to visit international institutions engaged in recognised best practice service provision, with the goal of returning with new ideas and skills that benefit Western Australians locally.

The evaluation of all aspects of the Count Us In community education campaign was progressed through the development of a consultative framework.

A new purpose-built website www.accesswa.com.au was developed to house You're Welcome WA access information from State and local government authorities across Western Australia.

The Commission's Business Strategy reference group, comprising representatives from Woodside, the Western Australian Chamber of Commerce and Industry, the Small Business Development Corporation and others including the disability sector worked towards supporting the inclusion of people with disabilities as both employees and customers. This included development of a resource kit for business and media advertisements promoting the benefits of employing people with disabilities. Progress was made on the establishment of a Western Australian chapter of the Australian Employers' Network on Disability, which will be taking over much of the work of the reference group.

A new award category in the annual Count Us In awards was developed to recognise businesses that create welcoming workplaces for people with disabilities (and named after the Commission's former Board Chair, Barry MacKinnon).

Looking forward

In 2009–2010, we will:

- develop partnerships with health providers and tertiary institutions to implement the recommendations from the statewide consultation on health outcomes for people with a disability;
- develop a framework to enable the timely allocation of new Family Support funding packages;
- develop a consultation and engagement framework to underpin greater stakeholder involvement in policy-setting and decision-making;
- expand the range of self-directed support options to foster individually managed funding arrangements;
- provide a framework to guide the development of school-holiday programs for children with disabilities and their families and carers;
- develop strategies that foster the use of person-centred planning across the sector;
- develop an education package to increase staff awareness of the Carers Recognition Act 2004 across the disability sector;
- implement strategies to increase the advocacy sector's capacity;
- review and revise the Disability Professional Services policy and funding framework;
- develop the 'Alternative Family Care' policy and program framework to support younger children with disabilities growing up in family environments;
- progress the development of a new outcome under the Disability Access and Inclusion Plans on access to employment opportunities for people with disabilities in line with recommendations from the review of the Disability Service Act 1993;
- establish the Commission presence on social media websites including Twitter and You Tube; and
- undertake detailed analysis of service demand factors to support planning processes.

2.3 Quality of services

To ensure the provision of quality of services, the Commission has a Standards Monitoring System and a Consumer Complaints Management Policy in place.



A significant amount of work and consultation has occurred with the sector to develop an enhanced Quality Management Framework. This builds on the current Standards Monitoring System and aims to improve the quality of disability services in Western Australia using person-focused outcomes, involvement of service users, and independent evaluations.

2.3.1 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 all services provided or funded by the Commission. Independent standards monitors undertake regular assessments of the quality of services. In the past, all service providers were also required to provide an annual compliance self-assessment, however, these were not required during 2008–2009 due to the development of the new Quality Management Framework. Assessments and transition to the Quality Management Framework began in 2008–2009 and to avoid unnecessary increases in compliance workload, organisations did not need to respond to two different quality approaches.

During 2008–2009 the Commission:

- conducted 155 independent standards monitoring assignments covering 221 service outlets;
- maintained the panel of independent standards monitors at a total of 15 monitors for the majority of the year;
- conducted a best practice forum in conjunction with the service provider forum in May 2009;
- allocated Quality Systems Improvement Grants funds totalling \$278,202 to 23 non-government service providers; and
- presented Standards Monitoring Awards to five service providers.

Disability Services Standards Awards

The Disability Services Standards Awards, held in May 2009, 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 Excellence in recognition of excellence in service provision. Certificates of High Commendation are presented to organisations for services that demonstrate a high quality of service provision.

Directions Family Support Association and Pledg Projects received Certificates of Excellence. Certificates of High Commendation went to WA Baptist Hospital and Homes Trust Inc, Advocacy South West and i.d.entity.wa.

2.3.2 Complaints handling

Disability Services Standard Seven specifies that people with disabilities are free to raise and have resolved any complaints or disputes they may have regarding a service provider or a service. This section presents information regarding complaints made about Commission provided services only. Complaints regarding funded services are handled through individual service providers and overseen by the Standards Monitoring process.

The Commission has a Consumer Complaints Management Policy and Procedure for responding to such complaints. Complaints about disability services can be lodged on-line, by telephone, by letter or in person. The Consumer Liaison Officer and a network of Local Consumer Liaison Officers manage them.

Consumers have the option of raising a concern directly with the staff member providing the service or making a formal complaint to a Line Manager or the Consumer Liaison Officer.

During the year, the Commission's Consumer Complaints Management Policy and Procedure was reviewed as part of a substantive equality project. The updated policy will highlight the need for flexibility and cultural sensitivity in responding to complainants from varied backgrounds.

Details of formal complaints received are provided below.

- 39 new complaints were lodged about services the Commission provided to people with disabilities, an increase of six (18 per cent) from the previous year.
- One complaint was carried over from the previous year, making a total of 40 complaints for review.
- 36 complaints were closed and four cases were outstanding at 30 June 2009.
- 80 per cent of complainants were satisfied with the handling of their complaint (up from 68 per cent last year), 3 per cent were not satisfied and the remainder did not provide a satisfaction rating.
- 64 per cent of complainants were satisfied with the outcome of their complaint (up from 58 per cent last year), 17 per cent were not satisfied and the remainder did not provide a rating.
- The Consumer Liaison Officer responded to 461 enquiries about disability services and complaints processes, which was consistent with the previous year.
- 47 per cent of complaints were resolved and closed in fewer than 15 days.
- 30 per cent were finalised between 15 and 29 days after lodgement.
- The main areas of concern reported by complainants related to staff conduct, communication, quality of service, and funding policy.

Five years at a glance

	2004-05	2005-06	2006-07	2007-08	2008-09
Enquiries to the Consumer Liaison Officer	276	324	464	466	461
Complaints made to the Consumer Liaison Officer	35	47	36	33	39
Number of complaints closed ^a	36	45	37	34	36
Number of complaints per 1000 users of Commission provided services	4.31	5.30	4.05	3.56	4.07
Satisfaction with Complaints handling ^b	75%	80%	81%	68%	80%
Satisfaction with complaint outcome ^b	61%	69%	57%	53%	64%

Notes:

- a Closure of complaints do not equal the number of new complaints due to some complaints being carried across years.
- b It is not always possible to obtain a satisfaction rating from complainants. In the past three years the number of unknown satisfaction outcomes has averaged 18 per cent. Therefore, it is likely that satisfaction is actually higher than is reported in the table above.

- The types of services most frequently the subject of complaints to the Commission were accommodation (15, 38 per cent), Local Area Coordination (13, 33 per cent) and statewide specialist services (10, 26 per cent).
- 13 per cent of new complaints related to compliance with the Carers Charter.

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

- orientation sessions for new staff;
- annual staff briefings;

- information sessions for funded service providers;
- 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.

In so doing, the Commission sought to promote a climate within disability service provision that is receptive, responsive and accessible to consumers who have concerns about services.

External review of complaints – Office of Health Review

The Disability Services Act 1993 (Part 6) 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. These complaints relate to services provided by the Commission, non-government organisations funded by the Commission and private organisations.

A total of 33 new complaints were lodged with the Office of Health Review (OHR) under Part 6 and four were carried forward from the previous year. Seven of the enquiries progressed to assessment.

Thirty-two of the complaints were closed, leaving five to be completed next year.

Of these:

- 12 related to services provided by the Disability Services Commission;
- 14 related to non-government organisations funded by the Commission;
- five related to services provided by a public authority; and
- two were anonymous.

2.4 Implementing the Carers Charter

Under the Carers Recognition Act 2004, the Commission and its funded agencies are required to comply with the Western Australian Carers Charter, as follows:

1. Carers must be treated with respect and dignity.
2. The role of carers must be recognised by including carers in the assessment, planning, delivery and review of services that impact on them and the role of carers.
3. The views and needs of carers must be taken into account along with the views, needs and best interests of people receiving care when decisions are made that impact on carers and the role of carers.
4. Complaints made by carers in relation to services that impact on them and the role of carers must be given due attention and consideration.

Working to support carers

During 2008–09, the Commission strengthened its efforts to better support carers and families of people with disabilities.

- The Commission conducted consultations with families and carers of people with disabilities and carer representative organisations in connection with key initiatives including Disability Future Directions 2025, the review of the Disability Services Act 1993, the Community



Living Plan and the Intensive Family Support funding strategy. In particular, consultations for Disability Future Directions highlighted the importance of families and carers and resulted in them being identified as a separate priority category for action. Families and carers from culturally and linguistically diverse backgrounds were a specific focus in consultations, with 20 people participating in two groups. As a result of this and other feedback, a DVD in eight languages will be produced.

- The Commission submitted its 2007–2008 report to the Carers Advisory Council by the due date, using the reporting framework developed by the Council. The Commission was assessed as being compliant in terms of the Carers Charter. With regard to the funded sector, the Council viewed the information provided as a willingness of providers to participate and work toward the objectives of the Carers Charter and that it continues to be a work in progress (see section 6.5.1, page 25 of the Carers Advisory Council report)¹.
- The Commission's Carers Recognition Act Implementation Reference Group, which includes carer and provider representation, met three times. The group developed an implementation plan for 2008–2009, conducted a survey of the funded and provided disability sectors and worked on

plans to develop a training package around the Act and carer issues aimed primarily at direct care staff. The group also developed a paper identifying five key goals for carers in 2009–2010. They include working with the disability sector to increase staff awareness around carer issues, and provider responsibilities under the legislation.

- The Commission participated in the review of the Act and provided information to carers to assist their participation.
- The Commission advertised the House of Representatives inquiry, Better Support for Carers, on its websites. It made a submission to the inquiry that included the outcomes from consultations conducted with Aboriginal families and carers in the Fitzroy Valley.
- Service providers statewide continued to support families and carers on a daily basis. For instance, carers could participate in broad service planning and the development of individual plans for their family members; sit on advisory committees; benefit from respite opportunities; attend carers' camps, talks and social events; and receive information and support from staff.

Last year the Commission surveyed the attitudes of carers regarding the Carers Charter. The Commission will conduct the next survey in 2010.

1. The report can be found at this link: <http://www.community.wa.gov.au/NR/rdonlyres/55358138-ACFD-40D7-BB1A-8C6377FA231C/0/OnlineCAC090527.pdf> (last accessed on 12 August, 2009)

2.5 Profile of service users

The following is a summary of the descriptive data of the Commission’s service users in 2008–2009, covering age, gender, support needs, disability profile and informal care. A comprehensive report on the Commission’s service users is published later in the year.

Age

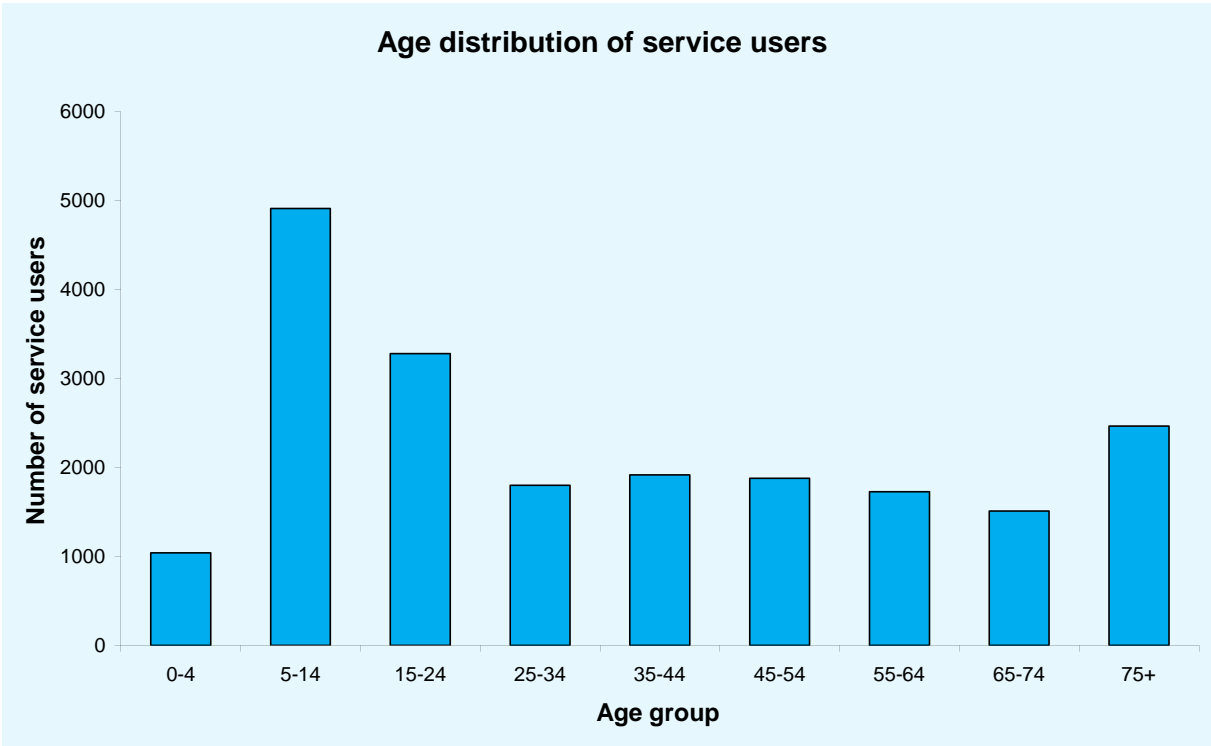
The largest group of service users receiving services funded and provided by the Commission are in the five to 14 year age group.

Gender

During 2008–2009, there were 11,414 (56 per cent) male service users compared with 9,118 (44 per cent) female service users.

Support needed

A majority of the Commission’s service users required support to manage and cope with daily activities. Over 78 per cent of service users require support with self-care, 71 per cent required support with communication and 50 per cent required support with mobility.¹



¹ It should be noted that these data do not include Community Aids and Equipment Program service users as they were not required to report their level of support and would artificially inflate the ‘not stated’ response.



Disability profile

The most commonly reported disability was intellectual disability, followed by Autism and physical.

	Service users primary disability	
	Number	Per cent of total
Intellectual	7,546	49%
Autism	2,915	19%
Physical	2,251	15%
Psychiatric	200	1%
Neurological	690	4%
Sensory	558	4%
Acquired brain injury	969	6%
Other	211	1%
Not stated	126	1%
Total	15466 ^a	

Note:

- a Due to large amounts of missing data, the totals do not include Community Aids and Equipment Program users.

Informal care

In 2008–2009, 76 per cent of service users reported having an informal carer (Community Aids and Equipment Program users not included).

2.5.1 Annual Client and Service Data Collection Online

The Commission collects information concerning people with disabilities and their carers who have accessed services funded by the Commission through the Annual Client and Service Data Collection (ACDC) Online system. This information is collected on an ongoing basis by each service provider and is submitted to the Commission annually. Reporting via ACDC Online is in its second year of implementation and has resulted in a more efficient process and a more accurate data collection.

In 2008–2009, information was collected from 1,042 individual service outlets that provided 41,197 service records. Each outlet may provide more than one type of service and each service user may use more than one service type. Of 106 non-government service providers required to submit data to ACDC, 92 entered data directly into ACDC Online, 11 service providers uploaded data directly from their existing management systems, two service providers submitted data by other means and one did not submit the required data.

3. Significant issues impacting the Commission

The Commission strives to be proactive and innovative in improving service provision for Western Australians with disabilities and their families and carers. This chapter presents an outline of significant issues and projects that have emerged as priority areas within this overall context.

Consumer engagement

It is important to understand the needs of the people who use Commission provided or funded services and how well resources are managed to meet those needs. The key to “getting this right” is listening to and engaging the people who have the most direct knowledge of the outcome of services: people with disabilities, their families and carers. Such engagement can also bring unexpected benefits such as networking and the sharing of ideas.

For example, “100 conversations about Local Area Coordination” will involve the face-to-face conversations with 100 people with disabilities and their families to determine what they think about the support available through Local Area Coordination. The themes and outcomes of these conversations will form a basis of ongoing efforts to better cater to the needs of the people who use the service.

Personalised flexible supports

The tradition of service delivery has been for an agency to provide a suite of standard services that prospective users select from and adapt to their use. While offering standard programs has the appearance of being equitable and fair as everyone is treated the same way, it does not address the reality that individual needs, goals and aspirations vary from one person to the next and can change over time. Instead of a prescriptive “one size fits all approach”, a goal of the Commission is to customise supports so they meet individual needs and can accommodate changes in these needs over time.

For example, the Alternatives to Employment program assists people with disabilities with high support needs, who require an alternative to paid employment, to take up a range of opportunities to develop skills and participate within their community. For the first time, individual plans will be introduced across Alternatives to Employment, consistent with the Commission’s commitment to tailoring services. Families are also assisted through an earlier assessment process that allows more time for them to prepare and plan for the future.



Building government partnerships

A whole-of-government approach, involving strong partnerships between government agencies, is required to ensure people with disabilities are catered for within specialist and mainstream services. Towards this end, the Commission is continually enhancing strong collaborative relationships throughout the government sector

Western Australia signed the National Disability Agreement in January 2009, signalling our State's commitment to work on national priority areas in disability services. Together with other states and territories, Western Australia has also been pursuing a range of policy and reform agendas under the new agreement, including better measurement of expressed demand, quality improvement and increased access for Aboriginal Australians.

The demand for appropriately-designed and accessible housing for people with disabilities significantly outstrips supply. This year the Commission offered non-government agencies the opportunity to highlight issues important to them with a consolidated voice before the Department of Housing. There was positive feedback for this unprecedented initiative, regarded as more effective than the previously ad hoc approach taken to raising the housing needs of the disability sector.

Sector development

The Commission promotes the health and vitality of the Western Australia's disability sector by working with funded agencies to help them improve continually in areas such as staff training, organisational development and good governance.

The Commission sponsored the first year of a three-year Disability Sector Training Liaison Officer project aimed at improving the interface between the training and disability service providers. Tuition is increasingly taking place away from the classroom setting to be more in the workplace, reducing staff downtime. The success of this initiative is evident in the jump in the number of funded traineeships from 126 in 2008 to 424 in the first half of 2009.

4. Disclosures and legal compliance

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4.1 Financial Statements

Certification of Financial Statements for the year ended 30 June 2009

The accompanying Financial Statements of the Disability Services Commission have been prepared in compliance with the provisions of the Financial Management Act 2006 from proper accounts and records to present fairly the financial transactions for the financial year ending 30 June 2009 and the financial position as at 30 June 2009.

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.



Bruce Langoulant
Chairperson
Disability Services Commission Board



Jim McKiernan
Deputy Chairperson
Disability Services Commission Board



Denis Ramanah
Chief Finance Officer

24 July 2009



Auditor General

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

DISABILITY SERVICES COMMISSION FINANCIAL STATEMENTS AND KEY PERFORMANCE INDICATORS FOR THE YEAR ENDED 30 JUNE 2009

I have audited the accounts, financial statements, controls and key performance indicators of the Disability Services Commission.

The financial statements comprise the Balance Sheet as at 30 June 2009, and the Income Statement, Statement of Changes in Equity and Cash Flow Statement for the year then ended, a summary of significant accounting policies and other explanatory Notes.

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

Board's Responsibility for the Financial Statements and Key Performance Indicators

The Board is responsible for keeping proper accounts, and the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Treasurer's Instructions, and the key performance indicators. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements and key performance indicators that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; making accounting estimates that are reasonable in the circumstances; and complying with the Financial Management Act 2006 and other relevant written law.

Summary of my Role

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the financial statements, controls and key performance indicators based on my audit. This was done by testing selected samples of the audit evidence. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion. Further information on my audit approach is provided in my audit practice statement. Refer www.audit.wa.gov.au/pubs/AuditPracStatement_Feb09.pdf.

An audit does not guarantee that every amount and disclosure in the financial statements and key 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 key performance indicators.

Disability Services Commission

Financial Statements and Key Performance Indicators for the year ended 30 June 2009

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 2009 and its financial performance and cash flows for the year ended on that date. They are in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Treasurer's Instructions;
- (ii) the controls exercised by the Commission provide reasonable assurance that the receipt, expenditure and investment of money, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions; and
- (iii) the key 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 2009.



COLIN MURPHY
AUDITOR GENERAL

4 September 2009

Disability Services Commission Income Statement For the year ended 30 June 2009			
	Notes	2009 \$'000	2008 \$'000
COST OF SERVICES			
Expenses			
Employee benefits expenses	4	126,989	106,142
Supplies and services	5	23,870	22,484
Depreciation and amortisation expense	6	3,604	3,001
Finance costs	7	0	10
Accommodation expenses	8	8,160	6,203
Expenditure on services provided by funded agencies		257,680	212,985
Individual funding and other grants		11,503	12,899
Loss on disposal of non-current assets	13	3	56
Other expenses	9	2,191	2,222
Total cost of services		434,000	366,002
Income			
Revenue			
User charges and fees	10	6,867	6,519
Commonwealth grants and contributions	11	75,484	52,474
Other revenues	12	3,630	5,060
Total revenue		85,981	64,053
Total income other than income from State Government		85,981	64,053
NET COST OF SERVICES		348,019	301,949
INCOME FROM STATE GOVERNMENT	14		
Service appropriation		348,909	304,349
Resources received free of charge		722	621
Total income from State Government		349,631	304,970
SURPLUS/(DEFICIT) FOR THE PERIOD		1,612	3,021

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

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



Disability Services Commission			
Balance Sheet			
As at 30 June 2009			
	Notes	2009 \$'000	2008 \$'000
ASSETS			
Current assets			
Cash and cash equivalents	25	3,930	2,792
Restricted cash and cash equivalents	15,25	9,683	11,120
Receivables	16	3,955	2,919
Amounts receivable for services	17	1,745	1,137
Total current assets		19,313	17,968
Non-current assets			
Restricted cash and cash equivalents	15,25	3,120	1,980
Amounts receivable for services	17	14,265	12,201
Property, plant and equipment	18	57,644	56,060
Intangible assets	19	2,972	2,889
Total non-current assets		78,001	73,130
TOTAL ASSETS		97,314	91,098
LIABILITIES			
Current liabilities			
Payables	21	2,252	3,102
Provisions	22	23,856	19,622
Other current liabilities	23	9,173	9,810
Total current liabilities		35,281	32,534
Non-current liabilities			
Provisions	22	7,598	6,307
Total non-current liabilities		7,598	6,307
Total liabilities		42,879	38,841
NET ASSETS		54,435	52,257
EQUITY			
Contributed equity	24	16,380	16,350
Reserves		62,412	61,876
Accumulated surplus /(deficiency)		(24,357)	(25,969)
TOTAL EQUITY		54,435	52,257

The Balance Sheet should be read in conjunction with the accompanying notes.

Disability Services Commission Statement of Changes in Equity For the year ended 30 June 2009			
	Note	2009 \$000	2008 \$000
Balance of equity at start of period		52,257	34,979
CONTRIBUTED EQUITY			
Balance at start of period	24	16,350	8,909
Capital contribution		30	7,441
Balance at end of period		16,380	16,350
RESERVES			
Asset revaluation reserve			
Balance at start of period	24	61,876	55,060
Gains/(losses) from asset revaluation		536	6,816
Balance at end of period		62,412	61,876
ACCUMULATED SURPLUS			
Balance at start of period	24	(25,969)	(28,990)
Surplus/(deficit) for the period		1,612	3,021
Balance at end of period		(24,357)	(25,969)
Balance of equity at end of period		54,435	52,257
Total income and expense for the period ^a		2,148	9,837

^a The aggregate net amount attributable to each category of equity is: surplus \$1,612,000 plus gains from asset revaluation of \$536,000 (2008: surplus \$3,021,000 plus gains from asset revaluation of \$6,816,000)

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 2009

		2009 \$'000 Inflows (Outflows)	2008 \$'000 Inflows (Outflows)
CASH FLOWS FROM STATE GOVERNMENT			
Service appropriation		345,100	300,154
Capital contributions		30	7,441
Holding account drawdowns		1,137	689
Net cash provided by State Government		346,267	308,284
Utilised as follows:			
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee benefits		(122,361)	(102,425)
Payments for services provided by funded agencies		(257,680)	(212,985)
Individual funding and other grants		(11,503)	(12,899)
Supplies and services		(33,803)	(28,669)
Finance costs		-	(137)
GST payments on purchases		(26,858)	(23,511)
GST payments to taxation authority		(268)	(498)
Other payments			(1,808)
Receipts			
Commonwealth grants and contributions		74,847	62,284
User charges and fees		6,771	6,373
GST receipts on sales		279	518
GST receipts from taxation authority		26,346	23,759
Other receipts		3,541	4,653
Net cash provided by/(used in) operating activities	25	(340,689)	(285,345)
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of non-current physical assets			
Purchase of non-current physical assets		(4,738)	(3,007)
Net cash provided by/(used in) investing activities		(4,738)	(3,007)
CASH FLOWS FROM FINANCING ACTIVITIES			
Repayment of borrowings		-	(7,441)
Net cash provided by/(used in) financing activities		-	(7,441)
Net increase/(decrease) in cash and cash equivalents		840	12,492
Cash and cash equivalents at the beginning of period		15,893	3,401
CASH AND CASH EQUIVALENTS AT THE END OF PERIOD	25	16,733	15,893

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

Disability Services Commission

Notes to the financial statements for the year ended 30 June 2009

1. Australian equivalents to International Financial Reporting Standards

General

The Commission's financial statements for the year ended 30 June 2009 have been prepared in accordance with Australian equivalents to International Financial Reporting Standards (AIFRS), which comprise a Framework for the Preparation and Presentation of Financial Statements (the Framework) and Australian Accounting Standards (including the Australian Accounting Interpretations).

In preparing these financial statements the Commission has adopted, where relevant to its operations, new and revised Standards and Interpretations from their operative dates as issued by the AASB and formerly the Urgent Issues Group (UIG).

Early adoption of standards

The Commission cannot early adopt an Australian Accounting Standard or Australian Accounting Interpretation unless specifically permitted by TI 1101 'Application of Australian Accounting Standards and Other Pronouncements'. No Standards and Interpretations that have been issued or amended but are not yet effective have been early adopted by the Commission for the annual reporting period ended 30 June 2009.

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 Accounting 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 Management 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 and all values are rounded to the nearest thousand dollars (\$'000).

(c) Reporting entity

The reporting entity comprises the Commission.

(d) Contributed equity

AASB Interpretation 1038 'Contributions by Owners Made to Wholly-Owned Public Sector Entities' requires transfers, other than as a result of a restructure of administrative arrangements, 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 Treasurer's Instruction (T1) 955 '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 other than as a result of a restructure of administrative arrangements are designated as Contributions by owners where the transfers are non-discretionary and non-reciprocal. See note 24 'Equity'.

(e) Income

Revenue recognition

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 and can be measured reliably.

Rendering of services

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

Service appropriations

Service appropriations are recognised as revenues at nominal value in the period in which the Commission gains control of the 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 balance sheet 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) Property, plant and equipment and infrastructure

Capitalisation/expensing of assets

Items of property, plant and equipment and infrastructure costing over \$5,000 or more 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 \$5,000 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).

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 the cost model for all other property, plant and equipment. Land and buildings are carried at fair value less accumulated depreciation on buildings 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-based evidence is available, the fair value of land and buildings is determined based on 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-based 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 Western Australian Land Information Authority (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 and determining estimated useful life. 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'.

Derecognition

Upon disposal or derecognition of an item of property, plant and equipment and infrastructure, any revaluation reserve relating to that asset is retained in the asset revaluation reserve.

Asset revaluation reserve

The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets as described in 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
Leasehold improvements	3 to 10 years

(g) Intangible Assets

Capitalisation/expensing of assets

Acquisitions of intangible assets costing over \$5,000 or more 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 cost, the cost is their fair value at the date of acquisition.

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

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
Web site costs	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 \$5,000 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.



(h) Impairment of assets

Property, plant and equipment, infrastructure and intangible assets are tested for any indication of impairment at each balance sheet 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 considered impaired and 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 where the replacement cost is falling or where there is a significant change in useful life. Each relevant class of assets is reviewed annually to verify that the accumulated depreciation/amortisation reflects the level of consumption or expiration of 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 balance sheet 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-based 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 balance sheet date.

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

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

(i) Leases

The 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 Income Statement over the lease term as this is representative of the pattern of benefits derived from the leased property.

The Commission has no finance lease commitments.

(j) Financial instruments

In addition to cash, the Commission has two categories of financial instrument:

- receivables; and
- financial liabilities measured at amortised cost.

These have been disaggregated into the following classes:

Financial assets

- Cash and cash equivalents
- Restricted cash and cash equivalents
- Receivables

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 not required as the effect of discounting is not material.

(k) 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.

(l) Accrued salaries

Accrued salaries (see note 21 'Payables') 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.

(m) 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'.

(n) Receivables

Receivables are recognised and carried at original invoice amount less an 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 against the allowance account. 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(j) 'Financial Instruments' and note 16 'Receivables'.

(o) 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 30 days. See note 2(j) 'Financial Instruments' and note 21 'Payables'.

(p) Provisions

Provisions are liabilities of uncertain timing or amount and are recognised where there is a present legal, or constructive obligation as a result of a past event and when the outflow of resources embodying economic benefits is probable and a reliable estimate can be made of the amount of the obligation. Provisions are reviewed at each balance sheet date. See note 22 'Provisions'.

(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 balance sheet date is recognised and measured at the undiscounted amounts expected to be paid when the liabilities are settled. Leave liabilities are in respect of services provided by employees up to the balance sheet 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 balance sheet 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 balance sheet date.

(ii) Provisions – other

Employment on-costs

Employment on-costs, including workers' compensation insurance, are not employee benefits and are recognised separately as liabilities and expenses when the employment to which they relate has occurred. Employment on-costs are included as part of 'Other 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 22 'Provisions'.

(q) 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 (ie current service cost and, actuarial gains and losses) 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 (concurrent contribution), the West State Superannuation Scheme (WSS), and the GESB Super Scheme (GESBS).

The superannuation expense does not include payment of pensions to retirees, as this does not constitute part of the cost of services provided in the current year.



The GSS Scheme is a defined benefit scheme for the purposes of employees and whole-of-government reporting. However, apart from the transfer benefit, it is a defined contribution plan for agency purposes because the concurrent contributions (defined contributions) made by the agency to GESB extinguishes the agency's obligations to the related superannuation liability.

(r) 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 income and as assets or expenses as appropriate, at fair value.

(s) Comparative figures

Comparative figures are, where appropriate, reclassified to be comparable with the figures presented in the current financial year.

3. Disclosure of changes in accounting policy and estimates

Initial application of an Australian Accounting Standard

The commission has applied the following Australian Accounting Standards and Australian Accounting Interpretations effective for annual reporting periods beginning on or after 1 July 2008 that impact the Commission:

Review of AAS 27 'Financial Reporting by Local Governments', AAS 29 'Financial Reporting by Government Departments and AAS 31 'Financial Reporting by Governments'. The AASB has made the following pronouncements from its short term review of AAS 27, AAS 29 and AAS 31:

AASB 1004 'Contributions';
AASB 1050 'Administered Items';
AASB 1051 'Land Under roads';
AASB 1052 'Disaggregated Disclosures';
AASB 2007-9 'Amendments to Australian Accounting Standards arising from the review of AASs 27, 29 and 31 [AASB 3, AASB 5, AASB 8, AASB 101, AASB 114, AASB 116, AASB 127 and AASB 137]; and

Interpretation 1038 'Contributions by Owners Made to Wholly-Owned Public Sector Entities.

The existing requirements in AAS 27, AAS 29 and AAS 31 have been transferred to the above new and revised topic-based Standards and Interpretation. These requirements remain substantively unchanged. AASB 1050, AASB1051 and AASB 1052 do not apply to Statutory Authorities. The other Standards and Interpretation make some modifications to disclosures and provide additional guidance for example Australian Guidance to AASB 116 'Property, Plant and Equipment' in relation to heritage and cultural assets has been introduced) otherwise there is no financial impact.

Future impact of Australian Accounting Standards not yet operative

The Commission cannot early adopt an Australian Accounting Standard or Australian Accounting Interpretation unless specifically permitted by TI 1101 'Application of Australian Accounting Standards and Other Pronouncements'. Consequently, the Commission has not applied the following Australian Accounting Standards and Australian Accounting Interpretations that have been issued and which may impact the Commission but are not yet effective. Where applicable, the Commission plans to apply these Standards and Interpretations from their application date:

Title	Operative for reporting periods beginning on/after
AASB 101 'Presentation of Financial Statements' (September 2007). This Standard has been revised and will change the structure of the financial statements. These changes will require that owner changes in equity are presented separately from non-owner changes in equity. The Commission does not expect any financial impact when the Standard is first applied.	1 January 2009
AASB 2008-13 'Amendments to Australian Accounting Standards arising from AASB Interpretation 17 – Distributions of Non-cash Assets to Owners [AASB 5 and AASB 110]'. This Standard amends AASB 5 'Non-current Assets Held for Sale and Discontinued Operations' in respect of the classification, presentation and measurement of non-current assets held for distribution to owners in their capacity as owners. This may impact on the presentation and classification of Crown land held by the Department where the Crown land is to be sold by the Department for Planning and Infrastructure. The Department does not expect any financial impact when the Standard is first applied prospectively.	1 July 2009

4. Employee benefits expense

	2009 '000	2008 '000
Wages and salaries ^(a)	96,573	83,029
Superannuation – defined contribution plans ^(b)	9,773	5,959
Superannuation – defined benefit plans ^(c)	-	2,342
Long service leave ^(d)	5,470	3,073
Annual and other leave ^(c)	15,173	11,739
	126,989	106,142

(a) Includes the value of the fringe benefit to the employee plus the fringe benefits tax component.

(b) Defined contribution plans include West State, Gold State and GESB Super Scheme (contribution paid).

(c) Defined benefit plans include Pension scheme and Gold State (pre-transfer benefit).

(d) Includes a superannuation contribution component.

Employment on-costs such as workers' compensation insurance are included at note 9 'Other Expenses'.
The employment on-costs liability is included at note 22 'Provisions'.

5. Supplies and services

Communications	1,338	1,292
Consultants and contractors	9,428	7,670
Consumables	6,669	7,629
Repairs and maintenance	621	454
Lease rentals (motor vehicles)	3,881	3,774
Travel	571	616
Other	1,362	1,049
	23,870	22,484

6. Depreciation and amortisation expense

Depreciation		
Buildings	938	834
Plant and machinery	123	117
Computer equipment	586	618
Medical equipment	15	15
Motor vehicle	0	1
Office equipment	34	43
Leasehold improvements	1,093	793
Total depreciation	2,789	2,421
Amortisation		
Intangible assets	815	580
Total amortisation	815	580
Total depreciation and amortisation	3,604	3,001

7. Finance costs

Interest paid	0	10
	0	10

8. Accommodation expenses

	2009 '000	2008 '000
Lease rentals	5,397	4,520
Repairs and maintenance	1,851	1,130
Cleaning	516	305
Other	396	248
	8,160	6,203

9. Other expenses

Insurance	434	535
Doubtful debts expense	20	16
Employment on-costs ^(a)	1,643	1,648
Other	94	23
	2,191	2,222

(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 22 '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	6,867	6,519
	6,867	6,519

11. Commonwealth grants and contributions

Commonwealth and State Disability Agreement	74,607	50,055
Other	877	2,419
	75,484	52,474

12. Other revenue

Sundry revenue	503	753
Executive vehicle scheme contribution	63	60
Government Employee Housing Authority – employee contribution	51	57
Transport of clients	18	20
Recoups from workers' compensation	988	2,608
Recoups from service providers	2,007	1,562
	3,630	5,060

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

<u>Costs of disposal of non-current assets</u>		
Land, buildings, plant and equipment	3	56
<u>Proceeds from disposal of non-current assets</u>		
Land, building, plant and equipment	-	-
Net gain/(loss)	(3)	(56)

14. Income from State Government

	2009 '000	2008 '000
Appropriation received during the year:		
Service appropriation ^(a)	348,909	304,349
	348,909	304,349
Resources received free of charge ^(b)		
Determined on the basis of the following estimates provided by agencies:		
Health Department	487	368
Crown Solicitor Office	12	22
Department of Treasury and Finance	223	231
	722	621
	349,631	304,970

- 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) Where assets or services have been received free of charge or for nominal cost, the Commission recognises revenues 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. The exception occurs where the contribution of assets or services are in the nature of contributions by owners, in which case the Commission makes the adjustment direct to equity.

15. Restricted cash and cash equivalents

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

16. Receivables

Current		
Receivables	1,349	1,145
Allowance for impairment of receivables	(208)	(188)
Accrued revenue	96	69
GST receivable	1,815	1,313
	<u>3,052</u>	<u>2,339</u>
Prepayments	903	580
	<u>903</u>	<u>580</u>
Total current	3,955	2,919
Reconciliation of changes in the allowance for impairment of receivables:		
Balance at start of year		
Doubtful debts expense recognised in the income statement	188	172
Amounts written off during the year	20	16
Amount recovered during the year	-	-
	<u>-</u>	<u>-</u>
Balance at end of year	208	188

The Commission does not hold any collateral as security or other credit enhancements relating to receivables.

17. Amounts receivable for services

	2009 '000	2008 '000
Current	1,745	1,137
Non-current	14,265	12,201
	<u>16,010</u>	<u>13,338</u>

Represents the non-cash component of service appropriations. (see note 2(m) '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)	20,573	18,590
	20,573	18,590
Buildings		
At fair value (b)	27,373	28,208
	27,373	28,208
Computing equipment		
At cost	4,280	3,682
Accumulated depreciation	(2,747)	(2,265)
	1,533	1,417
Medical equipment		
At cost	310	304
Accumulated depreciation	(212)	(197)
	98	107
Plant and machinery		
At cost	999	957
Accumulated depreciation	(576)	(453)
	423	504
Office and other equipment		
At cost	290	296
Accumulated depreciation	(202)	(194)
	88	101
Leasehold improvements		
At cost	9,928	7,719
Accumulated depreciation	(4,547)	(3,454)
	5,381	4,265
	55,469	53,192
Work in progress	2,175	2,868
	57,644	56,060

- a) Freehold land was revalued as at 1 July 2008 by the Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2009 and recognised at 30 June 2009. In undertaking the revaluation, fair value was determined by reference to market values for land: \$15.69 million. For the remaining balance, fair value of land was determined on the basis of depreciated replacement cost.
- b) The valuation of buildings was performed in June 2009 in accordance with an independent valuation by John Stranger Partnerships. Fair value has been determined on the basis of written down replacement value.

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.

2009	Land	Buildings	Motor vehicles	Computing equipment	Medical equipment	Plant and machinery	Office equipment	Leasehold improvements	Total
	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000
Carrying amount at start of year	18,590	28,208	-	1,417	107	504	101	4,265	53,192
Additions	950	600		704	6	42	22	2,228	4,552
Disposals				(106)			(28)	(19)	(153)
Depreciation		(938)		(586)	(15)	(123)	(34)	(1,093)	(2,789)
Revaluation increments/(decrements)	1,033	(497)							536
Transfers									
Depreciation on disposals				104			27		131
Carrying amount at end of year	20,573	27,373	-	1,533	98	423	88	5,381	55,469

2008	Land	Buildings	Motor vehicles	Computing equipment	Medical equipment	Plant and machinery	Office equipment	Leasehold improvements	Total
	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000
Carrying amount at start of year	15,224	25,510	13	1,914	110	537	136	3,280	46,724
Additions		182		121	12	84	8	1,778	2,185
Disposals		(100)	(23)						(123)
Depreciations		(834)	(1)	(618)	(15)	(117)	(43)	(793)	(2,421)
Revaluation increments/(decrements)	3,366	3,450							6,816
Transfers									
Depreciation on disposals			11						11
Carrying amount at end of year	18,590	28,208	0	1,417	107	504	101	4,265	53,192

19. Intangible assets

	2009 '000	2008 '000
Computer software		
At cost	4,888	3,989
Accumulated amortisation	(1,916)	(1,100)
	2,972	2,889
Reconciliation		
Computer software		
Carrying amount at start of year	2,889	2,658
Additions	898	823
Amortisation expense	(815)	(592)
Carrying amount at end of year	2,972	2,889

20. Impairment of assets

There were no indications of impairment of property, plant and equipment, infrastructure and intangible assets at 30 June 2009.

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

21. Payables

	2009 '000	2008 '000
Current:		
Trade payables	607	513
Accrued expenses	300	375
Accrued salaries	1,345	2,214
	2,252	3,102

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

22. Provisions

<u>Current</u>		
Employee benefits provision:		
Annual leave ^(a)	8,687	7,875
Long service leave ^(b)	7,118	5,126
Accrued days off ^(a)	2,497	2,162
Public holidays ^(a)	3,006	2,344
Days off in lieu ^(a)	30	27
	21,338	17,534
Other provisions:		
Employment on-costs ^(c)	2,518	2,088
	2,518	2,088
	23,856	19,622
<u>Non-current</u>		
Employee benefits provision:		
Long service leave ^(b)	6,907	5,734
	6,907	5,734
Other provisions:		
Employment on-costs ^(c)	691	573
	691	573
	7,598	6,307

(a) Annual leave liabilities have been classified as current as there is no unconditional right to defer settlement for at least 12 months after balance sheet date. Assessments indicate that actual settlement of the liabilities will occur as follows:

	2009 '000	2008 '000
Within 12 months of balance sheet date	10,168	8,529
More than 12 months after balance sheet date	4,052	3,879
	14,220	12,408

(b) Long service leave liabilities have been classified as current where there is no unconditional right to defer settlement for at least 12 months after balance sheet date. Assessments indicate that actual settlement of the liabilities will occur as follows:

Within 12 months of balance sheet date	4,163	2,925
More than 12 months after balance sheet date	9,862	7,935
	14,025	10,860

(c) The settlement of annual and long service leave liabilities gives rise to the payment of employment on-costs including workers' compensation insurance. The provision is the present value of expected future payments. The associated expense is disclosed in note 9 'Other expenses'.

23. Other liabilities

Current:		
Income received in advance	9,173	9,810
Total current	9,173	9,810

24. 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	16,350	8,909
Contributions by owners		
Capital contribution ^(a)	30	7,441
Total contributions by owners	16,380	7,441
Balance at end of year	16,380	16,350

(a) Under the Treasurer's instruction TI955 'Contributions by Owners Made to Wholly Owned Public Sector Entities' Capital Contributions (appropriations) have been designated as contributions by owners in accordance with AASB Interpretation 1038 'Contributions by Owners Made to Wholly-Owned Public Sector Entities.'

	2009 '000	2008 '000
Reserves		
Asset revaluation reserve:		
Balance at start of year	61,876	55,060
Net revaluation increments/(decrements):		
Land and buildings	536	6,816
Balance at end of year	62,412	61,876
Accumulated surplus/(deficit) (retained earnings)		
Balance at start of year	(25,969)	(28,990)
Result for the period	1,612	3,021
Balance at end of year	(24,357)	(25,969)

25. Notes to the Cash Flow Statement

(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	3,930	2,792
Restricted cash and cash equivalents (refer to note 15)	12,803	13,100
	16,733	15,892

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

Net cost of services	(348,019)	(301,949)
Non-cash items:		
Depreciation and amortisation expense	3,604	3,001
Resource received free of charge	722	621
Net (gain)/loss on sale of property, plant and equipment	3	56
(Increase)/ decrease in assets:		
Current receivables (III)	(534)	(636)
Increase/ (decrease) in liabilities:		
Current payables (III)	(850)	1,777
Current provisions	4,234	1,395
Other current liabilities	(637)	9,810
Non-current provisions	1,291	312
Net GST receipts/ (payments) (I)		
Change in GST in receivables/payables (II)	(502)	268
Net cash provided by/ (used in) operating activities	(340,689)	(285,345)

(I) This is the net GST paid/received, ie cash transactions.

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

(III) Note that the Australian Taxation Office 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.

26. Commitments

	2009 '000	2009 '000
Non-cancellable operating lease commitments (motor vehicles)		
Commitments for minimum lease payments are payable as follows:		
Within 1 year	1,760	1,756
Later than 1 year and not later than 5 years	1,904	984
Later than 5 years	-	-
	3,664	2,740
Non-cancellable operating lease commitments (Buildings)		
Within 1 year	4,815	4,081
Later than 1 year and not later than 5 years	13,615	10,087
Later than 5 years	12,779	-
	31,209	14,168

Properties:

	Term	Renewal Options
Joondalup House, Joondalup	16 years	5 years
The Avenue, Midland	11 years	-
Myaree	10 years	3 + 3 + 3 years
146 – 160 Colin Street, West Perth	20 years	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.

27. Contingent liabilities and contingent assets

The Disability Services Commission has neither contingent liabilities nor assets.

Contaminated sites

Under the Contaminated Sites Act 2003, the Commission is required to report known and suspected contaminated sites to the Department of Environment and Conservation (DEC). In accordance with the Act, DEC classifies these sites on the basis of the risk to human health, the environment and environmental values. The Commission has no sites that are classified as contaminated sites.

28. Events occurring after the balance sheet

The Commission is not aware of any events occurring after the balance sheet date that have significant financial effect on the financial statements.

29. Explanatory statement

(i) Significant variances between estimated and actual result for 2009

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

	2009 Actual \$000	2009 Estimates \$000	Variance \$000
Employee benefits expenses ⁽¹⁾	126,989	108,417	18,572
Supplies and services ⁽²⁾	23,870	25,951	(2,081)
Depreciation and amortisation expense ⁽³⁾	3,604	2,931	673
Accommodation expenses ⁽⁴⁾	8,160	6,635	1,525
Expenditure on services provided by funded agencies ⁽⁵⁾	257,680	227,102	30,578
Individual funding and other grants ⁽⁶⁾	11,503	15,440	(3,937)
Other expenses ⁽⁷⁾	2,191	2,684	(493)
Commonwealth grants and contributions ⁽⁸⁾	75,484	52,956	22,528
Other revenues ⁽⁹⁾	3,360	2,072	1,558
Service appropriation ⁽¹⁰⁾	348,909	325,417	23,492
Resources received free of charge ⁽¹¹⁾	722	509	213

(1) Employee benefits expenses (increase \$18.572m)

Increase reflects 5 per cent wage increase, overtime, impact of Social Trainer's General Agreement 2008 and leave entitlement expense due to Actuarial Assessment.

(2) Supplies and services (decrease \$2.081m)

Decrease reflects reduction in purchase of minor equipment and other one-off projects.

(3) Depreciation and amortisation expense (increase \$0.673m)

Reflects increased capitalisation of projects undertaken as part of the approved Capital Works Program.

(4) Accommodation expense (increase \$1.525m)

Reflects increase in lease costs and unplanned maintenance due to ageing of properties.

(5) Expenditure on services provided by funded agencies (increase \$30.578m)

Increase represents funding as part of the Liberal election commitments, growth/indexation and Commonwealth National Disability Agreement funding.

(6) Individual Funding and other grants (decrease \$3.937m)

Decrease mainly reflects transfer of Supported Accommodation Services to non-government agencies and the Commission's group homes.

(7) Other expenses (decrease \$0.493m)

Reflects reduction in worker's compensation premium.

(8) Commonwealth grants and contributions (increase \$22.528m)

Increase mainly represents National Disability Agreement funding, Disability Assistance Package and respite funding.

(9) Other revenues (increase \$1.558m)

Reflects recoup of funds from compensable clients, return of grants provided to service providers in prior years and Worker's Compensation Premium Adjustment for prior years.

(10) Service appropriation (increase \$23.492m)

Increase represents funding for:	\$000
<u>Accommodation Support</u>	450
Alternatives to Employment	5,400
Depreciation – accrual appropriation	100
Director General's salary	2
Early Childhood Intervention	980
Indexation to non-government sector	1,200
NGHSS indexation payments	2,016
School Age and Adult Professional Support	1,500
School Holiday Respite	470
Social Trainer's General Agreement	7,300
Specified callings	1,475
Wages outcome – CSA	<u>4,780</u>
	25,673
Reduction in funding for:	
Media and marketing savings initiatives	48
3% efficiency dividend	<u>2,133</u>
	2,181
Net increase	<u>23,492</u>

(11) Resources received free of charge (increase \$0.213m)

Mainly reflects the infrastructure costs provided by the Department of Health for the Community Aids and Equipment Program and procurement services provided by the Department of Treasury and Finance.

(ii) Significant variances between actual results for 2008 and 2009

Significant variations between actual results with the corresponding items of the preceding year are shown below. Significant variations are considered to be those greater than 10 per cent or \$500,000.

	2009 \$000	2008 \$000	Variance \$000
Employee benefits expenses ⁽¹⁾	126,989	106,142	20,847
Supplies and services ⁽²⁾	23,870	22,484	1,386
Depreciation and amortisation ⁽³⁾	3,604	3,001	603
Accommodation expenses ⁽⁴⁾	8,160	6,203	1,957
Expenditure on services provided by funded agencies ⁽⁵⁾	257,680	212,985	44,695
Individual funding and other grants ⁽⁶⁾	11,503	12,899	(1,396)
Commonwealth grants and contributions ⁽⁷⁾	75,484	52,474	23,010
Other revenues ⁽⁸⁾	3,630	5,060	(1,430)
Service appropriation ⁽⁹⁾	348,909	304,349	44,560
Resources received free of charge ⁽¹⁰⁾	722	621	101

(1) Employee benefits expense (increase \$20.847m)

Increase reflects 5 per cent wage increase, overtime, impact of Social Trainer's General Agreement 2008 and leave entitlement expense due to Actuarial Assessment.

(2) Supplies and services (increase \$1.386m)

Increase mainly reflects IT Software application development and other one-off projects.

(3) Depreciation and amortisation expense (increase \$0.603m)

Reflects increased capitalisation of projects undertaken as part of the approved Capital Works Program.

(4) Accommodation expense (increase \$1.957m)

Reflects increase in lease costs and unplanned maintenance due to ageing of properties.

(5) Expenditure on services provided by funded agencies (increase \$44.695m)

Increase represents funding as part of the Liberal election commitments, growth/indexation and Commonwealth

National Disability Agreement funding.

(6) Individual funding and other grants (decrease \$1.396m)

Decrease mainly reflects transfer of Supported Accommodation Services to non-government agencies and the Commission's group homes.

(7) Commonwealth grants and contributions (increase \$23.010m)

Increase represents funding for:	\$000
Additional housing	9,810
Disability Assistance Package	10,329
Respite	1,671
Targeted support services	1,088
Other	112
	23,010

(8) Other revenues (decrease \$1.430m)

Decrease mainly represents Workers' Compensation Premium Adjustment for prior years.

(9) Service appropriation (increase \$44.560m)

Increase in funding for	\$000
Accommodation support/preventive services	13,534
Companion Card	285
Cost escalation	1,000
Direct care staff	445
Director General's salary	9
Early Childhood Intervention	750
Equipment for Living	750
Liberal election commitments	10,000
NGHSS indexation	3,925
Salary/wages (General Agreement 4 outcome)	4,846
Social Trainer's General Agreement	7,300
Specified callings	2,750
Support for young carers and siblings	150
Young People in Residential Aged Care	1,882
	47,626
Reduction in funding for:	
Accrual appropriation	386
Debt reversal 2007/08	511
3% efficiency dividend	2,133
Other	36
	3,066
Net increase	44,560

(10) Resources received free of charge (Increase \$0.101m)

Mainly reflects the infrastructure costs provided by the Department of Health for the Community Aids and Equipment Program and procurement services provided by the Department of Treasury and Finance.

30. Financial instruments

a) Financial Risk Management Objectives and Policies

Financial instruments held by the Commission are cash and cash equivalents, restricted cash and cash equivalents, receivables and payables. The Commission has limited exposure to financial risks. The Commission's overall risk management program focuses on managing the risks identified below.

Credit risk

Credit risk arises when there is the possibility of the Commission's receivables defaulting on their contractual obligations resulting in financial loss to the Commission. The Commission measures credit risk on a fair value basis and monitors risk on a regular basis.

The maximum exposure to credit risk at balance sheet date in relation to each class of recognised financial assets is the gross carrying amount of those assets inclusive of any provisions for impairment as shown in the table at Note 30(c) 'Financial Instruments Disclosures' and Note 16 'Receivables'.

Credit risk associated with the Commission's financial assets is minimal because the main receivable is the amounts receivable for services (holding account). For receivables other than government, the Commission trades only with recognised, creditworthy third parties. The Commission has policies in place to ensure the sales of products and services are made to customers with an appropriate credit history. In addition, receivable balances are monitored on an ongoing basis with the result that the Commission's exposure to bad debts is minimal. There are no significant concentrations of credit risk.

Allowance for impairment of financial assets is calculated based on objective evidence such as observable data changes in client credit ratings. For financial assets that are either past due or impaired, refer to Note 30(c) 'Financial Instrument Disclosures'.

Liquidity risk

Liquidity risk arises when the Commission is unable to meet its financial obligations as they fall due. The Commission is exposed to liquidity risk through its trading in the normal course of business. The Commission has appropriate procedures to manage cash flows including drawdowns of appropriations by monitoring forecast cash flows to ensure that sufficient funds are available to meet commitments.

Market risk

Market risk is the risk that changes market prices such as foreign exchange rates and interest rates will affect the Commission's income or the value of its holding in financial instruments. The Commission does not trade in foreign currency and is not materially exposed to other price risks.

b) Categories of financial instruments

In addition to cash, the carrying amounts of each of the following categories of financial assets and financial liabilities at the balance sheet date are as follows:

	2009 \$'000	2008 \$'000
Financial assets		
Cash and cash equivalents	3,930	2,792
Restricted cash and cash equivalents	12,803	13,100
Loans and receivables ^(a)	3,955	2,919
Financial liabilities		
Financial liabilities measured at amortised cost ^c	-	-

(a) The amount of loans and receivables excludes GST recoverable from the ATO (statutory receivable). (c) Financial Instruments Disclosure

c) Financial Instruments Disclosure

Credit risk and interest rate exposures

The following table disclose the Commission's maximum exposure to credit risk, interest rate exposures and the ageing analysis of financial assets. The Commission's maximum exposure to credit risk at the balance sheet date is the carrying amount of the financial assets as shown below. The table discloses the ageing of financial assets that are past due but not impaired and impaired financial assets. The table is based on information provided to senior management of the Commission.

The Commission does not hold any collateral as security or other credit enhancements relating to the financial assets it holds.

The Commission does not hold any financial assets that had to have their terms renegotiated that would have otherwise resulted in them being past due or impaired.

Interest rate exposures and ageing analysis of financial assets ^(a)

	Weighted average effective interest rate	Carrying amount	Interest rate exposure	
			Variable interest rate	Non-interest bearing
	%	\$'000	\$'000	\$000
Financial assets				
2009				
Cash and cash equivalents		3,930		3,930
Restricted cash and cash equivalents	3.005	12,803		12,803
Receivables ^(a)		1,141		1,141
Loans and advances		-		
Amounts receivable for services		16,010		16,010
		36,698		36,698
2008				
Cash and cash equivalents		2,792		2,792
Restricted cash and cash equivalents	7.015	13,100		13,100
Receivables ^(a)		957		957
Loans and advances				
Amounts receivable for services		13,338		13,338
		32,149		32,149

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

Liquidity risk

The following table details the contractual maturity analysis for financial liabilities. The contractual maturity amounts are representative of the undiscounted amounts at the balance sheet date. The table includes interest and principal cash flows. An adjustment has been made where material.

	Weighted average effective interest rate	Carrying amount	Interest rate exposure		Adjustment for discounting
			Variable interest rate	Non-interest bearing	
	%	\$'000	\$000	\$'000	\$000
Financial liabilities					
2009					
Payables		2,252		2,252	
		2,252		2,252	
2008					
Payables		3,102		3,102	
		3,102		3,102	

The amounts disclosed are the contractual undiscounted cash flows of each class of financial liabilities.



Up to 3 months	Past due but not impaired					More than 5 years	Impaired financial assets
	3 - 12 months	1 - 2 years	2 - 3 years	3 - 4 years	4 - 5 years		
\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
-				-	-		
-				-	-		
596	373	172					
-				-	-		
-				-	-		
					-		
527	362	68					

Total nominal amount	Maturity dates						
	Up to 3 months	3 - 12 months	1 - 2 years	2 - 3 years	3-4 years	4 - 5 years	More than 5 years
\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
				-			-
	2,252			-			-
	2,252			-			-
	3,102	-		-	-	-	-
	3,102						-

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

Remuneration on 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:

\$	2009	2008
0 - 10,000	5	5
10,001 - 20,000	1	2
30,001 - 40,000	1	1
	7	8
\$'000	\$'000	\$'000
The total remuneration of the members of the Accountable Authority is:	78	96

The total remuneration includes 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 fees, salaries, superannuation, non-monetary benefits and other benefits for the financial year, fall within the following bands are:

\$	2009	2008
70,001 – 80,000	-	1
110,001- 120,000	-	2
130,001 - 140,000	1	1
140,001 - 150,000	5	3
150,001 - 160,000	2	-
160,001 – 170,000	-	1
250,001 - 260,000	-	1
280,001 - 290,000	1	-
	9	9
	\$'000	\$'000
The total remuneration of senior officers is:	1,455	1,304

The total remuneration includes 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 in respect of the audit for the current financial year is as follows:

	\$'000	\$'000
Auditing the accounts, financial statements and performance indicators	87	83

33. Affiliated bodies

Following organisations received half its funding and resources from the Commission but is not subject to operational control by the Commission.

Name of organisation	2009 \$000	2008 \$000
Autism Association of WA Inc.	10,057	7,967
Belmont Districts Family and Individual Support Association Inc.	63	61
Crosslinks Inc.	3,045	2,090
Directions Family Support Association (ex Heritage I&FSA)	877	721
East Kimberley Family Support Association Inc.	167	175
ELBA Inc.	3,033	2,332
Goldfields Individual and Family Support Association Inc.	1,595	1,279
i.d.entity.w.a.	12,740	12,307
Interchange Inc.	1,268	923
ISADD WA Pty Ltd	641	541
Kalparrin Centre (PMH)	113	101
Kira Inc.	601	524
Landsdale Family Support Association	814	869
Lifepan Recreation and Leisure Association Inc.	498	389
Lower Great Southern Community Living Association	4,114	3,807
Lower Great Southern Family Support Association	815	543
Midway Community Care Inc.	1,681	1,416
Midwest Community Living Association Inc.	944	990
Midwest Family Support Association Inc.	389	372
Mosaic Community Care Inc.	4,073	4,077
Multicare WA Inc.	15	174
My Place (WA) Pty Ltd	11,427	10,235
NASCHA Inc.	752	616
Nulsen Haven Association Inc.	15,257	13,256
Peel Community Living Inc.	2,563	2,546
People Actively Committed Together	320	217
People with Disabilities (WA) Inc.	388	301
Phylos Inc	567	573
PLEDG Inc.	157	154
Recreation and Sport Network Inc.	750	734
Rocky Bay Inc.	14,477	12,638
Sexuality Education Counselling and Consulting Agency Inc.	194	190
Strive Warren Blackwood Inc.	425	382
Teem Treasure Pty Ltd	2,509	1,638
TeenSpirit Inc.	47	65
The Centre for Cerebral Palsy	24,692	22,295
Therapy Focus Inc.	7,715	6,916
Transition and Integration Services Pty Ltd	2,565	2,219
Upper Great Southern Family Support Association	242	165
Valued Independent People	2,641	2,370
Vemvane Inc.	367	328
WA Blue Sky Inc	1,468	1,336

34. Supplementary financial information

Write-offs		
Debts due to the state written off during the financial year	Nil	Nil
Losses through theft, defaults and other causes		
Losses of public moneys and public and other property through theft or default	Nil	Nil
Amounts recovered	Nil	Nil
Gifts of public property		
Gifts of public property provided by the Commission	Nil	Nil

35. Schedule of income and expenses by service

	Accommodation Support \$000's		Individual and Family Support \$000's		Individual Coordination \$000's		Strategic Coordination \$000's		Total \$000's	
	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008
COST OF SERVICES										
Expenses										
Employee benefits expenses	84,631	69,238	22,903	19,082	14,788	13,829	4,667	3,993	126,989	106,142
Supplies and services	13,954	10,670	4,553	3,939	3,461	2,487	1,902	1,614	23,870	18,710
Depreciation and amortisation expense	2,209	1,778	950	840	267	245	178	138	3,604	3,001
Finance costs	-	10	-	-	-	-	-	-	-	10
Accommodation expense	4,555	5,206	1,387	1,609	1,988	2,949	230	213	8,160	9,977
Expenditure on services provided by funded agencies	151,876	129,772	100,228	74,449	-	-	5,576	8,764	257,680	212,985
Individual funding and other grants	314	313	792	2,184	10,397	10,402	-	-	11,503	12,899
Loss on disposal of non-current assets	2	34	1	15	-	4	-	3	3	56
Other expenses	1,340	1,314	578	621	165	185	108	102	2,191	2,222
Total cost of services	258,881	218,335	131,392	102,739	31,066	30,101	12,661	14,827	434,000	366,002
Income										
User charges and fees	6,867	6,519	-	-	-	-	-	-	6,867	6,519
Commonwealth grants and contribution	26,303	17,949	41,672	29,518	4,489	2,542	3,020	2,465	75,484	52,474
Other revenues	1,489	2,374	1,257	1,876	571	689	313	121	3,630	5,060
Total income other than income from State Government	34,659	26,842	42,929	31,394	5,060	3,231	3,333	2,586	85,981	64,053
NET COST OF SERVICES	224,222	191,493	88,463	71,345	26,006	26,870	9,328	12,241	348,019	301,949
INCOME FROM STATE GOVERNMENT										
Service appropriation	224,816	193,033	88,676	71,899	26,067	27,081	9,350	12,336	348,909	304,349
Resources received free of charge	430	371	219	174	52	51	21	25	722	621
Total income from State Government	225,246	193,404	88,895	72,073	26,119	27,132	9,371	12,361	349,631	304,970
Surplus/(deficit) for the period	1,024	1,911	432	728	113	262	43	120	1,612	3,021

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



36. Clients' private cash as at 30 June 2009

Opening balance	9,815,270
Debits	19,308,033
Credits	18,350,368
Fees and taxes	4,719
Interest earned	231,506
Closing balance	10,999,722

The Commission manages client funds through a block of individual bank accounts at branches of Westpac and BankWest.

37. 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.

	2009 \$000	2008 \$000
Opening balance 1 July 2008	14	0
Receipt from Commonwealth	97	80
Expenditure	(86)	(66)
Closing balance 30 June 2009	25	14

4.2 Performance Indicators

Certification of Performance Indicators for the year ended 30 June 2009

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 2009.



Bruce Langoulant
Chairperson
Disability Services Commission Board



Jim McKiernan
Deputy Chairperson
Disability Services Commission Board

12th August 2009



Auditor General

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

DISABILITY SERVICES COMMISSION FINANCIAL STATEMENTS AND KEY PERFORMANCE INDICATORS FOR THE YEAR ENDED 30 JUNE 2009

I have audited the accounts, financial statements, controls and key performance indicators of the Disability Services Commission.

The financial statements comprise the Balance Sheet as at 30 June 2009, and the Income Statement, Statement of Changes in Equity and Cash Flow Statement for the year then ended, a summary of significant accounting policies and other explanatory Notes.

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

Board's Responsibility for the Financial Statements and Key Performance Indicators

The Board is responsible for keeping proper accounts, and the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Treasurer's Instructions, and the key performance indicators. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements and key performance indicators that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; making accounting estimates that are reasonable in the circumstances; and complying with the Financial Management Act 2006 and other relevant written law.

Summary of my Role

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the financial statements, controls and key performance indicators based on my audit. This was done by testing selected samples of the audit evidence. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion. Further information on my audit approach is provided in my audit practice statement. Refer www.audit.wa.gov.au/pubs/AuditPracStatement_Feb09.pdf.

An audit does not guarantee that every amount and disclosure in the financial statements and key 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 key performance indicators.

Disability Services Commission

Financial Statements and Key Performance Indicators for the year ended 30 June 2009

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 2009 and its financial performance and cash flows for the year ended on that date. They are in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Treasurer's Instructions;
- (ii) the controls exercised by the Commission provide reasonable assurance that the receipt, expenditure and investment of money, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions; and
- (iii) the key 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 2009.



COLIN MURPHY
AUDITOR GENERAL
4 September 2009

Outcome and services

The table below shows the outcome and services for which the Commission was funded in 2008–2009. 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
Outcomes Based Service Delivery Greater focus on achieving results in key service delivery areas for the benefit of all Western Australians.	Enhance the environment and wellbeing of people with disabilities and their carers by the provision of necessary supports and services	Service 1: Accommodation Support	Hostel Residential Community Residential Supported Community Living	3,493 service users supported Total cost: \$258.9 million Average cost per service user: \$74,114
		Service 2: Individual and Family Support	Family Support and Respite Day Options (including Post School Options) Health and Individual Development (including therapy services)	16,617 service users supported Total cost: \$131.39 million Average cost per service user: \$7,907
		Service 3: Individual Coordination	a. LAC Coordination	8,780 service users supported Total cost: \$21.5 million Average cost per service user: \$2,450
			b. LAC Direct Consumer Funding	1,374 service users supported Total cost: \$9.55million Average funding per service user: \$6,954
		Service 4: Strategic Coordination	Policy and Planning Access and Community Education Quality Assurance and Advocacy	130 key strategic and policy projects Total cost: \$12.66 million Average cost per strategic project: \$97,388

Performance information

Outcome

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

Effectiveness indicator

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. The Commission reports two aggregate measures of effectiveness: quality of service based on the percentage of independently assessed service outlets that pass assessed Disability Services Standards; and service take-up rate per 1,000 Disability Support Pension recipients on a statewide basis, compared with the national rate. The Commission is developing a new performance reporting framework for implementation in 2009–2010, which will see reporting of additional effectiveness indicators.

1. Quality of service

Quality services provide the best environment for people with disabilities with the greatest likelihood of producing positive outcomes. The Disability Services Standards specify the level of quality expected of services. Reporting the proportion of service outlets that pass independent monitoring indicates the effectiveness of services funded and provided by the Commission.

Based on the figures reported in the previous table it is clear that the majority of assessed services meet the required standards for providing quality services. In addition, at the time of writing there were no overdue required actions for service providers.

A decline is apparent in 2008–2009 when compared to 2007–2008 and when compared with the target. Through the standards monitoring process it was discovered that a substantial proportion of required actions for one service provider organisation were due to lapses in updating staff police clearance reports.

Quality of service

Description	2004-05	2005-06	2006-07	2007-08	2008-09	2008-09 target ^a	2008-09 variation
Percentage of service outlets that pass independently assessed quality assurance standards ^b	80.9	86.0	83.5	83.4	73.4	100%	26.6%

Notes:

a The target is set at 100 per cent as the Commission believes that all service outlets should meet the Disability Services Standards at a minimum.

b Service providers are currently independently assessed in intervals of no greater than four years. In 2008–2009, 21 per cent (218) service outlets were assessed out of a total of 1042 outlets.

This systemic issue has been rectified by introducing a more rigorous method for monitoring and following up the renewal status of staff.

2. Take-up rate

The Western Australian take-up rate of 265 service users per 1,000 recipients of Disability Support Pensions is 14 per cent higher than the national rate of 233 per 1,000. This illustrates that, compared with Australia as a whole, Western Australia has a service environment that is more accessible for people with disabilities.

Efficiency indicators

Efficiency indicators monitor the relationship between the resource inputs for each service and the services delivered. This relationship focuses on key services the Commission delivers to its service users. The Commission's efficiency indicators measure the average cost per service user (or project) for each service and compares these with targets for the current year and performance in previous years.

Take-up rate

Description	2004-05	2005-06	2006-07	2007-08 ^a	2008-09	2008-09 target	2008-09 variation ^b
Take-up rate per 1,000							
WA:	326	325	319	292	265	300	-12%
Australia:	194	209	220	230	233		
Percentage variation from national level	68%	56%	45%	27%	14%		

Notes:

- a The estimated take-up rate for WA 2007–2008 (292) is less than the 2006–2007 actual (319) due to a change in reporting by WA at the national level in line with the National Minimum Data Set data quality framework.
- b The estimated take-up rate for WA 2008–2009 (265) is 12 per cent less than the target (300) due to a change in reporting requirements for agencies that no longer have to provide data at the national level (CAEP and individual data), a reduction in service levels for an agency undergoing renovations as well as enhancements to data collection and quality.

Service	Average cost					Target 2008-09	Variation	
	2004-05	2005-06	2006-07 ^d	2007-08	2008-09		Previous year	Target
Accommodation Support (\$/service user)	\$46,711	\$50,405	\$58,224	\$65,784	\$74,114	\$60,344	13% ^e	23% ^e
Individual and Family Support (\$/service user)	\$5,052 ^a	\$5,362 ^c	\$5,764	\$6,358	\$7,907	\$6,706	24% ^e	18% ^e
LAC (\$/service user)	\$2,393 ^b	\$2,427	\$2,542	\$2,469	\$2,450	\$2,611	-1%	-6%
LAC direct consumer funding (\$/service user)	\$7,673 ^b	\$7,360	\$6,772	\$6,563	\$6,954	\$7,425	6%	-6%
Strategic Coordination (\$/project)	\$94,313	\$103,276	\$104,283	\$111,473	\$97,388	\$110,429	-13% ^e	-12% ^e

Notes:

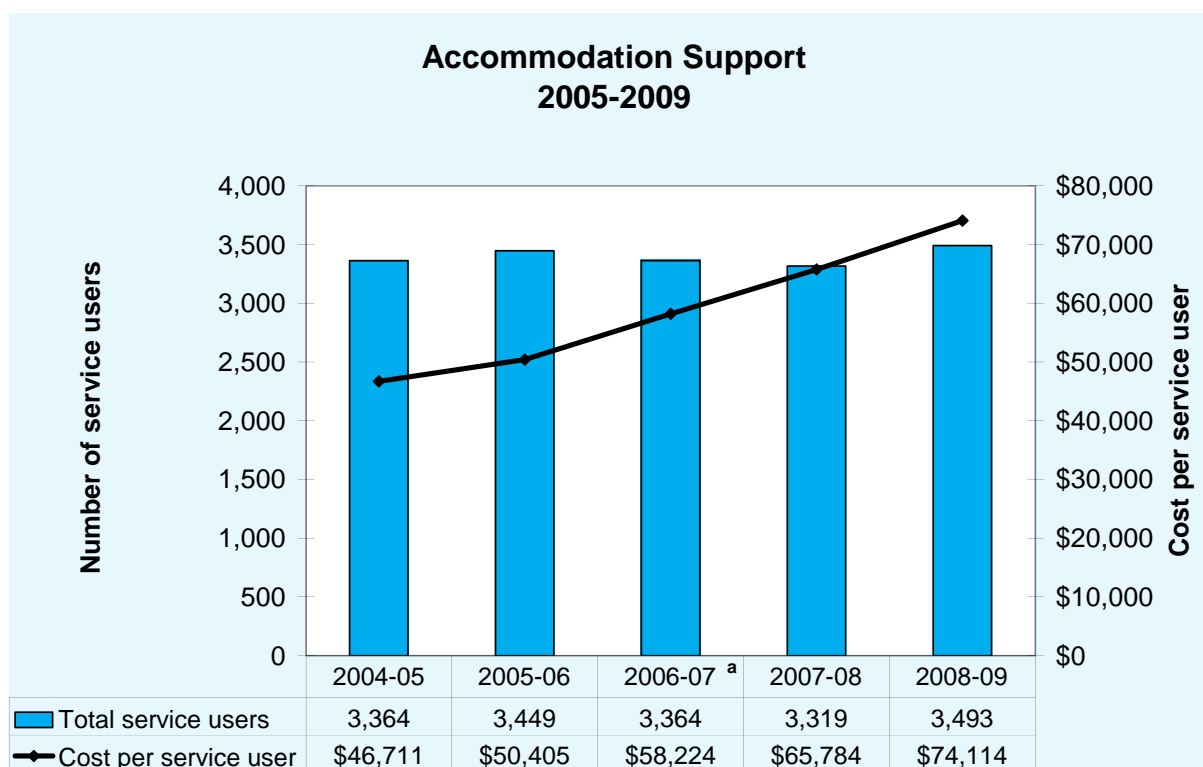
- a As of 2004–2005, service user and cost per service user data reflect the inclusion of the electronic Community Aids and Equipment Program (eCAEP) service user data. A change in reporting by WA Disabled Sports Association in 2004–2005 affected service user and cost per service user data.
- b The average cost per service user for 2004–2005 for LAC Direct Consumer Funding and for LAC has been recalculated retrospectively to adjust for the effects of miscoding of data in that year.
- c The 2005–2006 Individual and Family Support cost per service user data reflect different methods for reporting Disability Professional Services adopted by two agencies which translated to fewer service users being reported.
- d Data for Service 1 and Service 2 in 2006–2007 have been corrected to account for numerous coding irregularities uncovered since original publication.
- e Further explanation can be found under each service area.

Service 1: Accommodation Support average cost per service user

Accommodation Support assists people with disabilities to live in a range of accommodation options, including hostels, group homes or supported community living in their own homes. It includes support with personal care and independent living skills and may range from a few hours a week to 24-hour care.

The Accommodation Support budget represented 60 per cent of the Commission's budget and supported 17 per cent of service users. The average cost per service user for 2008–2009

was \$74,114 and was 13 per cent higher than the previous year and 23 per cent higher than the target. The variance from the target is mainly due to an initial estimate of targets from 2006–2007 data. This estimated target was erroneous because it was based on data that have since been corrected. The correction was the subject of an audit in 2008–2009; the 2006–2007 data have been adjusted retrospectively and it is expected data quality will be improved in future years. However, these issues have led to a target in 2008–2009 that is lower than would be expected from the underlying trend.



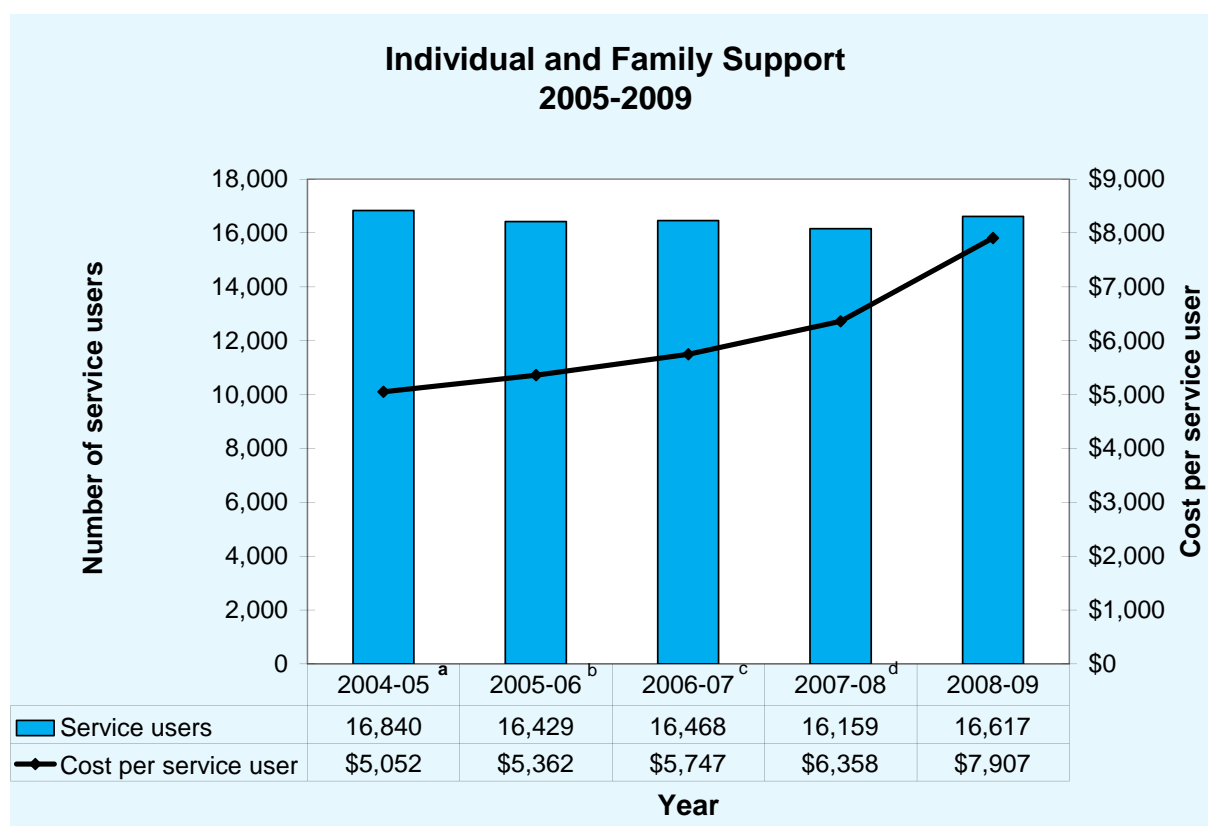
Note:

- a The average cost for 2006–2007 was understated due to the over-reporting of 155 service users by three agencies and data coding errors that occurred between Service 1 and 2, which have been corrected for 2007–2008.

Service 2: Individual and Family Support average cost per service user

Individual and Family Support Service provides 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.

Individual and Family Support represented 30 per cent of the Commission's budget and provided support to 81 per cent of service users. The average cost per service user for 2008–2009 was \$7,907, 24 per cent higher than the previous year and 18 per cent higher than the target cost. The variations from the previous year



Notes:

- a 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. A change in reporting by WA Disabled Sports Association in 2004–2005 affected service user and cost per service user data in that year.
- b The 2005–2006 data reflect different methods for reporting Disability Professional Services adopted by two agencies which translated to fewer service users being reported in 2005–2006.
- c The 2006–2007 cost per service user data reflect improvements in data collection and changes in the counting of service users by three agencies, which translated to fewer service users being reported in 2006–2007.
- d In 2006–2007 four agencies reported individual data on 987 service users which was not required under national reporting requirements. As a result, individual data for these services have been excluded from 2007–2008 data. If these records been included as in previous years, the total for Service 2 would show significant growth. Also, one agency did not meet the reporting deadline.



and the target are largely attributable to new funding under the Alternatives to Employment program. In addition, the same issue for 2006–2007 data as discussed in Service 1 influenced the variance from the target for Service 2.

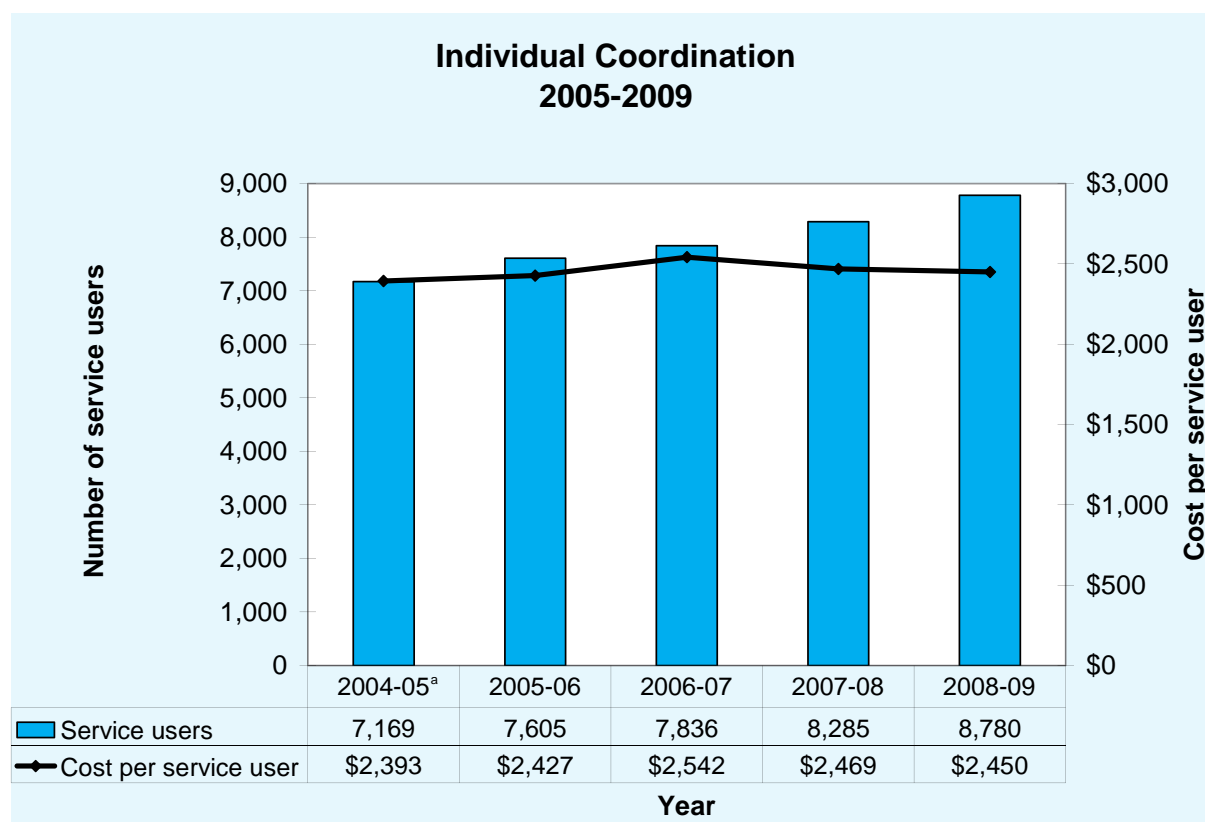
Service 3: Individual Coordination average cost per service user

This service provides 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 for people with disabilities and their families to choose and purchase their own supports and services directly.

LAC was accessed by 43 per cent of service users and represented 5 per cent of the Commission's budget. A further 2 per cent of the Commission's budget was provided to service users via LAC Direct Consumer Funding.

The average cost per service user in 2008–2009 for LAC was \$2,450, which was 1 per cent lower than the previous year and 6 per cent lower than the target cost. The average cost per



Note:

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

service user in 2008–2009 for LAC Direct Consumer Funding was \$7,425, 6 per cent higher than the previous year and 6 per cent lower than the target.

Service 4: Strategic Coordination average cost per strategic project

The Strategic Coordination Service includes monitoring the progress by public authorities in implementing Disability Access and Inclusion Plans and improving access; data collection and monitoring 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; 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 weighted strategic coordination projects and activities.

Strategic Coordination represented 3 per cent of the Commission's budget. The average cost of Strategic Coordination per weighted project decreased by 13 per cent since the previous year and is 12 per cent lower than the target. These figures are influenced by the varying size of the strategic projects from year to year. A more robust method for calculating the number of projects was trialled in 2008–2009 that aimed to increase the accuracy of reporting in future years by weighting projects in terms of cost and hours.

4.3 Other financial disclosures

4.3.1 Pricing policies

The Commission charges for goods and services rendered on full or partial cost recovery basis. Fees and charges generally consist of board and lodging charged to people with disabilities who live in Commission facilities. The rate recovered is generally equivalent to 75 per cent of residents' pensions.

4.3.2 Capital works

Completed projects

The Commission completed the following projects in 2008–09:

- Established new Local Area Coordination (LAC) offices in South Lake, Bayswater and Mundaring and completed extension work at the Shenton Park office. Access and office improvement works were also undertaken at other offices.
- Purchased and refurbished a property in Como from the Department of Child Protection for use as an emergency accommodation facility.
- Renovated a number of group homes, including upgrading bathrooms and kitchens was completed.
- Undertook a computer replacement program.



Incomplete projects

The following projects are currently in progress:

- Establish a new LAC office in Kelmscott.
- Build new group homes under the Community Disability Housing Program in Armadale, Victoria Park, Cannington, Midland and Nollamara.
- Redevelop Bennett Brook and Boulton Street facilities

4.3.3 Employment and industrial relations

Staff profile

During 2008–2009, the Commission had an employment level of 1,585 full-time equivalents (FTE). This represents an increase of 39 FTE (2.5 per cent) on the previous year. The total FTE for the Commission has increased by 1.34 per cent since 2004–2005.

A total of 592 employment contracts were issued by the Commission in 2008–2009. The appointments comprised 213 permanent contracts, 184 fixed term contracts and 195 casual contracts.

Comparative staffing levels for the various occupational categories of staff between 2004–2005 and 2008–2009 are shown in the table below:

	Financial Years					
	2004/05	2005/06	2006/07	2007/08	2008/09	change from previous year
Social trainers / client assistants	891	903	900	842	856	1.66%
Registered nurses	21	22	20	18	18	0%
Enrolled nurses / nursing assistants	9	8	7	7	6	-14.29%
Support workers	91	91	81	74	73	-1.35%
Direct care (PSA ^a)	222	232	239	269	299	0.11%
Total direct care	1,234	1,256	1,247	1,210	1,252	-3.40%
Administrative	330	329	331	336	333	-0.01%
Total	1,564	1,585	1,578	1,546	1,585	2.52%

Note:

a PSA, Public Service Award direct care staff include allied health staff, local area coordinators

Changes in government reporting requirements under the Workforce Analysis and Comparison Application (WACA) has enabled a more detailed analysis of workforce demographics.

Equal employment opportunity and diversity

The equity and diversity data in the table below come from demographic information provided by employees on a voluntary basis, through a diversity survey.

Demographic characteristics – participation by employment type

Participation rates	Male	Female	CALD backgrounds	Indigenous Australians	People with disabilities
Permanent F/T	526	794	162	13	41
Permanent P/T	40	307	34	2	14
Fixed Term F/T	22	89	9	2	2
Fixed Term P/T	7	45	5	0	4
Casual	37	154	22	1	4
Sessional (other)	3	3	1	0	3
Other	72	59	2	0	0
Total	707	1,451	235	18	68

The next table compares the Commission's workforce to the public sector workforce and the Western Australian community make-up in relation to the different equity groups. The Commission's Equity and Diversity Management Plan 2006 – 2010 details strategies to achieve key objectives and to reach equity and diversity targets.

Equal employment opportunity and diversity

Equity group	% of WA public sector workforce at December 2008*	% of DSC workforce at 30 June 2008	% of DSC workforce at 30 June 2009
Women	65**	67.8	67.3
People with disabilities	4.2	4.8	3.7
Youth**	6.7	4.6	6.4
Aboriginal Australians	3.3	1.0	1.0
People from culturally diverse backgrounds	12.4	14.1	11.6

Numbers based on total workforce as at 30 June 2009 (excluding casuals, sessionals, trainees).

*Equity and Diversity Plan for the Public Sector Workforce 2006-09 – Third Progress Report

**2006 Census Quickstats WA; (Youth = 15-24 yrs)



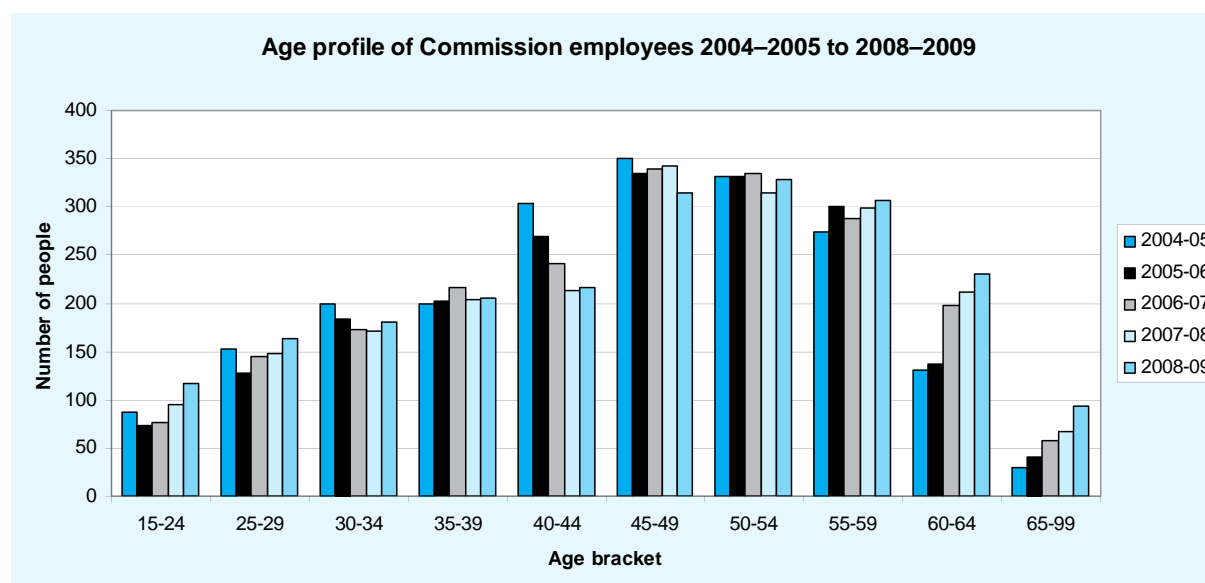
Aboriginal employment strategy

The Commission has developed an Aboriginal employment strategy to ensure that it is able to increase Aboriginal staffing levels by exploring alternative employment options, promoting and understanding Aboriginal culture and building stronger community networks and partnerships.

Age profile of Commission staff

69 percent of the Commission's total workforce are aged 45 years and over, with some 17 per cent being aged 60 years or more.

The Commission continues to implement strategies, through its Equity and Diversity Management Plan, to retain its experienced employees through flexible working arrangements. It also works to increase the diversity of applicants for Commission vacancies, including initiatives to attract youth into the workforce.



Workforce trends

Current indicators	2005–2006	2006–2007	2007–2008	2008–2009
Staff (as at 30 June 2009)	2,035	2,068	2,065	2,157
New permanent staff	159	166	189	222
Staff turnover	9.1%	15.5%	15.8%	10.5%
Annual average staffing level	1,585	1,578	1,546	1,585
Industrial disputes—days lost	0	0	0	0
Workers' compensation—new claims	110	132	115	129
Average accrued annual leave (days)	5.8	19.6	19.5	18.9
Average accrued LSL (days)	9.7	10.1	11.4	12.2
Average sick leave taken (days)*	8.5	11.2	10.96	10.5
Overtime (hours/FTE)	44.2	56.2	88.5	100

Workforce planning and development

In 2008–09 the Commission developed and commenced implementing its Workforce Planning Framework. Some of the key workforce strategies and processes currently underway as part of the first phase of development include:

- facilitated workforce discussions with internal stakeholders;
- development of workforce plans for individual directorates;
- implementation of a Strategic Recruitment Plan;
- a mapping project to determine current and future capability requirements;

- development of advanced workforce analytics and reporting capability;
- regular reporting to the Corporate Executive and Board on key workforce issues and lead indicators; and
- development of the Commission's secondary data capture system to gauge the pulse of the organisation.

The framework sets out a systemic planning process to guide the strategic application of key workforce initiatives to ensure the Commission is well positioned to meet its current and ongoing business, strategic objectives and broader government objectives.



Employee relations, workplace bargaining and change

Employee relations

The Commission has a range of occupational groups covered by different awards, agreements and unions. Staff categories include social trainers, nursing staff, support workers, professional therapy staff, local area coordinators and public servants. Such a diverse workforce results in many challenges and opportunities for the Employee Relations branch.

During the year the Employee Relations branch has provided advice, training and support to managers and employees on a range of complex topics, including:

- performance management;
- suspected breaches of discipline;
- code of personal conduct/code of ethics;
- grievance management including bullying and harassment;
- managing fitness for work issues;
- managing employees who are absent without leave or on extended leave;
- flexible work arrangements and work-life balance;
- interpretation of awards, agreements and employment legislation; and
- industrial disputes.

It has also developed, reviewed and promoted numerous policies, operational procedures and guidelines on the above areas.

Workplace bargaining

This year has seen the finalisation of the negotiation process of replacement agreements for the various staff groups:

- Social Trainers General Agreement — covering approximately 1029 social trainers
- Disability Support Workers Industrial Agreement — covering approximately 152 support workers
- Enrolled Nurses and Assistants in Nursing Industrial Agreement — covering approximately eight nursing staff
- Registered Nurses Industrial Agreement — covering approximately 24 nursing staff

Workplace change

The Employee Relations branch assists and supports directorates during times of organisational change to ensure that transitions occur smoothly and in a timely manner.

4.4 Governance disclosures

Contracts with senior officers

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

As part of its governance framework, the Commission has in place policy and operational procedures on conflicts of interest. This requires all employees to declare any perceived, potential or real conflicts of interest as they arise.

In accordance with the requirements of the Public Sector Management Act

1994, the Commission's Policy and Operational Procedures on Outside Employment requires all employees to seek permission to engage in both paid and unpaid activities unrelated to their duties. Any conflicts of interest must be identified and addressed by the applicant in their submission to the Director General. All applicants must seek approval on at least an annual basis.

4.5 Other legal requirements

4.5.1 Advertising

In accordance with section 175ZE of the Electoral Act (1907), the Commission spent \$141,539 on advertising, promotional and market research activities during 2008–2009.

Statement of advertising, promotional and market research expenditure

Organisation	\$
Main advertising agencies	49,214
Adcorp Australia Ltd	
Marketforce Advertising Ltd.	
Market research organisations	9,737
Media Monitors Australia	
Media advertising organisations	82,588
Adcorp Australia Ltd	
Marketforce Advertising Ltd	
Total expenditure	141,539



4.5.2 Compliance with Public Sector Standards and Ethical Codes

In accordance with section 31(1) of the Public Sector Management Act 1994, the Commission provides the following statements of any compliance issues that arose during 2008–2009 in respect of the public sector standards, the WA Code of Ethics and the Commission's Code of Personal Conduct, and also details of any significant action taken to prevent non-compliance.

Compliance issues

There were 12 allegations of potential breaches of the WA Code of Ethics and/or the Commission's Code of Personal Conduct which related broadly to:

- inappropriate use of Commission IT resources;
- inappropriate conduct towards colleagues;
- mishandling of resident(s);
- fraud / falsifying documents; and
- fitness for work issues.

Action taken to monitor and ensure compliance

- Corporate Leadership Group sessions held during the year to address organisational culture, Code of Personal Conduct, values.
- Commission's Code of Personal Conduct reviewed in February 2009.

- Ongoing promotion of the Code of Personal Conduct occurs through six monthly reminder articles in 'Cheers', the Orientation Day Program and induction sessions for new staff.
- Commission Grievance Contact Officer Network, comprising staff from different directorates to provide information and support to staff in relation to grievance issues. This network meets quarterly.
- The Commission has a network of support persons to support staff during discipline, performance and grievance processes.
- Grievance Contact Officers and support persons are promoted to all staff via the Orientation Day, induction sessions, intranet, 'Cheers' articles, broadcast emails to all staff and posters distributed throughout the Commission.
- Training by Human Resources to managers and supervisors on suspected breaches of discipline, performance management and grievance processes.
- Bullying, discrimination and harassment workshops for supervisors and staff.
- Information about the Commission's Public Interest Disclosure (PID) Policy and Procedures promoted through articles in 'Cheers' / broadcast emails.

4.5.3 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. The Commission's Disability Access and Inclusion Plan (DAIP) for 2006–2011 provides a framework to identify access and inclusion barriers, and develop strategies to address them. The DAIP is a requirement under the Disability Services Act 1993.

The Act stipulates that agencies address six areas for improvement in access by ensuring that people with disabilities:

1. have the same opportunities as other people to access services and events;
2. have the same opportunities as other people to access buildings and facilities;
3. receive information in a format that will enable them to access the information readily;
4. receive the same level and quality of service from the staff as other people receive from the staff;
5. have the same opportunities as others to make complaints; and
6. have the same opportunities as others to participate in any public consultation.

The Commission's DAIP has an additional seventh outcome area:

7. improved access to employment opportunities for people with disabilities.

Key activities undertaken by the Commission in 2008–2009 to address identified access and inclusion barriers are outlined below.

Outcome 1

- Families have attended presentations at relevant conferences to enhance understanding of the service system and delivery, including on Circles of Support and Optimal Individual Service Design.
- People with disabilities have delivered presentations to cadet journalists from the West Australian Newspaper on communication and reporting responsibilities in relation to people with disabilities.
- The Commission has successfully implemented a pool recruitment strategy for metropolitan LAC positions. Applicants that met the selection criteria were used to fill positions when they became available over a 12-month period. The pool recruitment process identified 18 suitable applicants with all applicants now in either a fixed term of permanent position.



Outcome 2

- The Commission has continued to audit and improve accessibility to its premises.
- All country community support offices are now accessible. The Carnarvon LAC office had automatic doors installed and the office relocated to allow wider doorways.

Outcome 3

- The Commission's 'Disability WA' website has maintained its double-A level rating with W3C Web Content Accessibility Guidelines and is now available in eight languages.
- Some of the Commission's core publications have been translated into eight languages, including its monitoring and quality brochures, the Local Area Coordination brochure and general Local Area Coordination introductory information.

Outcome 4

- The Commission's orientation program was reviewed with recommendations implemented, including:
 - o providing more information about disabilities;
 - o a more participative and group-based delivery;
 - o an interactive session with carers, parents, and people with disabilities; and

- o using guest speakers and visual aids to build a better understanding of the Commission's work.

- Improved processes (including training and written information for reception staff) ensure that everyone who contacts the Commission is referred to the most appropriate person.
- Partnerships the Combined Universities Centre for Rural Health has led to the production of culturally sensitive orientation resources for allied health staff in metropolitan and country Western Australia.

Outcome 5

- Planning began for "100 conversations" to occur with people with disabilities, families and carers. This initiative is designed to hear from and include consumers in the continuous improvement of Commission and Local Area Coordination service delivery and design.

Outcome 6

- Consultations were held in a range of accessible venues, and arranged within natural community settings such as in people's homes. This enables greater participation from a wider range of people with disabilities, for example with culturally and linguistically diverse and Aboriginal people with disabilities to inform 'Disability Future Directions 2025'.

- Phone-ins and hotlines were established to enable input from people unable to attend consultations. The review of the Disability Services Act 1993 established a 1800 number hotline in July 2008 to receive verbal submissions.
- The Marangaroo LAC district office was a finalist in the Disability Services Standards awards for excellence for processes to gather feedback from individuals and their families/carers especially from a CaLD background.

Outcome 7

- The Commission actively sought opportunities to employ people with disabilities in work experience positions.
- Details of Commission job vacancies are emailed directly to specialist disability employment agencies and job advertisements encourage people with disabilities to apply for positions.
- The Commission's DAIP is provided on request in alternative formats and is on the Commission's website at www.disability.wa.gov.au.

4.5.4 Recordkeeping plan

In accordance with the State Records Act 2000 S61 and the State Records Commission's Standard 2 Principal 6, the following information is provided:

Recordkeeping system evaluation

An amended Recordkeeping Plan has been submitted to the State Records Commission for approval.

The Commission's Internal Audit Plan requires recordkeeping systems to be audited and evaluated every one to three years. The audit conducted last year found that the Commission was compliant with the Act.

The Commission's Operational Plan and the Risk Management database contains recordkeeping related objectives, tasks and agreed outputs and these are required to be reported upon on a regular basis by each business area to the Corporate Executive.

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.

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.

The training is mandatory for all staff to allow them to gain an understanding of their recordkeeping responsibilities and obligations. It has been rolled out to all existing staff; with new staff enrolled to undertake the training within a month of their commencement.



585 staff have been registered to undertake this training in this financial reporting period; a total of 2,127 staff have had the training provided to them since May 2006. Within this period 287 staff members completed the course by 30 June 2009.

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.

Recordkeeping training program review

The records awareness package allows participants to provide comments for improving or enhancing the training programme. The package's vendor (Techniworks) uses this feedback as a tool to evaluate the training programme and regularly releases new versions to support efficiency and effectiveness improvements. The training program also provides an assessment quiz which gauges the participant's level of understanding on their recordkeeping responsibilities and obligations.

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

Compliance within induction programs

The Commission's Staff Orientation Program is held monthly for new employees. Staff are provided with a handout that gives them an overview

of their roles, responsibilities and operational recordkeeping requirements. All new employees also undertake the online records awareness training on their responsibilities and obligations under the State Records Act.

4.6 Government policy requirements

4.6.1 Corruption prevention

The 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.

In 2008–2009 the Commission undertook the following actions in relation to corruption prevention:

- Corporate leadership group sessions were held to address and determine Commission organisational culture and values statements, and to focus on Code of Personal Conduct issues.
- Commission's Code of Personal Conduct was reviewed in February 2009.
- Broadcast emails were sent to Commission staff informing them of their responsibilities and providing information about Public Interest Disclosures.
- Through the Orientation Day Program, new employees were informed of the Public Sector Code of Ethics and the Commission's Code of Personal Conduct.

- Information on policies and procedures was provided via the Commission's intranet covering issues such as discipline and handling behaviours in the workplace that may constitute misconduct.
- Training sessions were provided to Commission managers and staff on reporting and handling allegations of misconduct, and preventing bullying, harassment and discrimination in the workplace.
- The Commission's Grievance Contact Officer Network, Support Person Network and Public Interest Disclosure group were maintained.
- Expressions of interest were called for in June 2009 to expand the Commission's Grievance Contact Officer and Support Person Networks.

4.6.2 Substantive equality

Background

The Commission is one of 23 agencies implementing the State Government's Substantive Equality Policy Framework (2006–2010) to ensure that its funded and provided services are responsive to the needs of people from culturally and linguistically diverse and Aboriginal backgrounds. To implement the framework, agencies are required to:

- review five different areas of service delivery using the Substantive Equality Unit's Impact and Needs Assessment tool – one area each year over a five year period;
- develop strategies to address key recommendations; and

- disseminate the findings to other service areas including those provided by non-government organisations.

Projects

The Commission began implementing the Policy Framework for Substantive Equality in 2007 with a review of the LAC program in the North Central District. In 2008 the Consumer Liaison Services were reviewed. The findings and recommendations from each of these reviews are being used, along with recommendations from the 2007 Disability Sector Health Check, to guide the development of strategies to ensure that services are responsive to the needs of people from culturally diverse and Aboriginal backgrounds. Some key strategies progressed during the year include:

- implementing the new LAC Training and Development Program that allows staff to attend training on issues facing people from culturally diverse and Aboriginal backgrounds and how to address them;
- incorporating information on substantive equality in the Commission's orientation day presentations to all new staff;
- funding the Ethnic Disability Advocacy Centre to develop and provide training to Commission staff and funded agencies on implementing the Disability Services Standards from a culturally diverse perspective. Services that complete training can apply for funding to assist their organisation to further develop one or more of the Disability Services Standards. A similar training package



to assist organisations to implement the Disability Services Standards from an Aboriginal perspective was completed in June 2009 and will be offered in the second half of the year;

- encouraging ethnic organisations to provide services to people with disabilities from culturally diverse backgrounds or to partner other organisations to do so;
- producing a DVD to assist people from culturally diverse backgrounds to understand disability and the supports and services available in Western Australia. The DVD, to be completed in late 2009, includes reference to the Consumer Liaison Service and how people from diverse cultural backgrounds can raise concerns and make complaints to the Commission;
- making changes and additions to the Consumer Complaints Management Policy and Procedure to ensure complaints are managed in culturally sensitive ways. Training on the new procedures is provided to Commission staff; and
- changing the Consumer Complaints brochures to include:
 - o a brief statement in seven languages that reflects the linguistic diversity of the Commission's consumers, and which advises consumers to request the brochure in the language they require; and
 - o a statement that the Consumer Liaison Service is free.

Findings from both reviews will be released in 2009/2010.

Reconciliation action plan

The Commission's vision for reconciliation is:

The Disability Services Commission acknowledges Aboriginal people as the original inhabitants of Western Australia, respects and values Aboriginal culture, and is committed to ensuring the Aboriginal people with disabilities, their families and carers have access to culturally responsive information, supports and services.

The Commission launched its Reconciliation Action Plan in June 2008 and this plan has underpinned a range of initiatives to develop information, supports and services that are culturally responsive to Aboriginal people with disabilities, their families and carers. Strategies included the following:

- The Commission has reviewed its induction program for new staff to include a session on Aboriginal cultural awareness.
- Staff from the Commission and the non-government sectors have attended a range of Aboriginal Cultural Awareness Training workshops.
- Through discussions with the Aboriginal Health Council of Western Australia (AHCWA), a reference group was established to advance a formal partnership with the Aboriginal Medical Services peak body.

- The Commission has developed an Aboriginal Employment Strategy to increase the number of Aboriginal employees, especially in direct service provision. This strategy will be strengthened through a commitment to recruiting an Aboriginal Employment Coordinator in July 2009.
- The Commission has funded National Disability Services WA to support an Aboriginal project officer to work with its funded organisations to assist with their development of culturally responsive services. This 'paired resource' works collaboratively with the Commission's Senior Aboriginal Policy Officer to provide training and develop resources for the sector.
- Under the Remote Area Strategy, the Commission works with existing providers in local communities in rural and remote areas and provides funding to increase their capacity to provide disability-specific information and to assist Aboriginal people with disabilities, and their families to access local and appropriate services.

The ABS (2006) figures indicate that the Indigenous population accounts for 2.5 per cent of the total Australian population. The Commission's Aboriginal and Torres Strait Islander service users make up 7.5 per cent of service users, with approximately 47 per cent from rural and remote regions.

4.6.3 Occupational Safety and Health

The Commission acknowledges its responsibilities under the Occupational Safety and Health Act 1984 to provide and maintain a safe and healthy environment and exercise a duty of care to ensure employees, clients, visitors and other persons providing services to the Commission's workplaces, as far as is practical, are not exposed to hazards. The Commission's policy on Occupational Safety and Health confirms its commitment and outlines the objectives to achieve this.

The Commission also acknowledges its responsibilities under the Workers' Compensation and Injury Management Act 1981. Policy and guidelines on injury management, return to work and vocational rehabilitation have been developed and implemented. They demonstrate the Commission's commitment to minimising the human and financial impact of workplace injury or illness.

The Commission has adopted the WorkSafe Plan framework which promotes the management practices needed to establish and maintain safe working environments. This information is maintained on the OSH Management Systems Manual which is reviewed and updated annually. An internal review of the WorkSafe Plan and OSH management systems was conducted and completed.



The Commission actively supports and maintains a consultative environment in which management, employees, their safety and health representatives and others work together to continually improve OSH practices and resolve issues in the workplace.

OSH policies, guidelines and related documents are accessible to all Commission employees. They are disseminated at orientation and induction training programs and through regular articles in the online Cheers newsletter.

Safety and Health representative elections are held every two years and nominations are called from employees across all Directorates. All newly elected representatives are provided training in accordance with the legislative requirements.

The consultation process for the development and review of OSH related policies requires that all such documents be referred to the Commission's OSH Committees for their input and for further opportunity for consultation with employees before being endorsed by the Commission's Corporate Executive.

Planning and management activities

- Planned, developed, implemented and reviewed the Occupational Safety and Health Annual Action Plan 2008–2009 and the Management Plan 2009–2012.
- Reviewed the Commission's Risk Management Framework.

- Completed an internal evaluation of the Commission's OSH Management Systems utilising the WorkSafe Plan Assessment framework.
- Planned and channelled OSH budgeted funding into risk management and injury preventative measures.
- Continued to maintain a strategic alliance with RiskCover and to hold quarterly reviews of all active workers' compensation claims.
- Reviewed, assessed and validated all strategic and directorate risks as part of the Commission's Risk Management Framework.
- Introduced the new RiskBase system in collaboration with RiskCover. RiskBase is a web application developed by RiskCover for use by Western Australian Government Agencies that captures risk information to assist in strategic, operational and project planning.
- Continued to engage two Employee Assistance Program providers to provide support and counselling services to staff.
- Facilitated awareness sessions and promotion across the Commission on Employee Assistance Programs for employees and managers.
- Conducted projects and reported on analysis and trends of accident/incidents related to body stressing, slips/trips/falls and challenging behaviours.

- Conducted assessments on workplaces identified as having significant risks.
- Facilitated bi-monthly meetings of the OSH Committees with Safety and Health representatives and management representatives.
- Reviewed the Commission's OSH policies and guidelines in consultation with the OSH Committees.
- Reviewed Business Continuity Plans for key business processes.
- Promoted WorkSafe Australia Week in 2008 and facilitated OSH activities across Commission workplaces.
- Arranged for the Commission's 49 Safety and Health representatives to attend the WA Safety Conference as a part of WorkSafe Australia Week 2008.
- Promoted healthy lifestyle (work/life balance) for employees through workplace workshops and distribution of wellness information booklets.
- Organised and co-ordinated the Commission's influenza vaccination program.

OSH training

- Planned, developed and implemented OSH training on risk management and injury management for line managers.
- Provided ongoing co-ordination and presentation of OSH awareness training for employees on roles and responsibilities, hazard and injury management.

- Conducted an OSH awareness workshop for line managers which covered: OSH roles and responsibilities, duty of care, systems approach to OSH, Taking the Lead – How to Creatively Respond to and Resolve Safety and Health Issues and how to develop a workplace OSH action plan.
- Coordinated training for Directorate Risk Champions on new RiskBase system.
- Coordinated awareness programs on embracing work-life balance and managers' stressors and strategies, conducted via the Employee Assistance Program Providers.
- Coordinated senior first aid training for fire wardens and mental health first aid training for line managers.
- Funded ongoing manutention and passive self-defence training for employees.
- Presented OSH induction training for new employees and refresher training for existing employees.
- Coordinated five-day Safety and Health representative training course for 25 newly elected representatives.
- Co-ordinated office workstation ergonomic training and assessments across the Commission.

OSH key performance indicators performance/trends

Workers' compensation performance / trends			
Indicators	2006 - 2007	2007 - 2008	2008 - 2009
Total number of accidents/incidents	227	272	333
Total number of claims	132	115	123
Number of fatalities	0	0	0
Total number of lost time injuries/diseases	91	75	93
Lost time injury/disease incident rate ⁱ	5.8	4.9	5.6
Lost time injury/diseases frequency rate ⁱⁱ	35.4	26.9	15.8
Lost time injury severity rate ⁱⁱⁱ	15.4	6.7	16.5
Total number of long duration claims (60 days and over) ^{iv}	14	5	15
Total actual lost time injury days	2,585	3,340	3,995
Premium contribution (ex GST)	\$1.87m	\$1.64m	\$1.64m
Premium contribution rate	2.12	1.75	1.48
Estimated cost of claims (per \$100 of payroll)	0.89	0.71	1.33
Number of rehabilitation cases	22	26	53
Return to work rate (new reporting requirement)			98%

Notes:

a. The addition of the following definitions of indicators as table notes:

- Lost time injury/disease incident rate – Number of lost time injuries/diseases divided by Total Number of employees and multiplied by 100
- Lost time injury/diseases frequency rate – Number of lost time injuries/diseases divided by Total working hours and multiplied by 1,000,000
- Lost time injury severity rate – Number of severe (over 60 days) injuries/diseases divided by the Number of lost time injuries/diseases and multiplied by 100
- Total number of long duration claims – refers to workers compensation claims that have lost time of 60 days or more.

Workers' compensation key performance indicators		
Indicators	2008 – 2009 targets	Results
Number of fatalities	0	0
Lost time injury/diseases (LTI/D) incident rate	0 or 10% reduction on previous year	14% increase
Lost time injury severity rate	0 or 10% improvement on previous year	146% increase
Percentage of managers trained in OSH and injury management responsibilities	50% or more	62%
Estimated cost of claims (per \$100 of payroll)	0 or 10% reduction on previous year	87% increase

The key performance indicators for 2008/09 show an increase in workers' compensation claims, lost time injuries and the severity of injuries. Strategies to improve key performance indicators have included working collaboratively with Directorates and managers across the Commission to focus resources on injury prevention programs and risk management initiatives.

Appendix 1 – Funding to external service providers^{a b}

	Service provider	Service 1 Accommodation Support	Service 2 Individual and Family Support	Service 4 Strategic Coordination	Total
1	Activ Foundation Inc	16,065,687	6,682,478	1,083,556	23,831,721
2	Advocacy South West (Inc)			93,587	93,587
3	Anglicare WA Inc	159,122	295,816		454,938
4	Association for the Blind of Western Australia (Inc)		479,353		479,353
5	Australian Red Cross (Lady Lawley Cottage)		2,698,220		2,698,220
6	Autism Association of WA	6,488,462	3,368,096	200,899	10,057,457
7	Belmont Districts Family and Individual Support	10,265	52,292		62,557
8	BGSR Pty Ltd Supported Accommodation Service	1,391,276			1,391,276
9	Blind Citizens WA Inc			13,122	13,122
10	Brightwater Care Group (Inc)	9,597,267			9,597,267
11	Care Options Incorporated	119,495	229,630		349,125
12	Carers' Association of Western Australia		65,000		65,000
13	Child and Adolescent Health Service	322,770	63,000		385,770
14	City of Canning	554,250	180,016		734,266

a The categorisation of administrative funding has been adjusted in this table to more accurately represent the real distribution of services of each service provider.

b As there are no external service providers for Service 3, there is no data on this Service Area to report in this table.

	Service provider	Service 1 Accommodation Support	Service 2 Individual and Family Support	Service 4 Strategic Coordination	Total
15	City of Fremantle		17,394		17,394
16	City of Gosnells		77,205		77,205
17	Claremont Therapeutic Riding Centre		68,880		68,880
18	Community Vision Inc		790,706	21,984	812,690
19	Crosslinks	872,172	2,172,766		3,044,938
20	Deafness Council of WA			7,156	7,156
21	Department of Health of Western Australia	3,079,117		280,423	3,359,540
22	Developmental Disability Council of WA			176,160	176,160
23	Directions Family Support Association		877,413		877,413
24	Disability in the Arts Disadvantage in the Arts (WA)		291,253		291,253
25	East Kimberley Family Support Association		167,491		167,491
26	Elba Inc	1,716,411	1,316,850		3,033,261
27	Enable Southwest Inc (Formerly SWFSA)	838,666	1,365,997		2,204,663
28	Ethnic Disability Advocacy Centre			203,278	203,278
29	Fairbridge Western Australia Inc.		166,228		166,228
30	Family Planning WA		375,057	46,703	421,760
31	Goldfields Individual and Family Support Association	1,022,073	573,133		1,595,206

	Service provider	Service 1 Accommodation Support	Service 2 Individual and Family Support	Service 4 Strategic Coordination	Total
32	Headwest (Brain Injury Association of WA Inc.)			251,367	251,367
33	Hills Community Support Group (Inc)	3,315,946	2,234,336		5,550,282
34	HomeCare Options		174,698		174,698
35	i.d.entity.wa	10,434,990	2,305,345		12,740,335
36	Independent Living Centre		913,665		913,665
37	Interchange Inc		1,268,411		1,268,411
38	Intework		3,288,233		3,288,233
39	ISADD WA Pty Ltd		640,636		640,636
40	Kalparrin Centre		13,189	100,217	113,406
41	Kids are Kids! Therapy and Education Centre Inc.		167,641		167,641
42	Kids' Camps Inc		162,390		162,390
43	Kira Inc.		601,007		601,007
44	Landsdale Family Support Association	266,214	547,690		813,904
45	Life Without Barriers	896,793	776,928		1,673,721
46	Lifeplan Recreation and Leisure Association		498,178		498,178
47	Lower Great Southern Community Living Association	2,983,324	1,076,358	54,579	4,114,261
48	Lower Great Southern Family Support Association	52,726	752,310	10,000	815,036
49	Mandurah Community Care Inc	129,715	109,778		239,493

	Service provider	Service 1 Accommodation Support	Service 2 Individual and Family Support	Service 4 Strategic Coordination	Total
50	Mandurah Disabled Support and Recreational Respite		28,769		28,769
51	Midway Community Care	825,243	855,368		1,680,611
52	Midwest Community Living Association Inc	836,299	107,777		944,076
53	Midwest Family Support Association		389,007		389,007
54	Miscellaneous providers	16,154,689	150,438	125,000	16,430,127
55	Mosaic Community Care Inc	3,940,776	131,947		4,072,723
56	Multicare WA	14,621			14,621
57	Multiple Sclerosis Society	3,001,101	1,633,281	150,605	4,784,987
58	My Place WA Pty Ltd	8,465,904	2,960,942		11,426,846
59	Nascha Inc	703,912	48,417		752,329
60	National Disability Services Limited WA			538,445	538,445
61	Ngaanyatjarra Pitjantjatjara Yankunytjatjara	22,956	672,726		695,682
62	Noah's Ark Toy Library		160,605	21,615	182,220
63	North Metropolitan Area Health Service		985,956		985,956
64	Nulsen Haven Association Inc	13,888,454	1,369,006		15,257,460
65	Paraplegic Quadriplegic Association	672,551	326,071		998,622
66	Peel Community Living Inc	2,197,945	365,500		2,563,445



	Service provider	Service 1 Accommodation Support	Service 2 Individual and Family Support	Service 4 Strategic Coordination	Total
67	People Actively Committed Together	173,145	147,107		320,252
68	People With Disabilities			388,263	388,263
69	Personal Advocacy Service			90,729	90,729
70	Perth Home Care Services	5,995,805	4,788,062		10,783,867
71	Phylos Inc	542,189		24,927	567,116
72	Pilbara and Kimberley Care Inc	743,965	712,206		1,456,171
73	Pledg Projects		145,046	12,155	157,201
74	Recreation and Sport Network Inc		641,829	108,200	750,029
75	Respiratory Sleep Disorders Clinic - Sir Charles Gardiner Hospital		202,946		202,946
76	Riding for the Disabled Association of WA		226,375		226,375
77	Rocky Bay Inc	3,913,388	10,396,897	166,666	14,476,951
78	SECCA		193,710		193,710
79	Senses Foundation (Inc)	1,607,823	804,908	131,971	2,544,702
80	Seventh Day Adventist Aged Care WA	810,144			810,144
81	Silver Chain Nursing Association	212,347	254,334	355,094	821,775
82	South Metropolitan Personnel (Lifeskills 2 Work)		1,263,452		1,263,452
83	South Metropolitan Area Health Service		2,474,179		2,474,179

	Service provider	Service 1 Accommodation Support	Service 2 Individual and Family Support	Service 4 Strategic Coordination	Total
84	Spina Bifida Association		18,250	45,141	63,391
85	Strive Warren Blackwood	242,316	182,297		424,613
86	Teem Treasure	2,509,469			2,509,469
87	TeenSpirit Incorporated		47,229		47,229
88	Telethon Institute for Child Health Research			89,172	89,172
89	Telethon Speech and Hearing Centre for Children		216,007	42,330	258,337
90	The Centre for Cerebral Palsy	10,606,100	13,528,242	558,090	24,692,432
91	The Richmond Fellowship of Western Australia Inc	255,304			255,304
92	The Spiers Centre Inc		23,009		23,009
93	Therapy Focus Inc		7,548,690	166,667	7,715,357
94	Transition and Integration Services	2,269,104	296,334		2,565,438
95	UnitingCare West	2,486,292			2,486,292
96	Upper Great Southern Family Support Association		242,320		242,320
97	Valued Independent People		2,640,794		2,640,794
98	Vemvane		366,747		366,747
99	WA Baptist Hospital and Homes Trust Inc	3,976,078	2,337,240		6,313,318
100	WA Blue Sky Inc	1,392,307	75,328		1,467,635



	Service provider	Service 1 Accommodation Support	Service 2 Individual and Family Support	Service 4 Strategic Coordination	Total
101	WA Country Health Service		1,757,740		1,757,740
102	WA Deaf Society	174,022		18,186	192,208
103	WA Disabled Sports Association		184,815		184,815
104	We Can Community Services Pty Ltd	1,095,075	244,991		1,340,066
105	West Kimberley Family Support Association	30,567	577,162		607,729
106	Westcare Inc	304,431			304,431
107	Wheatbelt Individual and Family Support Association		185,610		185,610
108	Workpower Incorporated		908,357		908,357
	Grand total	150,381,053	101,723,090	5,576,287	257,680,440



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