

# 2011-2012

## Disability Services Commission Annual Report



# 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 disability. Established in 1993 under the Disability Services Act 1993, the Commission provides a range of direct services and supports to people with disability, their families and carers. As such, the Commission is both a funder and a provider of disability support services throughout Western Australia. The Commission works in partnership with disability sector organisations, state and local government and other stakeholders to improve participation, inclusion and access for people with disability, their families and carers.





Responsible Minister: Minister for Disability Services  
The Hon. Helen Morton MLC

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**The Hon. Helen Morton  
MLC**

## Annual Report 2011–2012

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 2012.

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

A handwritten signature in blue ink, appearing to read 'Bruce' followed by a stylized flourish.

**Bruce Langoulant  
Chairperson  
Disability Services Commission Board**

A handwritten signature in blue ink, appearing to read 'Shayne' followed by a stylized flourish.

**Shayne Silcox  
Deputy Chairperson  
Disability Services Commission Board**

7 September 2012



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# 1.0 Overview 2011–2012

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# 1.1 Executive summary

## **In 2011–2012 the Disability Services Commission:**

- assisted 23,412 Western Australians with disability
- spent \$657.47 million to advance the rights and support the needs of West Australians with disability – a 21.5 per cent increase on last year
- provided 67.5 per cent of the Commission's annual budget to 120 disability sector organisations that provide services and supports directly to the community
- received \$533.62 million from the State Government (81 per cent of the Commission's budget)
- received Australian Government funding of \$110.33 million under the National Disability Agreement and other agreements (17 per cent of the Commission's budget). The remaining two per cent of the Commission's revenue was received from multiple sources.

## **Many significant achievements have been made, partnerships formed and initiatives announced during the past year, including:**

- Four trial sites for the My Way project were announced - Goldfields, Lower South West, Cockburn/Kwinana and Perth Hills. My Way aims to increase the level of control that individuals and families have over their supports and services. The outcomes from this project are expected to contribute to the development of the National Disability Insurance Scheme.
- More than 100 disability sector organisations benefited from an across-the-board 15 per cent price adjustment on all eligible not-for-profit community service contracts. The extra funding was provided in support of the State Government's 'Delivering Community Services in Partnership Policy'.
- More than \$1 million recurrent funding was allocated to respite centres in York and Gosnells to provide support for people with disability who also have high medical needs.
- The Commission's Reconciliation Action Plan was reviewed and endorsed for 2012-2014 and included a commitment to increasing Aboriginal employment rates.
- An Aboriginal employment strategy was developed to explore alternative employment options as well as to promote and understand Aboriginal culture, and to build stronger Aboriginal community networks and partnerships.
- The State Government committed \$18 million to establish two secure community-based accommodation centres for people with an intellectual or cognitive disability who are accused of offences but have been deemed not fit to plead. Legislation will be required to enable the Commission to establish and operate the disability justice centres. The Commission has progressed work on the model of service for the centres and for an in-reach prison program.

- As part of the Count Me In strategy, the Commission appointed another three ambassadors, produced a widely-disseminated pocket guide and provided grants to 20 local governments totalling \$900,000. The funding is to promote inclusive and accessible opportunities for people with disability to participate in their communities.
- During 2011's Disability Awareness Week, more than 650 people attended events hosted by the Commission. These included the Count Me In awards, scholarships and school competitions. The activities generated more than 100 stories in various media.
- The Commission supported numerous state and local government authorities to complete the first five-year cycle of their Disability Access and Inclusion Plan (DAIP). The Commission will assist in the preparation of new DAIPs to achieve even higher levels of compliance for next year.
- In November, the Liveable Homes project was launched including design guidelines aimed at increasing the number of private dwellings built using universal design. A strategy was developed in early 2012 to improve understanding about universal design among building company owners, sales staff and designers.
- The Commission commenced the development of a comprehensive sector development plan. The plan will provide analysis of current services and supports for people with disability across WA according to local government areas. It will provide a base for identifying current services and demand, and in partnership with local stakeholders will define opportunities for development.
- The Commission allocated \$3.3 million to increase the number of places available for its Early Childhood Intervention, School Aged Intervention and Adult Intervention services to support independence and participation in the community for people with disability.
- The Commission led a collaborative partnership across the disability sector to implement the Positive Behaviour Strategy. This resulted in the completion of the Effective Service Design project and its expansion into regional Western Australia.

### 1.1.1 Chairperson's report



The disability sector's vision embodied in the Count Me In: Disability Future Directions strategy has started to take root in the broader community.

Since its launch by Premier Colin Barnett in December 2009, Count Me In has been widely promoted to state government departments, local government, disability sector organisations and community groups. The strategy has successfully raised awareness of the key issues facing people with disability and to highlight pathways for change.

This change is being championed by the Commission. In its first year, the Community and Sector Development Directorate has provided direction and leadership on

Count Me In initiatives and sector development.

As the patron of the Count Me In Ambassador program, I was delighted to welcome three more Count Me In Ambassadors during Disability Awareness Week in December 2011. Peter Hall, Imran Ariff and Jim McKiernan joined 21 other ambassadors to raise awareness about issues that affect people with disability, their families and carers. In the coming year we will be seeking to appoint more Ambassadors and in particular, individuals who can give voice to issues affecting people with disability living in rural and regional areas.

Other key activities this year included:

A Count Me In grants program for local governments to build and strengthen community partnerships to ensure greater inclusion and participation for people with disability.

An employment seminar during Disability Awareness Week which highlighted issues facing people with disability in the workplace and the effectiveness of partnerships between disability employment providers and local government authorities. The Commission is in the process of developing a comprehensive employment strategy.

The release of Quality Service Improvement Grants to help disability sector organisations move towards self-directed supports and services. Eight applications were funded and National Disability Services is coordinating these grants.

A focus on the priority areas for action identified in Count Me In, in particular the pathways related to housing, health and employment.

It is pleasing to see the messages in Count Me In are being heard and welcomed across the State. As a result, this strategy for systematic continuous improvement is being turned into action not only within the Commission and the sector, but in communities across Western Australia.



## 1.1.2 Director General's report



There are few aspects of our business that will remain untouched as the nature of disability services at a state and national level continues to grow and change.

The primary challenge the Commission faces is to ensure that the needs and requirements of people with disability, their families and carers remain at the forefront of these reforms and that we achieve better outcomes for people accessing our services.

There will be a need for the Commission to harness innovation, maintain business continuity and ensure good governance with appropriate expenditure throughout the coming year.

State and national reforms will lead to a range of initiatives to be harnessed within the Commission and the disability sector in Western Australia.

Already procurement and funding reforms for the community sector have significantly contributed to improving services and support for more than 100 disability sector organisations. The focus of these organisations is to continuously improve the quality, flexibility and sustainability of services.

We are also strengthening existing partnerships between the Commission and disability sector organisations and establishing new partnership arrangements to build sector capacity. A sector development plan is being produced to map local resources and demand for services, to support service consumers and providers.

Planning and development of the My Way project is well underway and the project will be rolled-out in November. It will be a hands-on practical effort to offer self-directed supports and services to people with disability and provide them with greater control over the design and delivery of those services. The project reflects the principles of the Australian Productivity Commission report into a long-term disability scheme. It will be a significant opportunity for Western Australia to contribute to the development of a National Disability Insurance Scheme (NDIS) with regards to contemporary service delivery.

I look forward to hearing more about the NDIS during this coming financial year. In particular, I would like to see greater clarity around funding, governance and eligibility for the new national scheme.

This past year has seen us take some very deliberate and strong steps forward in examining the systems and processes that provide supports and services for people with disability, families and carers throughout Western Australia.

We have a lot more work ahead of us to achieve the outcomes that we all envisage.

I would like to acknowledge the passion and energy of Commission staff and our partners within the disability sector who are on this journey with us and are driving the change that will ultimately lead to better futures for everyone.

## 1.2 Operational structure

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

The Hon. Helen Morton MLC has been Minister for Disability Services since December 2010.

The Ministerial Advisory Council on Disability provides independent advice to the Minister. The 14-member council is chaired by Ms Samantha Jenkinson who was appointed as the Chairperson in November 2010.

The Disability Services Commission Board is the governing body of the Commission. Mr Bruce Langoulant has chaired the Board since July 2007. The Board has nine members including the Chair of the Ministerial Advisory Council on Disability.

Dr Ron Chalmers has been Director General of the Disability Services Commission since November 2007 and with support from the Corporate Executive, is responsible for the day-to-day administration of the Commission.

The Commission holds regular state-wide Reference Networks where people with disability, their families and carers as well as sector organisations can raise concerns and views directly with Board members for appropriate follow-up by Corporate Executive. During 2011–2012, 11 meetings were held.

To ensure a clear separation between its functions as a funder, provider and coordinator of disability services, the Commission has seven directorates that have responsibility for particular areas of operation.

**Accommodation Services** provides people with an intellectual disability who receive its services with a home and necessary supports to enable that person to have a 'good life'. These services are based on individual needs and aim to maximise outcomes for each person.

**Community and Sector Development** promotes and influences the ongoing development of the disability services sector consistent with State Government policy. The Directorate implements its Count Me In: Disability Future Directions 15 year plan and the Commission's Strategic Plan for 2011–2015.

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

**Local Area Coordination** manages the state-wide Local Area Coordination (LAC) program which works at individual, family, community and government levels, assisting people with disability to live in their communities. assisting people with disability to live in their communities.

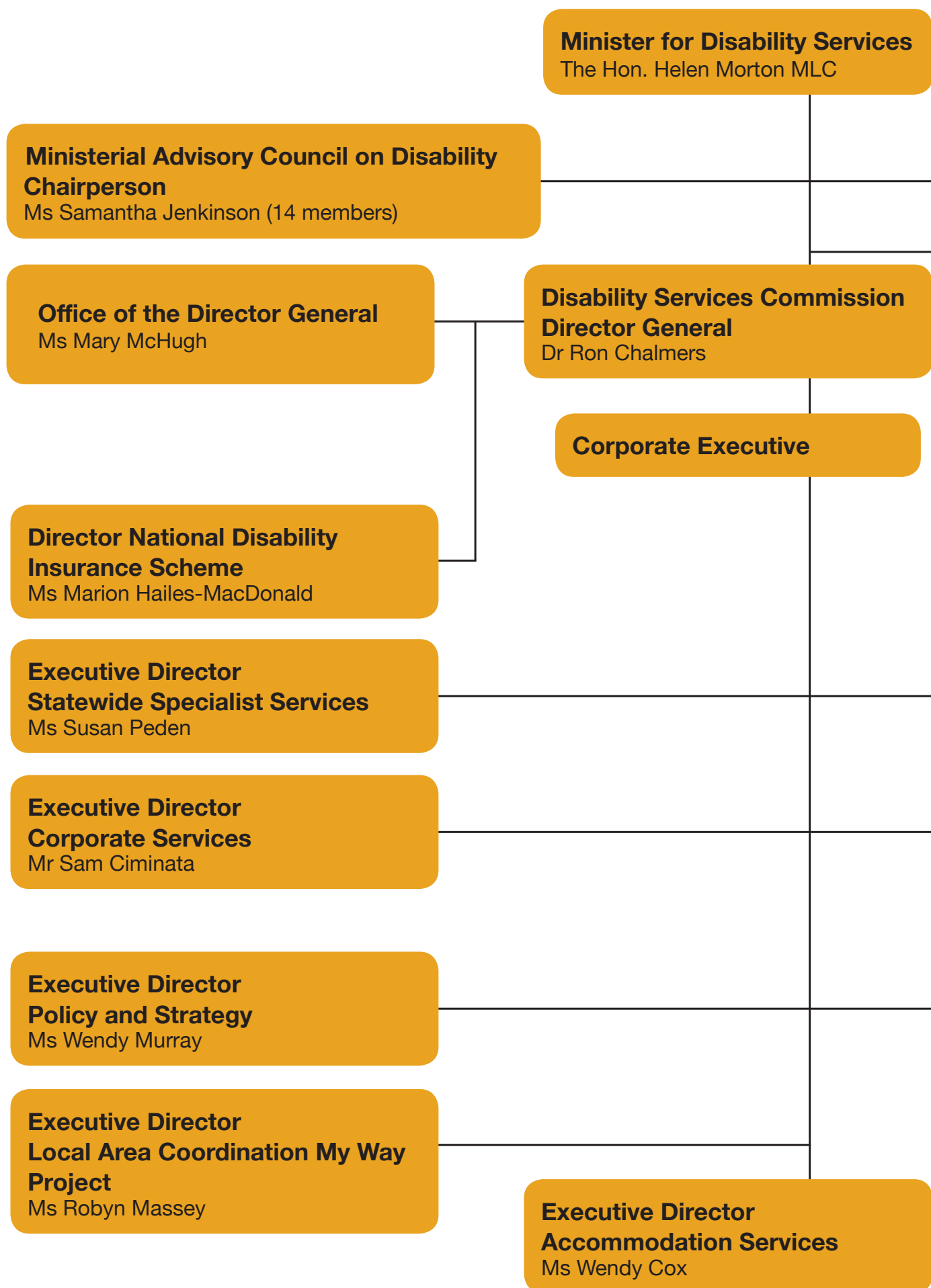
**Policy and Strategy** provides strategic policy, program, funding and planning advice to government and the sector. It promotes and coordinates the Commission's information and community education strategies, manages its external non-financial performance reporting requirements and coordinates the evaluation of Commission programs and policies.

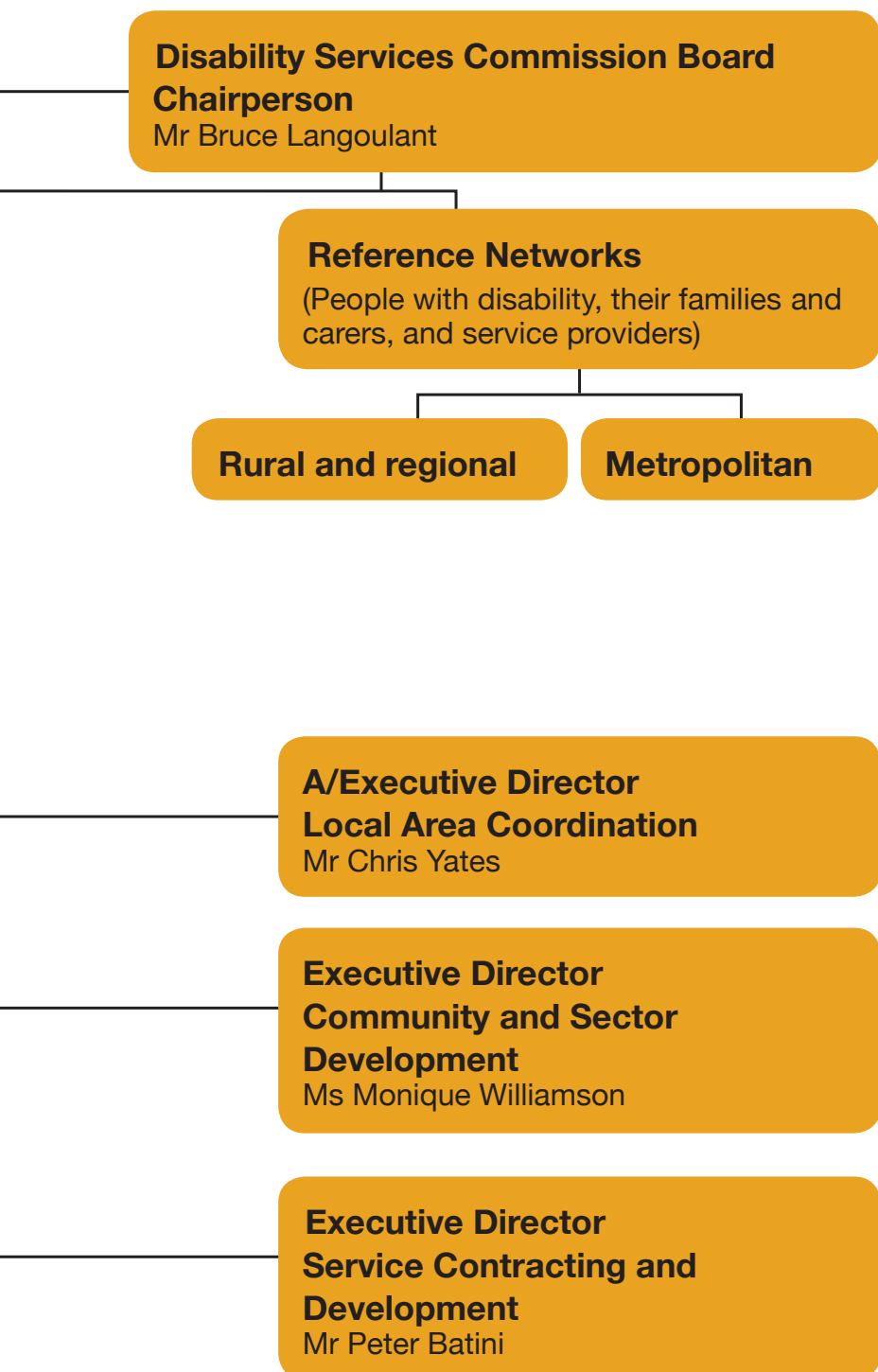
**Service Contracting and Development** supports people with disability by distributing, through fair and transparent procedures, available funds to disability sector organisations. It also purchases quality disability-related services for people with disability, their families and carers.

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









## 1.2.1 Disability Services Commission Board

The Disability Services Commission is governed by a nine-member board and, as specified under the Disability Service Act 1993, at least five of them either have a disability, have a relative with a disability, or have recent experience as a carer or an advocate for people with disability.



**Mr Bruce Langoulant** (Chairperson) has worked in small business for 40 years with particular emphasis on the advertising and financial services industries. Bruce has a daughter with multiple disabilities and is Chairperson of The Meningitis Centre and President of the International Confederation of Meningitis Organisations. Term expires June 2013.



**Dr Shayne Silcox** (Deputy Chairperson) is the Chief Executive Officer of the City of Melville. Starting his career as a heavy-duty motor mechanic, he has achieved 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. Shayne is committed to the concept of inclusion for people with disability and pursues service improvements for them within local government authorities. Term expires November 2012.



**Dr Tony Curry** is the Principal of Mercy College, a Catholic co-educational Kindergarten to Year 12 school. Tony is father to four children, one of whom has a moderate intellectual disability. Dr Curry has extensive experience in working with students with disability and their families and carers to develop optimal opportunities. He is a strong advocate for students with disability having access to education on the same basis as those students without disability. Term expires December 2013.





**Ms Wendy Dimer** has experience in the delivery of services to people with a disability outside the Perth metropolitan area. She has worked closely with Disability Services Commission staff in Kalgoorlie to improve service delivery to Aboriginal people with disability. Wendy also has experience as a carer of a person with disability. Term expired in May 2012.



**Mr Mike Tidy** is the Director of Corporate Services at the City of Joondalup. He is the father of three children, one of whom has spina bifida. Mike has coached his children's T-ball team (to northwest championship level) and baseball as well as assisting in various roles at football and swimming. He has been treasurer of his children's school's Parent Association and is a long-term supporter of the Spina

Bifida Association. Mike strongly supports inclusion for people with disability in all aspects of the community. Term expires December 2013.



**Ms Kathy Hough** is the Executive Officer of the Community Living Association Inc, a not-for-profit organisation that provides support for people with disability and their families. Kathy and her family have cared for a person with a severe intellectual disability for more than 13 years. She was an inaugural member of the Chief Executive Officer Round Table established in 2008. Kathy is a strong advocate for small regional

disability service organisations at whole-of-sector forums. Term expires May 2014.

## 1.2.1 Disability Services Commission Board continued



**Mr Philip Thick** has extensive corporate and commercial knowledge, direct experience of managing large workforces, and board and director experience across a wide range of small to large businesses. Philip was CEO and Director of Coogee Chemicals for the past four years and is now Managing Director and CEO of MHM Metals Limited, as well as Non-Executive Chairman or Director of

several other public listed companies. He is Chairperson of Perth Home Care Services, a large not-for-profit community sector organisation. Term expires November 2014.



**Ms Laura Miller** has a Master of Human Rights Practice and Bachelor of Social Work. She is currently studying for a PhD in Disability Human Rights at Curtin University. Laura works as a Supervising Case Manager in the Human Rights Division at the State Administrative Tribunal. She has experience dealing with a range of disability human rights issues and has personal experience of disability. In 2010 Laura was

awarded the Young Disability Challenge Award. Term expires November 2014.



**Ms Samantha Jenkinson** has a Bachelor of Social Work and works in project management in the disability sector. She has personal experience of disability and has extensive experience in advocacy and policy development in the disability sector. Samantha is Chairperson of the Ministerial Advisory Council on Disability, a former Chairperson and now

a member of the Australian Federation of Disability Organisations. Samantha is also a member of the management committee of Women with Disabilities Australia and has strong links with People With Disabilities (WA) Inc and National Disability Services. Term expires November 2013.

## 1.2.2 Corporate Executive

The 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 Supervisor for the Upper Great Southern region. Ron has extensive experience in the development and expansion of local area coordination and in the

needs of people living in rural communities. He holds a PhD that enquired 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.



### Executive Director, Accommodation Services

**Ms Wendy Cox** has been involved in service provision for people with a disability since 1990. Wendy was a Senior Manager of Accommodation, Recreation, Alternatives to Employment, Library and Family Services with Activ Foundation before joining the

Commission in 2003. She has a Bachelor of Arts in Psychology.



### Executive Director, Community and Sector Development

**Ms Monique Williamson** has broad experience in disability policy, research and service provision. She has an enthusiasm for social policy and its impact on the West Australian community. Monique has worked in disability services for more than 20 years in

accommodation support, training and development and a number of years with a peak industry body. Monique has a Bachelor of Arts in Training and Development and is completing a Masters in Social Science, Social Change and Development.

## 1.2.2 Corporate Executive continued



### Executive Director, Corporate Services

**Mr Sam Ciminata** has a strong background in economic and financial management. He started his career in the economic policy area of the Treasury Department before moving to a private sector consulting role. Sam later rejoined the public sector to head Strategic Asset Management at the

Department of Transport. Sam joined the Commission in 2000 and has held various senior roles in service management and reform programs across finance, asset management, information technology and human resources. He has a Bachelor of Business in Finance and Economics.



### Executive Director, Local Area Coordination

**Ms Robyn Massey** joined the Commission in 1994 as Local Area Coordination Manager in the Lower Great Southern before moving to Perth in 2000 to take up a position as a Country Manager. A former teacher and administrator with the Department of Education, Robyn spent 20 years living and working in regional and remote

areas of WA and has a real understanding of issues facing country people. She has a Bachelor of Arts and a Diploma of Education. Robyn is now Executive Director of the My Way project.



### Executive Director, Local Area Coordination (Acting from January 2012)

**Mr Chris Yates** joined the Commission in 1996 as a Local Area Coordination manager in the Upper Great Southern based in Narrogin. Chris has held a variety of roles within the Directorate including Country Manager and Director. Chris has worked in education across the

state, spending most of his time in country areas. Chris holds a Bachelor of Arts, Diploma of Education and a Master of Educational Management (with Honours).





### Executive Director, Policy and Strategy (Acting until October 2011)

**Ms Marion Hailes-MacDonald** has a Bachelor of Science (Nursing), Master of Commerce (Management) and was awarded a State Government scholarship in 2008 to undertake an Executive Master of Public Administration. Marion worked in acute

and community health before joining the Commission more than 20 years ago. Marion has managed high support accommodation services, introduced innovative programs across the state and has worked closely with community sector organisations to develop family support and respite services. She has contributed to, and led significant funding and policy directions on both state and national agendas.



### Executive Director, Policy and Strategy (from October 2011)

**Ms Wendy Murray** has 12 years' experience in executive and leadership roles within state government with a strong record in complex legislative and policy environments. Wendy has a long-standing commitment to equal opportunity

for people with disability, supporting access and inclusion. Wendy has held senior positions at the Department of Local Government and the Office of Crime Prevention. Awarded a Churchill Fellowship in 2004, Wendy also has a Bachelor of Arts, Post Graduate Diploma of Education and Post Graduate units in Policy. Wendy has completed the Harvard Business School – Senior Executive Forum II: Leadership, Strategy and Technology and the Public Sector Management Office Executive Development Program.

## 1.2.2 Corporate Executive continued



### Executive Director, Service Contracting and Development

**Mr Peter Batini** has worked at the Commission for 27 years. Peter has served as Regional Director of the Commission's South West and North Metropolitan regions and has been Chief Clinical Psychologist.

Since 2000, he has contributed to the Commission's

work on contract planning, contract formation, contract management, quality assurance and the development of human services. A Master in Psychology, Peter also has completed the Public Sector Management Office Executive Development Year (1990), is a graduate of the Australian Institute of Company Directors and in 1994, completed a Churchill Fellowship in de-institutionalisation and community-based housing.



### Executive Director, Statewide Specialist Services

**Ms Susan Peden** has extensive experience in the disability sectors in Western Australia and Britain. Susan holds a Bachelor of Arts and is a licentiate of the College of Speech Therapy. Susan has been the Commission's Principal Speech Pathologist, a Local

Area Coordinator and Manager of Disability Professional Services where she developed evidence-based services that are both person and family centred. Sue is editor of the magazine, 'Intellectual Disability, Australasia', a former President of the Australasian Society for Intellectual Disability and currently, Chairperson for the Consultative Committee for Edith Cowan University's Department of Occupational Therapy.



### 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 that offer choices for people with disability, 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 disability

### 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 Australian Government statutes.

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

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

- Auditor Generals 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 between State Government goals

There are five government goals that guide the development of policies, programs and services within Western Australian government agencies. Given the variety and diversity of public agencies in 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 the government goals and the work of the Commission for 2011–2012 are outlined in the following table:

<b>State Government Goals</b>	<b>Outcomes-Based Service Delivery</b> Greater focus on achieving results in key service delivery areas for the benefit of all West Australians.
<b>Disability Services Commission Strategic Plan 2011–2015</b>	<b>Vision</b> All people live in welcoming communities that facilitate citizenship, friendship, mutual support and a fair go for everyone.  There are five strategic directions: <ol style="list-style-type: none"> <li>1. people with disability, their families and carers are at the centre of decision-making about disability issues and services</li> <li>2. the disability services sector fosters the best blends of supports and services</li> <li>3. communities are welcoming of people with disability, their families and carers</li> <li>4. there is increased availability and choice of personalised supports and services</li> <li>5. there are integrated responses to disability issues at national, state and local levels.</li> </ol>

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**Disability Services Commission  
Annual Service and Obligatory  
Reports****Service Reports:**

- 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)
  - Community Access and Inclusion (Chapter 2.2.5)
  - Disability Access and Inclusion Plan Outcomes (Chapter 4.5.3)
  - Substantive Equality (Chapter 4.6.2)
- 

## 1.3.2 Disability Services Commission Strategic Plan 2011-2015

The Disability Services Commission's fourth strategic plan sets the directions for disability services in Western Australia from 2011–2015. The plan integrates key priorities from Count Me In: Disability Future Directions, State Government strategic directions, the National Disability Agreement, the National Disability Strategy and the United Nations Convention on the Rights of Persons with Disabilities.

The five strategic directions emphasise:

- people with disability, their families and carers are at the centre of decision-making about disability issues and services
- the disability services sector fosters the best blend of supports and services.
- communities are welcoming of people with disability, their families and carers
- there is increased availability and choice of personalised supports and services
- there are integrated responses to disability issues at national, state and local levels

The strategic directions will be implemented by each Commission directorates through the development of operational plans that guide and review progress made on key specific initiatives.

## Vision

The Commission will achieve its vision by:

- ensuring the strong and central involvement of people with disability, their families and carers in advising and leading strategic developments
- providing strong leadership to champion the rights of people with disability, their families and carers and by working for them to receive the supports and services they need
- actively engaging communities, disability sector organisations, the private sector and all levels of government
- delivering supports and services that are accessible, of high quality and culturally appropriate
- ensuring our directions are guided by contemporary thinking and evidence-based practice
- being accountable for our performance and building a sustainable organisation.

## Values

Values which guide the work of the Commission:

**Commitment**—we are committed to our vision for people with disability and their families

**Respect**—we value cultural diversity and encourage everyone's unique contribution

**Integrity**—we are honest and truthful about our decisions and actions

**Working together**—we work together cooperatively to get things done and pursue our vision

**Openness**—our decision-making and communications are clear and transparent

**Leadership**—our actions reflect our leadership responsibilities

**Accountability**—we are openly accountable for our decisions and actions

**Continued learning**—we are committed to a culture of excellence and continued learning.

## 2.0 Performance of the Commission

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### 2.1 Overview of operations

The Commission has an integrated approach to planning and performance that provides links between legislation, policy, the Commission's Strategic Plan, State Government priorities and the Commission's operational plans.

The Commission is allocated funding to provide services in five key areas to enhance the environment and wellbeing of people with disability and their carers by the provision of necessary supports and services. The Commission's performance and achievements for each service area are reported in Chapter 2.2 of this report. Performance measures for auditing purposes are reported in Chapter 4.2.

## In brief...

In 2011-2012, 23,412 West Australians accessed a disability support service, an increase of 5.1 per cent from last year.

The Commission's total expenditure was \$657.47 million, an increase of 21.5 per cent from last year and averaged \$28,083 per person in receipt of funded services.

The Commission's funding to disability sector organisations was \$444 million, an increase of 27.5 per cent from last year.

## Three years at a glance

Measure	2009-10	2010-11	2011-12	Change from last year
<b>Disability support services</b>				
Total number of service users	21,652	22,207	23,412	5.1%
Average cost per service user	\$22,465	\$24,368	\$28,083	15.2%
<b>Funding (\$ millions)</b>				
Total Disability Services Commission expenditure	\$486.42	\$541.15	\$657.47	\$116.32
Commonwealth funding	\$77.62	\$94.41	\$110.33	\$15.92
State funding	\$391.90	\$434.38	\$533.62	\$99.24
Funding from other sources	\$11.76	\$12.43	\$13.89	\$1.46



## 2.1.1 Funding sources

### State funding

State funding for operations in 2011–2012 was \$533.62 million. Over the past five years, the State Government's funding of disability services has increased by an average of 14 per cent per year.

### Commonwealth Government funding

The Commonwealth Government provided \$110.33 million under the National Disability Agreement. Over the past five years, Commonwealth funding has also increased by an average of 18 per cent per year.

## 2.1.2 Commission funding to disability sector organisations

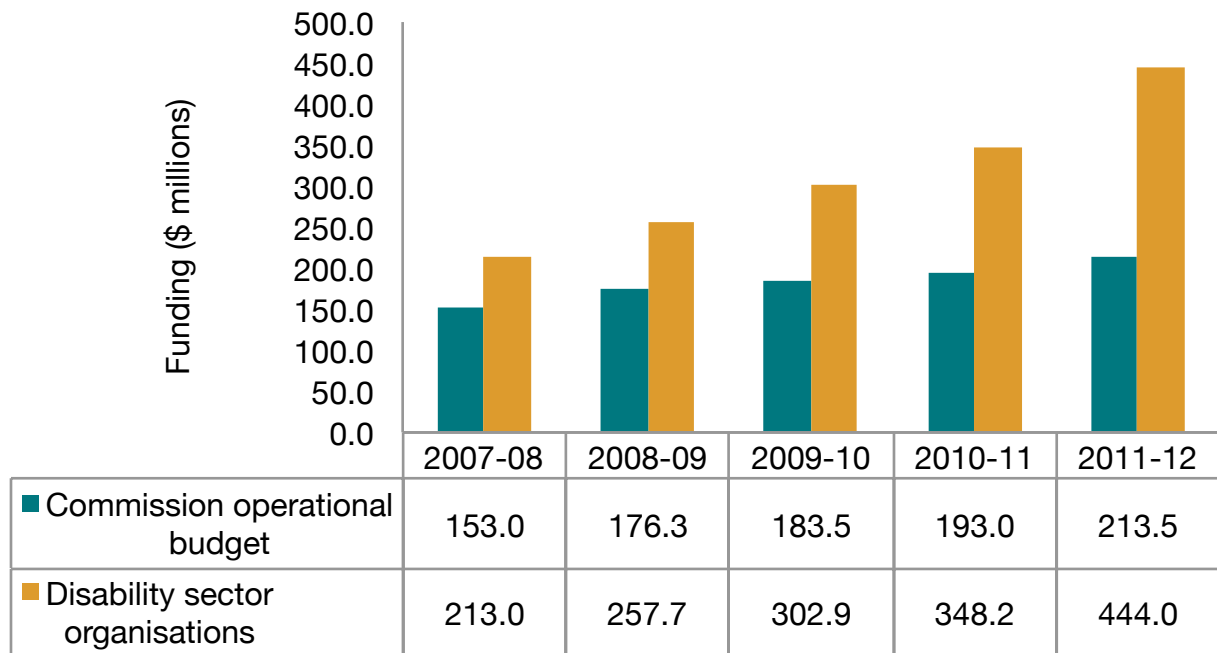
The Commission allocates funding to disability sector organisations to provide accommodation support, individual support, individual coordination, family and carers support and community access and inclusion. (Refer to Appendix for details of funding to disability sector organisations).

In 2011–2012, the Commission funded 120 disability sector organisations. The Commission uses standard contract management practices to closely monitor the financial sustainability of all funded service providers.

Disability sector organisation funding	Number of organisations in 2010–2011	Number of organisations in 2011–2012
Funded <\$50,000	7	6
Funded \$50,001–\$1 million	55	53
Funded \$1,000,001–\$5 million	34	38
Funded >\$5 million	20	23
<b>Total</b>	<b>116</b>	<b>120</b>

Over the past five years, funding to disability sector organisations has more than doubled with an annual growth rate of 22 per cent per year, from \$213 million in 2007–2008 to \$444 million in 2011–2012. In comparison, the Commission's operational cost increased by an annual rate of eight per cent per year from \$153 million in 2007–2008 to \$213.5 million in 2011–2012. This reflects the strong commitment by the Commission to support service growth in community-based services.

Figure 1: Total cost of services 2007–2008 to 2011–2012



The number of people who received services provided only by the Commission was 4,770. The number of people who received individually funded services from disability sector organisations was 6,384 and the number of people who received services from both the Commission and disability sector organisations was 5,692. There is large variability in the resources required for services, from high-cost 24-hour care and accommodation to hourly sessions of therapy services.

Figure 2: Service distribution

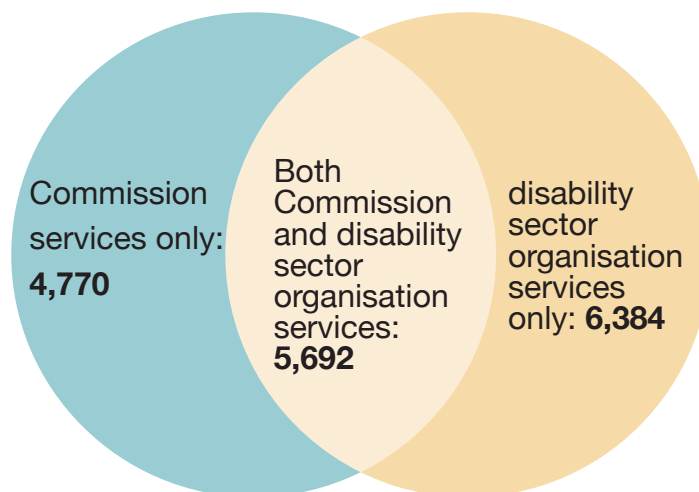


Diagram notes:

- This diagram represents a simple picture of the services delivered because no distinction has been made between service intensity.
- The remaining 6,566 service users received Community Aids and Equipment and are not included in the total count of service users presented here.

## 2.2 Service reports

There are five key service areas aimed at enhancing the environment and wellbeing of people with disability and their carers by providing necessary supports and services. The five service areas are accommodation support, individual support, individual coordination, family and carers support and community access and inclusion.

### 2.2.1 Service 1—Accommodation support

Accommodation support services are provided by service providers in the sector and by the Commission's Accommodation Services Directorate. Around 60 per cent of the budget for accommodation support is provided to disability sector organisations.

#### Key strategies:

Accommodation services support people with disability to live in a range of different ways including hostels, group homes or supported community living in their own homes. This includes support with personal care and development of independent living skills and might range from a few hours of support a week to 24-hour care.

#### In brief...

**3,340 people accessed accommodation, an increase of 6.9 per cent.**

**The total cost for Accommodation Services for 2011–2012 was \$391.299 million, averaging \$117,155 per person.**



## Three years at a glance

Measure	2009–10	2010–11	2011–12
Total accommodation service users	3,036	3,123	3,340
Hostel	365	336	312
Community residential	1,451	1,525	1,579
Supported community living	1,353	1,366	1,563
Average cost per service user	\$97,323	\$104,914	\$117,155
Total cost (\$ millions)	\$251.0	\$327.6	\$391.3
Consumer satisfaction	85%	82%	84%

### Table Notes:

(a) All figures have been re-calculated since the 2009–2010 annual report as a result of a transition to a new annual reporting framework.

(b) The subtotals do not add up to the total because some people received multiple services.

## Combined Applications Process

In 2011–2012, 595 people applied for accommodation support funding and of these, 210 people had re-applied for additional support funding as a result of their changing needs. Funding was provided to 207 people (35 per cent) and a further four people took up vacancies. Under the new Community Living Initiative, 66 people were supported, 50 people received additional supports as a result of changing needs and 177 people had their new accommodation option finalised in 2011–2012.



## Young people in residential aged care

The Young People in Residential Aged Care (YPIRAC) program was a five-year program jointly funded by the State and Australian Governments. The program's overall objective was to reduce the number of younger people in residential aged care using the following three strategies:

- moving people into appropriate supported disability accommodation
- diverting people at risk of admission into residential aged care
- enhancing specialist disability services to those younger people with disability currently in residential aged care, who did not wish to move out.

The program ended in June 2011 however, the Commission remains committed to continuing to improve the lives of these young people.

## Major achievements 2011–2012

- Architect engaged and project plan developed for new emergency accommodation in Bedford.
- Increased flexible community living options by promoting concept planning and implementing a differential cap on community and family living plans.
- Evaluation of the Community Living Initiative resulted in redevelopment of some individual plans, increased involvement of disability service organisations and increased support for Local Area Coordinators.
- The Community and Family Living Resource Team (CFLRT) was fully staffed including the appointment of a manager, which led to increased capacity to support Local Area Coordinators and disability sector organisations.
- Individuals living in supported accommodation experienced stronger involvement in community and sporting groups by participating in a gym program operated by the Central Institute of Technology, the AFL Integrated League, the GymAbility program, Let's Go Surfing Days and participation in other sporting activities.
- A documentary film 'Findings: the story of the Lost Generation Project' was screened in Canberra and Northbridge during Disability Awareness Week. The Commission was a project partner.

## Looking forward: objectives for 2012–2013

In 2012–2013, the Commission will:

- review the current service model and accommodation type to align with changing support needs
- develop and implement a health and wellbeing framework for individuals
- support and fund an anticipated 50 Community Living Plans.



## 2.2.2 Service 2 — Individual support

Individual support includes support for people with disability to access positive and constructive day activities, maintain health and develop individual skills and abilities.

### In brief...

**17,790 people used the Individual Support service, an increase of 6.8 per cent from last year.**

**The total cost for this financial year was \$174.613 million, averaging \$9,815 per person.**

### Key strategies:

- People with disability, their families and carers have access to services within the community that assist them in maintaining a good quality of life.
- People with disability who have left school but are not able to work are assisted in linking with their community and to develop independence and skills to participate in activities of their choice.
- People with disability receive necessary health care and therapeutic support to limit the restrictive effects of their disability, increase independence and maximise skill development.

### Three years at a glance

Measure	2009–10	2010–11	2011–12
Total service users	16,504	16,655	17,790
<b>Total service users by individual support type</b>			
Disability Professional Services	7,292	7,904	7,891
Day options	4,004	4,222	4,445
Community Aids and Equipment Program	8,046	7,618	8,834
Average cost per service user	\$7,162	\$8,143	\$9,815
Total cost (\$ millions)	\$118.20	\$135.60	\$174.61
Consumer satisfaction	84%	82%	87%

### Notes:

(a) The subtotals do not add up to the total due to some individuals receiving multiple services.

# Case study

## Community support makes a world of difference

Bunbury six-year-old Kasey Goddard is getting out and about more easily these days, thanks to the generosity of her local community. Kasey has multiple disabilities and needs assistance in all aspects of her care, meaning positional and wheelchair support is necessary.

“As Kasey began to outgrow her car seat, matched with a new wheelchair that was not collapsible, we needed a wheelchair-accessible vehicle,” Kasey’s mother Toni Price said.

A local Bunbury newspaper picked up on their quest for a vehicle and the momentum built from there. Many local community members made donations and a magazine offered to print Kasey’s story and provide \$1,000. In July 2010, Toni was contacted by a local with fundraising experience who wanted to organise a monster garage sale.

“With her assistance, we began collecting community donations,” Toni said. “We were absolutely overwhelmed—our house was overflowing with donations.

The family raised more than \$20,000 with a further \$7,500 coming from an Independent Living Centre grant. Two large private donations took the total figure to almost \$50,000.

“There were so many individuals and local organisations that helped contribute to our purchase of an accessible vehicle,” Toni said. “It was a truly remarkable community response to our situation.

“As well as meeting Kasey’s needs well into adulthood, the modified vehicle has greatly improved her quality of life. It’s just so much easier for the family to get out and about together.”



Kasey and her mother Toni Price with their new van.

## Major achievements 2011–2012

- \$543,000 recurrent funding was allocated for the Wheatbelt Residential Respite Service in York providing support to young children, those with high medical support needs, challenging behaviours and with dual diagnosis.
- \$500,000 recurrent funding was allocated for the South East Metropolitan Residential Respite Service in Gosnells providing support to adults with all disability types, including those with high medical support needs, challenging and complex behaviours and autism.
- An outcomes-based service planning approach, in partnership with service users was trialled with 10 non-government organisations using the current funding allocation in a flexible way.
- Developed a new disability sector organisation in the Pilbara region in response to increasing need.
- A tender for management of the Neurological Conditions Co-ordinated Care program funding was advertised following the successful outcome of a four-year trial. The tender was used to model the Commission's procurement processes to ensure consistency with the new whole of government policy - Delivering Community Services in Partnership.
- An examination of trends in the Community and Family Living Initiative undertaken to increase disability sector organisation involvement in providing flexible family living options.
- Presentations delivered to disability sector organisations about the Family and Community Living Initiative via various forums.
- Evaluated the Early Childhood Development program and a report will be released in late 2012.
- Provided workshops and training to increase capacity of disability sector organisations to provide flexible options.
- The Grow, Achieve, Include Network (GAIN) project was developed and implemented with two disability sector organisations. Twenty young people are participating in the pilot, which aims to develop and implement career planning including work experience to lead to ongoing employment.
- A review of diagnostic procedures in autism spectrum disorders undertaken in partnership with Curtin University confirmed current procedures are consistent with contemporary best practice.
- Significant reduction in assessment waiting times for autism assessments in the metropolitan area.
- Launched a new online training model for therapy assistants in rural and remote Western Australia to improve the efficiency of home-based autism early intervention for families.
- Training resources for complex seating, autism early intervention, and wheelchair maintenance and repair were developed with the sector to support people in rural and remote areas.

- The positive behaviour booklet – Effective Service Design was developed to outline core elements of positive and contemporary support for people who display challenging behavior.
- The Positive Behaviour Teams (PBT) and the Early Years Consultancy Team were evaluated producing positive outcomes and recommendations for continuing improvement.
- The Disability Aged Care Co-ordination function was reviewed and confirmed the need for a central contact person within the Commission to provide specialised information about disability, health and aged care services.
- The needs and impact assessment of the Positive Behaviour Teams reviewed the cultural appropriateness and accessibility of this service for people with disability from Aboriginal and culturally and linguistically diverse backgrounds. This resulted in a commitment to create two Aboriginal Practice Leader positions.
- Developed an interactive guide to support allied health students volunteering in third world countries to provide disability services.
- Two Commission staff received Rotary Allied Health Professional of The Year category awards.

## Looking forward: objectives for 2012–2013

In 2012–2013, the Commission will:

- support and fund an anticipated 150 Family Living Plans
- review and revise the Alternatives to Employment (ATE) strategy to maximise the use of funds and promote pathways to meaningful employment
- launch the Voluntary Code of Practice for the Elimination of Restrictive Practices and develop a sector wide training package
- develop partnerships with tertiary institutions to progress a coordinated and integrated approach to teaching positive behaviour support
- follow-up on strengths and areas for development identified in the Early Childhood Development program evaluation
- pilot a self-directed intervention program for early childhood services in the metropolitan area
- establish a state-wide panel contract for autism assessors as a collaborative project between WA Health and the Disability Services Commission
- undertake a population-based study of health inequities of West Australian adults with intellectual disability in partnership with other stakeholders
- develop support systems for people with disability who are at risk of abuse and neglect in partnership with the disability sector
- commence the Sporting Chance project, to improve healthy lifestyle opportunities for people with intellectual disability by promoting inclusion in community recreational programs
- pilot the Children's Continence Management and Advice Service project
- establish a Disability Health Network in partnership with other stakeholders.

### 2.2.3 Service 3 — Total individual coordination

Total individual coordination includes supports provided under Local Area Coordination, where Local Area Coordinators assist people with disability, their families and their carers to plan, organise and access support and services which enhance their participation in, and contribution to, their local community. This includes support with information, advocacy and the development of local networks and partnerships to make local communities more inclusive and welcoming.

#### In brief...

**9,445 people accessed Local Area Coordination (LAC).**

**1,280 accessed LAC Direct Consumer Funding.**

**The Commission expended \$26.043 million or nearly four per cent of its budget on the Individual Coordination Service.**

#### Key strategies:

- To provide individuals, families and carers with support and practical assistance to clarify their goals, strengths and needs.
- To provide information and link 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.

#### Three years at a glance

Measure	2009–10	2010–11	2011–12
Total service users accessing Local Area Coordination	8,726	9,267	9,445
Average cost per service user accessing Local Area Coordination	\$2,614	\$2,461	\$2,757
Total cost (\$ millions)	\$22.04	\$22.80	\$26.04
Consumer satisfaction	73%	72%	71%

The number of people accessing Local Area Coordination (LAC) increased by 1.9 per cent while cost per service user increased by 12 per cent.



## Major achievements 2011–2012

- A new Local Area Coordination area was trialled and evaluated in the Wheatbelt and will continue with additional supports for a further 12 months.
- A new Local Area Coordination area was created in the northern metropolitan suburbs providing a localised responsive service.
- Completed the review of the Community Living Initiative.
- A consultation and review of the role and ratio of Local Area Coordinators resulted in a small adjustment in the ratio of Local Area Coordinator to consumers.
- Implemented the Local Area Resource funding initiative, leading to increased capacity to respond to local needs.
- Implemented the Local Area Coordination Training Framework and appointed a steering group to ensure quality and consistency state-wide.
- Flexible Family and Community Living plans were used to support families and individuals at key transition points.
- Increased flexible community living options by promoting concept planning and implementing a differential funding cap on community and family living plans which are managed by disability sector organisations.
- Created a Family Living Initiative Network to support disability sector organisations to develop and manage family living plans.
- Consolidated the Family and Community Living Initiative into one team with one assessment panel.
- The Community and Family Living Resource Team worked closely with Local Area Coordinators and disability sector organisations to assist families planning for transition.



## Looking forward: objectives for 2012–2013

In 2012–2013, the Commission will:

- support the implementation of the My Way project in the Goldfields, Lower South West, Cockburn/Kwinana and Perth Hills to provide opportunities for people with disability, their families and carers to have greater choice and control over the supports and services they receive
- implement a range of human resource strategies to ensure continued improvement in the level of response to individuals, families and carers
- develop and implement a range of training modules within Local Area Coordination and contribute to the development of a values-based training program for all Commission staff
- investigate the use of the Remote Area Strategy model across a range of broader settings as a means of providing more responsive services to Aboriginal people with disability
- support implementation of an extended response to people with exceptionally complex needs through existing programs
- continue developmental work to reshape planning templates for the Family and Community Living Initiative
- implement the outcomes of the Community Living Initiative review.



## 2.2.4 Service 4 — Family and carers support

Family and carer support includes the provision of a range of flexible family support and respite services to support families and carers in their primary care-giving role.

### In brief...

**4,648 people received family and carer support.**

**The total cost for this financial year was \$64.126 million, averaging \$13,796 per person.**

### Key strategies:

- Continue to develop initiatives that support carers.
- Work with disability service providers to build awareness and understanding of issues and concerns facing families and carers of people with disability.
- Promote leadership to enhance families and carers participation in community life.
- Offer practical strategies to support carers and enable them to plan for their futures.

### Three years at a glance

Measure	2009–10	2010–11	2011–12
Total service users	4,542	4,839	4,648
<b>Total service users by family and carer support type</b>			
Respite	3,169	3,291	3,488
Family Support	2,173	2,147	1,713
Average cost per service user	\$10,594	\$11,018	\$13,796
Total cost (\$ millions)	\$48.11	\$53.31	\$64.13
Consumer satisfaction	82%	89%	86%

#### Table Notes:

(a) The drop in service users in family support is a result of one service provider showing a significant drop in numbers for one program due to improvements in data quality.

(b) The subtotals do not add up to the total due to some individuals receiving multiple services.

The number of families and carers who accessed family and carer support decreased by 3.9 per cent while cost per service user increased by 25.2 per cent. Based on the results of the 2011–12 consumer satisfaction survey the level of satisfaction with family and carer services has decreased by three per cent from the previous year.

### Major achievements 2011–2012

- A total of 66 Community Living plans were supported.
- A total of 148 Family Living plans were supported.
- Funding was provided to the Developmental Disability Council to deliver a series of positive behaviour workshops to sector staff, families, carers and individuals.
- Development and endorsement of the Commission's Reconciliation Action Plan 2012–2014, which included a commitment to increasing Aboriginal employment rates.
- Aboriginal business trainee program continued.
- Family Support Through Mentoring project was implemented and the Safeguards and Skills training package remains under development. Twenty one families from Yanchep to Mandurah have expressed an interest in participating.
- Parent satisfaction with the early intervention service provided by the Early Years Consultancy Team was evaluated and the results found high levels of satisfaction associated with family-centred outcomes.
- The Caring Together training package was publicised and promoted and is now covered in local induction.

### Looking forward: objectives for 2012–2013

In 2012–2013, the Commission will:

- develop an implementation plan for the Aboriginal employment strategy.

# Case study

## Planning strengthens independent living

Two years ago, Michael Ralston moved into his own home in Gosnells—and couldn't be happier.

"I love having my own space and being independent," he said. "I work four days a week and living close to public transport is great because I catch the train and then cycle the rest of the way."

Michael said with a network of support around him, he feels safe and secure in his own home. A person-centred approach was used with planning revolving around Michael's goals, aspirations and dreams. It was after a Community Living Plan presentation that Michael decided to live in his own home.

Michael's mother Ann said with the use of person-centred planning tools, her son has made informed choices to plan for his future. From living at home with his family, Michael developed the general housekeeping skills he needs to manage in his own home. He also receives some support to help with shopping and meal preparation.

Michael has 24 network support members, including family and friends, who care for Michael and take an interest in his wellbeing. A working group of six people (including Michael and a facilitator) meet regularly to discuss what's happening and what needs to be done. As a result of the planning process, Ann believes Michael is coping amazingly well since moving to his own home.

"We miss him terribly but he has gained greater self-confidence and is developing the skills he needs to maintain independent living," she said.



Working group meeting with Michael Ralston, left, his mother Ann, George Simm, Michael's father Bryan and Patricia Simm.



## 2.2.5 Service 5 — Community access and inclusion

Community access and inclusion includes community awareness and education about disability and the provision of support to state and local governments to ensure people with disability can access facilities, services and supports and are included in their community.

### In brief...

**136 projects were supported by the Commission to raise awareness of and facilitate community access and social inclusion for people with disability and their families.**

**The cost for this financial year was \$1.388 million, averaging \$10,206 per project.**

### Key strategies:

- Develop an engagement framework that supports state and local government public authorities to translate their Disability Access and Inclusion Plans (DAIPs) into action. This initiative builds on the important foundations that lead to accessible and inclusive communities.
- Continue to build on current relationships established through the Liveable Homes initiative to influence and increase the use of sustainable universal housing design.
- Develop and evaluate the role of Ambassadors in promoting the priorities and messages of community inclusion in Count Me In.
- Work with key public and private sector partners to increase the employment opportunities for people with disability across Western Australia.

### Two years at a glance

Measure	2010–11	2011–12
Total projects	145	136
Average cost per project	\$11,979	\$10,206
Total cost (\$ millions)	1.74	1.39
Consumer satisfaction	74%	74%

**Note:** Figures from previous years have been recalculated according to a new annual performance reporting framework that commenced in 2010–2011 and comparisons are not directly possible for total cost and average cost per project for 2009–2010.

## Major achievements 2011–2012

- Local Government Inclusion grants totalling \$900,000 developed and allocated to 20 Local Government Authorities to support and promote inclusive initiatives.
- Employment strategy developed to increase employment opportunities for people with disability across the public and private sectors.
- Three new Count Me In Ambassadors joined the ambassador program.
- Disability Awareness Week was held which included a school short film competition for high school students.
- Count Me In pocket guide developed and distributed.
- Launched the Liveable Homes project to improve understanding of universal design in housing. The aim is to increase the availability of accessible housing in private housing stock over time.
- Developed templates for geographical analysis of disability sector capacity as part of a strategic project to support sector and government understanding of service gaps across the state.
- An engagement strategy was completed to help progress the Sector Development Plan.
- Sixteen Alternatives to Employment (ATE) service providers were registered for the Award Scheme Development and Accreditation Network (ASDAN). Each centre delivered person-centred modules designed to promote the development of personal, social, independent living, information technology and work-related skills.
- ASDAN forums were held every four months to support disability sector staff, share resources, build networks and provide peer mentoring.
- Grants provided to each registered organisation for school partnerships so ATE staff could attend ASDAN training.
- Aboriginal cross-cultural awareness training provided for Commission staff.

## Case study

### Mettle detector: positive mentoring and training outcomes

George Renwick is a determined person who does not let health issues stand in the way of his main love: working with machinery.

Seven years ago, George and his family moved to Torbay, a small semi-rural community between Denmark and Albany. With a lifetime of experience in metal trades, he ran a heavy equipment plant hire business in the town.

Five years ago, George was diagnosed with a condition that affects speech, balance and walking and muscle coordination and now needs support to do most things.

Planning with his Local Area Coordinator focused on how George could keep working in his home workshop for as long as possible. George wanted to share his experience while receiving the support he needed to continue working at home.

The Local Area Coordinator contacted metal trades lecturer David Christopher at the Great Southern Institute of Technology, who happily agreed to support the teaching and mentoring approach. Pre-apprentice Jamie Kelly embraced the opportunity to do the practical component of his course with George.

George mentored Jamie in a wide range of activities, including boiler-making, welding, using equipment and learning about working safely.

“It was a perfect match,” George said. “Once he was capable and proficient, Jamie was able to handle parts of the work I could no longer manage.”

For Jamie, the chance to work with someone as experienced as George was invaluable. “Through one of my industry contacts in Perth, I was able to secure a boiler-making apprenticeship for Jamie,” George said.

George Renwick with Local Area Coordinator Helen Soerink in his Torbay workshop.



## Looking forward: objectives for 2012–2013

In 2012–2013, the Commission will:

- complete and disseminate the Sector Development Plan
- review and further develop the Ambassadors program including the appointment of up to six regional Ambassadors
- implement the Disability Employment Strategy across state government, local government and the private sector to increase opportunities for people with disability to access meaningful employment
- continue to develop and expand the Liveable Homes initiative
- continue to work with key stakeholders in culture and arts to promote and develop opportunities for inclusion of people with disability in arts and cultural experiences
- work with 20 local governments to evaluate and support implementation of inclusion initiatives funded by the Commission for people with disability
- work with key stakeholders to implement recommendations from the Disability Sport and Recreation Review around inclusion
- review progress of the Count Me In long-term plan for people with disability and develop new strategies to further promote and engage West Australians.

## 2.3 Quality of services

### 2.3.1 Quality Management Framework

The Commission's Quality Management Framework has been operational since May 2010. The Framework is used to measure the quality of disability services and to ensure disability sector organisations stay compliant with the Disability Services Standards.

Quality assessment of disability services helps the Commission to make informed decisions about continued funding and expansion of services. Information about service quality is also useful to existing and potential service users to help them choose the services they might prefer.

The Commission is allocated funding to provide services in five key areas to enhance the environment and wellbeing of people with disability and their carers by the provision of necessary supports and services. The Commission's performance and achievements for each service area are reported in Chapter 2.2 of this report. Performance measures for auditing purposes are reported in Chapter 4.2.

#### Major achievements 2011–2012

- Establishing two awards for quality aligned with the Count Me In strategy.
- In response to sector feedback, the Commission made improvements to the annual self-assessment tool and the quality evaluation process.
- The Local Area Coordination services are now being independently evaluated as part of the Quality Management Framework.
- The Commission's Quality Unit continued quarterly training and networking sessions for independent evaluators.
- The Quality Management Framework Reference Group met every two months to advise on the ongoing development of the Quality Management Framework. The Terms of Reference were revised to involve wider representation from carers and consumers and 25 outcomes were consolidated into four.
- The Commission participated in a National Working Group to progress the National Quality Framework. This included responding to a draft paper about revised National Standards for Disability Services and organising focus groups and workshops in Broome and Fitzroy Crossing directed at Aboriginal people.



## 2.3.2 Complaints handling

Disability Services Standard Seven specifies that people with disability, their families and carers are free to raise, and have resolved, any complaints or disputes they may have regarding a service provider or a service. Carers can also lodge complaints in their own right under the Carers Recognition Act 2004.

The Commission has a Consumer Complaints Management Policy and Procedure for responding to complaints. The Commission is committed to the principles of an accessible and responsive complaints process and continually strives to improve the levels of satisfaction for people making complaints about services.

People with disability, their families and carers are encouraged and assisted by the Commission to raise any concerns they might have about a service provider or a service. They are provided with information about relevant complaints and disputes processes and 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 to the Consumer Liaison Service. Complaints can be lodged online, by telephone, by letter or in person.

The Consumer Liaison Service consists of the Commission's Consumer Liaison Officer and a network of Local Consumer Liaison Officers. The Service promotes a contemporary complaints management process that is receptive, responsive and accessible to people with disability and their carers from all cultural and linguistic backgrounds.

Complaints regarding disability sector organisations are handled by the individual organisations or by the Health and Disability Services Complaints Office. Information about complaints to the Health and Disability Services Complaints Office are detailed under the heading 'External review of complaints – Health and Disability Services Complaints Office'.

### Complaints lodged with the Disability Services Commission July 2011–June 2012

The following data has been retrieved from the internal complaints monitoring and collection process.

- Forty-three new complaints were lodged about services the Commission provided to people with disability, 14 less (24.5 per cent) than the previous year.
- Twelve complaints were carried over from the previous year, making a total of 55 complaints for resolution.
- Fifty complaint cases were closed and five were outstanding at 30 June 2012.
- Seventy-eight per cent of complainants were satisfied with the handling of their complaint (up from 63 per cent last year), six per cent were not satisfied and the remainder did not provide a satisfaction rating.
- Seventy-four per cent of complainants were satisfied with the outcome of their complaint (up from 59 per cent last year), 10 per cent were not satisfied and the remainder did not provide a rating.

- The Consumer Liaison Officer responded to 611 enquiries about disability services, issues for people with disability in the community and complaints processes.
- Forty-six per cent of formal complaints were resolved and closed within 15 working days.
- The main areas of concern reported by complainants related to communication, quality of service and staff-conduct.
- The types of services most frequently the subject of complaints to the Commission were Local Area Coordination (26 complaints or 60 per cent) and Accommodation Support Services (nine complaints or 21 per cent). Note: four of the new complaints related to more than one service area of the Commission but each person's complaint was only counted once.
- Eighteen and a half per cent of new complaints related to compliance with the Carers Charter.

### Five years at a glance

Measure	2007–12	2008–09	2009–10	2010–11	2011–12
Enquiries to the Consumer Liaison Officer	466	461	515	621	611
Complaints made to the Consumer Liaison Service	33	39	49	57	43
Number of complaints closed (see note a)	34	36	47	51	50
Number of complaints per 1000 users of Commission provided services	3.56	4.07	5.11	5.65	4.11
Satisfaction with complaints handling (see note b)	68%	80%	72%	63%	78%
Satisfaction with complaint outcome (see note b)	53%	64%	55%	59%	74%

#### Table Notes:

(a) The number of complaints closed was greater than the number of new complaints due to some complaints being carried across from the previous year.

(b) Variation between years could be influenced by the response rate because satisfaction was calculated as a proportion of all complainants. This was regardless of whether their satisfaction was obtained and sometimes it was not possible to obtain a satisfaction rating from complainants.

## Strategies to encourage consumer feedback and utilisation of the complaints process

The Commission's Consumer Liaison Service raised awareness of the consumer complaints processes by:

- publishing articles in the staff 'Cheers' online newsletter, the Commission's disAbility Update magazine and the People and Communities magazine
- providing information to disability sector organisations at bi-annual orientation sessions in September 2011 and March 2012
- providing information and training to staff and line managers who received complaints
- including information on the Commission's web page and an online complaint facility
- distributing information to consumers through correspondence regarding eligibility.

## External review of complaints – Health and Disability Services Complaints Office

The Health and Disability Services Complaints Office (HaDSCO) is an independent statutory authority providing an impartial resolution service for complaints relating to health or disability services provided in the State of Western Australia. This service is free and available to all users and providers of health or disability services.

Acting impartially and in confidence, the HaDSCO reviews and reports on the reason for the complaint, undertakes investigations, suggests service improvements and advises service providers about how to effectively resolve complaints. The HaDSCO promotes leadership in the delivery of health and disability services via effective communication and supports improvement through complaint resolution.

This report summarises trends in complaints received and closed under Part 6 of the Disability Services Act 1993 during 2011–2012.

Forty-one new complaints were lodged with the HaDSCO in 2011–2012, with 10 complaints being carried forward from the previous financial year.

Of the 51 complaints examined by the HaDSCO in 2011–2012:

- nine related to services provided by the Disability Services Commission
- thirty-two related to disability sector organisations funded by the Commission
- ten related to other service providers.

Forty-seven complaints relating to the Disability Services Act 1993 were closed by the HaDSCO in 2011–2012. Sixty-eight outcomes were achieved. Refer to table below.

Outcome	Outcome achieved %
Concern registered	42.6
Other	20.6
Change in procedure, practice or policy	10.3
Explanation given	10.3
Apology provided	5.9
Referred back to provider	5.9
Withdrawn by complainant	4.4
<b>Total</b>	<b>100</b>

Note: More than one outcome can be achieved per case.

Eighty-six issues were raised by complainants relating to the Disability Services Act 1993. Refer to table below.

Issue	Issue raised %
Service management	45.3
Service access	24.4
Carers Charter	14.0
Decision making and choice	11.6
Other	4.7
<b>Total</b>	<b>100</b>

Note: More than one issue can be raised per case.

## 2.3.3 Consumer satisfaction survey

### Complaints awareness and handling

As part of the annual Consumer Satisfaction Survey conducted in March 2012, a random sample of 733 clients (99 per cent of all clients) were asked a series of questions about:

- their awareness of the right to complain
- complaints made during the past 12 months (April 2011 to March 2012).

### Three years at a glance

Measure	2009–10	2010–11	2011–12
Consumer reported awareness of the right to complain	80%	83%	84%
Consumer didn't wish to complain	82%	79%	79%
Consumer reported feeling unable to complain	8%	9%	8%
Consumer reported a complaint	10%	12%	13%



## Carer complaints

Sixty-five per cent or 480 respondents to the Consumer Satisfaction Survey identified themselves as carers. They were then asked additional questions about:

- information and knowledge of the complaints process
- satisfaction with complaints handling and outcome.

## Three years at a glance

Measure	2009–10	2010–11	2011–12
Carer satisfaction with complaint handling	72%	63%	60%
Carer satisfaction with complaint outcome	58%	54%	55%
Carer reported receiving information about complaints	61%	62%	67%
Carer reported awareness of their right to complain	84%	84%	84%
Carer reported making at least one complaint (see note)	9%	8%	15%
Carer reported a cause to complain but felt unable to do so	10%	13%	11%

Notes: Complaints refer to informal complaints made to staff providing the service, formal complaints made to the manager of the service, to the Commission's Consumer Liaison Service or the Health and Disability Services Complaints Office.

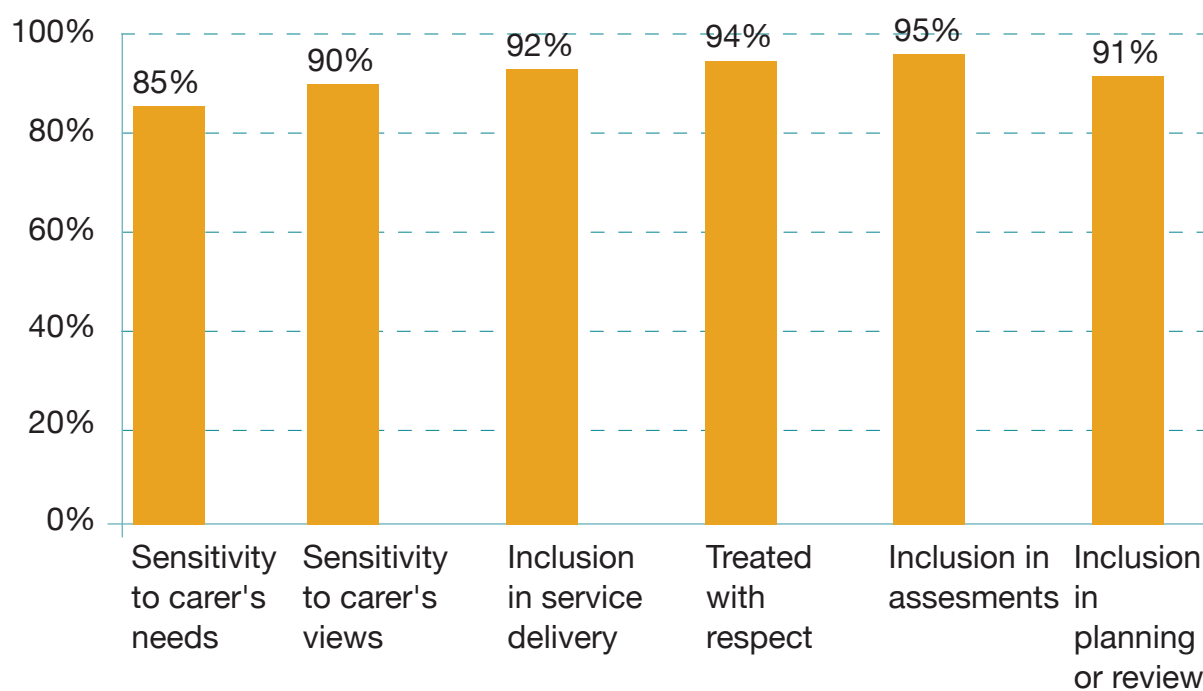
## 2.4 Implementing the Carers Charter

Throughout 2011–2012, the Commission continued strengthening its support for carers and families of people with disability. This was driven by the Commission's reference group that effectively oversees implementation of its responsibilities under the Carers Recognition Act 2004. The reference group was formed in 2008 and membership includes external carers and representatives from each Commission directorate. Some key initiatives are provided below.

- Released a training resource to increase staff knowledge of the Act. Carers WA used the resource at several training sessions for disability sector organisations.
- In line with national objectives, the Commission committed to ensuring ageing carers were well supported. Under the Combined Application Process, 85 individuals with primary carers aged 70 or older were supported in at least one funding stream in 2011–2012.
- Continued support for the Leeuwin Ocean Adventure Foundation, providing funding for eight young carers and 24 people with disability aged 14–25 years to participate in mainstream voyages.
- Participated in national initiatives to support carers, including ongoing work through the Disability Policy and Research Working Group and input into the National Disability Strategy.

As part of the annual Consumer Satisfaction Survey, 480 carers were asked a series of questions related to the Carers Charter. This was to determine the effectiveness of services provided or funded by the Commission in its support of carers. The majority of carers surveyed in 2012 reported they were treated with respect and highly agreed their needs were considered; they were included in service delivery and their views were treated sensitively.

Figure 3: Agreement of carers with questions related to the Carers Charter



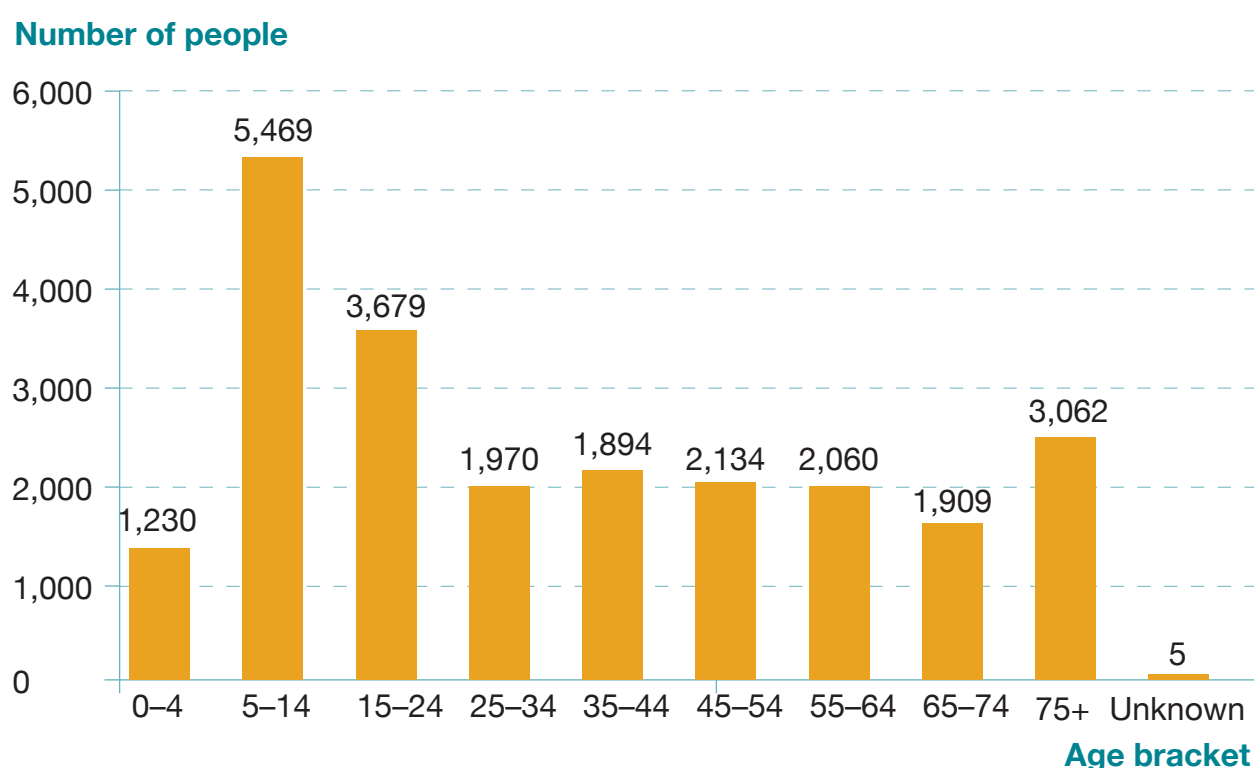
## 2.5 Profile of service users

The following is a summary of the descriptive data of the Commission's service users in 2011–2012, covering age, gender, support needs, disability profile and informal care.

### Age

The age distribution of service users is presented below. The largest group of service users receiving services funded and provided by the Commission is in the five to fourteen year age group.

Figure 4: Age distribution



### Gender

During 2011–2012, there were 13,236 (56.6 per cent) male service users compared with 10,152 (43.4 per cent) female service users..

### Support needed

A majority of the Commission's service users required support to manage and cope with daily activities. About 83 per cent of service users require support with self-care, 78 per cent required support with communication and 59 per cent required support with mobility. (see note).

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**Note:** This data does not include Community Aids and Equipment Program service users as they were not required to report their level of support and it would artificially inflate the 'not stated' response.

---

## Disability profile

The most commonly reported disability was intellectual (49.3 per cent), followed by autism (18.4 per cent) and physical (13.6 per cent). Refer to table below.

	Service users primary disability	
	number	per cent
Intellectual	8,803	49.3
Autism	3,096	18.4
Physical	2,297	13.6
Psychiatric	30	0.2
Neurological	824	3.9
Sensory	759	4.5
Acquired Brain Injury	772	4.6
Other	235	1.4
Not stated	530	3.2
<b>Total</b>	<b>16,846</b>	<b>-</b>

### Table Notes:

- a) Due to missing data about the characteristics of Community Aids and Equipment Program users, the totals for these users are not included.
- b) The total does not add to 100 per cent due to rounding.

## Informal care

In 2011–2012, 76 per cent of service users reported having an informal carer (Community Aids and Equipment Program service users not included).

### 2.5.1 Annual Client and Service Data Collection online

The Commission collects information about people with disability 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.

In 2011–2012, ACDC collected information from 1,101 individual service outlets which provided 45,095 service records. Please note that each outlet may provide more than one type of service and each service user may use more than one service type. All but two of the disability sector organisations required to submit data, have done so and signed off. Of the two remaining agencies, one completed their data entry but did not sign-off the data.

## 3.0 Significant issues

### Employment

The Commission is progressing a strategy to improve employment for people with a disability. Working with relevant stakeholders, the project seeks to develop practical solutions. An important related issue is raising awareness about the benefits of employing people with disability within state and local government.

A two-year pilot is underway that is aimed at developing the skills and/or qualifications of young people with disability. The aim is to support them in securing and sustaining meaningful employment. The Grow, Achieve, Include Network (GAIN) project involves several young adults who receive Alternatives to Employment funding.

### Housing

#### **Accommodation Support Packages**

In May, the State Government committed \$10.1 million over four years to increase the availability of accommodation services for people with disability.

#### **Social housing delivery**

\$95.7 million was allocated in 2011 over a three year period for social housing to support people with disability. In the past 12 months the partnership between the Commission and Department of Housing acquired 95 properties from the private market and developed 20 new purpose-built houses for individuals and shared accommodation.

#### **Liveable Homes**

The Liveable Homes design guidelines were launched in November with a website and technical manual developed in consultation with the Western Australian building industry. The guidelines are part of an engagement strategy to increase the number of private dwellings built using universal design.

In early 2012, the Commission reached agreement with the Housing Industry Association and Master Builders Association on a training strategy that targets sales staff, designers and building company owners. The Commission also worked with organisations that promote active ageing, to ensure consistency of advice across a range of consumer housing guidelines.

### Health and well being

In June 2011, the Department of Health's Clinical Debate held a discussion on health and disability, 'Clinicians – Do you see me?'. Nine recommendations from that debate were endorsed by the State Health Executive Forum in December 2011.

WA Health and the Commission agreed to work in partnership to implement the recommendations starting with the first – The development of a Disability Health Network. The principal goal of this Network is to improve the health outcomes for people with a disability. This outcome will be achieved through improved coordination between health services and through partnerships with other health care providers, key stakeholders, carers, consumers and the community.



## Disability Awareness Week

Disability Awareness Week (28 November to 3 December) was a great success. During the week-long campaign, more than 650 people participated in events hosted by the Commission. There were more than 100 media stories generated by the Commission and online social media was also effective, with 39 tweets received by at least 2,300 people.

## Disability reform and self-directed services

Several service areas of the Commission are working on projects that will contribute to a self-directed approach to service provision. The projects are expected to give consumers more control over the design, planning and delivery of their supports and services.

### My Way

The My Way project was launched in June 2012 to focus on self-directed supports and services in four project sites over the coming year. Potential participants will be given a choice on whether they participate. The project will examine strategies to increase the level of control that individuals and families have over services and supports. The Commission is working closely with the disability sector and other community-based organisations as well as other government departments.

### Procurement reforms

As part of the State Government's key contracting reform, 'Delivering Community Services in Partnership Policy', more than 100 disability sector organisations benefited from a 15 per cent price adjustment on all eligible not-for-profit service contracts. An additional funding round will be available in 2013-2014.

### Sector Development

A Sector Development Plan is being established that will bring together information and ideas to help support the viability of the disability sector and the quality of services during a time of great change. This is being done in partnership with numerous stakeholders. It is envisaged that the end result will be a shared strategic planning and business resource that will help government and non-government organisations to meet the needs of people and their families in flexible and sustainable ways.

## Disability Reform and Justice

The State Government has committed \$18 million to establish two disability justice centres that will house people with intellectual or cognitive disability who have been accused but not convicted of a crime as they have been deemed not fit to plead. A prison in-reach service is also in development. Legislation will be introduced into Parliament to enable the centres to be operated by the Commission. This new and separate function will be a major challenge for the Commission.

## National Reform

The Commission continues to be engaged in the development of a National Disability Insurance Scheme (NDIS). It is an active participant in a series of working groups at a national level that are establishing the building blocks for an innovative approach. Consistency of service and certainty of funding are key issues for people with disability and the Commission continues to monitor the progress of the NDIS with regard to its establishment, eligibility criteria, ongoing funding and governance strategies that will lead to better outcomes for people with disabilities. The Commission's work on self-directed approaches to service provision will help shape the role Western Australia might undertake in any national scheme.

### **National Disability Strategy**

The Commission continues to provide leadership in Western Australia regarding the implementation of the Australian Government's National Disability Strategy. The Commission's 'Count Me In: Disability Future Directions' and the Strategy complement each other. Western Australia is therefore well placed to contribute to the achievement of the Strategy's outcomes to ensure a better future for people with disability.

### **National Disability Agreement**

The Commission is engaged with other states and territories and the Commonwealth in working towards the objectives of the National Disability Agreement. These have included a review of the agreement indicators and aligning key reform priorities to move towards a National Disability Insurance Scheme. Under the agreement, the Commonwealth will provide additional funds to states and territories to support the work of delivering specialist disability services and ensuring that agreed national standards are maintained.

### **National Standards for Disability Services Review**

The Review's findings confirmed a need to update the concepts and language contained within the current National Standards to ensure they reflect contemporary practice. The Commission supported the revision of the National Standards by participating in a validation study. Workshops were organised in metropolitan and regional areas for service providers, evaluators and people with disability, their families and carers to provide feedback..

## 4.0 Disclosures and legal compliance

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## 4.1 Financial statements

### **Certification of Financial Statements for the year ended 30 June 2012.**

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 ended 30 June 2012 and the financial position as at 30 June 2012.

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



**Bruce Langoulant**  
**Chairperson**  
**Disability Services Commission Board**



**Shayne Silcox**  
**Deputy Chairperson**  
**Disability Services Commission Board**



**Gary Meyers**  
**Chief Finance Officer**

7 September 2012



Statement of Comprehensive Income  
for the year ended 30 June 2012

	Notes	2012 \$'000	2011 \$'000
<b>Cost of Services:</b>			
<b>Expenses</b>			
Employee benefits expenses	6	151,908	139,079
Supplies and services	7	24,739	23,904
Depreciation and amortisation expense	8	4,946	4,694
Accommodation expenses	9	10,905	9,518
Expenditure on services provided by funded agencies		443,999	348,173
Individual funding & other grants		15,592	12,454
Loss on disposal of non-current assets	14	73	365
Other expenses	10	5,307	2,959
<b>Total Cost of Services</b>		<b>657,469</b>	<b>541,146</b>
<b>Income:</b>			
<b>Revenue</b>			
User charges and fees	11	7,997	7,791
Commonwealth grants and contributions	12	110,334	94,408
Other revenues	13	5,891	4,639
<b>Total Revenue</b>		<b>124,222</b>	<b>106,838</b>
<b>Total income other than income from State Government</b>		<b>124,222</b>	<b>106,838</b>
<b>Net cost of services</b>		<b>533,247</b>	<b>434,308</b>



Statement of Comprehensive Income  
for the year ended 30 June 2012 (continued)

	Notes	2012 \$'000	2011 \$'000
<b>Income from State Government</b>	<b>15</b>		
Service appropriation		532,445	433,245
Resources received free of charge		1,027	1,052
Royalties for Regions Fund		147	83
<b>Total income from State Government</b>		<b>533,619</b>	<b>434,380</b>
<b>Surplus/(deficit) for the period</b>		<b>372</b>	<b>72</b>
<b>Other comprehensive income</b>			
Changes in asset revaluation surplus	24	291	(1,128)
Gains/(losses) recognised directly in equity		-	-
<b>Total other comprehensive income</b>		<b>291</b>	<b>(1,128)</b>
<b>Total comprehensive income for the period</b>		<b>663</b>	<b>(1,056)</b>

Table note: Refer also to note 35 'Schedule of income and expenses by service'. The statement of comprehensive income should be read in conjunction with the accompanying notes.

Statement of Financial Position  
as at 30 June 2012

	Notes	2012 \$'000	2011 \$'000
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	25	2,376	663
Restricted cash and cash equivalents	16, 25	2,256	1,790
Receivables	17	3,954	4,907
Amounts receivable for services	18	-	792
<b>Total current assets</b>		<b>8,586</b>	<b>8,152</b>
<b>Non-current assets</b>			
Restricted cash and cash equivalents	16, 25	4,400	3,900
Amounts receivable for services	18	28,485	22,557
Property, plant and equipment	19	57,865	55,632
Intangible assets	20	1,894	3,133
<b>Total non-current assets</b>		<b>92,644</b>	<b>85,222</b>
<b>Total assets</b>		<b>101,230</b>	<b>93,374</b>

Statement of Financial Position  
as at 30 June 2012 (continued)

	Notes	2012 \$'000	2011 \$'000
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Payables	22	5,085	4,254
Provisions	23	31,398	27,493
<b>Total current liabilities</b>		<b>36,483</b>	<b>31,747</b>
<b>Non-current liabilities</b>			
Provisions	23	5,988	5,603
<b>Total non-current liabilities</b>		<b>5,988</b>	<b>5,603</b>
<b>Total liabilities</b>		<b>42,471</b>	<b>37,350</b>
<b>Net assets</b>		<b>58,759</b>	<b>56,024</b>
<b>Equity</b>	<b>24</b>		
Contributed equity		19,880	17,808
Reserves		57,758	57,467
Accumulated surplus/(deficit)		(18,879)	(19,251)
<b>Total equity</b>		<b>58,759</b>	<b>56,024</b>

Table note: The Statement of Financial Position should be read in conjunction with the accompanying notes.

Statement of Changes in Equity  
for the year ended 30 June 2012

	Notes	Contributed equity \$'000	Reserves \$'000	Accumulated surplus/ (deficit) \$'000	Total equity \$'000
<b>Balance at 1 July 2010</b>	<b>24</b>	<b>16,843</b>	<b>58,595</b>	<b>(19,323)</b>	<b>56,115</b>
Surplus/(deficit)		-	-	72	72
Other comprehensive income		-	(1,128)	-	(1,128)
Total comprehensive income for the period		-	(1,128)	72	(1,056)
Transactions with owners in their capacity as owners:					
Capital appropriations		965	-	-	965
Total		965	-	-	965
<b>Balance at 30 June 2011</b>		<b>17,808</b>	<b>57,467</b>	<b>(19,251)</b>	<b>56,024</b>
<b>Balance at 1 July 2011</b>		<b>17,808</b>	<b>57,467</b>	<b>(19,251)</b>	<b>56,024</b>
Surplus/(deficit)		-	-	372	372
Other comprehensive income		-	291	-	291
Total comprehensive income for the period		-	291	372	663
Transactions with owners in their capacity as owners:					
Capital appropriations		2,072	-	-	2,072
Total		2,072	-	-	2,072
<b>Balance at 30 June 2012</b>		<b>19,880</b>	<b>57,758</b>	<b>(18,879)</b>	<b>58,759</b>

Table note: The Statement of Changes in Equity should be read in conjunction with the accompanying notes.

Statement of Cash Flows  
for the year ended 30 June 2012

	Notes	2012 Inflows (Outflows) \$'000	2011 Inflows (Outflows) \$'000
<b>Cash flows from State Government</b>			
Service appropriation		526,517	427,624
Capital contributions		2,072	965
Holding account drawdowns		792	1,504
Royalties for Regions Fund		147	83
Net cash provided by State Government		529,528	430,176
<b>Utilised as follows:</b>			
<b>Cash flows from operating activities</b>			
<b>Payments</b>			
Employee benefits		(147,792)	(136,908)
Payments for services provided by funded agencies		(443,999)	(348,173)
Individual funding & other grants		(15,592)	(12,454)
Supplies and services		(38,145)	(35,641)
GST payments on purchases		(46,935)	(37,340)
GST payments to taxation authority		(503)	(357)
<b>Receipts</b>			
Commonwealth grants and contributions		110,334	94,408
User charges and fees		8,039	7,787
GST receipts on sales		466	400
GST receipts from taxation authority		47,254	37,412
Other receipts		5,746	3,963
<b>Net cash provided by/(used in) operating activities</b>	<b>25</b>	<b>(521,127)</b>	<b>(426,903)</b>

Statement of Cash Flows  
for the year ended 30 June 2012 (continued)

	Notes	2012 Inflows (Outflows) \$'000	2011 Inflows (Outflows) \$'000
<b>Cash flows from investing activities</b>			
<b>Payments</b>			
Purchase of non-current physical assets		(5,722)	(4,839)
<b>Receipts</b>			
Proceeds from sale of non-current physical assets		-	-
<b>Net cash provided by/(used in) investing activities</b>		<b>(5,722)</b>	<b>(4,839)</b>
Net increase/(decrease) in cash and cash equivalents		2,679	(1,566)
Cash and cash equivalents at the beginning of period		6,353	7,919
<b>Cash and cash equivalents at the end of period</b>	25	<b>9,032</b>	<b>6,353</b>

Table note: The Statement of Cash Flows should be read in conjunction with the accompanying notes.

## Notes to the Financial Statements for the year ending 30 June 2012

### Note 1. Australian Accounting Standards

#### General

The Commission's financial statements for the year ended 30 June 2012 have been prepared in accordance with Australian Accounting Standards. The term 'Australian Accounting Standards' includes Standards and Interpretations issued by the Australian Accounting Standards Board (AASB). The Commission has adopted any applicable new and revised Australian Accounting Standards from their operative dates.

#### Early adoption of standards

The Commission cannot early adopt an Australian Accounting Standard unless specifically permitted by TI 1101 'Application of Australian Accounting Standards and



Other Pronouncements'. There has been no early adoption of Australian Accounting Standards that have been issued or amended (but not operative) by the Commission for the annual reporting period ended 30 June 2012.

## Note 2. Summary of significant accounting policies

### a) General statement

The Commission is a not-for-profit reporting entity that prepares general purpose financial statements in accordance with Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the AASB 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 impose legislative provisions that govern the preparation of financial statements and take precedence over Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the AASB.

Where modification is required and has had 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, except for 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 in the nature of equity contributions, other than as a result of a restructure of administrative arrangements, 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 appropriations have been designated as contributions by owners by TI 955 'Contributions by Owners made to Wholly Owned Public Sector Entities' and have been credited directly to Contributed equity.

The 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.

## **e) Income**

### **Revenue recognition**

Revenue is recognised and measured at the fair value of consideration received or receivable. The following specific recognition criteria must also be met before 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 transfer to the purchaser and can be measured reliably.

### **Service appropriations**

Service appropriations are recognised as revenues at fair value in the period in which the Commission gains control of the appropriated funds. The Commission gains control of appropriated funds at the time those funds are deposited to the bank account or credited to the 'Amounts receivable for services' (holding account) held at Treasury.

### **Grants, donations and other non-reciprocal contributions**

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

Other non-reciprocal contributions that are not contributions by owners are recognised at their fair value. Contributions of services are only recognised when a fair value can be reliably determined and the services would be purchased if not donated.

Royalties for Regions funds are recognised as revenue at fair value in the period in which the Commission obtains control over the funds. The Commission obtains control of the funds at the time the funds are deposited into the Commission's bank account.

### **Gains**

Realised and unrealised gains 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 \$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 Statement of Comprehensive Income (other than where they form part of a group of similar items which are significant in total).

### **Initial recognition and measurement**

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

Subsequent to initial recognition as an asset, the revaluation model is used for the measurement of land and buildings and historical cost for all other property, plant and equipment. Land and buildings are carried at fair value less accumulated depreciation (buildings only) 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 on the basis of current market buying values determined by reference to recent market transactions. When buildings are revalued by reference to recent market transactions, the accumulated depreciation is eliminated against the gross carrying amount of the asset and the net amount restated to the revalued amount.

In the absence of market-based evidence, 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 determined on the depreciated replacement cost basis, the gross carrying amount and the accumulated depreciation are restated proportionately.

Land and buildings are independently valued annually by the Western Australian Land Information Authority (Valuation Services) and John Stranger Partnerships respectively and recognised annually to ensure that the carrying amount does not differ materially from the asset's fair value at the end of the reporting period.

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 in 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.

### Derecognition

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

### Asset revaluation surplus

The asset revaluation surplus is used to record increments and decrements on the revaluation of non-current assets as described in note 19 '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 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	10 years
Plant and equipment	10 years
Leasehold improvements	3 to 10 years

## g) Intangible assets

### Capitalisation/expensing of assets

Acquisitions of intangible assets costing \$5,000 or more and internally generated intangible assets costing \$5,000 or more 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 Statement of Comprehensive Income.

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 which is reviewed annually) on the straight line basis. 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 (Software that is not integral to the operations of any related hardware.)	5 years
Web site costs	5 years

### Computer software

Software that is an integral part of the related hardware is recognised as property, plant and equipment. Software that is not an integral part of the related hardware is recognised 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 the end of each reporting period. 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 reporting period 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 the end of each reporting period.

### 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 Statement of Comprehensive Income over the lease term as this represents the pattern of benefits derived from the leased properties.

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

Financial instruments have been disaggregated into the following classes:

- Financial assets
  - Cash and cash equivalents
  - Restricted cash and cash equivalents
  - Receivables
  - Amounts receivable for services
- 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 Statement of Cash Flows, cash and cash equivalent (and restricted cash and cash equivalent) assets comprise cash on hand.

## **l) Accrued salaries**

Accrued salaries ([see note o next page](#)) 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 income from the State Government partly in cash and partly as an asset (holding account receivable). The accrued amount appropriated is accessible on the emergence of the cash funding requirement to cover leave entitlements and asset replacement.

## **n) Receivables**

Receivables are recognised 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.



### o) Payables

Payables are recognised 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 settlement is generally within 30 days.

### 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 the end of each reporting period.

#### Provisions – employee benefits

All annual leave and long service leave provisions are in respect of employees' services up to the end of the reporting period.

- **Annual leave**

The liability for annual leave expected to be settled within 12 months after the end of the reporting period is recognised and measured at the undiscounted amounts expected to be paid when the liability is settled.

Annual leave not expected to be settled within 12 months after the reporting period is recognised and measured at the present value of amounts expected to be paid when the liabilities are settled using the remuneration rate expected to apply at the time of settlement.

When assessing expected future payments consideration is given to expected future wage and salary levels including non-salary components such as employer superannuation contributions, as well as the experience of employee departures and periods of service. The expected future payments are discounted using market yields at the end of the reporting period on national government bonds with terms to maturity that match, as closely as possible, the estimated future cash outflows.

The provision for annual leave is classified as a current liability as the Commission does not have an unconditional right to the defer settlement of the liability for at least 12 months after the reporting period.

- **Long service leave**

The liability for long service leave expected to be settled within 12 months after the end of the reporting period is recognised and measured at the undiscounted amounts expected to be paid when the liability is settled.

Long service leave not expected to be settled within 12 months after the end of the reporting period is recognised and measured at the present value of amounts expected to be paid when the liabilities are settled using the remuneration rate expected to apply at the time of settlement.

When assessing expected future payments, consideration is given to expected future wage and salary levels including non-salary components such as employer superannuation contributions, as well as the experience of employee departures and periods of service. The expected future payments are discounted using market yields at the end of the reporting period on national government bonds with terms to maturity that match, as closely as possible, the estimated future cash outflows.

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 end of the reporting period. Preconditional and conditional long service leave provisions are classified as noncurrent liabilities because the Commission has an unconditional right to defer the settlement of the liability until the employee has completed the requisite years of service.

- **Superannuation**

The Government Employees Superannuation Board (GESB) and other funds administers public sector superannuation arrangements in Western Australia in accordance with legislative requirements. Eligibility criteria for membership in particular schemes for public sector employees varies according to commencement and implementation dates.

Eligible employees contribute to the Pension Scheme, a defined benefit pension scheme closed to new members since 1987, or the Gold State Superannuation Scheme (GSS), a defined benefit lump sum scheme also closed to new members since 1995.

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

The Commission has no liabilities under the Pension Scheme or the GSS. The liabilities for the unfunded Pension Scheme and the unfunded GSS transfer benefits attributable to members who transferred from the Pension Scheme, are assumed by the Treasurer. All other GSS obligations are funded by concurrent contributions made by the Commission to the GESB.

Employees commencing employment prior to 16 April 2007 who were not members of either the Pension or the GSS became non-contributory members of the West State Superannuation Scheme (WSS). Employees commencing employment on or after 16 April 2007 became members of the GESB Super Scheme (GESBS). Both of these schemes are accumulation schemes. From 30 March 2012, existing members of the WSS or GESBS and new employees became able to choose their preferred superannuation fund. The Commission makes concurrent contributions to GESB or other funds on behalf of employees in compliance with the Commonwealth Government's Superannuation Guarantee (Administration) Act 1992. Contributions to these accumulation schemes extinguish the Commission's liability for superannuation charges in respect of employees who are not members of the Pension Scheme or GSS.

The GESB makes all benefit payments in respect of the Pension Scheme and GSS, and is recouped from the Treasurer for the employer's share.

#### Provisions – other

- **Employment on-costs**

Employment on-costs, including worker's compensation insurance, are not employee benefits and are recognised separately as liabilities and expenses when the employment to which they relate has occurred. Employment on-costs are included as part of 'Other expenses' and are not included as part of the Commission's 'Employee benefits expense'. The related liability is included in 'Employment on-costs provision'.

#### **q) Superannuation expense**

The superannuation expense in the Statement of Comprehensive Income comprises employer contributions paid to the GSS (concurrent contributions), WSS, the GESBS or other superannuation fund.

#### **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 at fair value. Where the resource received represents a service that the Commission would otherwise pay for, a corresponding expense is recognised. Receipts of assets are recognised in the Statement of Financial Position.

Assets or services received from other State Government agencies are separately disclosed under Income from State Government in the Statement of Comprehensive Income.

#### **s) Comparative figures**

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

### Note 3. Key sources of estimation uncertainty

Key estimates and assumptions concerning the future are based on historical experience and various other factors that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year.

#### Long Service Leave

Several estimations and assumptions used in calculating the Commission's long service leave provision include expected future salary rates, discount rates, employee retention rates and expected future payments. Changes in these estimations and assumptions may impact on the carrying amount of the long service leave provision.

### Note 4. Disclosure of changes in accounting policy and estimates

#### Initial application of an Australian Accounting Standard

The Commission has applied the following Australian Accounting Standards effective for annual reporting periods beginning on or after 1 July 2011 that impacted on the Commission.

Title	
<b>AASB 1054</b>	<p>Australian Additional Disclosures</p> <p>This Standard, in conjunction with AASB 2011-1 Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project, removes disclosure requirements from other Standards and incorporates them in a single Standard to achieve convergence between Australian and New Zealand Accounting Standards. There is no financial impact.</p>
<b>AASB 2009-12</b>	<p>Amendments to Australian Accounting Standards [AASB 5, 8, 108, 110, 112, 119, 133, 137, 139, 1023 &amp; 1031 and Int 2, 4, 16, 1039 &amp; 1052]</p> <p>This Standard makes editorial amendments to a range of Australian Accounting Standards and Interpretations. There is no financial impact.</p>

Title	
<b>AASB 2010-4</b>	<p>Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 1, 7, 101 &amp; 134 and Int 13]</p> <p>The amendments to AASB 7 clarify financial instrument disclosures in relation to credit risk. The carrying amount of financial assets that would otherwise be past due or impaired whose terms have been renegotiated is no longer required to be disclosed. There is no financial impact.</p> <p>The amendments to AASB 101 clarify the presentation of the statement of changes in equity. The disaggregation of other comprehensive income reconciling the carrying amount at the beginning and the end of the period for each component of equity can be presented in either the Statement of Changes in Equity or the Notes. There is no financial impact.</p>
<b>AASB 2010-5</b>	<p>Amendments to Australian Accounting Standards [AASB 1, 3, 4, 5, 101, 107, 112, 118, 119, 121, 132, 133, 134, 137, 139, 140, 1023 &amp; 1038 and Int 112, 115, 127, 132 &amp; 1042]</p> <p>This Standard makes editorial amendments to a range of Australian Accounting Standards and Interpretations. There is no financial impact.</p>
<b>AASB 2010-6</b>	<p>Amendments to Australian Accounting Standards – Disclosures on Transfers of Financial Assets [AASB 1 &amp; 7]</p> <p>This Standard introduces additional disclosure relating to transfers of financial assets in AASB 7. An entity shall disclose all transferred financial assets that are not derecognised and any continuing involvement in a transferred asset, existing at the reporting date, irrespective of when the related transfer transaction occurred. There is no financial impact.</p>

Title	
<b>AASB 2011-1</b>	<p>Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project [AASB 1, 5, 101, 107, 108, 121, 128, 132 &amp; 134 and Int 2, 112 &amp; 113]</p> <p>This Standard, in conjunction with AASB 1054, removes disclosure requirements from other Standards and incorporates them in a single Standard to achieve convergence between Australian and New Zealand Accounting Standards. There is no financial impact.</p>
<b>AASB 2011-5</b>	<p>Amendments to Australian Accounting Standards—Extending Relief from Consolidation, the Equity Method and Proportionate Consolidation [AASB 127, 128 &amp; 131]</p> <p>This Standard extends the relief from consolidation, the equity method and proportionate consolidation by removing the requirement for the consolidated financial statements prepared by the ultimate or any intermediate parent entity to be IFRS compliant, provided that the parent entity, investor or venturer and the ultimate or intermediate parent entity are not-for-profit non-reporting entities that comply with Australian Accounting Standards. There is no financial impact.</p>

## Note 5. Disclosure of changes in accounting policy and estimates

### Future impact of Australian Accounting Standards not yet operative

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

Title		Operative for reporting periods beginning on/ after
<b>AASB 9</b>	<p><b>Financial Instruments</b></p> <p>This Standard supersedes AASB 139 Financial Instruments: Recognition and Measurement, introducing a number of changes to accounting treatments.</p> <p>The Standard was reissued in December 2010. The Authority has not yet determined the application or the potential impact of the Standard.</p>	1 January 2013
<b>AASB 10</b>	<p><b>Consolidated Financial Statements</b></p> <p>This Standard supersedes requirements under AASB 127</p> <p>Consolidated and Separate Financial Statements and Int 112 Consolidation – Special Purpose Entities, introducing a number of changes to accounting treatments.</p> <p>The Standard was issued in August 2011. The Authority has not yet determined the application or the potential impact of the Standard.</p>	1 January 2013
<b>AASB 11</b>	<p><b>Joint Arrangements</b></p> <p>This Standard supersedes AASB 131 Interests in Joint Ventures, introducing a number of changes to accounting treatments.</p> <p>The Standard was issued in August 2011. The Authority has not yet determined the application or the potential impact of the Standard.</p>	1 January 2013



Title		Operative for reporting periods beginning on/ after
<b>AASB 12</b>	<p><b>Disclosure of Interests in Other Entities</b></p> <p>This Standard supersedes disclosure requirements under AASB 127 Consolidated and Separate Financial Statements, AASB 128 Investments in Associates and AASB 131 Interests in Joint Ventures.</p> <p>The Standard was issued in August 2011. The Authority has not yet determined the application or the potential impact of the Standard.</p>	1 January 2013
<b>AASB 13</b>	<p><b>Fair Value Measurement</b></p> <p>This Standard defines fair value, sets out a framework for measuring fair value and requires disclosures about fair value measurements. There is no financial impact.</p>	1 January 2013
<b>AASB 119</b>	<p><b>Employee Benefits</b></p> <p>This Standard supersedes AASB 119 (October 2010). As the Commission does not operate a defined benefit plan, the impact of the changes is limited to measuring annual leave as a longterm employee benefit. The resultant discounting of the annual leave benefit has an immaterial impact.</p>	1 January 2013
<b>AASB 127</b>	<p><b>Separate Financial Statements</b></p> <p>This Standard supersedes requirements under AASB 127 Consolidated and Separate Financial Statements, introducing a number of changes to accounting treatments.</p> <p>The Standard was issued in August 2011. The Authority has not yet determined the application or the potential impact of the Standard.</p>	1 January 2013

Title		Operative for reporting periods beginning on/ after
<b>AASB 128</b>	<p><b>Investments in Associates and Joint Ventures</b></p> <p>This Standard supersedes AASB 128 Investments in Associates, introducing a number of changes to accounting treatments.</p> <p>The Standard was issued in August 2011. The Authority has not yet determined the application or the potential impact of the Standard.</p>	1 January 2013
<b>AASB 1053</b>	<p><b>Application of Tiers of Australian Accounting Standards</b></p> <p>This Standard establishes a differential financial reporting framework consisting of two tiers of reporting requirements for preparing general purpose financial statements. There is no financial impact.</p>	1 July 2013
<b>AASB 2009-11</b>	<p>Amendments to Australian Accounting Standards arising from AASB 9 [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 121, 127, 128, 131, 132, 136, 139, 1023 &amp; 1038 and Int 10 &amp; 12]</p> <p>[Modified by AASB 2010-7]</p>	1 July 2013
<b>AASB 2010-2</b>	<p>Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements [AASB 1, 2, 3, 5, 7, 8, 101, 102, 107, 108, 110, 111, 112, 116, 117, 119, 121, 123, 124, 127, 128, 131, 133, 134, 136, 137, 138, 140, 141, 1050 &amp; 1052 and Int 2, 4, 5, 15, 17, 127, 129 &amp; 1052]</p> <p>This Standard makes amendments to Australian Accounting Standards and Interpretations to introduce reduced disclosure requirements for certain types of entities. There is no financial impact.</p>	1 July 2013

Title		Operative for reporting periods beginning on/ after
<b>AASB 2010-7</b>	<p>Amendments to Australian Accounting Standards arising from AASB 9 (December 2010) [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 120, 121, 127, 128, 131, 132, 136, 137, 139, 1023 &amp; 1038 and Int 2, 5, 10, 12, 19 &amp; 127]</p> <p>This Standard makes consequential amendments to other Australian Accounting Standards and Interpretations as a result of issuing AASB 9 in December 2010. The Authority has not yet determined the application or the potential impact of the Standard.</p>	1 January 2013
<b>AASB 2011-2</b>	<p>Amendments to Australian Accounting Standards arising from the Trans-Tasman Convergence Project–Reduced Disclosure Requirements [AASB 101 &amp; 1054]</p> <p>This Standard removes disclosure requirements from other Standards and incorporates them in a single Standard to achieve convergence between Australian and New Zealand Accounting Standards for reduced disclosure reporting. There is no financial impact.</p>	1 July 2013
<b>AASB 2011-6</b>	<p>Amendments to Australian Accounting Standards–Extending Relief from Consolidation, the Equity Method and Proportionate Consolidation–Reduced Disclosure Requirements [AASB 127, 128 &amp; 131]</p> <p>This Standard extends the relief from consolidation, the equity method and proportionate consolidation by removing the requirement for the consolidated financial statements prepared by the ultimate or any intermediate parent entity to be IFRS compliant, provided that the parent entity, investor or venturer and the ultimate or intermediate parent entity comply with Australian Accounting Standards or Australian Accounting Standards–Reduced Disclosure Requirements. There is no financial impact.</p>	1 July 2013

Title		Operative for reporting periods beginning on/ after
<b>AASB 2011-7</b>	<p>Amendments to Australian Accounting Standards arising from the Consolidation and Joint Arrangements Standards [AASB 1, 2, 3, 5, 7, 9, 2009-11, 101, 107, 112, 118, 121, 124, 132, 133, 136, 138, 139, 1023 &amp; 1038 and Int 5, 9, 16 &amp; 17]</p> <p>This Standard gives effect to consequential changes arising from the issuance of AASB 10, AASB 11, AASB 127 Separate Financial Statements and AASB 128 Investments in Associates and Joint Ventures. The Authority has not yet determined the application or the potential impact of the Standard.</p>	1 January 2013
<b>AASB 2011-8</b>	<p>Amendments to Australian Accounting Standards arising from AASB 13 [AASB 1, 2, 3, 4, 5, 7, 9, 2009-11, 2010-7, 101, 102, 108, 110, 116, 117, 118, 119, 120, 121, 128, 131, 132, 133, 134, 136, 138, 139, 140, 141, 1004, 1023 &amp; 1038 and Int 2, 4, 12, 13, 14, 17, 19, 131 &amp; 132]</p> <p>This Standard replaces the existing definition and fair value guidance in other Australian Accounting Standards and Interpretations as the result of issuing AASB 13 in September 2011. There is no financial impact.</p>	1 January 2013

Title		Operative for reporting periods beginning on/ after
<b>AASB 2011-9</b>	<p>Amendments to Australian Accounting Standards–Presentation of Items of Other Comprehensive Income [AASB 1, 5, 7, 101, 112, 120, 121, 132, 133, 134, 1039 &amp; 1049]</p> <p>This Standard requires to group items presented in other comprehensive income on the basis of whether they are potentially re-classifiable to profit or loss subsequently (reclassification adjustments).</p> <p>The Authority has not yet determined the application or the potential impact of the Standard.</p>	1 July 2012
<b>AASB 2011-10</b>	<p>Amendments to Australian Accounting Standards arising from AASB 119 (September 2011) [AASB 1, 8, 101, 124, 134, 1049 &amp; 2011-8 and Int 14]</p> <p>This Standard makes amendments to other Australian Accounting Standards and Interpretations as a result of issuing AASB 119 Employee Benefits in September 2011. The Authority has not yet determined the application or the potential impact of the Standard.</p>	1 January 2013
<b>AASB 2011-11</b>	<p>Amendments to AASB 119 (September 2011) arising from Reduced Disclosure Requirements</p> <p>This Standard gives effect to Australian Accounting Standards–Reduced Disclosure Requirements for AASB 119 (September 2011). There is no financial impact.</p>	1 July 2013

## Note 6. Employee benefits expense

	2012 \$'000	2011 \$'000
Wages and salaries (see note a)	139,515	127,515
Superannuation—defined contribution plans (see note b)	12,393	11,564
<b>Total</b>	<b>151,908</b>	<b>139,079</b>

Note (a): Includes the value of the fringe benefit to the employee plus the fringe benefits tax component, leave entitlements including superannuation contribution component.

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

Table note: employment on-costs expenses such as workers' compensation insurance are included at note 10 'Other expenses'.

Employment on-costs liability is included at note 23 'Provisions'.

## Note 7. Supplies and services

	2012 \$'000	2011 \$'000
Communications	1,517	1,712
Consultants and contractors	9,481	9,147
Consumables	7,455	6,983
Repairs and maintenance	536	554
Lease rentals (motor vehicles)	3,498	3,646
Travel	779	650
Other	1,473	1,212
<b>Total</b>	<b>24,739</b>	<b>23,904</b>

## Note 8. Depreciation and amortisation expense

	2012 \$'000	2011 \$'000
<b>Depreciation</b>		
Buildings	781	831
Plant and equipment	69	74
Computer equipment	787	756
Medical equipment	21	16
Office equipment	72	79
Leasehold improvements	1,977	1,769
<b>Total depreciation</b>	<b>3,707</b>	<b>3,525</b>
<b>Amortisation</b>		
Intangible assets	1,239	1,169
<b>Total amortisation</b>	<b>1,239</b>	<b>1,169</b>
<b>Total depreciation and amortisation</b>	<b>4,946</b>	<b>4,694</b>

## Note 9. Accommodation expenses

	2012 \$'000	2011 \$'000
Lease rentals	7,045	6,286
Repairs and maintenance	2,925	2,333
Cleaning	499	415
Other	436	484
<b>Total</b>	<b>10,905</b>	<b>9,518</b>



## Note 10. Other expenses

	2012 \$'000	2011 \$'000
Insurance	558	455
Doubtful debts expense	449	2
Employment on-costs (see note)	4,288	2,480
Other	12	22
<b>Total</b>	<b>5,307</b>	<b>2,959</b>

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

## Note 11. User charges and fees

	2012 \$'000	2011 \$'000
Board and lodging	7,997	7,791
<b>Total</b>	<b>7,997</b>	<b>7,791</b>

## Note 12. Commonwealth grants and contributions

	2012 \$'000	2011 \$'000
National Disability Agreement	110,267	94,294
Other	67	114
<b>Total</b>	<b>110,334</b>	<b>94,408</b>

### Note 13. Other revenue

	2012 \$'000	2011 \$'000
Sundry revenue	1,388	1,552
Community Aids Equipment Program	1,712	1,565
Executive Vehicle Scheme Contribution	69	70
Government Employee Housing Authority–employee contribution	65	63
Recoups from disability sector organisations	2,657	1,389
<b>Total</b>	<b>5,891</b>	<b>4,639</b>

### Note 14. Net gain/(loss) on disposal of non-current assets

	2012 \$'000	2011 \$'000
<b>Proceeds from disposal of non-current assets</b>		
Land, building, plant and equipment	-	-
<b>Costs of disposal of non-current assets</b>		
Land, building, plant and equipment	(73)	(365)
<b>Net gain/(loss)</b>	<b>(73)</b>	<b>(365)</b>

## Note 15. Income from State Government

	2012 \$'000	2011 \$'000
<b>Appropriation received during the period:</b>		
Service appropriation (see note a)	532,445	433,245
<b>Total</b>	<b>532,445</b>	<b>433,245</b>
<b>Resources received free of charge</b> (see note b).		
<b>Determined on the basis of the following estimates provided by agencies:</b>		
Health Department	511	636
State Solicitors Office	127	83
Department of Finance	389	333
<b>Total</b>	<b>1,027</b>	<b>1,052</b>
Royalties for regions fund	147	83
<b>Total</b>	<b>533,619</b>	<b>434,380</b>

Note (a): Service appropriations fund the net cost of services delivered. 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.

Note (b): Assets or services received free of charge or for nominal cost, are recognised revenue at fair value of the assets and/or services that can be reliably measured and which would have been purchased if they were not donated. Contributions of assets or services in the nature of contributions by owners are recognised direct to equity.

## Note 16. Restricted cash and cash equivalents

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

	2012 \$'000	2011 \$'000
<b>Current</b>		
Commonwealth grants	1,500	1,100
Other	756	690
<b>Total</b>	<b>2,256</b>	<b>1,790</b>
<b>Non-current</b>		
27th pay provision	4,400	3,900
<b>Total</b>	<b>4,400</b>	<b>3,900</b>
<b>Total</b>	<b>6,656</b>	<b>5,690</b>

## Note 17. Receivables

	2012 \$'000	2011 \$'000
<b>Current</b>		
Receivables	1,898	1,457
Allowance for impairment of receivables	(663)	(233)
Accrued revenue	197	149
GST receivable	1,816	2,098
<b>Total</b>	<b>3,248</b>	<b>3,471</b>
Prepayments	706	1,436
<b>Total</b>	<b>706</b>	<b>1,436</b>
<b>Total Receivables</b>	<b>3,954</b>	<b>4,907</b>
<b>Reconciliation of changes in the allowance for impairment of receivables:</b>		
Balance at start of period	233	231
Doubtful debts expense	430	2
Amounts written off during the period	-	-
Amount recovered during the period	-	-
<b>Balance at end of period</b>	<b>663</b>	<b>233</b>

Table note: The Commission does not hold any collateral or other credit enhancements as security for receivables.

Note 18. Amounts receivable for services  
(Holding Account)

	2012 \$'000	2011 \$'000
Current	-	792
Non-current	28,485	22,557
<b>Total</b>	<b>28,485</b>	<b>23,349</b>

Table note: Represents the non-cash component of service appropriations. It is restricted in that it can only be used for asset replacement or payment of leave liability.

Note 19. Property, plant and equipment

	2012 \$'000	2011 \$'000
<b>Land</b>		
At fair value (see note a next page)	21,534	21,384
<b>Total</b>	<b>21,534</b>	<b>21,384</b>
<b>Buildings</b>		
At fair value (see note b next page)	22,293	21,937
<b>Total</b>	<b>22,293</b>	<b>21,937</b>
<b>Computing equipment</b>		
At cost	8,596	6,431
Accumulated depreciation	(4,862)	(4,075)
<b>Total</b>	<b>3,734</b>	<b>2,356</b>
<b>Medical equipment</b>		
At cost	281	200
Accumulated depreciation	(134)	(112)
<b>Total</b>	<b>147</b>	<b>88</b>
<b>Plant and equipment</b>		
At cost	1,026	959
Accumulated depreciation	(724)	(654)
<b>Total</b>	<b>302</b>	<b>305</b>

	2012 \$'000	2011 \$'000
<b>Office and other equipment</b>		
At cost	538	523
Accumulated depreciation	(360)	(289)
<b>Total</b>	<b>178</b>	<b>234</b>
<b>Leasehold improvements</b>		
At cost	14,465	13,137
Accumulated depreciation	(8,570)	(6,824)
<b>Total</b>	<b>5,895</b>	<b>6,313</b>
<b>Work in progress</b>	<b>3,782</b>	<b>3,015</b>
<b>Total</b>	<b>57,865</b>	<b>55,632</b>

Note (a): Land was re-valued as at 1 July 2011 by the Western Australian Land Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2012 and recognised at 30 June 2012. In undertaking the revaluation, fair value was determined by reference to market values for land: \$17.065 million. For the remaining balance, fair value of land was determined on the basis of depreciated replacement cost.

Note (b): The valuation of buildings was performed in June 2012 in accordance with an independent valuation by John Stranger Partnerships. Fair value has been determined on the basis of depreciated replacement value.

Table note: Reconciliation of the carrying amounts of property, plant and equipment at the beginning and end of the reporting period are set out in the table on the next page.



	Land \$'000	Buildings \$'000	Computing equipment \$'000	Medical equipment \$'000	Plant and equipment \$'000	Office equipment \$'000	Leasehold improvements \$'000	Work in progress \$'000	Total \$'000
<b>2012</b>									
Carrying amount at start of year	21,384	21,937	2,356	88	305	234	6,313	3,015	55,632
Additions	-	-	-	5	-	-	18	5,699	5,722
Disposals	-	-	-	-	-	-	(304)	-	(304)
Depreciation	-	(781)	(787)	(21)	(69)	(72)	(1,977)	-	(3,707)
Transfer between asset classes	220	776	2,165	75	66	16	1,614	(4,932)	-
Revaluation increments/ (decrements)	(70)	361	-	-	-	-	-	-	291
Depreciation on disposals	-	-	-	-	-	-	231	-	231
Carrying amount at end of year	21,534	22,293	3,734	147	302	178	5,895	3,782	57,865

	Land \$'000	Buildings \$'000	Computing equipment \$'000	Medical equipment \$'000	Plant and equipment \$'000	Office equipment \$'000	Leasehold improvements \$'000	Work in progress \$'000	Total \$'000
<b>2011</b>									
Carrying amount at 1 July 2010	21,272	24,294	2,387	104	355	289	6,219	1,963	56,883
Additions	-	-	27	-	24	8	12	3,695	3,766
Disposals	(325)	-	-	-	-	-	(327)	-	(652)
Depreciation	-	(831)	(756)	(16)	(74)	(79)	(1,769)	-	(3,525)
Transfer between classes	-	39	698	-	-	16	1,890	(2,643)	-
Revaluation increments/ (decrements)	437	(1,565)	-	-	-	-	-	-	(1,128)
Depreciation on disposals	-	-	-	-	-	-	288	-	288
Carrying amount at end of year	21,384	21,937	2,356	88	305	234	6,313	3,015	55,632

## Financial statements

## Note 20. Intangible assets

	2012 \$'000	2011 \$'000
<b>Computer software</b>		
At cost	7,272	7,272
Accumulated amortisation	(5,378)	(4,139)
<b>Total</b>	<b>1,894</b>	<b>3,133</b>
<b>Reconciliation:</b>		
<b>Computer software</b>		
Carrying amount at start of year	3,133	3,230
Additions	-	1,072
Amortisation expense	(1,239)	(1,169)
<b>Carrying amount at end of year</b>	<b>1,894</b>	<b>3,133</b>

## Note 21. Impairment of assets

There were no indications of impairment to property, plant and equipment and intangible assets at 30 June 2012.

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

## Note 22. Payables

	2012 \$'000	2011 \$'000
<b>Current</b>		
Trade payables	1,362	557
Accrued expenses	765	446
Accrued salaries	2,958	3,251
<b>Total</b>	<b>5,085</b>	<b>4,254</b>

## Note 23. Provisions

	2012 \$'000	2011 \$'000
<b>Current</b>		
Employee benefits provision:		
Annual leave (see note a)	10,519	8,635
Long service leave (see note b next page)	11,590	10,618
Accrued days off (see note a)	2,431	2,226
Public holidays (see note a)	3,339	2,926
Days off in-lieu (see note a)	30	33
Total	27,909	24,438
Other provisions:		
Employment on-costs (see note c next page)	3,489	3,055
Total	3,489	3,055
<b>Total current</b>	<b>31,398</b>	<b>27,493</b>
<b>Non-current</b>		
Employee benefits provision:		
Long service leave (see note b next page)	5,366	4,980
Total	5,366	4,980
Other provisions:		
Employment on-costs (see note c next page)	622	623
Total	622	623
<b>Total non-current</b>	<b>5,988</b>	<b>5,603</b>

Note (a): Leave liabilities including annual, accrued days off and public holidays have been classified as current as there is no unconditional right to defer settlement for at least 12 months after the reporting period. Assessments indicate that actual settlement of the liabilities will occur as follows:

	2012 \$'000	2011 \$'000
Within 12 months of the end of the reporting period	13,497	10,817
More than 12 months after the reporting period	2,822	3,003
<b>Total</b>	<b>16,319</b>	<b>13,820</b>

Note (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 the end of the reporting period. Assessments indicate that actual settlement of the liabilities will occur as follows:

	2012 \$'000	2011 \$'000
Within 12 months of the end of the reporting period	3,784	3,563
More than 12 months after the reporting period	13,131	12,035
<b>Total</b>	<b>16,915</b>	<b>15,598</b>

Note (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, apart from the unwinding of the discount (finance cost), is disclosed in note 10 'Other expenses'.

## Note 24. Equity

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

### Contributed equity

	2012 \$'000	2011 \$'000
<b>Balance at start of period</b>	<b>17,808</b>	<b>16,843</b>
<b>Contributions by owners</b>		
Capital appropriation	2,072	965
Total contributions by owners	2,072	965
<b>Balance at end of period</b>	<b>19,880</b>	<b>17,808</b>
<b>Reserves</b>		
Asset revaluation surplus		
Balance at start of year	57,467	58,595
Net revaluation increments/ (decrements)		
Land and buildings	291	(1,128)
<b>Balance at end of year</b>	<b>57,758</b>	<b>57,467</b>
<b>Accumulated surplus/(deficit)</b>		
Balance at start of year	(19,251)	(19,323)
Result for the period	372	72
<b>Balance at end of year</b>	<b>(18,879)</b>	<b>(19,251)</b>
<b>Total equity at end of period</b>	<b>58,759</b>	<b>56,024</b>

## Note 25. Notes to the Statement of Cash Flows

### (a) Reconciliation of cash

Cash at the end of the financial year as shown in the Statement of Cash Flows is reconciled to the related items in the Statement of Financial Position as follows:

	2012 \$'000	2011 \$'000
Cash and cash equivalents	2,376	663
Restricted cash and cash equivalents (refer to note 16–page 92)	6,656	5,690
<b>Total</b>	<b>9,032</b>	<b>6,353</b>

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

	2012 \$'000	2011 \$'000
<b>Net cost of services</b>	<b>(533,247)</b>	<b>(434,308)</b>
Non-cash items:		
Depreciation and amortisation expense	4,946	4,694
Resources received free of charge	1,027	1,052
Net (gain)/loss on sale of property, plant and equipment	73	365
(Increase)/decrease in assets:		
Current receivables (see note a)	671	(1,372)
Increase/(decrease) in liabilities:		
Current payables (see note b)	831	1,605
Current provisions	3,905	3,928
Non-current provisions	385	(2,982)
Change in GST in receivables/payables (see note a)	282	115
<b>Net cash provided by/(used in) operating activities</b>	<b>(521,127)</b>	<b>(426,903)</b>

Note (a): This reverses out the GST in receivables and payables.

Note (b): Note that the Australian Taxation Office (ATO) receivable/payable in respect of GST and receivable/payable in respect of the sale/purchase of non-current assets are not included in these items as they do not form part of the reconciling items.



## Note 26. Commitments

	2012 \$'000	2011 \$'000
<b>Non-cancellable operating lease commitments (motor vehicles)</b>		
Commitments for minimum lease payments are payable as follows:		
Within 1 year	1,491	1,749
Later than 1 year and not later than 5 years	1,513	1,705
<b>Total</b>	<b>3,004</b>	<b>3,454</b>
<b>Non-cancellable operating lease commitments (buildings)</b>		
Within 1 year	5,271	5,463
Later than 1 year and not later than 5 years	14,017	14,976
Later than 5 years	1,348	7,503
<b>Total</b>	<b>20,636</b>	<b>27,942</b>

The Commission has entered into a property lease which 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 the minimum lease payments shall be increased by the lower of CPI or 4% per annum. An option exists to renew the lease at the end of the initial term.

## Note 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, the DEC classifies these sites on the basis of risk to human health, the environment and environmental values. The Commission has no sites that are classified as contaminated sites.

## Note 28. Events occurring after the end of the reporting period

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

## Note 29. Explanatory statement

Significant variations between estimates and actual results for 2012 and between the actual results for 2011 and 2012 are shown below. Significant variations are considered to be those greater than 10% or \$5 million.

### Significant variances between estimated and actual result for 2012

Expenses	2012 Estimates \$'000	2012 Actual \$'000	Variance \$'000
Employee benefits expenses (see note a)	143,124	151,908	8,784
Accommodation expenses (see note b)	9,641	10,905	1,264
Expenditure on services provided by funded agencies (see note c next page)	409,483	443,999	34,516
Loss on disposal of non-current assets (see note d next page)	-	73	73
Other expenses (see note e next page)	3,297	5,307	2,010
<b>Income</b>			
Other revenues (see note f next page)	3,000	5,891	2,891
Service appropriation (see note g next page)	486,990	532,445	45,455
Resources received free of charge (see note h next page)	1,298	1,027	(271)

Note (a): Employee benefits expenses (increase of \$8.784 million)  
Reflects wage increase in line with the Public Sector General Agreement, lower vacancy rate and the impact of the actuarial assessment on leave expenses.

Note (b): Accommodation expenses (increase of \$1.264 million)  
reflects increase in lease costs and maintenance of properties.

Note (c): Expenditure on services provided by funded agencies (increase of \$34.516 million) reflects the increase in State funding to disability sector organisations under the recent Sustainable Funding and Contracting with the Not-For-Profit Sector Initiative.

Note (d): Loss on disposal of non-current assets (increase of \$0.073 million) reflects accounting loss on write-down of leasehold improvements for offices no longer leased.

Note (e): Other expenses (increase of \$2.010 million) reflects increased insurance premiums.

Note (f): Other revenue (increase of \$2.891 million) reflects return of grants provided to disability service organisations in prior years and recoup of funds from compensable clients.

Note (g): Service appropriation (increase of \$45.455 million)

	\$'000
Increase represents funding for:	
Sustainable Funding and Contracting with Not-For-Profit Sector Initiative	41,965
Section 25: Department of Treasury (Sustainable Funding & Contracting-Self Managed Individuals)	3,395
Section 25: Department of Education (Therapy Focus and Rocky Bay)	65
District Allowance General Agreement 2010	30
<b>Total</b>	<b>45, 455</b>

Note (h): Resources received free of charge (decrease of \$0.271 million) reflects dental treatment provided to Disability Services Commission clients by the Department of Health (decrease of \$0.424 million), Integrated Procurement Services and Government Accommodation provided by Department of Finance (increase of \$0.079 million) and legal services by the State Solicitor's Office (increase of \$0.074 million).

### Significant variances between actual results for 2011 and 2012

Expenses	2012 Actual \$'000	2011 Actual \$'000	Variance \$'000
Employee benefits expenses (see note a)	151,908	139,079	12,829
Accommodation expense (see note b)	10,905	9,518	1,387
Expenditure on services provided by funded agencies (see note c)	443,999	348,173	95,826
Individual funding and other grants (see note d)	15,592	12,454	3,138
Loss on disposal of non- current assets (see note e next page)	73	365	(292)
Other expenses (see note f next page)	5,307	2,959	2,348
<b>Income</b>			
Commonwealth grants and contributions (see note g next page)	110,334	94,408	15,926
Other revenue (see note h next page)	5,891	4,639	1,252
Service appropriation (see note i next page)	532,445	433,245	99,200

Note (a): Employee benefits expenses (increase of \$12.829 million) reflects wage increase in line with the Public Sector General Agreement, lower vacancy rate and the impact of the Actuarial Assessment on leave expenses.

Note (b): Accommodation expense (increase of \$1.387 million) reflects increase in lease costs and maintenance of properties.

Note (c): Expenditure on services provided by funded agencies (increase of \$95.826 million) increase represents funding as part of the State Liberal Election Commitments, State Growth/Indexation, Commonwealth National Disability Agreement funding and the recent Sustainable Funding and Contracting with Not-For-Profit Sector Initiative.

Note (d): Individual funding and other grants (increase of \$3.138 million) increase represents funding provided as part of the recent Sustainable Funding and Contracting with Not-for-Profit Sector (self-managed individuals).

Note (e): Loss on disposal of non-current assets (decrease of \$0.292 million) reflects accounting loss on write-down of leasehold improvements for offices no longer leased.

Note (f): Other expenses (increase of \$2.348 million) reflects increased insurance premiums.

Note (g): Commonwealth grants and contributions (increase of \$15.926 million)

	\$'000
Increase represents funding for:	
Disability Assistance Package	10,410
Indexation	3,547
Growth (per capita)	1,575
Others	394
<b>Total</b>	<b>15,926</b>

Note (h): Other revenues (increase of \$1.252 million) reflects return of grants provided to disability service organisations in prior years.

Note (i): Service appropriation (increase of \$99.200 million)

	\$'000
Increase in funding for:	
Sustainable Funding and Contracting with Not-For-Profit Sector Initiative	41,965
Accommodation support and preventive services (including election commitments)	27,441
Non-Government Human Services Sector Indexation	13,607
Salary and wages (including Public Sector General Agreement outcomes)	9,374
Section 25: Sustainable Funding and Contracting with the Not-For-Profit Sector Initiative (self managed individuals)	3,395
Cost escalation	2,175
3% efficiency dividend	1,056
Accrual appropriation	308
Section 25: Department of Education (Therapy Focus and Rocky Bay)	65
<b>Total</b>	<b>99,386</b>

Note (i): Service appropriation (increase of \$99.200 million) (continued)

	\$'000
Reduction in funding for:	
Global Savings Measures	113
Section 25: Department of Health (Brightwater Care Group)	73
	186
Net increase	99,200

## Note 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 maximum exposure to credit risk at the end of the reporting period, in relation to each class of recognised financial assets, is the gross carrying amount of those assets inclusive of any allowance for impairment as shown in the table at Note 30(c) 'Financial Instruments Disclosures' and Note 17 '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. At the end of the reporting period there were no significant concentrations of credit risk.

#### 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 sufficient funds are available to meet its commitments.

**Market risk**

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

**(b) Categories of financial instruments**

The carrying amounts of each of the following categories of financial assets and financial liabilities at the end of the reporting period are:

	2012 \$'000	2011 \$'000
<b>Financial assets</b>		
Cash and cash equivalents	2,376	663
Restricted cash and cash equivalents	6,656	5,690
Receivables (see note)	29,720	24,573
<b>Financial liabilities</b>		
Financial liabilities measured at amortised cost	5,085	4,254

Note: The amount of loans and receivables excludes GST recoverable from the ATO (statutory receivable).

**(c) Financial instrument disclosures****Credit risk**

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 end of the reporting period 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.





**(c) Financial instrument disclosures (continued)**  
Aged analysis of financial assets

	Carrying amount \$'000	Past due but not impaired						
		Not past due and not impaired \$'000	Up to 1 month \$'000	1-3 months \$'000	3 months -1 year \$'000	1-5 years \$'000	More than 5 years \$'000	Impaired financial assets \$'000
<b>2012</b>								
Cash and cash equivalents	2,376	2,376	-	-	-	-	-	-
Restricted cash and cash equivalents	6,656	6,656	-	-	-	-	-	-
Receivables (see note)	1,235	128	65	371	290	381	-	663
Amounts receivable for services	28,485	28,485	-	-	-	-	-	-
<b>Total</b>	<b>38,752</b>	<b>37,645</b>	<b>65</b>	<b>371</b>	<b>290</b>	<b>381</b>	<b>-</b>	<b>663</b>
<b>2011</b>								
Cash and cash equivalents	663	663	-	-	-	-	-	-
Restricted cash and cash equivalents	5,690	5,690	-	-	-	-	-	-
Receivables (see note)	1,224	356	204	382	175	107	-	233
Amounts receivable for services	23,349	23,349	-	-	-	-	-	-
<b>Total</b>	<b>30,926</b>	<b>30,058</b>	<b>204</b>	<b>382</b>	<b>175</b>	<b>107</b>	<b>-</b>	<b>233</b>

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

Liquidity risk and interest rate exposure

The following table details the Commission’s interest rate exposure and the contractual maturity analysis for financial assets and financial liabilities. The maturity analysis section includes interest and principal cash flows. The interest rate exposure section analyses only the carrying amount of each item.

Interest rate exposure and maturity analysis of financial assets and financial liabilities

	Weighted average effective interest rate	Carrying amount	Interest rate exposure			Nominal amount	Maturity dates				
			Fixed interest rate	Variable interest rate	Non-interest bearing		Up to 1 month	1–3 months	3 months –1 year	1–5 years	More than 5 years
	%	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>2012</b>											
<b>Financial assets</b>											
Cash and cash equivalents	-	2,376	-	-	2,376	2,376	2,376	-	-	-	-
Restricted cash and cash equivalents	-	6,656	-	-	6,656	6,656	6,656	-	-	-	-
Receivables (see note)	-	1,235	-	-	1,235	1,235	1,235	-	-	-	-
Amounts receivable for services	-	28,485	-	-	28,485	28,485	28,485	-	-	-	-
<b>Total</b>	-	<b>38,752</b>	-	-	<b>38,752</b>	<b>38,752</b>	<b>38,752</b>	-	-	-	-
<b>Financial liabilities</b>											
Payables	-	5,085	-	-	5,085	5,085	5,085	-	-	-	-
<b>Total</b>	-	<b>5,085</b>	-	-	<b>5,085</b>	<b>5,085</b>	<b>5,085</b>	-	-	-	-

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

## Interest rate exposure and maturity analysis of financial assets and financial liabilities

	Weighted average effective interest rate	Carrying amount	Interest rate exposure			Nominal Amount	Maturity dates				
			Fixed interest rate	Variable interest rate	Non-interest bearing		Up to 1 month	1–3 months	3 months –1 year	1–5 years	More than 5 years
	%	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>2011</b>											
<b>Financial assets</b>											
Cash and cash equivalents	-	663	-	-	663	663	663	-	-	-	-
Restricted cash and cash equivalents	-	5,690	-	-	5,690	5,690	5,690	-	-	-	-
Receivables (see note)	-	1,224	-	-	1,224	1,224	1,224	-	-	-	-
Amounts receivable for services	-	23,349	-	-	23,349	23,349	23,349	-	-	-	-
<b>Total</b>	-	<b>30,926</b>	-	-	<b>30,926</b>	<b>30,926</b>	<b>30,926</b>	-	-	-	-
<b>Financial liabilities</b>											
Payables	-	4,254	-	-	4,254	4,254	4,254	-	-	-	-
<b>Total</b>	-	<b>4,254</b>	-	-	<b>4,254</b>	<b>4,254</b>	<b>4,254</b>	-	-	-	-

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

# Financial statements

### Fair values

All financial assets and liabilities recognised in the Statement of Financial Position, whether they are carried at cost or fair value, are recognised at amounts that represent a reasonable approximation of fair value unless otherwise stated in the applicable notes.

## Note 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:

	\$	2012	2011
0–10,000		8	9
10,001–20,000		-	1
30,001–40,000		1	1
Total		9	11

	\$'000	\$'000
The total remuneration of the members of the accountable authority	57	73

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:

	\$	2012	2011
20,001– 30,000	-	2	
110,001–120,000	2	-	
120,001–130,000	-	1	
140,001–150,000	1	1	
150,001–160,000	2	4	
160,001–170,000	1	2	
170,001–180,000	3	-	
180,001–190,000	2	1	
340,001–350,000	-	1	
380,001–390,000	1	-	
<b>Total</b>		<b>12</b>	<b>12</b>

	\$'000	\$'000
The total remuneration of senior officers	2,133	1,800

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.

### Note 32. Remuneration of auditor

Remuneration paid or payable to the Auditor General in respect of the audit for the current financial year is as follows:

	2012 \$'000	2011 \$'000
Auditing the accounts, financial statements and performance indicators	93	88

### Note 33. Affiliated bodies

The following organisations received more than half their funding and resources from the Commission but are not subject to operational control by the Commission.

Name of Organisation	2012 \$'000	2011 \$'000
ATLAS Inc	58	60
Autism Association of WA Inc.	23,534	16,866
Belmont Districts Family and Individual Support Association Inc.	81	67
BGSR Pty Ltd Supported Accommodation Services	3,741	3,210
Blind Citizens WA Inc.	22	18
Community Living Association (formerly Lower Great Southern CLA)	7,549	5,343
Crosslinks Inc.	5,334	4,478
Development Disability Council of WA	273	633
Directions Family Support Association (ex Heritage I&FSA)	1,972	1,405
ELBA Inc.	6,369	5,186
Enable Southwest Inc (formerly SWFSA)	6,237	3,866
Family Support WA Inc (formerly Landsdale Family Support Association)	1,853	1,386
Goldfields Individual and Family Support Association Inc.	3,305	2,692
Headwest (Brain Injury Association of WA Inc.)	389	302
i.d.entity.w.a.	19,620	15,100
Inclusion WA Inc. (formerly Recreation and Sport Network Inc.)	1,307	1,251
Interchange Inc.	4,170	2,673
ISADD WA Pty Ltd	830	768
Kalparrin Centre (PMH)	468	205
Kids Camp's Inc.	226	233
Kimberley Individual & Family Support Association	1,814	1,545
Kira Inc.	1,364	1,100
Lifeplan Recreation and Leisure Association Inc.	853	749
Lower Great Southern Family Support Association	2,409	1,693
Mandurah Disabled Support & Recreational Respite Inc.	37	31
Midway Community Care Inc.	4,936	3,107
Midwest Community Living Association Inc.	1,904	1,753



Name of Organisation	2012 \$'000	2011 \$'000
Mosaic Community Care Inc.	7,309	5,363
My Place (WA) Pty Ltd	19,569	15,227
NASCHA Inc.	1,490	1,244
Nulsen Haven Association Inc.	23,221	18,808
Peel Community Living Inc.	3,689	2,806
People Actively Committed Together	622	506
People with Disabilities	519	349
Phylos Inc	699	541
Pilbara and Kimberley Care (formerly Pilbara Homecare Service)	165	1,148
PLEDG Inc.	204	185
Rocky Bay Inc.	21,320	15,948
SECCA	309	219
Senses Foundation	6,127	4,328
Southern Cross Care (WA) Inc.	159	156
Spina Bifida Association	202	331
Strive Warren Blackwood Inc.	1,009	568
Teem Treasure Pty Ltd	3,106	2,706
TeenSpirit Inc.	61	51
The Centre for Cerebral Palsy	36,955	27,462
Therapy Focus Inc.	13,383	10,540
Transition and Integration Services Pty Ltd	3,495	3,187
Upper Great Southern Family Support Association	1,202	633
Valued Independent People	5,087	3,414
Vemvane Inc.	505	418
WA Blue Sky Inc.	2,680	1,925
We Can Community Services Pty Ltd	1,982	1,549
Wheatbelt Individual and Family Support Association	1,577	731

## Note 34. Supplementary financial information

	2012 \$'000	2011 \$'000
<b>Write-offs</b>		
Debts due to the State, written off during the financial year	19	Nil
<b>Losses through theft, defaults and other causes</b>		
Losses of public moneys and public and other property through theft or default	Nil	Nil
Amounts recovered	Nil	Nil
<b>Gifts of public property</b>		
Gifts of public property provided by the Commission	Nil	Nil

Note 35. Schedule of income and expenses by service

	Accommodation support services		Individual support		Individual coordination		Family and carer support		Community access and inclusion		Total	
	\$'000	2012	2011	2012	2011	2012	2011	2012	2011	2012	2011	\$'000
<b>Cost of services</b>												
<b>Expenses</b>												
Employee benefits expenses	101,770	94,424	23,388	18,676	16,821	3,855	3,262	1,084	1,184	151,908	139,079	
Supplies and services	14,781	14,712	4,370	3,187	3,130	1,054	1,139	304	553	24,739	23,904	
Depreciation and amortisation expense	2,875	2,754	1,360	-	-	571	580	-	-	4,946	4,694	
Accommodation expense	6,109	5,224	1,749	2,079	1,842	719	703	-	-	10,905	9,518	
Expenditure on services provided by funded agencies	258,103	204,213	134,638	-	-	51,258	43,056	-	-	443,999	348,173	
Individual funding and other grants	4,533	4,375	2,894	2,101	1,017	6,048	4,168	-	-	15,592	12,454	
Loss on disposal of non-current assets	43	214	106	-	-	8	45	-	-	73	365	
Other expenses	3,085	1,730	864	-	-	613	365	-	-	5,307	2,959	
<b>Total cost of services</b>	<b>391,299</b>	<b>327,646</b>	<b>174,613</b>	<b>26,043</b>	<b>22,810</b>	<b>64,126</b>	<b>53,318</b>	<b>1,388</b>	<b>1,737</b>	<b>657,469</b>	<b>541,146</b>	

## Financial statements

Note 35. Schedule of income and expenses by service (continued)

	Accommodation support services \$'000		Individual support \$'000		Individual coordination \$'000		Family and carer support \$'000		Community access and inclusion \$'000		Total \$'000	
	2012	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012	2011
<b>Income</b>												
User charges and fees	7,997	7,791	-	-	-	-	-	-	-	-	7,997	7,791
Commonwealth grants and contributions	65,757	57,162	29,303	23,661	4,370	3,982	10,761	9,300	143	303	110,334	94,408
Other revenues	3,511	2,809	1,565	1,162	233	196	575	457	7	15	5,891	4,639
Total income other than income from State Government	77,265	67,762	30,868	24,823	4,603	4,178	11,336	9,757	150	318	124,222	106,838
<b>Net cost of services</b>	<b>314,034</b>	<b>259,884</b>	<b>143,745</b>	<b>110,812</b>	<b>21,440</b>	<b>18,632</b>	<b>52,790</b>	<b>43,561</b>	<b>1,238</b>	<b>1,419</b>	<b>533,247</b>	<b>434,308</b>
<b>Income from State Government</b>												
Service appropriation	317,322	262,320	141,409	108,581	21,091	18,272	51,932	42,680	691	1,392	532,445	433,245
Resources received free of charge	612	637	273	264	41	44	100	104	1	3	1,027	1,052
Regional community	88	50	39	21	6	4	14	8	-	-	147	83
<b>Total income from State Government</b>	<b>318,022</b>	<b>263,007</b>	<b>141,721</b>	<b>108,866</b>	<b>21,138</b>	<b>18,320</b>	<b>52,046</b>	<b>42,792</b>	<b>692</b>	<b>1,395</b>	<b>533,619</b>	<b>434,380</b>
<b>Surplus/(deficit) for the period</b>	<b>3,988</b>	<b>3,123</b>	<b>(2,024)</b>	<b>(1,946)</b>	<b>(302)</b>	<b>(312)</b>	<b>(744)</b>	<b>(769)</b>	<b>(546)</b>	<b>(24)</b>	<b>372</b>	<b>72</b>

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

### Note 36. Indian Ocean Territories

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

	2012 \$'000	2011 \$'000
Opening balance 1 July 2011	30	-
Receipt from Commonwealth	67	114
Expenditure	(78)	(84)
Closing balance 30 June 2012	19	30

## 4.2 Performance indicators

### **Certification of Performance Indicators for the year ended 30 June 2011.**

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 2011.



**Bruce Langoulant**  
**Chairperson**  
**Disability Services Commission Board**

7 September 2012



**Shayne Silcox**  
**Deputy Chairperson**  
**Disability Services**  
**Commission Board**



Auditor General

## Independent auditor's report

### To the Parliament of Western Australia DISABILITY SERVICES COMMISSION

### Report on the Financial Statements

I have audited the accounts and financial statements of the Disability Services Commission.

The financial statements comprise the Statement of Financial Position as at 30 June 2012, the Statement of Comprehensive Income, Statement of Changes in Equity and Statement of Cash Flows for the year then ended, and Notes comprising a summary of significant accounting policies and other explanatory information.

### Board's Responsibility for the Financial Statements

The Board is responsible for keeping proper accounts, and the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards and the Treasurer's Instructions, and for such internal control as the Board determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

### Auditor's Responsibility

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the financial statements based on my audit. The audit was conducted in accordance with Australian Auditing Standards. Those Standards require compliance with relevant ethical requirements relating to audit engagements and that the audit be planned and performed to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Commission's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by the Board, as well as evaluating the overall presentation of the financial statements.



## Independent auditor's report (continued)

I believe that the audit evidence obtained is sufficient and appropriate to provide a basis for my audit opinion.

### Opinion

In my opinion, the financial statements are based on proper accounts and present fairly, in all material respects, the financial position of the Disability Services Commission at 30 June 2012 and its financial performance and cash flows for the year then ended. They are in accordance with Australian Accounting Standards and the Treasurer's Instructions.

### Report on Controls

I have audited the controls exercised by the Disability Services Commission during the year ended 30 June 2012.

Controls exercised by the Disability Services Commission are those policies and procedures established by the Board to ensure 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.

### Board's Responsibility for Controls

The Board is responsible for maintaining an adequate system of internal control to ensure that the receipt, expenditure and investment of money, the acquisition and disposal of public and other property, and the incurring of liabilities are in accordance with the Financial Management Act 2006 and the Treasurer's Instructions, and other relevant written law.

### Auditor's Responsibility

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the controls exercised by the Disability Services Commission based on my audit conducted in accordance with Australian Auditing and Assurance Standards.

An audit involves performing procedures to obtain audit evidence about the adequacy of controls to ensure that the Commission complies with the legislative provisions. The procedures selected depend on the auditor's judgement and include an evaluation of the design and implementation of relevant controls.

I believe that the audit evidence obtained is sufficient and appropriate to provide a basis for my audit opinion.

### Opinion

In my opinion, the controls exercised by the Disability Services Commission are sufficiently adequate to 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 during the year ended 30 June 2012.

## Report on the Key Performance Indicators

I have audited the key performance indicators of the Disability Services Commission for the year ended 30 June 2012.

The key performance indicators are the key effectiveness indicators and the key efficiency indicators that provide information on outcome achievement and service provision.

### Board's Responsibility for the Key Performance Indicators

The Board is responsible for the preparation and fair presentation of the key performance indicators in accordance with the Financial Management Act 2006 and the Treasurer's Instructions and for such controls as the Board determines necessary to ensure that the key performance indicators fairly represent indicated performance.

### Auditor's Responsibility

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the key performance indicators based on my audit conducted in accordance with Australian Auditing and Assurance Standards.

An audit involves performing procedures to obtain audit evidence about the key performance indicators. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the key performance indicators. In making these risk assessments the auditor considers internal control relevant to the Board's preparation and fair presentation of the key performance indicators in order to design audit procedures that are appropriate in the circumstances. An audit also includes evaluating the relevance and appropriateness of the key performance indicators for measuring the extent of outcome achievement and service provision.

I believe that the audit evidence obtained is sufficient and appropriate to provide a basis for my audit opinion.

### Opinion

In my opinion, the key performance indicators of the Disability Services Commission are relevant and appropriate to assist users to assess the Commission's performance and fairly represent indicated performance for the year ended 30 June 2012.

### Independence

In conducting this audit, I have complied with the independence requirements of the Auditor General Act 2006 and Australian Auditing and Assurance Standards, and other relevant ethical requirements.

## **Matters Relating to the Electronic Publication of the Audited Financial Statements and Key Performance Indicators**

This auditor's report relates to the financial statements and key performance indicators of the Disability Services Commission for the year ended 30 June 2012 included on the Commission's website. The Commission's management is responsible for the integrity of the Commission's website. This audit does not provide assurance on the integrity of the Commission's website. The auditor's report refers only to the financial statements and key performance indicators described above. It does not provide an opinion on any other information which may have been hyperlinked to/from these financial statements or key performance indicators. If users of the financial statements and key performance indicators are concerned with the inherent risks arising from publication on a website, they are advised to refer to the hard copy of the audited financial statements and key performance indicators to confirm the information contained in this website version of the financial statements and key performance indicators.



**COLIN MURPHY**  
**AUDITOR GENERAL**  
**FOR WESTERN AUSTRALIA**

Perth, Western Australia  
13 September 2012



## Outcomes and services

The table below shows the outcomes and services for which the Disability Services Commission was funded in 2011–2012.

They link to the State Government goal: results-based service delivery—greater focus on achieving results in key service delivery areas for the benefit of all West Australians.

Commission's desired outcomes	Services	Service areas
People with disability access quality services and supports that enhance their personal independence and community participation	<b>Service 1:</b> Accommodation support	<ul style="list-style-type: none"> <li>• Hostel residential</li> <li>• Community residential</li> <li>• Supported community living</li> </ul>
	<b>Service 2:</b> Individual support	<ul style="list-style-type: none"> <li>• Disability professional services</li> <li>• Day options (including post-school options)</li> </ul>
	<b>Service 3:</b> Individual coordination	<ul style="list-style-type: none"> <li>• Local Area Coordination (provides information, advocacy, referral and support)</li> </ul>
The role of family, friends and carers is actively supported and the importance of their role is recognised	<b>Service 4:</b> Family and carer support	<ul style="list-style-type: none"> <li>• Family support and respite</li> </ul>
The West Australian community's understanding and inclusion of people with disability is enhanced	<b>Service 5:</b> Community access and inclusion	<ul style="list-style-type: none"> <li>• Access and community education</li> </ul>

## Performance information

### Key effectiveness indicators

Effectiveness indicators provide information on the extent to which the results of the Commission's programs have contributed to the achievement of its desired outcomes. The Commission uses a range of effectiveness measures. These include take-up rate, consumer satisfaction, service quality assurance assessments, monitoring the balance in accommodation service types and performance benchmarking for Local Area Coordination.

#### 1. Take-up rate

The take-up rate for services is a measure per 1,000 of the estimated proportion of the potential population accessing disability services in Western Australia. This is in line with the measure adopted by the National Disability Agreement.

The West Australian take-up rate is 388 service users per 1,000 people with severe and/or profound disability and is just over five per cent higher than last year. This means the availability of disability services has increased for West Australians with disability.

Outcome/s	Description	2008 -09	2009 -10	2010 -11	2011 -12	2011 -12 Target	Variation from target	2010 - 11 Variation
People with disability access quality services and supports								
The role of family, friends and carers is actively supported and the importance of their role is recognised	Take-up rate per 1,000 <b>Services 1-4</b>	287	302	368	388	310	25.2%	5.4%

**Note:** The rate for 2010-11 has been re-calculated using the 2009 estimated WA population with severe and profound disability (0-64 years) as the denominator to reflect a true increase in service reach from 2010-11 to 2011-12. The denominator is derived from 71,600 in 2003 and 60,300 in 2009 and is taken from the Survey of Disability, Ageing and Carers (ABS).

The Commission's service reach increased by 1,150 service users from the previous year and there was a decrease in the estimated WA population (0-64 years) with severe or profound disability. This decrease was not anticipated when the target was set and has accounted for the notable increase from the target.

## 2. Consumer satisfaction with services

The Commission measures effectiveness on the basis of service users' attitudes toward satisfaction with services. This data is taken from the Commission's consumer survey conducted annually by an independent market research company contracted by the Commission.

A total of 1,421 individuals with disability or their carers were contacted to participate in a structured telephone interview. The sample was stratified to ensure it contained individuals representing users across all services funded by the Commission. A total of 745 interviews were completed (52 per cent response rate) and the results provide an overall confidence interval of +/- 3.5 per cent at the 95 per cent level.

Outcome/s	Description	2009 -10	2010 -11	2011 -12	2011 -12 Target	Variation from Target	2010 -11 Variation
People with disability access quality services and supports	Aggregated satisfaction for <b>Services 1 to 3</b>	81%	79%	81%	85%	4%	2%
The role of family, friends and carers is actively supported and the importance of their role is recognised	<b>Service 4:</b> satisfaction with family and carer support	82%	89%	86%	85%	1%	3%
The West Australian community's understanding and inclusion of people with disability is enhanced	<b>Service 5:</b> satisfaction with social inclusion and community acceptance	n/a See note	74%	74%	65%	9%	0%

**Note:** Social inclusion and community acceptance satisfaction data for 2009–2010 is unavailable for comparison because the consumer survey was previously conducted biennially.



Overall consumer satisfaction remained stable despite variations within the individual services.

The aggregated satisfaction score which reports against the target set under Outcome One in the Budget Papers comprises satisfaction with accommodation support (Service 1), individual support (Service 2) and individual coordination (Service 3) and has a confidence interval of  $\pm 3.2$  per cent at the 95 per cent level.

Satisfaction with family and carer support increased on the previous year and has a confidence interval of  $\pm 5.2$  per cent at the 95 per cent level.

Satisfaction with social inclusion and community acceptance has a confidence interval of  $\pm 3.1$  per cent at the 95 per cent level and was nine per cent higher than its target. As this was a relatively new measure in the consumer survey, a modest baseline target was set and will be revised for subsequent years based on the obtained results.

### 3. Compliance with Disability Access and Inclusion Plans

Compliance data is collected from government departments that are required to have a Disability Access and Inclusion Plan (DAIP). They are key stakeholders and participants in the Commission's efforts to meet the State Government's outcome of enhancing the West Australian community's understanding and inclusion of people with a disability.

Outcome/s	Description	2010 -11	2011 -12	2011 -12 Target	Variation from target	2010 -11 Variation
The West Australian community's understanding and inclusion of people with disability is enhanced	Percentage of State government agencies and local governments that have lodged Disability Access and Inclusion Plans with the Commission	98%	89%	100%	11%	9%

The majority of public authorities have completed or are approaching the end of the first five-yearly cycle of developing and implementing DAIPs. The drop in compliance is a result of public authorities currently reviewing their DAIPs and their inability to lodge their DAIP before the due date. The Commission is working with these public authorities to assist in the preparation of new DAIPs and to achieve high levels of compliance.

#### 4. Quality of service

The measure of service quality is based on the percentage of independently assessed service points that meet the required nine Disability Services Standards. These standards specify the level of quality expected of services. Reporting the proportion of service points that meet these standards provides a measure of the effectiveness of services funded and provided by the Commission.

Outcome/s	Description	2010 -11	2011 -12	2011 -12 target	Variation from target	2010 -11 Variation
People with disability access quality services and supports	Percentage of service points that met all nine independently assessed quality assurance standards	76%	63%	70%	7%	13%
The role of family, friends and carers is actively supported and the importance of their role is recognised						

Service points are individual services provided by organisations.

A new and more rigorous Quality Management Framework approach was introduced in 2010-2011. One of the consequences has been that this performance indicator has become more sensitive to issues of quality than in previous years. This has caused significant variation between years on this indicator because even small deviations from quality are identified.

Quality is evaluated for a sample of service points each year and in 2011-2012 the more rigorous approach discerned the quality of the particular sample chosen was less than would normally be expected. Of those service points considered not satisfactory on this performance indicator in 2011-2012, the majority (96 per cent) satisfied at least seven of the nine prescribed standards. The effect of the variability in this indicator between years will be assessed in future setting of targets.

### 5. Ratio of service users in hostels to other community accommodation

The ratio of service users in hostels to other community accommodation is a comparison of service users in hostels against community accommodation users. The ratio is calculated by dividing the number of accommodation users in hostels during the year by the number of accommodation users in other accommodation options (non-hostel) during the year. The intention is to monitor the distribution of service users between more intensive accommodation and less intensive community options.

Outcome/s	Service Type	2009 -10	2010 -11	2011 -12	2011 -12 target	Variation from target	Variation from 2010 - 11
People with disability access quality services and supports	Service 1: Accommodation support services	1:8	1:9	1:10	1:7	43%	11%

The shift towards a higher proportion of service users in community accommodation reflects the priority given to increasing community-based accommodation alternatives while maintaining hostel capacity.

With the increasing uptake of community-based care options, the Commission will be reviewing the target accordingly.

## 6. Percentage of service users in receipt of more than three months of full coordination services who have a shared agreement

This figure measures the effectiveness of Local Area Coordination in meeting the required benchmark to develop a shared agreement with Local Area Coordination service users. Local Area Coordinators are required to complete a shared agreement within three months of a new contact with a person with disability and their family.

This figure represents the percentage of service users in receipt of more than three months of full coordination services who had a current shared agreement during the collection period.

Outcome/s	Service Type	2010 -11	2011 -12	2011 -12 target	Variation from target	Variation from 2010 -11
People with disability access quality services and supports						
The role of family, friends and carers is actively supported and the importance of their role is recognised	Service 3: Individual coordination	90%	90%	91%	1%	0%

The Commission continues to maintain its high standard of individual coordination with 90 per cent of service users receiving full coordination services and reported being on a current shared agreement in a timely manner.

## Efficiency indicators

Key efficiency indicators monitor the relationship between the resources provided for each service and the services delivered. This input/service relationship places the focus on key services the Commission delivers to its service users. The Commission has two efficiency indicators: average cost of service outputs and the hourly funding benchmark.

### 1. Average cost of service outputs

The first indicator measures the average cost per service user (or project) for each service and compares these with targets for the current year and baseline year.

Services	Average Cost		Target	Variation from Target	Variation from 2010–11
	2009–10 (see note a)	2010–11			
Accommodation support (\$/service user year)	\$97,685	\$104,914	\$117,155	\$103,843	12.8%
Individual support (\$/service user)	\$7,162	\$8,143	\$9,815	\$7,757	26.5%
Local Area Coordination (\$/registered service user)	\$2,614	\$2,461	\$2,757	\$2,920	5.6%
Local Area Coordination (\$/service contact) (see note b)	\$71	\$72	\$62	\$74	16.2%
Family and carer support (\$/service user)	\$10,594	\$11,018	\$13,796	\$11,858	16.3%
Community access and inclusion (\$/project)	\$11,077	\$11,979	\$10,206	\$12,977	21.4%

Note (a): The data from 2009–2010 differs from those reported in previous reports as they have been recalculated due to changes in the reporting framework from four to five service areas.

Note (b): The average cost per Local Area Coordination service contact is derived by subtracting the cost of hours spent by Local Area Coordinators and managers on information and advocacy from the total Local Area Coordination budget. A sub-total for information and advocacy is derived from this and then divided by the total number of information and advocacy contacts.

# Performance indicators

The cost per user for accommodation support, individual support, and family and carer support increased due to disability sector organisations receiving an additional 15 per cent of funding through Component 1 of the initiative for sustainable funding and contracting with the not-for-profit sector. This was intended to address long-term issues in the cost of delivering services rather than to increase the number of service users.

The targets were set for the 2010-2011 budget submission prior to the Component 1 payments being finalised and do not reflect the resulting increased average cost per user.

Additional factors contributing to variations are discussed below:

- Individual support increased above the Component 1 cost increase due to there being fewer service users than anticipated combined with an increased proportion of clients requiring more complex services attributed to the ageing of service users and carers.
- Local Area Coordination (registered service users) shows a variation from 2010-2011 which is caused by a lower than trend average cost for 2010-2011. The 2011-2012 figure is consistent with the long-term trend.
- Local Area Coordination (service contacts) shows a reduced average cost compared to 2010-2011 due to a decrease in contacts and contact time.
- Family and carer support cost increase above the Component 1 variation is a result of a decrease in service users and the complexity of services required by an ageing population of service users and carers.
- Community access and inclusion shows a 14.8 per cent variation from the previous year and 21.4 per cent variation from target due to a lower number of community projects.



## 2. Hourly funding benchmarks

The second indicator is the hourly funding benchmark. The funding benchmark is the service cost per hour that represents value for money. The percentage of services operating within these benchmarks provides an appropriate measure of fiscal efficiency.

Services	Percentage of services within hourly funding benchmark rate		Target 2011–12	Variation from Target	Variation from 2010–11
	2010–11	2011–12			
Accommodation support	80%	85%	90%	5%	5%
Individual support	48%	61%	85%	24%	13%
Family and carer support	89%	91%	90%	1%	2%

The variation from the previous year's performance against the hourly funded benchmark is not significant for accommodation support and family and carer support, both of which are calculated as the median hourly rate within a cost range.

In contrast, the benchmark rate for individual support incorporates a minimum hourly cost as the benchmark for two services (Alternatives to Employment and Post-School Options) which has less flexibility and results in a smaller proportion meeting the benchmark.

While less than the target, there was a 13 per cent improvement for individual support services on the previous year as a result of improved efficiency. As this reporting framework is currently in its second year of implementation, the Commission will be reviewing the target accordingly.

## 4.3 Other financial disclosures

### 4.3.1 Pricing policies of services provided

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

### 4.3.2 Capital works

The Commission completed the following major projects in 2011–2012:

- established a Local Area Coordination office in Fitzroy Crossing
- refurbished Local Area Coordination offices in Manjimup and Marangaroo
- established a new group home in Morley
- refurbished group homes in Bentley and Mirrabooka
- increased the capacity of group homes in Maddington and Mandurah.

The following major projects are in progress:

- redevelopment of the Bedford emergency accommodation facility
- refurbishment of the East Victoria Park office
- fit-out of new Local Area Coordination offices in Busselton, Cannington, Katanning and Karratha.

### 4.3.3 Employment and industrial relations

#### Staff profile

During 2011–2012, the Commission had an employment level of 1,676 full-time equivalents (FTE). This represents an increase of three FTE (0.2 per cent) from the previous year. The total FTE for the Commission has increased by about eight per cent since 2007–2008.

A total of 429 employment contracts were issued by the Commission in 2011–2012.

The appointments comprised:

- 173 permanent contracts
- 178 fixed term contracts
- 78 casual contracts.

Comparative staffing levels for the various occupational categories of staff between 2007–2008 and 2011–2012 are outlined in the table below.



## FTE staff growth by occupational category and area 2007–2012

	Financial years					
	2007–08	2008–09	2009–10	2010–11	2011–12	% change
Social trainers/client assistants	842	856	911	916	887	-3.2%
Registered nurses	18	18	19	20	18	-10%
Enrolled nurses/nursing assistants	7	6	5	0	0	0%
Support workers	74	73	78	78	75	-3.8%
Direct care (PSA – see note)	269	299	293	283	304	7.4%
Total direct care	1,210	1,252	1,306	1,297	1,284	-1%
Administrative	336	333	375	375	392	4.5%
Total	1,546	1,585	1,681	1,672	1,676	8%

Note: Public Service Award direct care staff includes allied health staff, Local Area Coordinators etc.

## Equal employment opportunity and diversity

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

### Demographic characteristics—participation by employment type as at 30 June 2012

Participation rates	Male	Female	Culturally and linguistically diverse backgrounds	Aboriginal and Torres Strait Islander people	People with disability
Permanent F/T	496	781	150	6	32
Permanent P/T	40	362	35	4	17
Fixed Term F/T	26	72	6	0	5
Fixed Term P/T	5	45	3	0	3
Casual	29	133	15	1	3
Sessional (Other)	22	37	8	0	1
Other					
<b>Total</b>	<b>618</b>	<b>1430</b>	<b>217</b>	<b>11</b>	<b>61</b>

The table below compares the Commission's workforce to the Public Sector workforce and the West Australian community composition in relation to the different equity groups. The Commission's Equity and Diversity Management Plan 2011–2014 details strategies to achieve key objectives and reach its equity and diversity targets.

### Equal employment opportunity and diversity

Equity group	Per cent of WA Public Sector workforce 2011	Per cent of Commission workforce at 30 June 2011	Per cent of Commission workforce at 30 June 2012
People with disability	2.8	3.5	3.6
Youth	6.2	5.2	3.6
Aboriginal and Torres Strait Islander people	2.4	1.1	0.6
People from culturally diverse backgrounds	11.9	13.5	18.7

Note: Workforce is based on total staff employed by the Commission as at 30 June 2011

## Aboriginal employment strategy

The Commission has developed an Aboriginal employment strategy. The key focus is to ensure that the Commission is able to increase Aboriginal staffing levels by exploring alternative employment options, promoting and understanding Aboriginal culture, and building stronger Aboriginal community networks and partnerships. This year, the Commission commenced a review of the strategy to ensure its effectiveness and to promote momentum.

## Workforce trends

Current indicators	2008–09	2009–10	2010–11	2011–12
Staff headcount as at 30 June 2012	2,157	2,191	2,140	2,048
New permanent staff	222	204	158	173
Staff turnover	10.5%	10.5%	10.5%	10.9%
Annual average staffing level	1,585	1,681	1,672	1,676
Industrial disputes—days lost	0	0	0	0
Average accrued annual leave in days	18.9	18.08	19.36	19.5
Average accrued long service leave in days	12.2	12.3	11.59	11.5
Average sick leave taken in days (see note)	10.5	12.3	12.54	13
Overtime in hours/FTE	100	73	66	63

Note: Average sick leave taken (includes sick leave, carers leave and unplanned personal leave).

## Workforce planning

The Commission is a versatile organisation that comprises a number of specialist and unique services and needs an equally diverse and multifaceted workforce. Workforce planning is designed to:

- assist managers and senior leaders within the Commission in considering key workforce risks and issues (through workforce data, scenarios and internal/external analysis)
- develop strategies to address risks and issues to support business needs both now and into the future.

The Commission Workforce Planning Framework details the systems, structure, processes and people that are involved in this process. Directorates develop individual directorate workforce plans. The workforce plans for this year have been endorsed and the implementation of these strategies is underway.

Some of the significant workforce issues for the Commission include:

- an ageing workforce
- the retention of corporate knowledge and capability (succession planning)
- mobility and professional development
- segmented workforce (by skill, classification, structure and work)
- retention of staff in critical roles.

Some initiatives recently undertaken include:

- application of a capability framework
- development of a training and development framework
- development of two online training packages—staff induction and accountable and ethical decision-making
- enhancement of selection processes and systems.

## Employee relations and change

### Employee Relations

The Commission has a range of occupational groups including social trainers, administration staff, Local Area Coordinators, professional therapists, support workers and registered nurses. The composition of the Commission's workforce creates a diverse range of challenges and opportunities for the employee relations team.

During the year, the employee relations team provided advice, training and support to managers and employees on a broad range of issues, including:

- interpretation of awards, agreements and employment legislation
- performance management, including suspected breaches of discipline
- managing incapacitated employees

- Code of Personal Conduct and the Code of Ethics
- change management
- managing employees who are absent without leave
- grievance management, formal and informal disputes and discrimination and harassment
- deployment and redeployment
- flexible working arrangements
- work value claims and classification matters.

Training sessions were held in 2011–2012 to roll out the guides for performance management and absence management.

### Workplace bargaining and advocacy

In 2011–2012, the employee relations team represented the Commission in the following matters:

- the registration of the Registered Nurses–Australian Nursing Federation–Disability Services Commission Industrial Agreement 2010 covering about 25 registered nurses
- one individual matter brought before the State Administrative Tribunal in relation to alleged racial discrimination
- three individual matters brought before the Western Australian Industrial Relations Commission in relation to access to employee entitlements, employment conditions and change management.

The Commission is preparing for subsequent rounds of negotiations for support workers.

### Workplace change

A number of directorates within the Commission received assistance to support continuous improvement. Consultation and facilitation were provided during times of organisational change to ensure that transitions were effectively managed, in accordance with industrial requirements.

## 4.4 Governance disclosures

### Contracts with senior officers

There have been no declarations of any interest in any existing or proposed contracts to senior officers.

As part of its governance framework, the Commission has in place, policy and operational procedures related to conflicts of interest. These require 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 outside their employment contract. Any conflicts of interest must be identified and addressed by the applicant in his or her submission to the Executive Director of Corporate Services. All applicants must seek approval on at least an annual basis.

## 4.5 Other legal requirements

### 4.5.1 Expenditure on advertising, market research, polling and direct mail

In accordance with section 175ZE of the Electoral Act 1907, the Commission incurred a total of \$133,914 in relation to advertising, market research, polling, direct mail and media advertising during the financial year.

Expenditure was incurred in the following areas:

	2012 \$
<b>Advertising agencies:</b>	<b>128,106</b>
Adcorp Australia Ltd	77,662
Albany Advertiser Pty Ltd	1,332
Key2Design Pty Ltd	455
Marketforce Express Pty Ltd	48,657
<b>Market research organisations:</b>	<b>2,648</b>
Integral Development Association	2,648
<b>Polling organisations:</b>	<b>Nil</b>
<b>Direct mail organisations:</b>	<b>Nil</b>
<b>Media advertising organisations:</b>	<b>3,160</b>
Elephant Productions Pty Ltd	1,430
Media 66	1,730
<b>Total</b>	<b>133,914</b>

## 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 regarding compliance issues that arose during 2011–2012 with respect to the public sector standards, the WA Code of Ethics, the Commission's Code of Personal Conduct and details of any significant action taken to prevent non-compliance.

### **Compliance issues**

There were 31 allegations received to 30 June 2012 regarding potential breaches of the Commission's Code of Personal Conduct and/or the WA Code of Ethics, which related broadly to:

- inappropriate conduct towards colleagues
- inappropriate conduct towards residents
- failure to follow policies, procedures and/or directions.

### **Actions taken to monitor and ensure compliance**

These included:

- training for managers and supervisors on performance management and suspected breaches of discipline in various Commission offices
- providing information and training about the Commission's Code of Personal Conduct during staff orientation sessions throughout the year
- maintaining a network of support people who assist staff during discipline and performance processes
- a grievance contact officer network available to staff for information and support in relation to grievance issues
- promotion of grievance contact officers and support people during staff orientation and induction sessions and via the intranet, broadcast emails to staff and posters in Commission facilities.



### 4.5.3 Disability Access and Inclusion Plan Outcomes

Under the Disability Services Act 1993 (amended 2004) public authorities are required to develop and implement a Disability Access and Inclusion Plan (DAIP). The Commission is in its second year of implementation of its fifth DAIP. The Commission is committed to the access and inclusion of people with disability and aims to continually improve its services, facilities and information.

The Commission's current DAIP (2011–2016) includes many significant initiatives to ensure that its services, facilities and information are accessible and inclusive.

As required under the Act, the Commission has addressed the six outcome areas. The Commission recognises the importance of employment for people with disability and has therefore added a voluntary outcome area relating to employment.

In 2011–2012 the Commission implemented a range of initiatives.

These are:

**Outcome 1:** People with disability have the same opportunities as other people to access the services of, and any events organised by the Commission.

- New communication technology was identified for residents living in supported accommodation to use when communicating with family members, visitors and staff.
- People received invitations to events in accessible formats and were offered flexible ways to respond.
- Accessible information about the Commission's funding rounds was placed on the Commission's website.

**Outcome 2:** People with disability have the same opportunities as other people to access buildings and facilities of the Commission.

- An annual audit of homes managed by Accommodation Services was conducted to ensure access and liveability standards are maintained to a high standard.
- The Liveable Homes initiative was launched to showcase universal design principles.

**Outcome 3:** People with disability receive information from the Commission in a format that will enable them to access the information readily as other people are able to access it.

- The Commission's website is under review to increase accessibility and quality of information.
- Commission information and publications are available in a range of accessible formats.

**Outcome 4:** People with disability receive the same level and quality of service from the staff of the Commission as other people receive from the staff of the Commission.

- Local Area Coordinators received information about DAIPs as part of their core training.
- Online staff induction training is under review to include information about equity and diversity and access and inclusiveness strategies.

**Outcome 5:** People with disability have the same opportunities as others to make complaints to the Commission.

- The Commission's Consumer Liaison Service provides a supportive and confidential avenue for people to raise their complaints regarding the Commission's services without fear or concern that it may adversely influence their access to services.
- Commission staff are regularly provided with information and updates about the consumer complaints process.

**Outcome 6:** People with disability have the same opportunities as others to participate in any public consultation by the Commission.

- The Commission's Board facilitates Reference Network meetings in regional and metropolitan Western Australia.

**Outcome 7:** People with disability have improved access to employment opportunities for people with disability within the Commission.

- The Commission is working with the Department of Training and Workforce Development to increase the recruitment and retention rates of people with disability through the implementation of the Closing the Gap Initiative.

#### 4.5.4 Recordkeeping plan and compliance reporting

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

##### Efficiency and effectiveness of the organisation's recordkeeping system

The most recent audit of the Commission's recordkeeping systems was conducted in January 2008 and found that the Commission was compliant with the Act. In March 2012, the Commission's reporting compliance was acknowledged at the W.S. Lonnie Awards where it received the State Records Commission Award for Excellence in Compliance Reporting.

##### Recordkeeping training program

The Commission has in place an online self-paced records awareness training package specifically developed around the State Records Act 2000. The package is mandatory for all staff and outlines staff recordkeeping responsibilities and obligations. New staff are required to complete the training within one month of commencement. Since the start of the program in 2006, a total of 2,423 staff (87 per cent) have completed the training.

The training program allows staff to complete an assessment quiz which gauges the participant's level of understanding of their recordkeeping responsibilities and obligations. The collective average pass mark is monitored to ensure an acceptable level is reached and also identifies recordkeeping topics that may require further clarification.

The records awareness training package also allows for participants to provide comments or queries to the Manager, Corporate Information.

As well as the online training program, staff can access information regarding their recordkeeping responsibilities through various departmental intranet publications. These include guidelines for the storage and removal of information, records practices for staff and recordkeeping operational procedures.

## 4.6 Government policy requirements

### 4.6.1 Substantive equality

#### Background

The Commission has been implementing the State Government's Policy Framework for Substantive Equality since 2006. This framework has been designed to ensure that services funded and provided by the Commission are culturally accessible and responsive to the different needs of the state's diverse communities. Substantive equality recognises that in order to treat people equally you may have to treat them differently.

The Commission's aim is to provide culturally sensitive and responsive services free from racial discrimination for all people with disability. This includes Aboriginal people with disability, their families and carers and people from culturally and linguistically diverse (CaLD) backgrounds.

The Commission's five-year Substantive Equality Implementation Plan, which began in 2006, has now been completed. A policy framework is currently under development and will build on the Commission's achievements to date. This framework will focus on embedding substantive equality into the Commission's practices and processes.

#### Progress

The following initiatives were undertaken in 2011–2012:

- the Commission's Substantive Equality Implementation Committee oversaw the implementation of the final project in the Commission's five-year plan for substantive equality
- the project evaluated the compliance of the Positive Behaviour Team (PBT) service with the principles of substantive equality
- the needs and impact assessment report of the Positive Behaviour Team was launched in February 2012. The report identified the need for more culturally appropriate services for people from Aboriginal and CaLD backgrounds. The assessment report was nominated for a 2012 Premiers Award by the Equal Opportunity Commission
- the Commission is developing a booklet that will provide a range of examples illustrating how substantive equality principles can be put into practice to better meet the needs of people from diverse backgrounds
- an external consultant was employed to provide six Aboriginal cross-cultural awareness training sessions which focussed on effective communication skills, the provision of substantive equality principles and appropriate cultural protocols to positively engage with Aboriginal people
- the Commission's refreshed Reconciliation Action Plan 2012–2014 was endorsed by Reconciliation Australia.

## 4.6.2 Aboriginal Reconciliation Action Plan

### Background

The Commission remains committed to providing culturally appropriate information, supports and services for Aboriginal people with disability, their families and carers through its Reconciliation Action Plan.

### Progress

During 2011–2012 the Commission:

- worked closely with the Department of Indigenous Affairs in the development of the Commission's Reconciliation Action Plan 2012–2014
- received Reconciliation Australia's endorsement of its refreshed Reconciliation Action Plan 2012–2014
- conducted six Aboriginal cross-cultural awareness training sessions for Commission staff
- sponsored eight banners in the Department of Indigenous Affairs, the Bringing Them Home Committee and the City of Perth's Reconciliation Week banner initiative
- held a Reconciliation Week event, which included storytelling by a local elder and an afternoon tea for Commission staff
- organised and funded across-Commission NAIDOC Week celebrations
- continued to provide Aboriginal business trainee opportunities within a variety of Commission services and programs
- commenced the development of the Aboriginal Employment Strategy implementation plan
- advertised employment opportunities using Aboriginal media.

## 4.6.3 Occupational safety and health

### Commitment

The Commission is committed to ensuring its employees work in a safe and healthy environment and to providing a safe home for people in its care.

To do this, the Commission has:

- met its obligations under the Occupational Safety and Health Act 1984 and the Commission's Occupational Safety and Health Policy. The policy defines roles and expectations of employees and management in demonstrating leadership and commitment to safety and health in the workplace. The policy is promoted to staff at induction and training forums and is accessible through the Commission's intranet site
- fostered and encouraged consultation on safety matters in the workplace through its internal communication channels as well as safety and health representatives and safety champions. Commitment to consultation is evidenced through the Commission's action plans, policies, procedures and the use of the Incident Management System. It is also reinforced at quarterly safety committee meetings
- improved injury prevention and management in line with the Workers' Compensation and Injury Management Act 1981. This is achieved through the continuous improvement and review of its policies and procedures, safety projects, health and wellness programs and a relationship with RiskCover
- ensured its safety management systems are in place, documented, and audited in line with AS/NZS4801:2001. A WorkSafe Plan Assessment was conducted late 2010–2011 with another scheduled for 2012–2013. The Commission met 80 per cent of the recommendations from the WorkSafe Plan Assessment in 2011–2012. The recommendations have been and continue to be, implemented through various projects and initiatives.

### Safety System Reviews

In 2011–2012, the Commission reviewed its workplace environments, systems, processes and activities. A range of factors influencing the incident and accident rates of its employees were identified. These included an increasing number of residents with complex and challenging behaviours, an ageing workforce and clientele, high employee turnover, high overtime rates and a general lack of safety awareness.

The following system reviews were undertaken and recommendations implemented:

- Consultative Review of Safety in the Workplace through workplace focus groups
- Workers' Compensation and Injury Management Review—an external audit of the Commission's internal claims portfolio, policies and procedures
- Training Needs Analysis—conducted across all Commission directorates
- WorkSafe Plan Assessment.

## Electronic Incident Management System

The Commission's new electronic incident and accident reporting system promotes a culture of increased and improved qualitative reporting. The reporting format provides prompts, encouraging staff to consider all possible contributory factors as well as solutions to the issues raised. This has facilitated a marked qualitative improvement in feedback to relevant managers and the Occupational Safety and Health Unit fostering positive issue resolution.

Timely advice is now work flowed via e-mail for lost time to the OSH Unit to facilitate early intervention by way of issue resolution and injury management.

Due to the system's benefits, a number of government agencies and disability sector organisations are in the process of adopting the Commission's system to meet their reporting requirements.

## Safety Consultation and Participation

The Commission's 36 safety and health representatives meet on a regular basis. Meeting attendance increased by 69 per cent while working parties discussed and reviewed a number of topics. These included complex and challenging client behaviours, use of personal protective equipment, management of hazardous chemicals and workplace hazard inspections. Refresher training was also provided to 24 of the safety and health representatives. Corporate Executive also endorsed 10 OSH champions to drive cultural change in the area of safety and health at an operational level.

## Safety Training and Development

The Commission held 10 safety forums and more than 900 employees participated in safety training in 2011–2012. Areas of training included:

- office ergonomics
- mental health first aid
- OSH roles and responsibilities
- customised manutention (handling of patients) and non-violent crisis intervention
- injury management and workers' compensation
- emergency evacuation
- management of hazardous substances
- risk management
- manual tasks
- slips, trips and falls.

## Positive initiatives to increase safety awareness and wellbeing

- There were 33 safety audits conducted across accommodation facilities.
- Safety action plans were developed across all 85 accommodation facilities.
- The Chemwatch program was purchased to ensure compliance requirements with material safety data sheets.
- Safety awards were presented to employees for showing initiative and being proactive in areas of workplace safety.
- A number of wellness initiatives were put in place, including implementation of the Safe Spine program for high manual task facilities, sports kits for resident and staff recreation and fitness, mental health workshops and the adoption of smoke-free workplaces across all Commission facilities.



## OSH key performance indicators and trends

Measure	2009–10	2010–11	2011–12	Target	Comment on result
Number of fatalities	0	0	0	0	Target achieved.
Lost time injury and/or disease incidence rate	4.8	4.9	4.9	10% reduction	Target not met. Several workplace safety initiatives are currently being implemented which should result in a reduction of lost time incident in the future.
Lost time injury severity rate	18.8	33.3	23.2	10% reduction	Target achieved due to proactive injury prevention and management strategies.
Percentage of injured workers returned to work:					
(1) Within 13 weeks	85%	83%	88%	Greater or equal to 80%	Target achieved due to improved early intervention and injury management practices.
(2) Within 26 weeks	94%	94%	98%		
Percentage of managers trained in OSH and injury management responsibilities	43%	75%	80%	Greater than or equal to 80%	Target achieved due to increased investment in safety training for all staff.
Lost time injury and/or diseases frequency rate	27.3	28.6	28.3	10% reduction	Target not met. Significant workplace safety initiatives are currently being implemented to reduce the frequency of incidents.

## OSH key performance indicators and trends continued

Number of accidents and incidents	285	555	551	10% reduction	Target not met. The workplace safety initiatives currently being implemented should result in a reduced number of accidents in the future.
Number of lost days	2,440	3,385	4,061	10% reduction	Target not met. The increase in the number of lost days is due to a range of issues currently being addressed through improved prevention, injury management and claims management practices.
Number of workers' compensation claims	102	127	114	10% reduction	Target achieved due to making safety a priority through education and training programs.

Note: Actual results for 2008–2009 reporting period are not available for comparative purposes.

## Appendix: Funding to disability sector organisation by service 2011–2012

Number	Disability sector organisation	Service 1 \$	Service 2 \$	Service 4 \$	Total \$
1	Activ Foundation Inc	26,739,956	6,324,794	4,238,812	37,303,562
2	Advocacy South West (Inc)	116,409	60,724	23,118	200,251
3	Anglicare WA Inc	369,334	629,843	139,321	1,138,498
4	Association for the Blind of Western Australia (Inc)	0	846,260	35,054	881,314
5	ATLAS (Access to Leisure and Sport) Inc	0	23,588	34,449	58,037
6	Australian Red Cross (Lady Lawley Cottage)	2,095,315	0	4,035,324	6,130,639
7	Autism Association of WA	14,065,608	6,868,486	2,599,626	23,533,720
8	Avon Community Employment Support Centre	0	320,797	0	320,797
9	Baptistcare Inc.	9,175,023	2,721,195	2,061,497	13,957,715
10	Belmont Districts Family & Individual Support Association Inc.	10,870	0	70,155	81,025
11	BGSR Pty Ltd Supported Accommodation Services	3,740,513	0	0	3,740,513
12	Blind Citizens WA Inc	12,770	6,661	2,536	21,967
13	Brightwater Care Group (Inc)	11,428,599	0	69,748	11,498,347
14	Cam Can & Associates	1,018,571	0	33,879	1,052,450
15	Carers' Association of Western Australia	80,285	41,880	640,944	763,109
16	Child & Adolescent Health Service	500,706	53,000	0	553,706
17	City of Canning	625,842	23,821	202,396	852,059
18	City of Fremantle	0	20,618	0	20,618

## Appendix: Funding to disability sector organisation by service 2011–2012 continued

Number	Disability Sector Organisation	Service 1 \$	Service 2 \$	Service 4 \$	Total \$
19	City of Gosnells	0	0	109,670	109,670
20	Claremont Therapeutic Riding Centre	0	56,138	0	56,138
21	Community Living Association Inc (formerly Lower Great Southern Community Living Association)	5,148,005	1,809,488	591,553	7,549,046
22	Community Vision Inc	420,361	807,811	676,584	1,904,756
23	Crosslinks	1,999,670	3,113,189	220,957	5,333,816
24	DADAA Inc	182,216	366,533	111,057	659,806
25	Deafness Council of WA	2,259	1,178	449	3,886
26	Department of Health of Western Australia	3,704,508	192,865	4,063	3,901,436
27	Developmental Disability Council of WA	158,565	82,714	31,490	272,769
28	Directions Family Support Association	235,300	789,585	947,206	1,972,091
29	Elba Inc	5,532,886	694,027	142,529	6,369,442
30	Enable Southwest Inc (Formerly SWFSA)	2,216,704	1,851,529	2,168,841	6,237,074
31	Ethnic Disability Advocacy Centre	183,884	95,922	36,518	316,324
32	Fairbridge Western Australia Inc.	0	0	92,247	92,247
33	Family Planning WA	0	609,409	0	609,409
34	Family Support WA Inc (formerly Landsdale Family Support)	701,797	322,647	828,529	1,852,973
35	Goldfields Individual and Family Support	1,983,893	944,500	376,771	3,305,164
36	Headwest (Brain Injury Association of WA Inc.)	226,138	117,963	44,910	389,011

## Appendix: Funding to disability sector organisation by service 2011–2012 continued

Number	Disability Sector Organisation	Service 1 \$	Service 2 \$	Service 4 \$	Total \$
37	Hills Community Support Group (Inc)	6,519,440	2,405,042	1,142,649	10,067,131
38	HomeCare Options	80,303	7,602	116,848	204,753
39	i.d.entity.wa	16,280,990	409,767	2,929,392	19,620,149
40	Inclusion WA Inc (formerly Recreation and Sport Network)	83,538	1,067,082	156,293	1,306,913
41	Independence Australia (Paraquad Victoria)	0	3,471,779	0	3,471,779
42	Independent Living Centre	0	3,487,071	0	3,487,071
43	Interchange Inc	0	4,170,322	0	4,170,322
44	Intework	235,156	7,453,076	501,582	8,189,814
45	ISADD WA Pty Ltd	0	830,075	0	830,075
46	Kalparrin Centre	259,494	135,363	73,557	468,414
47	Key Assets WA Ltd	148,103	0	20,069	168,172
48	Kids are Kids! Therapy and Education Centre Inc.	0	386,775	0	386,775
49	Kids Biz Therapy Centre	0	56,196	0	56,196
50	Kids' Camps Inc	0	0	225,623	225,623
51	Kimberley Individual and Family Support Association	760,301	574,273	479,392	1,813,966
52	Kira Inc.	0	1,363,988	0	1,363,988
53	Life Without Barriers	10,144,854	631,209	2,298,362	13,074,425
54	Lifeplan Recreation & Leisure Association Inc	0	853,134	0	853,134
55	Lifestyle Solutions (Aust) Ltd	1,765,852	88,318	364,197	2,218,367

## Appendix: Funding to disability sector organisation by service 2011–2012 continued

Number	Disability Sector Organisation	Service 1 \$	Service 2 \$	Service 4 \$	Total \$
56	Lower Great Southern Family Support Association	1,264,381	463,644	680,805	2,408,830
57	Mandurah Community Care Inc	291,581	41,148	131,576	464,305
58	Mandurah Disabled Support & Recreational Respite (Inc)	0	37,273	0	37,273
59	Midway Community Care	3,264,438	1,012,914	658,309	4,935,661
60	Midwest Community Living Association Inc	1,569,579	34,167	300,393	1,904,139
61	Miscellaneous Providers	2,343,968	1,120,398	117,561	3,581,927
62	Mosaic Community Care Inc	7,182,848	0	126,051	7,308,899
63	Multiple Sclerosis Society	6,846,565	935,022	1,557,441	9,339,028
64	My Place WA Pty Ltd	15,123,448	2,745,778	1,700,065	19,569,291
65	Nascha Inc	1,256,217	0	233,599	1,489,816
66	National Disability Services Limited WA	1,000,487	521,897	198,690	1,721,074
67	Next Challenge Enterprises Pty Ltd	0	66,167	0	66,167
68	Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women's Council	0	0	738,790	738,790
69	Noah's Ark Toy Library	16,247	152,069	3,226	171,542
70	North Metropolitan Area Health Service	0	1,009,354	0	1,009,354
71	Nulsen Haven Association Inc	20,315,311	2,847,736	57,607	23,220,654

## Appendix: Funding to disability sector organisation by service 2011–2012 continued

Number	Disability Sector Organisation	Service 1 \$	Service 2 \$	Service 4 \$	Total \$
72	One 2 One Pty Ltd	377,535	44,401	16,904	438,840
73	Outcare Inc	1,310,849	7,255	0	1,318,104
74	Paraplegic Quadriplegic Association	1,278,232	283,968	623	1,562,823
75	Peel Community Living Inc	3,144,788	484,442	59,715	3,688,945
76	People Actively Committed Together	293,513	0	328,020	621,533
77	People With Disabilities	301,421	157,234	59,860	518,515
78	Personal Advocacy Service	68,194	35,573	13,543	117,310
79	Perth Home Care Services	17,102,573	3,063,508	4,855,219	25,021,300
80	Phylos Inc	699,408	0	0	699,408
81	Pilbara and Kimberley Care Inc	-11,198	67,891	108,134	164,827
82	Pledg Projects	118,348	61,736	23,503	203,587
83	Richmond Fellowship of Western Australia Inc	256,505	0	0	256,505
84	Riding for the Disabled Association of WA	0	293,255	0	293,255
85	Rocky Bay Inc	5,461,457	12,645,832	3,212,740	21,320,029
86	SECCA	0	308,738	0	308,738
87	Senses Foundation (Inc)	3,828,301	1,897,445	401,341	6,127,087
88	Seventh Day Adventist Aged Care WA	1,195,422	0	0	1,195,422
89	Silver Chain Nursing Association	0	504,787	0	504,787
90	South Metropolitan Area Health Service	0	3,337,696	0	3,337,696

## Appendix: Funding to disability sector organisation by service 2011–2012 continued

Number	Disability Sector Organisation	Service 1 \$	Service 2 \$	Service 4 \$	Total \$
91	South Metropolitan Personnel (Lifeskills 2 Work Fremantle)	0	2,057,557	0	2,057,557
92	Southern Cross Care (WA) Inc	158,848	0	0	158,848
93	Spina Bifida Association	36,163	159,122	7,183	202,468
94	Strive Warren Blackwood	517,788	345,747	145,344	1,008,879
95	Teem Treasure	3,106,356	0	0	3,106,356
96	TeenSpirit Incorporated	0	0	61,315	61,315
97	Telethon Institute for Child Health Research	31,060	16,202	6,168	53,430
98	Telethon Speech and Hearing Centre for Children	0	458,910	0	458,910
99	The Centre for Cerebral Palsy	16,811,684	15,970,521	4,173,091	36,955,296
100	The Friends of David Guhl	0	0	10,000	10,000
101	The Spiers Centre Inc	0	0	14,545	14,545
102	Therapy Focus Inc	0	13,382,978	0	13,382,978
103	Transition & Integration Services	2,928,579	385,109	181,796	3,495,484
104	UnitingCare Crossroads	0	0	59,422	59,422
105	UnitingCare West	3,284,645	20,086	28,095	3,332,826
106	Upper Great Southern Family Support	605,043	413,843	182,815	1,201,701
107	Valued Independent People	406,913	4,413,806	266,749	5,087,468
108	Vemvane	73,650	0	430,917	504,567
109	WA Blue Sky Inc	2,497,068	183,320	0	2,680,388



## Appendix: Funding to disability sector organisation by service 2011–2012 continued

Number	Disability Sector Organisation	Service 1 \$	Service 2 \$	Service 4 \$	Total \$
110	WA Country Health Service	0	2,084,288	0	2,084,288
111	WA Deaf Society	70,170	159,571	0	229,741
112	WA Disabled Sports Association Inc	0	239,391	0	239,391
113	We Can Community Services Pty Ltd	1,435,676	326,637	219,993	1,982,306
114	West Australian Sleep Disorders Research Institute (Inc)	0	212,451	0	212,451
115	Westcare Inc	270,172	0	0	270,172
116	Western Australian Motor Industry Foundation Inc	232,526	121,296	46,178	400,000
117	Wheatbelt Individual and Family Support	484,604	130,359	962,055	1,577,018
118	Wize Therapy Pty Ltd	0	282,550	0	282,550
119	Workpower Incorporated	0	1,904,545	0	1,904,545
120	Yaandina Family Centre Inc	297,737	0	0	297,737
<b>Total for disability sector organisations</b>		<b>258,103,118</b>	<b>134,637,854</b>	<b>51,257,578</b>	<b>443,998,550</b>

Note: Some disability sector organisations receive funding for information and/or advocacy for the sector and are not restricted to any one service. These funds are distributed across services 1, 2 and 4 according to their proportionate overall budgets.



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**DSC: 2206-14-09-2012**

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